



**THE BRIHANMUMBAI ELECTRIC SUPPLY
AND TRANSPORT UNDERTAKING**

(OF THE BRIHAN MUMBAI MAHANAGARPALIKA)

ELECTRICITY CONSUMER'S RIGHTS STATEMENT

Price Rs.5/-

ELECTRICITY CONSUMER'S – RIGHTS STATEMENT

This Consumer's Rights Statement is a synopsis of rights available under the Electricity Act 2003 to consumers of electricity, with the twin objectives of enabling consumers to protect themselves by creating an awareness regarding the rights available and the service as well as the level of quality that consumers may reasonably expect from the electricity distribution companies in their area of supply.

I. RIGHT TO KNOW

Consumers have the following basic rights to have access to information on matters related to electricity supply –

1. The conditions and procedure for getting new connection, disconnection, reconnection, change in load/name/tariff category.
2. Standards of performance regarding quality to be maintained and services to be provided by Distribution Licensees.
3. The code of practice on payment of bills.
4. Complaint handling procedures and grievance redressal.
5. Tariff schedule and other Schedule of Charges approved by the Maharashtra Electricity Regulatory Commission ('MERC').
6. Correctness of meter.
7. To know and choose the electric service provider upon fulfilling certain eligibility conditions under Open Access and implementation of retail completion.

II. PROCEDURE FOR GETTING NEW CONNECTION

Consumers have several rights, namely:

1. To receive application form(s) free of cost at any of the ward office of BEST Undertaking.
2. To access the application form and format of the agreement to be executed for obtaining new connections from the website of the BEST Undertaking in order to download the electronic media version of the application form as well as agreement format.

3. To know the status of their application and information about the reasons of no-disposal or rejection thereof, personal hearing, appeal and removal of deficiencies.
4. To receive a copy of the agreement after the same has been executed for obtaining a new connection.
5. To receive prior intimation regarding the visit/entry into their premises by an authorized representative of the BEST Undertaking.
6. To demand proof of identity from such representatives of the BEST Undertaking visiting their premises.
7. To know the charges that the applicant / consumer has to pay to get the supply / new connection as per Schedule of Charges approved by MERC.
8. To receive supply within the time provided in the Electricity Act, 2003 ('EA 2003') read with the Standards of Performance regulations notified by the MERC after following the correct procedure as laid down in the Electricity Supply Code notified by the MERC on payment of fees and charges as per Schedule of Charges approved by MERC.
9. To receive the receipt of fees and charges paid to the BEST Undertaking.

III. SECURITY DEPOSIT

1. It is the responsibility of consumer to deposit security by way of cash/cheque/demand draft but in case of consumer having monthly consumption not less than One Lac units, he has a right to opt for irrevocable letter of credit, or unconditional bank guarantee issued by a schedule commercial bank.
2. On payment of security deposit in cash (including cheque / demand draft), consumers have the right to receive interest, provided that the deposit amount (in cash) is Rs.50/- or more.
3. Excess amount deposited by consumer towards Security is refundable to the consumer with interest.

IV. METERS

1. The Energy meter measures the amount of Energy Consumed, Maximum Demand and other electrical parameters of tariff applicable and is used by *On the basis of this information*, the BEST Undertaking ~~to~~ determines the monthly bill. Authorised representatives of the BEST Undertaking have the right to access the meter for the purposes of installing, reading, repairing, replacing and testing the meter.
2. Consumers can purchase the meter from BEST Undertaking or any supplier of meters as per the specifications of the Central Electricity Authority.
3. Consumers have the right to get the meter tested for accuracy upon making a request to the BEST Undertaking and upon payment of testing charges. Besides the testing facility of the BEST Undertaking, consumers have the right to get the meter tested at such facility as may be approved by the MERC. Consumers have the right to receive a copy of the meter test report, which in any case should be provided within two months from the date of request for testing.

V. BILLING

Consumers have the right to –

1. Receive bill with such detailed particulars (including due date for payment) as specified in the Electricity Supply Code notified by the MERC at the intervals of at least once in every two months.
2. Demand a duplicate copy of the bill in case of loss of the original bill and know the amount of the bill (including due date for payment) on the spot from the office of the BEST Undertaking designated for the purpose. Consumers also have the right to report non-receipt or loss of bill over telephone and to request for the amount of the bill (including due date for payment) after providing identity verification.
3. Demand from the BEST Undertaking an explanation of the basis of computation of the bill.

