

SIMHA MANUAL

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

4 (b) (i): The particulars of its organization, functions and duties The particulars of department: -

Name of the department	Customer Care (SIMHA)
Address	5 th floor, New Ancillary Building, Wadala Bus Depot, Wadala, Mumbai - 400031
Contact No. (Tel.)	24101718

1.1 The functions and duties of Customer Care Department:-

- 1.1 To release electric supply under old SIMHA & SIMHA-97 mode of supply through single phase meter on receipt of application.
- 1.2 Installation & replacement of meters.
- 1.3 Maintaining continuity of supply.
- 1.4 To attend on priority the Fire, Electrical Shock and Slum/hut collapse messages.
- 1.5 Observing the Electricity Act 2003, Indian Electricity Rules 2005 & MERC Regulations 2005 framed there under and suggesting amendments to them.
- 1.6 Installation Foreman's Section i.e., installing new meters, removing meters against MRA's, replacing meters against SM, maintenance, etc. Replacing meter for routing O.T. It also involve in wiring of SIMHA 97 boxes.
- 1.7 Preparation of claims for unauthorized use of electricity under section 126 of Electricity Act 2003 / Attending all types of electricity supply related complaints / Reporting of fatal / Non-fatal electrical accidents as per Annexure XIII to the competent authority.

1.2 ORGANISATION:

- 1.2.1 The Customer Care Department of the Electric Supply Branch is headed by Chief Engineer (Customer Care) & further it is divided into three zones, viz. North (E), North (W) and South for administrative convenience. The overall in-charge of the zone is Deputy Chief Engineer (Customer Care).
- 1.2.2 The South Zone is again divided in four ward viz. A, B,C & D and North (W) Zone is divided in four wards Viz. E, G(S), G(N) & SIMHA and North (E) zone is divided in two wards viz. F/S & F/N. The overall in-charge of the ward is Divisional Engineer (Customer Care).

1.3 ESTABLISHMENT: -

The Chief Engineer (Customer Care) shall be overall in charge of the Customer Care Department. The staff of the Customer Care Department consists of the Dy. Chief Engineer, Divisional Engineer, Superintendents (ES), Assistant Engineers, Dy. Engineers, Sub Engineers, Charge Engineers, Asst. Administrative Manager, Asst. Administrative Officer and subordinate staff as may be sanctioned from time to time as per establishment schedule.

1.4 PROCEDURAL WORKING OF THE CUSTOMER CARE DEPARTMENT

Rules Governing the Supply of electric power :- The supply of energy is normally governed by :

- 1 The Electricity Act 2003 & MERC Regulations 2005, as amended from time to time.
- 2 The Electricity Rules made under the Indian Electricity Act.
- 3 The Bombay Electricity (Special Powers) Act, 1946 and the orders issued by the Government there under from time to time.
- 4 The Undertaking's sanctioned conditions of supply „Conditions and Miscellaneous Charges for the Supply of Electrical Energy ;.

1.4.1 Service connection for low voltage supply:

- 1 Requisitions for electric supply under Electricity Act. 2003, clause 43 shall be receive in the prescribed form (Annexure-1) at all the wards of Customer Care departments.
- 2 Every requisition for electric supply shall be accompanied by a registration fee of Rs. 50 which is non-refundable.

1.4.2 Service quotations/estimates of costs:

1a) Whenever a requisition is registered for obtaining supply through Simha-97 mode, Service Assistant for Services (SAS) visits the site for getting details i.e., nearby references (MP No., Pole No., Name of Road or any other reference) and prepares rough sketch. This rough sketch is sent to Planning Department. A correct block plan (Service sketch) is received from Planning, in which distributors C.S. No, Landlord Owner name nearby applicant's premises are marked. SAS again visits site with the sketch and marks applicant's premises and takes measurements from nearest available supply point i.e. (MP/ZP/Service Cabin) to Simha-97 service box.

1b) If requisition is registered to provide supply through old Simha network, investigation inspector visit the site for obtaining details i.e. nearby references Viz (ZP No, no. of meters, name of road, nearby applicant premises) and prepare rough sketch, process the requisition if no. of meters are less than 40 no. as per office order No. 191A

If the load on the circuit exceeds permissible limits i.e. 80% of rated capacity of feeding cable, service assistant, investigation inspector visits the site along with Dy. E.,

obtain no. of meters/load on nearby circuits & also no. of interruption on existing/nearby circuit as per available record.

A suitable bifurcation scheme is prepared either by establishing new Simha circuit & rearranging the network. or existing old Simha circuit divides by connection/disconnection of meters. Approval is obtained from DCECC(N/W) & afterwards, execution of scheme carried out either departmentally or by O&M department.

After execution of scheme, Dy. E.(Sanctioning) sanction the requisition as per procedure.

2 On sketch, applicant's premises is marked, proposed Simha-97, service is shown in case of proposed scheme, pipe laying by applicant in private property and by BEST in public property is shown, also proposed cable route is shown on sketch in case of obligatory job Viz. (Shifting of service etc.)

3 SAS prepares draft quotation and sends to DYE and AE for approval. After approval, service quotation is prepared by the service clerk with all conditions and compliances mentioned in it.

