

INFORMATION OF THE

DCECC(S) 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 organisation, functions and duties :-

The particular of department :-

Name of Department	Deputy Chief Engineer Customer Care (South) Office
Address	Electric House, 2nd Floor, Shahid Bhagat Singh Marg, Colaba, Mumbai - 400 001.
Contact No. (Tel)	22799503

The functions and duties of department: Please refer department manual

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

Sr.No.	Designation	On Roll staff
1	Deputy Chief Engineer	1
2	Superintendent	1
3	Deputy Engineer	2
4	Asst. Admn. Officer	1
5	Clerk	2
6	Stenographer	1
7	Nawghany	2
TOTAL		10

1. The duties and responsibilities of Deputy Chief Engineer Customer Care (South):

The Dy. Chief Engineer Customer Care (South) [(DCECC(S))] is in charge of Customer Care (South) zone and Meters Department. The powers and duties of the Deputy Chief Engineer in respect of Departments under control are:

- 1 He is responsible to the Chief Engineer Customer Care (CECC) for the administrative and general control of all the service apparatus and its installing on consumers' premises and of the officers and staff of the divisions under him.
- 2 He shall be responsible for matters affecting electric supply to consumers, including development of load.
- 3 Observing the Indian Electricity Act and Rules made there under and amendments for implementing the same in the BEST Undertaking.
4. He is the Nodal officer as per MERC (CGRF & EO) Regulations 2006 regarding the grievances registered by consumer's complainant with BEST CGRF/Electricity Ombudsman. To guide the Undertaking officer to deal with the complaints as per rules and regulations in Indian Electricity Act, 2005.
5. He shall exercise general supervision and control and co-ordinate the work of the Customer Care (South) zone with other divisions working under him.
- 6 He shall normally be the final authority on all technical decisions, but all important decisions involving heavy expenditure or major procedural changes shall be referred to the CECC for advice and orders, wherever necessary.
- 7 He shall be competent to order, transfers and postings of all scheduled and nonscheduled staff and shall exercise powers in respect of grant of leave, etc., to the extent delegated to him.
- 8 He shall satisfy himself that the staff employed is actually necessary & adequate and carefully watch the expenditure on works, operation and maintenance, etc.
- 9 He shall normally correspond direct with officers of equal status in the Undertaking, the Municipality and the Government and other outside departments on all matters connected with his duties, but on subjects of importance he shall put up draft replies for approval by the CECC and / or the Higher Authority.
- 10 He shall represent the BEST Undertaking on the Association of Electrical Undertakings, Government Controlled Committees and other public bodies, and deal with matters arising from the same. He shall, however, report to the General Manager through the CECC/AGM(ES)/DGM(ES) on important matters dealt with these Committees.
- 11 He shall deal with electricity supply tariffs and negotiate the terms and conditions with the consumers for supply agreements and for acquiring of substation sites, where such sites are required in connection with the supply of energy to consumers concerned.
- 12 He shall be responsible for preparing the annual report, budget estimates and establishment schedule concerning the divisions under him.

- 13 He shall put up, through CECC /AGM(S)/DGM(ES) technical reports and draft notes for appropriate sanction of the BEST Committee or the General Manager in respect of matters concerning the divisions under him.
- 14 He shall initiate policy matters and put up his proposals and recommendations for the decision of the CECC/AGM(S)/DGM(ES), G.M. or the Committee, as the case may be.
- 15 He shall prepare draft Schedule of Charges and obtain the approval of competent authority.
- 16 He shall monitor the cases of pending electricity arrears. Also he shall monitor the replies of MCA queries within his zone.
- 17 He should monitor progress of substation cases, in case no response from developer, no extension should be granted for temporary supply and he should submit report of such cases quarterly to CECC/AGMES/DGMES.
- 18 In addition to the above any work assigned by CECC/AGM(ES)/DGM(ES)/GM.
- 19 He has powers to approve refund of delayed payment charges in case of the payment of electricity bill received in time.
- 20 He has powers to sanction repairs expenditure of material of the BEST Undertaking such as tea urns, furniture and miscellaneous items not exceeding Rs.2000/- at a time.
- 21 He has powers to approve quarterly statement in respect of 'A' & 'B' grade officers required to work on their weekly off days and/or non-working holidays.
- 22 He has power to sanction reimbursement of expenditure incurred towards the photographs in case of theft of electrical energy, tampering of meters, not exceeding Rs.1000/- per month.
- 23 He has power to sanction privilege, sick and casual leave of officers & staff working under him upto the extent of power delegated by GM.