VI. RIGHT TO RECEIVE NOTICE AND DUE PROCESS PRIOR TO DISCONNECTION AND PROCEDURE OF RECONNECTION

Consumers have a right –

1. To receive minimum fifteen clear days notice in writing before disconnection under default of payment under section 56 of the Act.
2. To pay under protest an amount equal to the sum claimed from him or the electricity charges due from him for each month calculated on the basis of average charge for electricity paid by him during preceding six months, whichever is less, pending disposal or any dispute between him and the BEST Undertaking.
3. To receive thirty days notice in writing before disconnection for failure to deposit required security amount under Section 47 of the Act.
4. To receive supply after removing cause(s) of the disconnection by the consumer and obtaining the reconnection order by paying the amounts due within a period stipulated in Standards of Performance Regulations.
5. Right to prior notice is not available in cases where the consumer's installation poses a danger to the health or safety of other consumer, BEST Undertaking employees or the public, and in cases where the consumer is indulging in theft or unauthorized use of electricity.

VII. STANDARDS OF PERFORMANCE OF ELECTRICITY DISTRIBUTION COMPANIES

Certain standards of performance of the BEST Undertaking are guaranteed under the Standards of Performance regulations notified by the MERC. Consumers have a right to receive service at such standards, some of which are provided below:

1. To receipt supply at the voltage and frequency as per Standards of Performance regulations notified by the MERC at the point of supply.
2. To lodge a complaint to customer care centre and get it rectified in case of
 - 2.1 Failure of supply.
 - 2.2 Unsafe or dangerous condition (e.g. electric shock, fire etc.) of installation or distribution – transmission system.

2.3 Theft or unauthorized use of electricity.

BEST Undertaking shall take necessary actions and ensure about remedy.

3. To have meter(s) read by the authorized representative(s) of the BEST Undertaking as per time schedule provided in the Standard of Performance regulations notified by the MERC.
4. To seek change in name or change in tariff category.
5. To seek addition/reduction in contract demand/sanctioned load.
6. To seek closure of account.
7. To claim compensation on account of failure to maintain Standards of Performance by the BEST Undertaking.

VIII. CONSUMERS SERVICE CENTRE

Consumers have a right to visit personally or to communicate with the help of any medium of communication to consumer service centre established by the BEST Undertaking to get information or to lodge the complaint. The consumer service centres will provide essential services including facility for payment of bills.

IX. COPIES OF CONSUMER RIGHTS STATEMENT, ELECTRICITY SUPPLY CODE, STANDARDS OF PERFORMANCE REGULATIONS, TERMS AND CONDITIONS OF SUPPLY, SCHEDULE OF CHARGES, TARIFF SCHEDULE

Consumers have the right to demand copies of the above documents on payment of reproduction charges (Consumer Right Statement will be free of cost), from the ward offices of the Customer Care Departments of the BEST Undertaking. Consumers also have the right to access above documents from the website of the BEST Undertaking in order to download the electronic media version of the above documents.

X. COMPLAINT HANDLING AND GRIEVANCE REDRESSAL

Consumers have the right to have their grievances redressed in accordance with the regulations notified by the MERC under the provisions of Section 42(5) and (7) of the EA 2003. A synopsis of the rights available to consumers is provided below:

1. The demand from the cash collection centres and offices of the BEST Undertaking copies of the rules and procedures for redressal of grievances made by the BEST Undertaking as well as the regulations notified by the MERC under the provisions of Section 42(5) and (7) of the EA 2003, by paying photocopying charges.
2. To know from the BEST Undertaking the postal and street address, the phone and fax number and, if available, electronic mail address of the Internal Grievance Redressal Cells ('IGR Cells'). Consumer Grievance Redressal Forums ('Forum') and Electricity Ombudsman.
3. To know from the BEST Undertaking
 - 3.1 the manner and the form in which a grievance may be made to the IGR Cells;
 - 3.2 the assistance available from and the duties of the IGR Cells;
 - 3.3 the assistance available from the Forums;
 - 3.4 all remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed on the BEST Undertaking by the EA 2003 or Regulations, as the case may be, including the manner of filing an appeal to the Electricity Ombudsman;
 - 3.5 any additional rules, procedures or circulars made or issued in relation to the regulations notified by the MERC under the provisions of Section 42(5) and (7) of the EA 2003.