4 Applicant approaches with letter mentioning that site compliances are ready. Same is inspected by SAS and if compliances are done, payment, if any, is thereafter accepted.

5 After payment and paper compliances, OCS is prepared, and work order is sent to Erection Department for execution. Necessary updation of requisition carried out in Vidushi System.

6 After work completion report i.e., receipt of WCR (Work Completion Report) of laying service cable is received from Erection Department new Simha-97 service updated in OLCC System & first meter is sanctioned by DYE. (Annexure-5) Applicant makes necessary payment of connection fee and deposit with Test Report (T.R) of Licensed Electrical Contractor (LEC). After payment, Installation Inspector inspects site. If all necessary requirements are met, then connection order is sent to Installation Section to install the meter and meter is installed.

1.4.3 Ownership of service lines: -

1 The service line is the property of the Licensee by whom it is maintained (Bombay G.R. No. 5365 of 02.10.1924.)

2 The Undertaking is, therefore, entitled to supply energy to other consumers through this service line and in order that the staff of the Undertaking may have access to the service position for this purpose, a written undertaking should be obtained from the consumer in the prescribed form (vide Annexure- 6 to 9) to the effect that he would have no objection to the meters, switches, etc., of other consumers being installed in the above service as and when occasion arise.

1.4.4 Wiring of consumers premises:

1 For the protection of the consumers and the public in general, it is necessary that the wiring on the consumers premises should conform to the Indian Electricity Rules, and the Rules of the fire Insurance Company in terms of which the building is insured and be carried out by a Licensed Electrical Contractor.

2 As soon as the consumer's installation is completed in all respects and tested by the consumer's contractor, the consumer shall have to submit to the Undertaking the Licensed Electrical Contractor's Work Completion Certificate and Test Report" in the prescribed form (Annexure-11).

3 As required by Electricity Act 2003 , no electrical installation work (including additions, alterations, repair and adjustments to existing installation), except such as replacement of lamps, fans, fuses, switches and other component parts of the installation as in no way alters the capacity or character of the installation, shall be carried out upon the premises on behalf of any consumer or owner, except by an Electrical Contractor licensed by the Government in this behalf and under the direct supervision of a certificate of competency issued by Government.

1.4.5 Fixing of meters by the Undertaking.

1 Upon receipt of a work completion report and Test Report, from the consumer's LEC, Undertaking shall proceed with the fixing of meters and coupling them with the consumer's installation, preparatory to the inspection and testing of the Installation and connection of supply, consumer's wiring contractor shall ensure that each installation is properly identified by a tag or otherwise at the point of supply and that sufficiently long lead wires are provided for connecting the installation to the meters.

2 In case of installation already on supply requiring a separate meter viz. a sub division of an installation, meters shall be installed after inspection and testing.

1.4.6 Inspection and testing of installations by the Undertaking.

1. After the compliances are received, connection order is prepared for checking the installations. The Undertaking shall notify the applicant/LEC, the time and the date the Undertaking's representative proposes to inspect and test the installations, in cases where such appointments are asked for. It shall then be the duty of the LEC to arrange for his representative to be present at the time of inspection to give the Undertaking or its representatives any information or assistance required concerning the installation.

2. No connection with the Undertaking's supply mains shall be made until the consumer's installation has been inspected and tested by the Undertaking and found satisfactory. No charge shall be made for the first inspection and test by the Undertaking, but subsequent inspections and /or tests rendered necessary by any faults and for defects found on the previous test shall be charged for in accordance with the schedule of charges given in our General Conditions of Supply.

3 Before the insulation test of the installation is taken the wiring must be completed in every respect. All appliances such as lamps, fans, coolers, motors, etc. shall be connected,

fuses inserted, or switches set in “ON” position before the tests are carried out. Temporary wiring of fittings or dead ends shall not be included in the installation no part of the work shall be left incomplete.

4 The Insulation Resistance (I.R.) of the entire installation to earth shall be tested from the terminals of consumer’s main switch or fuses near the service position.

5 No connection shall be given unless the Service Assistant is reasonably satisfied that the connection will not, at the time of making the connection, cause a leakage from the consumer’s conductors and fittings exceeding one five thousand part the maximum supply demanded on the consumer’s premises.

6 If after the receipt of the necessary test report from the LEC the installation is inspected and found to be defective and as a consequence of the supply could not be connected, the consumer shall be notified of the defects, by our notice ESL-55 A/55 B (Annexure-13). In cases where notice ESL – 55A is served, a second visit fee is charged in accordance with the schedule of charges, given in the General Conditions of Supply.

1.4.7 Issue of work order and connection orders.

1 Work order for laying, shifting or changing to higher capacity of a service line is issued to the Erection Dept. after all requirements are complied with (vide Annexure-36)

2 Connection orders for Tappings, Extensions, Part of Installation, Reconnections and / or alterations to the existing load is issued to the Installation Foreman after all requirements are complied with (Annexure-12).

1.4.8 Use of Consumer’s materials and Connection Orders.

1 Consumers shall not be permitted to supply materials for erecting service lines. In special cases and for recorded reasons, Consumer’s materials may be used with the permission of the General Manager. This does not apply to temporary connections given during the temporary illuminations, etc. where sanction of the Divisional Engineer shall be sufficient.

