

INFORMATION OF THE

CECC OFFICE

B.E.S. & T. Undertaking

(Information mandatory under section 4 of Chapter II of
Right To Information Act, 2005)

CHAPTER II – (Right to information and obligations of public authorities)

4.(b)(i) : the particular of its organization, functions and duties

The particular of department :-

Name of the department	Chief Engineer (Customer Care) office
Address	Multi Storeyed Annex Bldg., 3 rd floor, Accommodation Road, Colaba - 400 001
Contact No. (Tel)	022-22799563
Email-ID	cecc@bestundertaking.com

The Functions and duties of department:-

Chief Engineer Customer Care is incharge of all Customer Care departments, Meters & System Protection and HVC department.

4. (1) (b)(ii) : The powers and duties of its officers and employees :-

The sanctioned post of each category i.e. Technical and Administrative under the CECC office as on 01-10-2022 is as given below:

Sr. No.	Designation	Grade	Scheduled & Sanctioned strength	On roll staff	On loan staff
1	Chief Engineer (Customer Care)	A-1	1	1	-
2	Asst. Engineer	A-5	1	1	-
3	Deputy Engineer *	G/GVI	-	-	1
4	AAO (PA to CECC)	A/GVIII	1	1	-
5	Supervisor (P) *	A/GVII(P)	-	-	1
6	Bus Driver *	P2/G4	-	-	1
7	Casual Labour	-	-	2	-

* indicates on loan officers & staff of CECC office.

1) The Powers and Duties of Chief Engineer (Customer Care) Chief Engineer (Customer Care) – Grade : A-1

- 1) The Chief Engineer (Customer Care) is reporting to the Assistant General Manager (Electric Supply) and looks after the working of the Customer Care departments, Meters & System Protection and HVC department.
- 2) Chief Engineer has got the power to sanction capital budget up to Rs. 2 lakhs.
- 3) Chief Engineer has empowered to sanction installments of arrears to the consumers above Rs. 2 lakhs and up to Rs. 5 lakhs.

**2. The powers and Duties of Asst. Engineers:-
Assistant Engineer – Grade – A-5,**

Assistant Engineer is responsible for reporting to the Chief Engineer (Customer duties Care) for the specific allotted to him.

His duties are to do

- 1) Compilation of various Reports and data.
- 2) Scrutinize various proposals and reports received from Customer Care Wards and other departments.
- 3) Attending departmental meetings and preparing minutes of meetings conducted by CECC.
- 4) Co-ordination of ward offices and other departments with CECC.
- 5) Preparation of replies to Star questions raised in Assembly.
- 6) Preparation of MIS
- 7) Scrutinizing complaints letters received from consumers.
- 8) Maintaining movements of various complaints and proposals.
- 9) Follow up for various Reports and data.
- 10) Assist CECC whenever required.
- 11) Put up the new proposals as directed by CECC.
- 12) Maintaining personal contacts with the officers and staff of the departments working under CECC.
- 13) To attend the consumers who call at our office with complaints.

**3. The Powers and Duties of Deputy Engineer
Deputy Engineer – Grade : G/GVI**

Deputy Engineer is responsible for reporting to the Chief Engineer (Customer Care) for the specific duties allotted to him. His duties are to do :

- 1) Compilation of various Reports and data.
- 2) Scrutinize various proposals and reports received from Customer Care Wards and other departments.
- 3) Attending departmental meetings and preparing minutes of meetings conducted by CECC.
- 4) Co-ordination of ward offices and other departments with CECC.
- 5) Preparation of replies to Star questions raised in Assembly.
- 6) Preparation of MIS
- 7) Scrutinizing complaints letters received from consumers.
- 8) Maintaining movements of various complaints and proposals.
- 9) Follow up for various Reports and data.
- 10) Assist CECC whenever required.
- 11) Maintaining personal contacts with the officers and staff of the departments working under CECC.
- 12) To attend the consumers who call at our office with complaints.

**4. The powers and Duties of Assistant Administrative Officer:-
Assistance Administrative Officer- Grade : A/GVIII,**

The Asst. Administrative Officer (AAO) is responsible for all administrative work related to CECC office. The duties of AAO are as below:

- 1) AAO shall supervise the work of the subordinate staff working in the department.
- 2) Keeping control on organizational matters pertaining to the department.
- 3) Scrutiny of Budget Estimate and preparation of Administrative Report of the department.
- 4) Maintaining staff records files and other confidential files.
- 5) Maintaining daily attendance of staff and officers.
- 6) To make arrangements for meeting as per requirement of CECC.
- 7) Personal Assistance to CECC. Attending phone calls & forwarding the same to CECC if necessary.
- 8) To check all correspondence as regards to CECC and its staff.
- 9) To maintain Imprest cash of CECC's office and prepare bill vouchers and keep its record in Imprest Cash Register.
- 10) Maintaining PF Register and putting up Purchase Form.
- 11) Display various schedule meetings on board and remind to CECC.
- 12) Any other duties assigned by the senior officers of the department from time to time.