XI. CHOICE OF SUPPLIER

Consumers in some areas fulfilling the eligibility conditions specified in the Distribution Open Access regulations made by MERC under Section 42(4) of EA 2003 have the opportunity to choose the company that supplies their electricity, while the duties of the local electricity distribution company with respect to such supply shall be of a common carrier providing nondiscriminatory open access with the duty to maintain the poles and the wires connected to the premises. There are certain rules and regulations that consumers should refer when selecting an alternative supplier. For more information contact the local electricity distribution company or visit www.mercindia.org.in.

MORE INFORMATION

For the rules which BEST Undertaking is required to follow and for more information, consumer should contact the BEST Undertaking. For information specific to your service area, visit our website www.bestundertaking.com or write to the General Manager, BEST Undertaking at the address mentioned below:

Address of the General Manager of The Brihanmumbai Electric Supply and Transport Undertaking:

The General Manager,
BEST Undertaking,
BEST Bhavan,
BEST Marg,
Colaba, Mumbai-400 001.

For more information, consumer should contact Electric Supply Company or visit MERC's website – www.mercindia.org.in

"This Statement has been approved by MERC on ____/____/____".

CUSTOMER CARE DEPARTMENT

List of telephone nos. of Control Room

For South Zone : Colaba to Byculla / Haji Ali

Department	Location	Telephone no.
System Control	Pathakwadi	22082875
		22067893
		22085888
		22080558 Ext. 747
Fault Control	Pathakwadi	22066611
		22066661, 22078865 - Ext.748
Fuse Control	Colaba	22184242, 22162648, 22182709
	Pathakwadi	22084242, 22066351, 22067082
		22084242, 22068054 - Ext.713
	Masjid	23474242, 23454297
	Tardeo	23094242, 23018169, 23099686

For North Zone : From Byculla / Haji Ali to Sion-Chunabhatti / Mahim

Supervisory Control	Dadar	24144897, 24145888
		64507803
		24144891
		24146262 Ext. 537
Fault Control	Dadar	24146683, 64507804
		24128683
		24146611, 24146987
	Mahim	24456611
		24451060, 64507806
	Worli	24306611, 64507805
24324313, 24327007		
Fuse Control	Dadar	24124242

		24123162
		24124673
		24124993
	Mahim	24444242, 22920533
		24461634, 64507814
	Worli	24954242, 22929351
		24953363, 64507812
	Suparibaug	24114242, 64507813
		24161217

CUSTOMER CARE DEPARTMENT

CUSTOMER CARE (NORTH/WEST) ZONE

Sr. No.	CUSTOMER CARE WARD/DEPT	DEPARTMENT INCHARGE	TELEPHONE NO.	ADDRESS
1	DCECC(N/W) office	Dy.Chief Engineer Customer Care (North/West) E, G/S, G/N & SIMHA Wards	24147270, 24146262 - Ext.503	2nd Floor, Transportation Engineering Bldg., Tilak Road, Dadar, Mumbai-400 014.
2	E	Divisional Engineer Customer Care (E)	23002597 - Ext.555	2nd floor, Printing Press Building, Mumbai Central Depot, Morland Road, Mumbai - 400 008.
3	G/S	Divisional Engineer Customer Care (G/S)	24157277, 24126262, Ext.728.	4 th Floor, Ancilliary.Bldg., Tilak Road Extension, Wadala Depot, Mumbai-400 031.
4	G/N	Divisional Engineer Customer Care (G/N)	24141389, 24194555, 24146262 - Ext.555	2nd Floor, Transportation Engineering Bldg., Tilak Road, Dadar, Mumbai-400014.
5	SIMHA	Divisional Engineer Customer Care (SIMHA)	24157813, 24127599 - Ext.606	5th Floor, New Ancilliary Bldg, Tilak Road, Wadala Dept., Mumbai-400 031.

CUSTOMER CARE (NORTH/EAST) ZONE

6	DCECC(N/E) office	Dy.Chief Engineer Customer Care (North/East) F/S, F/N & High Value Consumer	24101531, 24146262 - Ext.681	5th Floor, New Ancilliary Bldg, Tilak Road, Wadala Dept., Mumbai-400 031.
7	F/S	Divisional Engineer Customer Care (F/S)	24120238, 24194747 24127599 - Ext.747	3rd Floor, New Ancilliary Bldg, Tilak Road, Wadala Dept., Mumbai-400 031.
8	F/N	Divisional Engineer Customer Care (F/N)	24181324, 24194680, 24146262 - Ext.680	6th Floor, New Ancilliary Bldg, Tilak Road, Wadala Dept., Mumbai-400 031.
9	HVC	Divisional Engineer (HVC)	23026691	4th Floor, R.S. Nimkar Marg, Tardeo Bus Station, Tardeo, Mumbai-400 008.