1.4.9 Service Holders permission.

1 Service holder’s permission is not required because all the services up-to 300 meter distance is laid by BEST free of cost.

1.4.10 Disconnection of defective installations.

1 Whenever installations are found defective because of heavy leakage which is likely to endanger life and/or property, supply is immediately disconnected after verbally informing the consumers under Electricity Rule 2005 and our standard ESL –38 B notice is sent to the consumer, within 24 hours (See Annexure-16) In case of disconnection of a

large number of meters, a notice giving meter numbers and defects is pasted at the service position by inspection staff.

2 Whenever installations are found defective because of minor leakage and / or minor wiring defects constituting a potential source of danger to life and/or property and waste of energy and minor defects adversely affecting the maintenance and security of our meter installations is also a possible source of danger to the consumers, our standard notice ESL-38 A (Annexure- 19 & 20) is served on the consumer, and if the installation is not put in order before the specified date, the supply is disconnected by the Undertaking.

1.4.11 Un-authorized extensions.

1 Whenever unauthorized extensions on consumer's installations are detected, our standard notice ESL 38 c (Annexure - 25 to 28) is served on the consumers asking him to regularize the load and if not regularized, is processed as per the directives of the management by initiating action as per provisions of section 126 of Electricity Act, 2003.

1.4.12 Completion Certificate.

1 When the defects mentioned in the notices served have been rectified, the consumer shall forward to us the completion certificate from their Licensed Electrical Contractors on the prescribed form (See Annexure-29).

1.4.13 Progress of Requisitions.

1. Enquiries from new applicants for supply of energy are answered by our standard letter and a requisition form is available in office as well as uploaded in BEST Undertaking (www.bestundertaking.com)
2. To ascertain the progress of work of any application made by the consumer, the movement of requisition is maintained in computer every day. The progress of requisitions involving new service lines is maintained separately by service clerk (SCL).
3. Every requisition for electric supply is registered and a registration number is given to each in serial order and a receipt for the registration fee is passed. Details of name, address, load, purpose etc. are entered in computer ward-wise.
4. After the requisition is sanctioned, our requirements are intimated to the consumer by our standard ESL-4 letter (Annexure-10)
5. Whenever any application is incomplete or requires further clarification, our standard letter ESL-9 (Annexure-14) is sent to the consumer to call at our office.

1.4.14 New connections.

1 Details of requisitions for new service cases are maintained in a special register by service clerk.

2 After the connection order of installation of meters is issued to the Installation Foreman, the progress of such connection is maintained in the connection order register.

1.4.14 Reconnection.

1. If for any specific reasons, such as defects etc., on the consumer's wiring the installation has been disconnected, it is necessary for the consumer to pay a reconnection fee according to the schedule of charges given in the "General Conditions of Supply" and to submit the completion certificate from the L.E.C.
- 2 If the meter is disconnected for non-payment of electric bill, then for reconnection of the same there are two types, valid reconnection and lapsed reconnection.
- 3 In case of valid reconnection, the consumer apply within six months of meter removal. In this case Investigation and Installation Inspectors are not sent on site. The consumer is required to pay all the arrears and their meter is sanctioned.
- 4 Lapsed reconnection is the case when the consumer applies after six months of disconnection of meter. This is treated similar to tapping case. The consumer is required to pay arrears as well as connection fee, deposit etc.

1.4.16 Cancellation of requisitions.

1 If the applicant does not comply with our requirements within the stipulated time, the requisitions are cancelled.

1.4.17 Stopped meters.

1 Whenever it is found that meters have stopped working, after consecutive same readings or drop in consumption, EDP/ KLG Department forwards exception to Customer care department. After getting the exception memo investigations are carried out by Customer care department and stop meter advices are initiated and forwarded to Installation Section. The consumer is advised in writing that the meter will be replaced by another meter in the recent future. The stopped meter is replaced by a new tested meter.

1.4.18 Collection of fees.

1 At the close of the day, the collected cash is handed over to the Cash Department through system generated printout. Cashier keeps the printed slip for record.

2 Memos for meters lost, damaged or damaged beyond repair. etc., are prepared after obtaining the cost of repairs and other particulars from the Meter Testing Department.

1.4.19 Fuse messages.

The details of no-current message are recorded on a printed fuse message form by our representative who attends to the call.

1.4.20 Fuse message register.

It is the duty of the Fuse-man at the fuse stations to receive the „No current“ message and, when received, to render prompt service in restoring the supply. He shall enter the messages in the register kept for the purpose. Whenever Fuse-man visit the consumers“ premises for attending the no current messages, they are required to complete a form and forward the same to the office the following morning. For the purpose of further investigation, if necessary and for the recovery of Fuse-man attendance charges he has also to report messages attended by him in a separate form

1.4.22 Working of SIMHA Section (Supply through Individual Meter to Hutment Area):

In hutment areas where conventional SIMHA scheme is in existence, consumers demanding electric supply as intermediate (i.e., cutting cases) will continue to be given under this scheme. In future the supply under SIMHA scheme will be converted to improve SIMHA 97 Scheme.