2. The duties and responsibilities of Superintendent (Substation):-

There is one Superintendent directly responsible to Deputy Chief Engineer Customer Care (South) and he shall be responsible for the following:

- 1 To assist Dy. Chief Engineer Customer Care (South) in handling of proposed distribution substations and receiving substation cases of Customer Care (South) Zone i.e. A, B, C & D wards.
- 2 Proposals/ correspondence relating to proposed distribution substations (DSS) and receiving substation (RSS) cases with MCGM, MbPT, Govt. Authorities, etc. to be prepared/made.
- 3 To carry out inspection of substation sites and report to DCECC(S).
- 4 To scrutinize the TC cases for preparation of new DSS/RSS files.
- 5 To scrutinize NOC received from Planning Department.

- 6 To receive/scrutinize/comments on new site plan, layout plan, building drawings and revised building drawings and forward the same to DCECC(S), DEPLN(S), XEN(BS)/Supdt.(Sb)Civil and consumers for necessary action.
- 7 Attending to various meeting with applicant, officials of government & non-government organizations and with other inter-departmental in connection with DSS progress.
- 8 To arrange to update DSS/RSS progress data and prepare MIS of the same.
- 9 To furnish the data/information asked by the applicant under Right to Information Act, 2005.
- 10 Negotiations for substation cases with consumers arising out of Technical Clearance (TC) cases.
- 11 Co-ordination with the Consumer, Planning, Erection and Civil Engineering Department till substation gets commissioned.
- 12 To co-ordinate with Customer Care department for releasing part/full load of the buildings where substation sites are taken over.
- 13 He has power to sanction privilege, sick and casual leave of officers & staff working under him upto the extent of power delegated by GM.

3. The duties and responsibilities of Deputy Engineer CC(S):

There are two Deputy Engineers working in DCECC(S) office. Out of the same, one Dy.Engineer is directly working under Dy.Chief Engr. Customer Care (South) to assist to deal technical matters and another Dy.Engineer is directly working under Superintendent (Substations). They are responsible for the following:

1. To assist Dy.Chief Engr.Customer Care (South) in technical matter as given below:
 - a) Compilation of various reports such as MIS, Defaulters' list, Delay Payment Recovery query etc.
 - b) To handle the matters of Ganeshotsav & Navratri etc. of Customer Care (S) zone.
 - c) To fix the date of RTI hearing as per suggestion of DCECC(S), Appellate Authority. Prepare the draft of order passed by Appellate Authority. To keep record of all RTI appellat cases.
 - d) To handle the administrative and technical work relating to MERC matters viz. Franchisee Agreement, Schedule of Charges, Terms & Conditions of supply, Business plan and Tariff Revision.
 - e) Scrutiny of technical proposals.

f) Attending to day-to-day consumer complaints, arranging of meetings & preparation of minutes thereof.

2. To operate Vidushi system at DCECC(S) office.

3. He has power to sanction privilege, sick and casual leave of staff working under him upto the extent of power delegated by GM.

4. The duties and responsibilities of Deputy Engineer(Sb):-

1. To assist Superintendent (Substations) in handling of proposed distribution substations and receiving substation cases of Customer Care (South) Zone i.e. A, B, C & D wards.

2. To prepare draft proposals/ correspondence relating to proposed distribution substations and receiving substation cases with MCGM, MbPT, Govt. Authorities, etc.

3. To keep co-ordination with the Consumer, Planning, Erection and Civil Engineering Department till substation gets commissioned.

