

THE BRIHANMUMBAI ELECTRIC SUPPLY & TRANSPORT UNDERTAKING
(OF THE BRIHANMUMBAI MAHANAGARPALIKA)

ELECTRIC SUPPLY BRANCH

PROCEDURE ORDER NO. 236

ESO/AGMES/ 70 /2017

03.05.2017

Sub : Procedure for Change of Name Cases.

The procedure for change of name has been already very well defined in para.13 of our booklet of "Terms & Condition of Supply" which is based on Section 10 of the MERC Regulation 2005. The change of name on electricity bill will be effected only to facilitate the applicant to pay the legitimate dues against utilization of electric supply of the premises. This may not be treated for any other purpose.

Detail procedure and guidelines to be followed while registration & processing of Change of Name requisition are as follows:

1. Accept Application Form (**Annexure-I**), along with **Annexure-II**, **Annexure-III**, **Annexure-IV** attached herewith as applicable.
2. It is the responsibility of applicant to submit correct / genuine documents. Onus of its genuineness lies on applicant.
3. List of required documents for change of name is as follows:
 - 3.1 A connection may be transferred in the name of another person upon death of the consumer or in case of transfer of ownership or occupancy of the premises, upon **application** for change of name by the new owner or occupier. However, such change of name shall not entitle the applicant to require shifting of the connection to new premises.
 - 3.2 Such application shall also be accompanied by;
 - (i) Consent letter of the transferor (as per attached **Annexure-IV**) for transfer of connection in the name of transferee;
 - (ii) In the absence of a consent letter, the applicant shall submit **any one** of the following documents listed below in respect of the premises that proves ownership / occupancy of the premises.

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Any one of the following documents	
1	Registered Purchase Agreement
2	Sale Deed
3	Share Certificate of Registered Society in the name of applicant
4	Latest monthly maintenance receipt in the name of applicant
5	Registered or Notarized Tenancy Agreement
6	Lease Agreement
7	Leave and License agreement had between applicant and original consumer / Landlord
8	Latest rent receipt (Within one year time) in the name of applicant duly discharged by Owner / Landlord of the premises
9	Allotment Letter / Transfer Letter along with latest maintenance receipt issued in the name of applicant by MHADA / SRA / Manager - BDD, BIT Chawl - Bldg.
10	Zopda Photopass issued by Competent Authority
11	Survey slip
12	Allotment letter issued by competent authority in applicants name
13	Registered Society's request on letterhead duly stamped and signed by either of the office bearer along with copy of Conveyance Deed & or Transfer Deed with Developer
14	NOC issued by the concern Developer
15	Certificate of incorporation issued by the Registrar or copy of High Court Order.
16	Affidavit / Gazette Notification for change in applicant's name.
17	Certified copy of Will / Inheritance in the name of applicant.
18	Details of "Family Tree" along with contact numbers / mobile numbers, duly notarized along with consent/ NOC from all legal heirs for Change in name of electric connection in the applicant's name.
19	In case of partition, the partition deed
20	Registered deed
21	Succession certificate

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3.3 Photocopy of license / permission with respect to the purpose for which electricity is being supplied to the premises, if required by statute.

3.4 All the documents submitted has to be authenticated by the applicant.

3.5 On receipt of the above required information, the Undertaking shall communicate the decision on change of name to the consumer within the second billing cycle from the date of application. If it disallows or refuses to the change of name, the consumer concerned shall be given a reasonable opportunity of being heard in the matter. Also, the Undertaking shall communicate the reasons of refusal in writing to the consumer.

4.0 The steps to be followed for effecting the change of name are listed as below:

Step No	Step Name	Action By	Remark
1	Verification of documents & registration of application	Shop Recorder / Clerk / Supervisor.	Verification of documents to be done and also checking of pending ID.
2	Acceptance of requisition fee	Cash Counter Clerk	If documents found OK then only to accept fee.
3	Verifying arrears / outstanding / claim amount and approve Name change	Admin. Officer (A/G IX) / Sr. Admin. Officer(A/G X)	Security Deposit amount to be decided as per MERC's Tariff schedule mentioned under head Consumer Security Deposit.
4	Receipt of new Security Deposit	Cash Counter Clerk	If Security Deposit not paid, case to be closed with appropriate intimation to applicant.
5	Letter for Name change & freeze SD of old customer	Shop Recorder / Clerk / Supervisor.	Case completed & closed with change of name.

* In case the previous consumer gives consent for transferring the security deposit to the new consumer, the difference of security deposit should be accepted. However, if the present security deposit is more than required, same should be adjusted as new security deposit. In no case refund of security deposit of old consumer should be given to the new consumer.

5.0 Complaint Redressal Mechanism

5.1 If the original consumer raises dispute after effecting change of name, Assistant Administrative Manager (IGR) shall summon both the disputant and the new consumer for hearing with all the documents. For arriving at a decision on the dispute, Assistant Administrative Manager (IGR) after considering the genuineness of submitted documents, physical occupancy of the premises (settled possession of the applicant) may reverse the change of name or may maintain status-quo.

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5.2 If the aggrieved party is the original consumer, Assistant Administrative Manager (IGR) shall send a reply to the aggrieved party as if he has approached under Annexure-C, explaining the procedure of approaching Consumer Grievances Redressal Forum (CGRF).

5.3 The Divisional Engineer of concern ward of Customer Care Dept. shall monitor the change of name activity and redressal of consumer complaints.

This Procedure Order supersedes the P.O.218, dated 09-05-2014.

This is issued with the approval of General Manager.

Encl: Annexure I, II, III & IV.

All Head of Departments of E.S.Branch

Handwritten signature and date: 3/5/17

AGM(ES)