- 1 On receiving the requisition for SIMHA supply Ch. Engr./Dy. Ch. Engr. visits sites for getting details i.e., whether premises is qualified or not, occupancy proof, prepared rough sketch and forward the report to Dy. Engr.
- 2 The Dy. Engr. sanctions the qualified requisitions after confirming reconnection particulars from Customer Care Dept.
- 3 Connection order is initiated after compliances are made by applicants.
- 4 Meter is installed by Meter Inspector against the Connection order.

1.4.23 Working of Customer Care SIMHA 97 section.

- 1 Individual hutments against each requisition is marked in the surveyed sketch and then qualified requisitions are sanctioned.
- 2 After getting NOC for installation of SIMHA-97 Service Box, the site is visited again for preparation of SIMHA 97 scheme.
- 3 A SIMHA 97 scheme is prepared showing locations of various mini pillars, circuit boxes, feeding point etc. and put up to DECC through Assistant Engineer for approval.
- 4 The approved scheme is sent to Erection Dept. for execution. If the scheme is prepared for conversion of conventional cabin supply to SIMHA 97 or old SIMHA to SIMHA 97 then the scheme is sent to O & M Dept. for execution.

5 After installation of circuit boxes, Service Work order (OCS) is prepared and sent to Erection Dept. or O & M Dept. for execution.

6 After execution of the service work order and getting the completion report from Erection Dept. O & M Dept. and after compliance from the applicant Connection orders are prepared.

7 Connection orders are issued to Installation Inspector for checking the installation of each consumer. If the installation is as per our requirement, meters are installed.

1.4.25 Appointment for keeping the premises open for our inspection.

Appointment are given to the new applicant in advance to inspect the premises and nearby network.

1.4.26 Notice for removal of meter lying idle.

Whenever a meter has been lying idle on a particular installation, for over a month, after disconnection of supply, the consumer is intimated accordingly and the meter in question shall be removed from the installation.

1.4.27 Removal and Replacement of meter.

- 1 Special forms called SM slips are used to send notifications to the Installation Foreman for replacement of meters.
- 2 Meter Removal advice showing details of meters to be removed from installations.
- 3 An intimation to the Installation Foreman to remove a meter, supply through which has been disconnected, is called Meter Removal Advice, giving details of the meter number, installation number and the name and address of the consumer.

1.4.28 Notice regarding damage meters.

The consumer is informed when the meter hired to him is damaged and the bill for the cost of repairs and replacement charges, if any, is also forwarded to him.

1.4.29 Records.

1 Records of services, installation and meters are required to be maintained for an indefinite period. The original papers kept separately and the details regarding load particulars are maintained on cards giving the dates on which the loads are connected, number of meters, name of the consumer, for quick reference (See Annexure-33), Installation card.

2 Original papers (ID papers) are filed in serial order according to the installation number and kept separately in the records section of the department.

3 Service cards: These are yellow in colour on which details of all installations on the service, service holder's name, size of service along with the date on which such services are laid, are recorded.

1.4.30 Consumer Information System (CIS):

All details pertaining to a consumer are fed in the computer and they are called Consumer Information System, (CIS) used as an alternative to Installation Card.

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

Designation	On roll staff
Divisional Engineer	1
Superintendent	1
Asst. Engineer	1
Deputy Engineer	2
Charge Engineer	11
Asst. Administrative Officer	1
Asst. Administrative Officer(P)	1
Supervisor (P)	4
Clerks	1
Shop Recorder	4
Messenger	8
Sepoy	2
Installation Inspector	5
Investigation Inspector	5
Meter inspector Sr.	1
Meter Inspector Jr.	12
Wireman	5
Nawghany	40

The powers and duties of its officers and employees.

Divisional Engineer (Customer Care): -

The Divisional Engineer shall be directly responsible to Deputy Chief Engineer (Customer Care) and is the Executive officer in charge of the Customer Care Ward.

1. Executing all duties and functions of the DCE(CC) enumerated in 1.1.4, so far as they concern the Customer Care Division.

2. He has to monitor the MERC Regulations 2005 supply code and Standard of Performance and the penalty levied for not maintaining SOP.
3. Approving drafts of letters to outside parties and notes to DCE(CC)/Management.
4. Attending to complaints of serious nature from consumers / requisitionists and officers/staff under him.
5. Introducing new materials and techniques in the execution of work.
6. Observing the Electricity Act 2003 and Rules and suggesting amendments to them with a view to have them incorporated in the same.
7. To assist him in the performance of his duties, he is provided with necessary staff as shown in the departmental organization chart.
8. He shall constantly review all the activities and functions of the department and shall introduce any changes as and when considered necessary, which are likely to improve the efficiency of the department. All changes involving major policy decision shall be subject to the prior approval of the Deputy Chief Engineer Customer Care.
9. He shall maintain personal contact with the officers and staff working under him and shall be responsible for smooth working of the department.
10. He shall submit the Annual Administration Report on the working of his Ward to the Deputy Chief Engineer (Customer Care) not later than 30th April of each year.
11. He shall enforce all regulations, procedure orders, standing orders and other departmental statutory rules and instructions issued from time to time and shall inspect all departmental registers and records according to the schedule for such inspection.
12. He shall be responsible for the preparation of yearly budget estimates of Capital and Revenue Expenditure.
13. He shall ensure indenting and stocking of sufficient stationery required and continuity of supply of the same.
14. He shall maintain an inventory of machinery / equipment and of Dead Stock entrusted to his department.
15. He shall maintain staff records and deal with other matters connected with the staff of his ward.
16. He shall collect, maintain and submit to the appropriate authorities statistical data and other information regarding the Customer Care Ward as may be necessary from time to time.