4. To carry out inspection of substation sites and report to Supdt.(Sb) and DCECC(S).

5. To scrutinize the TC cases for preparation of new Distribution Substations (DSS)/ Receiving Substation (RSS) files.

6. To scrutinize NOC from Planning Department.

7. To receive/scrutinize/comments on new site plan, layout plan, building drawings and revised building drawings and forward the same to DCECC(S), DEPLN(S), XEN(BS)/Supdt.(Sb)Civil and consumers for necessary action.

8. Attending to various meeting with applicant, officials of government & non-government organizations and with other inter-departmental in connection with DSS progress.

9. To Update DSS/RSS progress data and prepare MIS of the same.

10. To furnish the data/information asked by the applicant under Right to Information Act, 2005.

11. He has power to sanction privilege, sick and casual leave of staff working under him upto the extent of power delegated by GM.

5 The duties and responsibilities of Administrative Officer:

Administrative Officer is directly responsible to DCECC(S) for all Establishment and Administrative work. He is responsible for the following:

- 1 He is in-charge of administrative staff of DCECC(S) office. Further, he shall supervise and control said administrative staff.
- 2 Attending to staff matters such as initiating taking over note, relieving note, issue/collecting of Bus Token, maintaining of S.R. file movement register.
- 3 Arrangement of procurement of stationary, office furniture tools and equipments, dead stock items etc. Attending to queries from Personal and Time Keeping Dept., Budget Dept.
- 4 Putting up proposals such as creations of posts, variation in Establishment Schedule, promotions, budget, combination of appointment, procurement of stationary and office furniture items, maintaining records of Inventory of items, brief case register.
- 5 To handle Imprest cash, recoupment of bills etc. and maintain Imprest Cash register up-to-date.
- 6 Sending of various types of statements i.e. monthly, quarterly, half yearly pertains to staff position (monthly vacancy statement), backlog statement, Absentee Memos of 'A' and 'B' grade officers, AMC report of PCs and Printers, Deputation Allowance, VAT statement, half yearly vehicles statement of 'A' grade officers etc.
- 7 Compilation of monthly report in respect of MERC (Uniform Recording, Maintenance and reporting of Information) Regulation, 2009, received from all wards of Customer Care departments and forwarding it to DCERC.
- 8 To assist Nodal officer i.e. DCECC(S) in maintaining the records of consumers' complaints, compilation of parawise comments pertaining to case submitted by concerned department, keeping co-ordination regarding intimating date of hearing, execution of order passed by CGRF, ensuring of submission of compliance report.
- 9 Scrutinizing of scholarship & Financial Assistance applications of staff and initiating its payment advices.
- 10 Preparation of yearly budget estimate, controlling of revenue budgetary expenses pertaining to commonly budgeted items of electric supply branch and maintaining of its record.
- 11 Maintaining classified files pertaining to various subject such as office procedures, office orders, Govt. orders, correspondence.
- 12 Maintaining stock registers of stationary and printing items and keeping check on their consumption.
- 13 Maintaining Attendance of officers and staff and ensure the leave records of officers & staff maintained properly.

- 14 To ensure various payments and recovery required to be made such E.D.E.I, distribution loss, field duty allowance etc.
- 15 He has power to sanction privilege, sick and casual leave of staff working under him upto the extent of power delegated by GM.

6 The duties and responsibilities of Stenographer:-

Stenographer shall be responsible to DCECC(S), Supdt.(Sb), Dy.Engineers and AOCC(S) for departmental dictation and typing work which is as under:

1. Taking dictation and transcribing it on computer.
2. Typing all departmental notes, letters & various monthly statements related to establishment, administrative, substations and RTI.
3. Preparation of Distribution Loss Reduction Allowance and EDEI Payment Advice.

7 The duties and responsibilities of Clerk/Typist:

Clerk shall be responsible to Dy.Engineer-I and AOCC(S).