CUSTOMER CARE DEPARTMENT

CUSTOMER CARE (SOUTH) ZONE

SR. NO.	CUSTOMER CARE WARD/DEPT.	DEPARTMENT INCHARGE	TELEPHONE NO.	ADDRESS
11	DCECC(S) office	Dy.Chief Engineer Customer Care (South) A, B, C & D Wards and Meters Dept.	22799503, 22856262 – Ext.503/512	2nd Floor, Electric House, Colaba, Mumbai-400 001.
12	A	Divisional Engineer Customer Care 'A' Ward	22799511, 22856262 - Ext.511	1st Floor, Electric House, Colaba, Mumbai-400 001.
13	B	Divisional Engineer Customer Care 'B' Ward	22799541 22856262 - Ext.541	Grd. Floor., BEST Bhavan, BEST Marg, Colaba, Mumbai- 400 001.
14	C	Divisional Engineer Customer Care 'C' Ward	22011814, 22080558-Ext.522	Vidyut Bldg., 3rd Floor, Opp. G.T. Hospital, Pathakwadi, Mumbai- 400 002.
15	D	Divisional Engineer Customer Care 'D' Ward	23026803, 23014647	3 rd Floor., New Administrative Building, Near Navjeevan Society, R.S. Nimkar Marg, Tardeo, Mumbai - 400 008.
16	Meters	Divisional Engineer (Meters)	24164951, 24194571 24186353-Ext.590	2nd Floor., TTC Bldg., Wadala Depot, Opp. Ambedkar College, Wadala, Mumbai- 400 031.

SR. NO.	CUSTOMER CARE WARD	DEPARTMENT INCHARGE	TELEPHONE NO.	ADDRESS
1	A	Assistant Administrative Manager, I.G.R. Cell, PIO & RO.	22049722, 22799548	BEST Undertaking, 1st Floor, Electric House, Colaba, Mumbai-400 001.
2	B	Assistant Administrative Manager, I.G.R. Cell, PIO & RO.	22799598	BEST Undertaking, Ground Floor, BEST Bhavan, Colaba, Mumbai-400 001.
3	C	Assistant Administrative Manager, I.G.R. Cell, PIO & RO.	22019115	BEST Undertaking, Vidyut Bldg., 3rd Floor, Pathakwadi, Mumbai-400 002.
4	D	Assistant Administrative Manager, I.G.R. Cell, PIO & RO.	23092365, 23026761.	BEST Undertaking, 2nd Floor, New Ancillary Bldg., Tardeo Bus Stn., R.S.Nimkar Marg, Tardeo, Mumbai-400 008.
5	E	Assistant Administrative Manager, I.G.R. Cell, PIO & RO.	23002569	BEST Undertaking, 2nd floor, Printing Press Building, Mumbai Central Depot, Morland Road, Mumbai - 400 008.
6	F/S	Assistant Administrative Manager, I.G.R. Cell, PIO & RO.	24111819	BEST Undertaking, 3rd Floor, New Ancillary Bldg., Wadala Depot, Wadala, Mumbai-400 031.
7	F/N	Assistant Administrative Manager, I.G.R. Cell, PIO & RO.	24194678	BEST Undertaking, 6th Floor, New Ancillary Bldg., Wadala Depot, Mumbai-400 031.
8	G/S	Assistant Administrative Manager, I.G.R. Cell, PIO & RO.	24157277, 24126262 - Ext.728	BEST Undertaking, 4 th Floor, Ancillary.Bldg., Tilak Road Extension, Wadala Depot, Mumbai-400 031.
9	G/N	Assistant Administrative Manager, I.G.R. Cell, PIO & RO.	24151718	BEST Undertaking, 2nd Floor, Transportation Engg.Bldg., Tilak Road, Dadar, Mumbai-400014.
10	HVC	Assistant Administrative Manager, I.G.R. Cell.	23026696, 23061718.	BEST Undertaking, 4th Floor, Tardeo Bus Station, R.S.Nimkar Marg, Mumbai-400 008.
11	SIMHA	Assistant Administrative Manager, I.G.R. Cell, PIO & RO,	24101718	BEST Undertaking, 5 th Floor, New Ancillary Bldg., Wadala Depot, Mumbai-400 031.