17. He shall ensure that all cash collections made by the ward are promptly deposited with the Cash Department.
18. He shall issue instructions to the Indoor and Outdoor Sections and coordinate the working of these sections.
19. He shall attend the meeting with the Electrical Inspector of Government of Maharashtra as a Member of the Authorities constituted under Part II of the Schedule of the Bombay Electricity Duty Act, 1950 and participate in deliberations regarding Electricity Duty chargeable in cases of disputes raised by the consumers.
20. He has to attend various courts like High Court, City Civil Court, Consumers Dispute Redresses Forum, Electrical Inspector, any other Authorities which whom filed the cases. He has to file Affidavits for defending the cases and assist our Legal Department in defending the cases.
21. He has to keep a watch over backlog of various activities in the Department and bring the same to the notice of Management and put up for additional staff to clear the backlog.
22. He has to monitor the disciplinary action against the officers & staff depending upon the reports received against them.
23. He is appellate authority for first appeal of delinquent officer/staff against whom punishment is awarded in the disciplinary action taken.
24. He has to attend various meetings namely Supply Branch Conference, DGM(ES), CECC, Dy. Chief Engineer for time to time and furnish the information required by them and implement the orders, suggestions given by the Management.
25. He has also to attend personally complaints received from VIP"s or repeated complaint received from consumers.
26. He has to coordinate the activities of the Customer Care Department with the other related Departments namely Planning, EDP, Vigilance, Security & Vigilance, HVC, DEIT etc.
27. He has to attend Seminars, Symposiums, Meeting, Exhibition etc. deputed by the Management.
28. He has to visit other Electricity Boards in order to study the working of their Customer Care Department so that improvements can be introduced in our Department.
29. As a 1st Appellate Authority, he has to redress the appeals received under RTI Act within the prescribed time limits.

Superintendent / Assistant Engineer (Customer Care): -

The Superintendent (ES) / Asst. Engr. shall be directly responsible to the Divisional Engineer of the ward and is the officer in charge of the ward. He shall be 1st Appellate Authority under the Right To Information (RTI) Act 2005.

Supdt. (ES) / Asst. Engineer shall be directly responsible to DECC. He shall be responsible for the following: -

1. Requisitions registered for new meters, extension of supply re-connection, part of installation, new service case, shifting of meters, shifting of service etc.
2. He has to monitor all supply related complaints / investigation of electrical accidents preparation of reports.
3. Procedures and Manuals.
4. Supdt. (ES) / Asst. Engr. is in charge of the activities of IF section.
5. Supdt. IF section /Asst. Engr. is in-charge of fuse controls and responsible for attending the fuse messages. He is directly responsible to look after the day-to-day activities of IF Section and installation/replacement of meters against Cos/SMs/MRAs immediately and to update the data regarding meter particulars correctly in the system.
6. Requisitions registered for new meters, reconnection, part of installation, installation of new meters in SIMHA/SIMHA-97, removing meter against MRA and replacing meters against SM falling under above Section etc.
7. Preparation of overload SIMHA Schemes for giving load relief and schemes for giving supply under SIMHA-97. Intimating the schemes to Erection/O&M Division after getting Divisional Engineer's approval.
8. Co-ordinate with the concerned Government/local authorities.
9. Attending to complaints from consumers and investigation of electrical accidents of SIMHA / SIMHA -97.
10. Inspection of material pertaining to SIMHA/SIMHA-97 Scheme.
11. Superintendent (ES) / Asst. Engr. shall generally assist the respective Divisional Engineer in the discharge of their duties.
12. Supdt. (ES) / Asst. Engr. may normally go for inspection, surprise visits, attending to consumers complaints, etc. in the morning and attend to office work or investigation of complaints in the office in the afternoon.

13. Supdt. (ES) /Asst.Engr. shall carry out the following inspections :
14. Visit consumers, whenever necessary, regarding cases, which cannot be satisfactorily settled by correspondence and when the consumers cannot or will not for valid reasons call at our office.
15. He shall constantly review the activities and functions of the department and suggest necessary changes aimed at improving efficiency of the department.
16. He shall maintain personal contact with the officers and staff working under him and ensure a smooth working of the department.
17. He shall inspect all departmental registers and records.
18. He shall attend all departmental meetings with the Divisional Engineer and assist him in the deliberations thereof.
19. He shall attend the consumers who call at our office with complaints and shall investigate the causes of complaints and give satisfactory replies.
20. He will generally supervise the working of the indoor and outdoor sections and sanction leave in excess of 7 days at a time of the staff of those sections.
21. He will hold departmental enquiries and take disciplinary action against the staff of the department and also hear appeals against the orders passed by the officers working under him.
22. He shall attend to the work of the Divisional Engineer in his absence.
23. He has to attend various Court cases, sign Affidavits and assist Legal Department in defending the cases.
24. He has to visit the related department like EDP, Customer Care, Vigilance, HVC, Accounts to co-ordinate the activities of Customer Care Department with related department.
25. Supdt. (ES)/Asst.Engr. has to monitor the MERC Regulations 2005 for supply code and SOP. He has to ensure that the cases should not be delayed more than the specified period in the SOP.