1. Making arrangement of dispatching paper/files of DCECC(S) office and maintaining its record such as Dispatch - Inward & Outward register.
2. Follow up of various proposals & general administration.
3. Maintaining the leave register of officers & staff.
4. Maintaining administrative & establishment classified files pertaining to various subjects like CGRF, MERC, RTI & others and Miscellaneous departmental work.
5. In absence of stenographer, he shall carry out the work of typing. Further, if workload of stenographer increases, in the exigencies of the department and the urgent nature of work, he shall also carry out the typing work.
6. Any other work assigned by DCECC(S), Dy. Engineer-I & AOCC(S) pertaining to establishment and administrative matter.

8 The duties and responsibilities of Clerk (Substation):-

Clerk shall be responsible to Supdt.(Sb) and Dy.Engineer-II and AOCC(S).

1. Making arrangement of dispatching paper/files pertaining to DSS and RSS cases and maintaining its record such as Dispatch - Inward & Outward register.
2. Filing, Preparing draft, notes, statements of substation.
3. Follow up of various TCs, DLs, notes, letters.

4. To open DSS file and sending initial letters to party.
5. Maintaining files and papers of substation, TCs, Requisition files etc.,
6. Naming, Rent Advice, Spare Capacity, Engrossment & maintaining the Data for MIS,
7. Preparation of MIS and DSS progress statement and also monthly updating of DSS progress statement.
8. To prepare special files after commissioning of substation and entries in register.
9. Searching of related requisition files & DSS files to be given to Supdt. for clearing the Requisitions/TC files,
10. The work assigned by Supdt.(Sb), DyE(Sb) and AOCC(S) pertaining to substation, receiving station and establishment matter, Dispatch (Distribution - Segregation).

9 The duties and responsibilities of Sepoy:

There is no any Sepoy on roll of DCECC(S) office establishment. However, one Nawghany has been accommodated to perform the duties of Sepoy post.

The Sepoy shall be responsible for the following:

1. Attending of cabin's bell i.e. DCECC(S) & Supdt.(Sb).
2. Cleaning the tables & chairs of DCECC(S) office.
3. Collecting disptach from Correspondence Dept. and dispatch our office files/papers to other departments.
4. Maintaining the movement of papers/files in DCECC(S) office.
5. To perform outdoor jobs such as procurement of stationary from MM Dept., Dadar & Kussara, as & when required.
6. To manage scrapping of papers & files as per instruction of officers of DCECC(S) office.
7. Switch off the light and fans after closing cabin & office.
8. To lock the office and hand over the keys to the Security Guard.

10 The duties and responsibilities of Nawghany:

The Nawghany shall be responsible for the following:

1. Attending of cabin's bell i.e. DCECC(S) & Supdt.(Sb).

2. Cleaning the tables & chairs of DCECC(S) office.
3. To perform day-to-day filing work.
4. Collecting dispatch from Correspondence Dept. and dispatch our office files/papers to other departments.
5. Maintaining the movement of papers/files in DCECC(S) office.
6. To perform outdoor jobs such as procurement of stationary from MM Dept., Dadar & Kussara, as & when required, dispatch papers/files to Planning Dept., Backbay, Project Dept., Colaba Offshore, Customer Care (D-Ward) & (C-Ward) at Tardeo and Pathakwadi respectively and also letters to outside parties.
7. To manage scrapping of papers & files as per instruction of officers of DCECC(S) office.
8. Switch off the light and fans after closing cabin & office.
9. To lock the office and hand over the keys to the Security Guard.

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

In order to resolve the issues and difficulties arise during the day to day work of the department, meetings are held by the senior managers/officers periodically wherein various issues are discussed and if require, the procedures for smooth functioning of the various activities of the department are defined. Accordingly, Administrative Orders / Office Orders / Procedure Orders are issued.

The department has defined duties and responsibilities of each and every officers and staff working in the department, the accountability of the work have been fixed as per the norms defined in the manual.