**5. The powers and Duties of Supervisor(P)
Supervisor(P)– Grade – A/G VIIP**

- 1) Typing of Marathi & English letters, documents.
- 2) Maintaining MCA Query & Reply files in computer.
- 3) Preparing & punching various allowances for member of staff.
- 4) Punching monthly attendance through CTAS and Maintaining leave records of members of staff.
- 5) Punching attendance of appointed Casual Labourer through system and manually.
- 6) Preparing Jobsheet of on loan Casual Labourer.
- 7) Preparation of monthly, quarterly and annual Administrative Report.
- 8) To guide lower staff for filing of papers, notes and various Administrative Orders.
- 9) To check emails daily and take print outs of the same if necessary for CECC perusal.
- 10) To assist AAO for other day to day administrative & establishment work.

**6. The powers and Duties of Bus Driver
Bus Driver – Grade – P2/G4**

1. Maintain Inward register and movements of various letters and complaints received in the department.
2. Forwarding various correspondences internal & external to other Departments as well as outside parties / organizations.
3. Other miscellaneous work like, preparing material requisition, to give information regarding flow of files & correspondence to different departments etc.
4. Punching monthly attendance through CTAS and Maintaining leave records of members of staff.
5. Punching attendance of appointed Casual Labourer through system and manually.
6. Preparing Jobsheet of on loan Casual Labourer.
7. To assist AAO for other day to day administrative & establishment work.

7. Casual Labour :- Work as a Sepoy.

4.(b)(iii) : the procedure followed in the decision making process, including channels of supervision and accountability :

- 1) Asst. Administrative Officer supervise the work of subordinate staff working in the department and keeps control on administrative matters pertaining to the department.
- 2) Asst. Engineer & Deputy Engineer helps CECC to put up various proposals/notes for obtaining Management sanction.
- 3) CECC has overall control on officers and staff working in all Customer Care departments, Meters & System Protection and HVC department.
- 4) Proposals for Management's approval are put up by CECC through Asst. General Manager (ES)/ General Manager

4.(b)(iv) : the norms set by it for the discharge of its functions :-

CECC functions within the framework of BEST Undertaking and is accountable to GM BEST and senior officers in the hierarchy.

4.(b)(v) :the rules, regulations, manuals and records held by CECC office or under its controls or used by its employees for discharging functions:-

Various Office Orders, Procedure Orders and Administrative Orders, Standing orders, Service Regulation as issued by Management from time to time are used and adhered to by the Employees for discharging the important functions of the department.

4.(b)(vi) :the statement of the categories of documents that are held by it or under its control:-

- 1) Administrative files
- 2) Establishment files such as attendance, correspondence of the departments.
- 3) S.R. files
- 4) Other various registers

4.(b)(vii) : the particulars of any arrangement that exists for consultation with or representation by the members of the public in relation to the formulation of its policy or implementation thereof:-

Not applicable.

4.(b)(viii) : a statement of the boards, councils, committees and other bodies consisting of two or more persons constituted as its part or for the purpose of its advice, and as to whether meetings of those boards, councils, committees and other bodies are open to the public or the minutes of such meetings are accessible for public :-

Not Applicable.

4.(b)(ix) :a directory of its officers and employees :-

The directory of officers and staff of CECC's office as on 01.10.2022 is given below:

Sr. No.	Name of officer/staff	Design.	Grade	Ch. No.	P.S. No. of July 2021
1.	Dr. R. D. Patsute	Chief Engineer	A-1	213819	103/01
2.	Shri. Y.P.Potdar	Asst. Engineer	A-5	212375	103/01
3.	Shri. S. M. Nemade	Deputy Engineer	G/GVI	214001	162/02
4.	Shri. A. S. Sawant	AAO	A/GVIII	213162	103/01
5.	Mrs. G. S. Sarmalkar	Supervisor(P)	A/GVIIP	217003	104/01
6.	Shri. G. D. Choure	Bus Driver	P2/G4	011608	22/10
7.	Shri. R.B. Kamble	Casual Labour	-	600680	-
8.	Shri. N.S. Lagad	Casual Labour	-	600868	-

4.(b)(x) : the monthly remuneration received by each of its officers and employees including the system of compensation as provided in its regulations:-