Deputy Engineer (Sanctioning):-

The Deputy Engineer shall be directly responsible to the Supdt. (ES)/ Asst. Engineer (Ward In-charge) under whom they are working. The duties and responsibilities of the Dy. Engineer (sanctioning) shall be as follows: -

1. He is responsible for sanctioning application, allocation of correct tariff and same should be informed to the applicant within stipulated period (i.e., 15 days from date of application) specified in MERC's Regulations 2005 (SOP).
2. Allocating and supervising the work of Service Assistants, Installation Inspectors, Investigation Inspectors etc.
3. Sanctioning of load up to 10 K. Watts as per procedure orders/office orders in force.
4. Arranging appointments with consumers or licensed electrical contractors for inspection of premises for service or meter position and testing of Installation.
5. Scrutinizing draft quotations for laying service lines and getting the approval of the Supdt.(ES)/Asst.Engr.
6. Checking service work orders and sketches before forwarding them to the Erection or O&M Division for execution of work.
7. Putting up routine drafts.
8. Investigating complaints regarding high or low voltage or stolen meters, unsafe installations, electrical shock, off supply etc.
9. Issuing notices to consumers for defective installation, unauthorized extensions or for any other breach of I.E. Rules.
10. Dealing with routine correspondence and queries from other departments.
11. He has to ensure that all investigations / sanctioning etc. will be carried out within the specified period mentioned in the MERC Regulation 2005 supply code and SOP. He is directly responsible if penalty is levied in

Deputy Engineer (Scheme)

There is one Deputy Engineer for Scheme Section of North Zone, for CC(F/S), CC(F/N), CC(G/S), CC(G/N) and E wards.

1. Whenever the SIMHA circuits are overloaded, Deputy Engineer shall forward the requisition to Assistant Engineer / Superintendent and prepare suitable scheme for relieving overload.
2. To carry out preventive maintenance of existing SIMHA network and SIMHA meter boxes.
3. To prepare R & M scheme for overloaded SIMHA circuits whenever complaints are received from the consumers.

4. Arrange to get the new area surveyed and landlord confirmation with the help of Planning Department.
5. Intimating SIMHA-97 scheme to Erection/O&M Division after getting approval of DECC/DCECC(N/W).
6. Allotting SIMHA-97 circuit boxes in various scheme and preparing service work order after necessary site visit.
7. Attending to consumers and V.I.P. complaints.

Deputy Engineer (Installation section) :-

1. Overall, In-charge of Installation section. He is directly responsible to look after the day-to-day activities of IF Section and for installation/replacement of meters against COs/SMs/MRAs immediately and to update the data regarding meter particulars correctly in the system. Also, to supervise various preventive & breakdown complaints of Old SIMHA & SIMHA-97.
2. Supervision of off supply messages, arranging for quick restoration of supply
3. To visit site for fatal/Non- fatal accidents & to arranges site visit for PWD inspector.

Charge Engineer, Customer Care SIMHA (Sanctioning)

There are five Charge Engineers in C. C SIMHA sanctioning. The duties of the Charge Engineer are divided among them according to the office orders issued by the DECC depending on the exigencies of work. Charge Engineer shall be responsible to the Deputy Engineers sanctioning/complaints. He is directly responsible to carry out the investigations within the stipulated period (i.e., within 7 days) specified in MERC Regulations 2005 (SOP) and forward application for sanctioning to Dy. Engr.

The duties and responsibilities of Service Assistant are:-

1. Inspection of sites to select service positions.
2. Preparing draft service quotations.
3. Interviewing the consumers and Licensed Electrical Contractors and fixing appointment for inspection, connection, deciding service positions etc.
4. Inspecting service positions after applicants comply with the Terms and Conditions of the Service quotations.
5. Allocating and checking the work of Investigation Inspectors.

6. He should ensure that all the investigation will be carried out within the specified period mentioned in the MERC Regulation 2005 supply code and SOP. He is directly responsible if penalty is levied in account above.

Charge Engineer, Customer Care (IF Section):

The Charge Engineer shall be directly responsible to the Deputy Engineer in-charge of the section. He is directly responsible for updation of data in the system such as Initial/Final readings of meters and credit of meters to MRE Dept.

The duties and responsibilities of Charge Engineer are:-

1. Allocating work to Meter Inspectors, Installation Inspectors, Wiremen, Carpenters and Nawghanies and Supervising their work.
2. Requisitioning and crediting materials.
3. Inspecting disputed meter positions.
4. Scrutinizing the connection orders after the meters are installed to ensure that the jobs are carried out according to the connection orders before forwarding them to the Deputy Engineer.
5. Execution of connection order
6. Removal and replacement of meters against MRA and SM slips.
7. Checking feasibility of new connections.
8. Arranging material from Stores and crediting of scrapped materials.

Charge Engineer, Customer Care (SIMHA) (Off Supply)

1. To supervise at site in case of major faults.
2. To maintain off supply & material and attendance register.
3. To prepare R & M schemes.
4. To carry out Preventive Maintenance Work
5. Maintaining different records and register of SIMHA section.
6. Attending to consumers and V.I.P.'s complaints.
7. To receive off supply messages from fuse control/fault control & to arrange staff for supply restoration.