4 (b) (iv) The norms set by it for the discharge of its functions

The Electricity Act, 2003 determines law relating to generation, transmission, distribution and use of electricity. This act is applicable to the BEST Undertaking. With the enactment of Electricity Act, 2003, Maharashtra Electricity Regulatory Commission (MERC) has defined MERC (Standards of Performance of Distribution Licensees, period of giving Supply and Determination of Compensation) Regulation, 2005 wherein in norms are defined for the various activities carried out by the Customer Care Departments.

To define norms, the BEST Undertaking has also framed Terms & Conditions of Supply and schedule of Charges, which is approved by MERC (which is available on website viz. www.bestundertaking.com).

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

For discharging various duties by the officers and staff of department, following documents are referred.

- (1) MERC (Standards of Performance and Distribution Licensees, Period of Giving Supply and Determination of Compensation) Regulations, 2005.
- (2) MERC (Electricity Supply Code and Other Conditions of Supply) Regulations, 2005.
- (3) MERC (Consumer Grievance Redressal Forum & Electricity Ombudsman) Regulations, 2006.
- (4) Electricity Consumers – Rights Statement framed by BEST Undertaking and approved by MERC.
- (4) Terms & Conditions of Supply and Schedule of Charges framed by BEST Undertaking and approved by MERC.
- (5) Tariff Order
- (6) Standing Orders / Service Regulations / Officer Orders / Procedure Orders / various Administrative Orders.

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

Needs to be discussed

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.

MERC, an exercise of powers conferred as it by section of Electricity Act, 2003 notifies various regulations, which are applicable to BEST Undertaking. On draft regulations, comments and suggestions are invited from consumers, representative of Consumer Forum and other organizations. The public hearing is held, which is attended by

the representative of consumers, Consumers Forum, other organizations. During the hearing, discussions are held and suggestions and comments received from these groups. Subsequently, considering the same, regulation is framed.

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.

For defining various policies and subsequent implementation of the same, we have formed the following committees :-

- (a) Committee on Energy Meter – This committee defines technical specifications of meter and reading / billing methodology to be adopted in the Undertaking or billing of consumer.
- (b) Committee to define the manual – This committee deals with the procedure to be adopted for various activities of the department. It also defines duties and responsibility of officers and staff of Customer Care departments.
- (c) Review Committee – This committee deals with the billing disputes of the consumer. Based on the documents / inspection reports available on record, the revised amendment if required, is worked out by the Committee.

The above mentioned committees' meetings are not accessible for public and even the minutes of meeting are not supposed to be provided to the public.

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

Sr. No.	Designation	Telephone No.					
		DCECC(S) Office	Customer Care (A) Ward	Customer Care (B) Ward	Customer Care (C) Ward	Customer Care (D) Ward	Meters Dept.
1	Dy.Chief Engineer	22799503	-	-	-	-	-
1	Divisional Engineer	No post	22883868 22799511	22799541 22840504	22011814	23026803	24164951 24146262 - Ext.571 24186353 - Ext.590

2	Superintendent	22799550	22799516	22799517	22003579	23026739	–	
3	Assistant Engineer	No post	22799514 22799524	22841718 22799543	22078736	23026665	24146262 - Ext.574 & 572 24186353 - Ext.590 & 598	
4	Deputy Engineer	22799503,	22881483 22799518 22799525	22799522 22799546 22799589 22799588	22080524 22080558 22080531 22080514 22080513 22080661	23026714 23026736 23026713 23026753 23016730 23026725 23026731	24146262 - Ext.574 & 573	
5	Sub Engineer	No post	22799552	22799522	–	23026714 23026757 23026732	24146262 - Ext.573 & 572	
6	Charge Engineer	No post	22799526	22799522 22799546 22799588 22799545 22799525	–	23016730 23026736 23026670 23026740 23026714	24146262 Ext.574	
7	Foreman General	No post						24146262 Ext.574 & 573
8	Assistant Administrative Manager	No post	22799548	22799540 22799598 22799589 22799545	22030846	23026761	–	
9	Sr. Administrative Officer	No post	22799513	–	22019115	23026823	–	
10	Administrative Officer		–	–	22019115	–	–	
11	Assistant Administrative Officer	22799503	22881483 22799545	22799522 22799551 22799544 22799557 22799894	22071718	23026717 23026753 23026666 23026822 23026757	24146262 Ext.557	

