

Electricity Consumer Grievances Redressal Forum

Bhilai Steel Plant

Erstwhile BSP Hindi Medium School, Maroda Sector, Bhilai
Email: cgrfbps@sail-bhilaisteel.com, Phone# 07882858199, 07882858291

Case No. 2026/08

Mr. Sanjay Makde
Qr No. 01/C, Street-18
Sector-11, Zone-1 BHILAI -490011 (C.G.)

-----Applicant

Versus

Town Electrical Engg Deptt
Bhilai Steel Plant,
BHILAI-490006 (C.G.)

-----Respondent

ORDER

(Passed today on 01/06/26)

Brief of the Case:

An applicant Mr Sanjay Makde, bonafide resident of Qr No. 01/C, Street-18, Sector-11, Zone-1 BHILAI -490011 (C.G.) has submitted that, "there is daily Power outage for 3 hours since long" while enquiring regarding solving of problem TEED officials communicates "soon power supply responsibility will be handed over to CSPDCL"

The case was registered with Case#/BSP/TEED/2026/08 dated 27/03/2026.

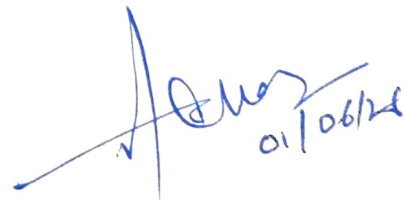
Relief sought by the applicant:

- 1) Stoppage of daily 3 hours power cut
- 2) Clarification regarding handing over to CSPDCL.

Case Proceedings:

On behalf of Distribution licensee i.e. Director I/c Bhilai Steel Plant a Notice under clause 42(6) of IE Act 2003 issued to the authorised operating officer General Manager (Town Electrical Engineering Department-BSP) for reply on following points:

- 1) Whether instant complaint regarding daily power outage for 3 hours is correct?
- 2) If yes, what is the reason of daily power cut 3 hrs?
- 3) The daily power cut can be avoided? If No what is the reason?


01/06/26

C.G.R.F (BSP) Bhilai
Outward No. 47
Date - 01/06/2026

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- 4) Submit copy of hourly Load monitoring report of particular feeder for last 2 month.
- 5) Is there any plan for handing over power distribution responsibility to CSPDCL
- 6) If answer of above (v) is yes, if yes tentative schedule & its road map.
- 7) Any project under thought/proposed for resolving the existing issue.

As such no proper reply was submitted by DISCOM (BSP-TEED), as due departmental transfer of executives dealing, a week's time permitted to reply suitably.

Subsequently following point wise reply submitted:

- 1) No, the electricity supply is not interrupted for three hours, rather it is interrupted for only two hours..
- 2) A daily interruption of two hours in electricity supply undertaken to attend carryout routine system maintenance where ever noticed during patrolling.
- 3) Owing to the aged condition of the system and its continuous operation under heavy electrical load, frequent maintenance is required. Hence daily planned shutdown is absolutely necessary.
- 4) The daily planned shutdown for the last two months is enclosed herewith.
- 5) Yes, TEED has planned for handling over power distribution responsibility to CSPDCL and process started, matter is under CSPDCL BoD approval.
- 6) De-licensing process is in progress at CSERC.
- 7) TEED has planned for handling over power distribution responsibility to CSPDCL, hence no project undertaken for the system strengthening.

On 21/05/26, from respondent side representative, Mr R K Vishwakarma, AGM (TEED) were present in the CGRF court and due to very high ambient temperature, applicant Mr Sanjay Makde, requested to be present online.

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On the grievance point daily 3 hours power outage in morning hours, respondent replied that the power outage is for daily maintenance work and is of only for 2 hours daily. This is done for carrying out routine system maintenance to avoid breakdown. The monthly plan/schedule of power outages is published regularly.

On the grievance point i.e. "clarification regarding handing over to CSPDCL" it is iterated that the process started, subsequent to obtaining SAIL board approval on proposal a petition for de-notification of licensee area has been submitted with CSERC, the MoU has been prepared for transfer of responsibility with CSPDCL and is to be approved by CSPDCL board. Since the matter is not in a BSP part, the final date can't be declared right now. With the aforementioned approvals of CSPDCL officials and CSERC approval on petition, road map describing activity and time frame will be declared.

In cross questioning and examination when nothing was outstanding to hear nor to be submitted and both the parties also neither expressed nor requested for any submission, case closed for order.

FINDING IN THE CASE:

- 1) Applicant has submitted a grievance on 27/03/26 before this forum without bonafide proof of resident. Subsequently when submitted a copy of Adhar Card the case has been registered vide No. 2026/08 after confirming from TEED that the said house is allotted on the name of Mr. Sanjay Makde on license by BSP and as of now there is no outstanding electricity bill against the applicant.
- 2) The instant grievance prima facially is regarding no proper communication by DISCOM regarding power outages and individual's concern for compliance of standard of performance regulation subsequent to awareness program, publicity & dissemination of rights of consumers.


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- 3) During cross examination it has been found that the area is metamorphosed with rampant hooking, influencing unanticipated loading on the infrastructure, hence to avoid breakdown routine patrolling and maintenance is essential.
- 4) As such DISCOM has already initiated for transferring of power distribution responsibility to CSPDCL but final date can't be declared by them as due to procedural aspect is true. CSPDCL has put a condition that Smart Meters are to be installed by BSP.
- 5) With the version of DISCOM authority that "soon the power distribution responsibility will be handed over to CSPDCL doesn't concludes complaint redressal..

ANALYSIS:

- 1) The respondent failed in complying Supply Code, Standard of performance regulation and SOP formulated under provision of IE Act 2003.
- 2) Responded failed/ignoring the problems of bonafide residents in the shadow of version "soon the power distribution responsibility will be handed over to CSPDCL"
- 3) The project "handing over of power distribution responsibility to CSPDCL" is initiated almost more than 6 years back, but still in dilemma and even signing of MoU with CSPDCL is pending and further if done at the earliest, it will take substantial time (Minimum 3 years) in creation of infrastructure, signing of agreement with end consumer. By that time the complaint of bonafide consumers cannot be kept unattended.
- 4) During the hearing dated 21/05/26 it was deliberated by DISCOM, BSP-TEED that IT team is working on providing facility for sending messages to legal consumers regarding power outages and other information.

VERDICT OF THE FORUM

- 1) TEED is directed to make available communication of power outage to legal consumers within 3 Months' time from the date of issue of this order. Hence with this, grievance will resolved.



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- 2) Progress in the proposed "Transfer of power distribution responsibility to CSPDCL" shall be expedited in the interest of BSP as well as power stakeholder in BSP domain of licensee area.
- 3) Order Issued On 01/06/26.
- 4) Case Closed.
- 5) *Further, if an applicant is not satisfied with the order of the forum can proceed to appellant authority "Electrical Ombudsman" at CSERC Building Raipur, within 45 days from the issue of this Order.*



(A K Chouhan) 01/06/26
Chairperson (CGRF-BSP)

Anil Kumar Chouhan
Chairman
Consumer Grievance Redressal
Forum, Bhilai
Bhilai Steel Plant