8. To maintain vehicle on hiring basis register used for attending off supply message & general messages.
9. To procure necessary material to attend off supply.
10. To prepare daily report.
11. To prepare roaster of manpower working in shift.

Duties of Installation Inspector:

The duties and responsibilities of the Installation Inspector are:-

1. Checking all types of consumers' installations and testing them in accordance with the Indian Electricity Rules for insulation resistance, earthing etc. and connecting supply.
2. Reporting defects in case of unnoticed cases.
3. Testing defective installations when supply is disconnected due to fire, shock, house collapses, etc.
4. Restoring supply to serviceable installations or disconnecting supply in case of defective installations.
5. Inspecting installations in case of complaints, such as unauthorized use of electricity and as per departmental letters received from Customer Care Department and submitting a report.
6. Checking loads and voltages on services for the purpose of balancing the loads on all the phases.
7. Assisting Deputy Engineer/ Supdt. (ES)/ Asst. Engineer in investigating fatal/non-fatal electrical accident cases.
8. In case of hutment areas, to inspect the correct premises as per sketch given by investigation inspector for checking its installation.
9. To visit the site and investigate the complaints received from the consumers and give report to the Dy. Engineer complaints.
10. He has to ensure all the contents of connection order such as class of premises and tariff mentioned and actual uses of premises.

Duties of Meter Inspector (Jr.)

He is directly responsible for installation/removal/replacement of meters as per the work order and to enter the initial / final reading of meters and other data in the prescribed fields of work order.

1. To remove / Reinstall of meters due to non-payment.
2. To replace the defective meter.

Responsibility:

1. MRA should be properly filled up at time removed.
2. Meter replacement slips to be filled up properly.

Duties of Investigation Inspector:-

He is responsible to carry out the investigation of premises within stipulated period specified in MERC's Regulation 2005 (SOP). The duties of Investigation Inspectors are to investigate the site to confirm the physical occupancy of the premises where the premises is qualified for the electric supply, to inspect space in meter cabin for installing new meter, draw the sketch showing the premises and service position etc. Also he shall confirm structures from site by thorough investigation that whether the said premises was having a meter earlier and subsequently removed due to non-payment of bill.

Duties of Wireman:-

The duties and responsibilities of the Wireman are -:

1. Carrying out wiring of meter boxes of various sizes for installing single and three phase meters.
2. Replacing old wiring of meter boxes, whenever necessary.

Duties of Carpenter:-

The duties and responsibilities of the carpenter shall be:-

1. Drilling holes on meter boxes of various sizes for wiring purpose.
2. Repairing shop furniture, whenever required.
3. Removing meter box and installing new ones on site in difficult cases where the job could not be carried out by the Meter Inspector.

Duties of Nawghanies :-

The duties of the Nawghanies are :-

1. Loading and unloading of meters and meter boards into or from the vehicle.
2. Carrying meters, meter boxes, tool kit, megger, etc. to the site of installation or as the case may be.
3. Sweeping the shop floor and dusting the furniture.
4. Giving manual assistance to the Meter Inspector in installing or removing of meter boards or meters.
5. Remove meter from site and to keep in the office.
6. To bring Reading files from record room to Wards, vice versa whenever required.

Responsibility :-

1. To keep meters properly which brought from sites.

Duties of Assistant Administrative Manager (ES) A-5 :-

1. He is Public Information Officer (PIO) under the `Right to Information Act-2005` and Record Officer for the respective CC ward.
2. * As per the Section 6 of the MERC`s Regulations, the BEST Undertaking is required to establish suitable Internal Grievance Redressal (IGR) Cell to record and redress grievance in a timely manner. Accordingly, Procedure Order No. 156 dated 29.01.2007 was issued informing all concerned regarding procedure to be adopted by IGR Cell. He is directly responsible for attending Annexure-C complaints and all other complaints under CGRF Regulation.
3. * While carrying out their duties Complaint Officers, IGR Cell, these officers will have to interact with the officers and staff members of their respective wards of Customer Care Department. The following guidelines are therefore issued for information of all the office and staff members concerned.
4. * The Complaint Officer, IGR Cell, is mainly responsible of work of IGR Cell Consumer`s grievances submitted on Annexure `C` Format, other administrative work related to IGR Cell and day to day work entrusted by respective Superintendent.
5. * However, the IGR Cell, as the name itself suggests, is an Internal Grievance Redressal system and the post of Complaint officer is on the roll of Customer Care Department. As the Complaint Officer is an integral part of Customer Care Department, he will have full authority, as per his Grade, over the officers and staff members of his ward as far as carrying out his duties.

6. * Till a separate staff is given to IGR Cell, a complaint in Annexure C format shall be received by Sup. (Enquiry) at each ward and forwarded immediately to the IGR Cell, if a complaint in Annexure C format is received by post, the Complaint Officer, IGR cell will give acknowledgement in five working days.