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

As on January 2017

Sr. No.	Title	Name of officer/staff (S/Shri)	Designation	Basic Pay (Rs.)	Monthly remuneration (Basic + Allowances) (Rs.)
1		Udaykumar Y. Vajandar	Dy.Chief Engr.	36,155/-	1,11,155/-
2		Sahebrao B. Doifode	Supdt.(ES)	22,550/-	65,362/-
3		Anand A. Kulkarni	Dy.Engr.	14,885/-	49,621/-
4		Sandeep U. Kank	Dy.Engr.	11,715/-	36,437/-
5		Ramakant P. Hadkar	Asst.Adm.Off.	17,450/-	55,326/-
6		Smt.Baliben N. Jogadia	Sr.Steno (P)	13,355/-	35,671/-
7		Sunil G. Surve	Clerk/Typist	10,505/-	38,382/-
8		Babasaheb R. Supekar	Clerk	11,255/-	33,179/-
9		Vivekanand D. Gurav	Nawghany	10,690/-	32,846/-
10		Arjun P. Bait	Nawghany	8,760/-	23,445/-

4 (b) (xi) The budget allocated to each of its agency, indication the particulars of all plans, proposed expenditures and reports on disbursements made:-

A separate budgetary provision of each ward of Customer Care Dept. is not available. However, the proposal is forwarded by DCECC(S) to CECC.

The Budget Allocation: } Need to be discussed.
The plan proposed: }

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 it.

Not Applicable

4 (b) (xiv) Details in respect of the information available to or held by it, reduced in an electronic form.

The information in respect of the working of the various departments and duties and responsibilities of the officers and staff working within the department is made available on the website www.bestundertaking.com. On this website, the various regulations determines by the MERC and also terms & conditions and schedule of charges determines by the BEST Undertaking is on display. The various applications forms required to be filled in by the consumer are also made available to avail service from the Undertaking on this website.

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

The citizens / consumers can avail information from the officer and staff available in the concerned department during the working hours. Also, department working manual is displayed in the form of electronic on the website viz. www.bestundertaking.com. The citizens / consumers can also avail the requisite information under Right to Information Act, 2005 from the Public Information Officer's of the Undertaking.

No library or reading room facility is available for public use by the BEST Undertaking.

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

Divisional Engineer Customer Care (A-Ward) 1 ST Floor, Electric House, Colaba, Mumbai-400 001. Tel.No.22883868, 22856262 – Ext.511.
Divisional Engineer Customer Care (B-Ward) Ground Floor, BEST Bhavan, Colaba, Mumbai-400 001. Tel.No.22799541, 22856262 – Ext.541.
Divisional Engineer Customer Care (C-Ward) Vidyut Bldg., 3 rd Floor, Pathakwadi, Mumbai-400 003. Tel.No.22011814, 22080524 – Ext.522.
Divisional Engineer Customer Care (D-Ward) 3 rd Floor, R.S.Nimkar Marg, Tardeo Bus Station, Mumbai-400 008. Tel.No.23026803, 23014647.
Divisional Engineer Meters Dept. 2 nd Floor, Technical Training Centre Bldg., Wadala Bus Depot, Opp. Ambedkar Colledge, Wadala, Mumbai-400 031. Tel.No.24164951, 24146262 – Ext.571.

4 (b) (xvii) Such other information as may be prescribed.

In order to resolve the grievances of the consumer in time, Internal Grievances Redressal Cell (IGR Cell) is formed in every department, which is headed by the administrative officer in grade A-5. If consumer is not found satisfied at the IGR Cell of the concerned department, he may approach to Consumer Grievances Redressal Forum (CGRF) for their redressal of grievances.

For lodging complaint regarding off supply, electrical hazards and such other complaint related electric supply, the call centre has been running in three shifts by the BEST Undertaking.