The directory of officers and staff of CECC's office along with their monthly remuneration as on 01.10.2022 is given below:

Sr. No.	Name of officer/staff	Designation	Basic PAY (Rs)	Monthly remuneration (Basic + Allowances) (Rs)
1.	Dr. R. D. Patsute	Chief Engineer	96,400.00	96,400.00 + DA + Other Allowances
2.	Shri. Y.P. Potdar	Asst. Engineer	76,150.00	76,150.00 + DA + Other Allowances
3.	Shri. S. M. Nemade	Dy. Engineer	60,500.00	60,500.00 + DA + Other Allowances
4.	Shri. A. S. Sawant	AAO	47,150.00	47,150.00 + DA + Other Allowances
5.	Mrs. G. S. Sarmalkar	Supervisor(P)	30,405.00	30,405.00 + DA + Other Allowances
6.	Shri. G. D. Choure	Bus Driver	28,365.00	28,365.00 + DA + Other Allowances
7.	Shri. R.B. Kamble	Casual Labour	-	759/- per day
8.	Shri. N.S. Lagad	Casual Labour	-	759/- per day

4.(b)(xi) : the budget allocated to CECC's establishment indicating the particulars of all plans, proposed expenditures and reports on disbursements made :-

The records with regard to budget allocation and plan are maintained by Accounts department and are also available in proposed Budget Estimate prepared every year. However, to meet miscellaneous expenditure Rs. 4000/- Imprest Cash is maintained in CECC's office.

4.(b)(xii) : the manner of execution of subsidy programmes including the amounts allocated and the details of beneficiaries of such programmes:-

Not Applicable

4.(b)(xiii) : particular of recipients of concessions, permits or authorizations granted by CECC office :-

Not Applicable

4.(b)(xiv) : details in respect of the information, available to or held by CECC office, reduced in an electronic form :-

The information in respect of CECC office is available in the electronic form on the website viz. www.bestundertaking.com

4.(b)(xv) : the particulars of facilities available to citizens for obtaining information including the working hours of a library or reading room, if maintained for public use:-

No separate library / reading room is maintained for citizens.

4.(b)(xvi) : the names, designations and other particulars of the public information as may be prescribed: and thereafter updates these publications every year :-

Ward	Name	Designation	Authority
A Ward	Smt. K. M. Jarode	Superintendent	1 st Appellate Authority
A Ward	Shri M. G. More	AAO	PIO
A Ward	Smt. P. S. Nair	AAM	RO, IGR Cell
B Ward	Shri D. S. Kadam	Superintendent	1 st Appellate Authority
B Ward	Mrs. S. J. Bedekar	AAM	PIO & RO, IGR Cell
C Ward	Shri V.K. Ade	Supdt. CCC	1 st Appellate Authority
C Ward	Shri A. E. Nalavade	AAOCCC-2	PIO
C Ward	Shri S. S. Dongre	AAOCCC-1	IGR Cell
D Ward	Shri P. P. Kulkarni	Supdt.CCD	1 st Appellate Authority
D Ward	Shri J. V. Gadekar	AAM	PIO & RO, IGR Cell
E Ward	Shri M. K. Anwar	Superintendent	1 st Appellate Authority
E Ward	Shri S. L. Sangle	AAME	PIO & RO
FN Ward	Smt. M. B. Ugale	Superintendent	1 st Appellate Authority
FN Ward	Shri. S. N. Sawant	Sup(p)	PIO
FS Ward	Shri M. S. Kamble	Supdt.	1 st Appellate Authority
FS Ward	Ms.Varsha L. Chikate	AAOP(FS4)	PIO & RO, IGR Cell
GS Ward	Shri N. N. Thale	Superintendent	1 st Appellate
GN Ward	Shri D. R. Ingle	Superintendent	1st Appellate Authority
GN Ward	Shri U. K. Dhage	AAM	PIO, RO, IGR CELL
GS Ward	Mrs. V. V. Hule	AAOCC(GS)	PIO
GS Ward	Shri P. V. Sutar	AAMCC(GS)	RO, IGR Cell
HVC	Shri A. R. Tiwari	Supdt.HVC	1 st Appellate Authority
HVC	Shri S. R. Sawant	AAMHVC	PIO, IGR Cell
SIMHA	Shri J. L. Pawar	Superintendent	1 st Appellate Authority
SIMHA	Shri R. S. Ambre	AAO	PIO & RO,
METERS	Shri R. B. Patil	DCECC(NE)	1st Appellate Authority
METERS	Shri S. S. Adlinge	Div. Engr. (Meters)	PIO

4.(b)(xvii): such other information as may be prescribed :-

Nil.

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