7. * As per Section 2.1 (c) of MERC's Regulations, "Grievance" means any fault, imperfection, shortcoming or inadequacy in the quality, nature and manner of performance, Further, Section 2.1. (d) states that IGR Cell means the first authority to be contacted by the consumer for redressal of his grievances. This implies that any complaint with a "Grievance" should be recorded by the IGR Cell and redressed as per the procedure, even though it may not be in Annexure C format. However, as directed vide Procedure Order No. 156 dated 29.01.2007, their record will be kept separately.

8. * The Complaint Officer, IGR Cell, will forward the complaint in Annexure C format and other complaints of "Grievance" to the Ward In Charge concerned. The Ward In Charge will within a week discuss the grievance with concerned Supdt. (ES) jointly with the Complaint Officer along with all the relevant papers. In the joint meeting, discussion will be held on the actions taken so far and the actions proposed to be taken by the Ward In-charge. Where there is no Supdt. (ES) or in absent of Supdt.(ES) the ward in- charge will hold discussions with the Complaint Officer. The decisions taken during the discussion will enable the complaint Officer, IGR Cell to send an interim reply to the consumer under his signature.

9. * A copy of this interim letter will be marked to the Ward In-charge concerned to take necessary balance actions, if any, regarding redressal of the grievance of the consumer within reasonable time.

10. * As per the Point No. 4.8 of the Procedure Order No. 156 dated 29.01.2007, the consumer is to be informed about the procedure to approach the Consumer Grievance Redressal Forum (CGRF), Colaba, if he is not satisfied with the actions taken by the IGR Cell. This implies that the actions taken or proposed to be taken by the Ward In-charge concerned will be considered as actions taken by the IGR Cell and the same will have to be defended by the Complaint Officer IGR Cell at CGRF, Colaba or at Electricity Ombudsman, Bandra. Hence, it is absolutely necessary that the Ward In-charge concerned takes actions strictly as per provisions of Electricity Supply Code and routes his proposals in connection with Annexure C complaints for Managements sanction through AO Customer Care, i.e., Complaint Officer, IGR Cell. It will be duty of AO Customer Care to ensure that the Ward In-charge submits his proposal for Managements sanction in time.

11. * As per the Point No. 4.9 of the Procedure Order No. 156 dated 29.01.2007, the Complaint Officer, IGR Cell is required to maintain the records pertaining to the complaint in respect of investigation reports, important documents etc. for each case separately. The case records and register are to be maintained properly so as to retrieve them immediately if reports are called for by CGRF or by the Electricity Ombudsman. Hence, after all the actions have been taken for redressal of the grievance of a consumer, the connected papers will be forwarded to IGR Cell by the Ward In-charge for preserving the same in IGR Cell for three years. This will enable the Complaint Officer to submit para

wise comments within 15 days to CGRF, if the consumer approaches CGRF. The Ward In Charge will maintain the record of other complains with “Grievance”.

Powers & Duties of Asst. Administrative Officer, AG-VIII

He shall be directly responsible to Supdt. (ES)/Asst.Engr/AAM. He is responsible to confirm that applicant has submitted duly filled in application along with the necessary documents as mentioned in Section 4 of MERC’s Regulation 2005 (Supply Cod & Miscellaneous conditions). He has to verify all the particular of connection order filled in correctly and new account to be updated in the system. His duties and responsibilities are :-

1. Supervising the work of receiving and registering of requisition and maintaining the requisition in department.
2. To supervise change of name activity and give the approval for the requisition received for change of name.
3. Scrutinizing Test Report submitted by LECs.
4. Answering general queries at the counters.
5. Ensuring the compliance of all requirements before notifying the connection order.
6. Scrutinizing all connection orders and forwarding them for installation of meters and connection of supply.
7. Meeting consumers licensed electrical contractors, their representatives requiring advice regarding the office procedures and our requirement in connection with their requisitions.
8. Scrutinizing all documents such as land-lord’s permission, NOC from MCGM, registration certificate from the State Directors of Industries, NOC from Directors of Industries, Indemnity bonds etc. submitted by requisitionists.
9. To ensure maintenance records of requisitions received, dealt with and cancelled for the purpose of preparing statutory and other periodical statistical returns as required by Govt. or the Management for administrative purpose.
10. Supervising the work of clerks, carrying out the work of sending ESL-4, ESL-9 to consumers and notices issued to consumers for defective installations, unauthorized extensions or alterations or for any other breach of I.E. Rules. Notifying the disconnection and reconnections of supply in connections with such cases to Customer Care Dept.
11. Attending to the routine correspondence in connection with requisitions.
12. Assisting office Supdt. in day-to-day departmental work.

13. Supervision of work of Cash counters, compliance supervisor etc. and ensure the smooth operation counters.
14. Supervising collection of cash and deposit it with cash department after keeping proper records
15. Supervising the work of supervisors and clerks carrying out the work of furnishing service particulars, load connected, records of meters, consumers data on service card and installation cards etc.
16. Checking incoming/outgoing and refund bills pertaining to the division.
17. Maintaining the records of motive power card, installation card, service cards etc. for electrical loads
18. Attending to routine correspondence.
19. Scanning of all ID papers, supervision of record section, maintaining of records of Installation papers/files, service files etc.
20. He should ensure that all the investigation will be carried out within the specified period mentioned in the MERC Regulation 2005 Supply Code and SoP. He is directly responsible if penalty is levied in account above

The Duties of Clerk/Shop Recorder :-

Clerk/Shop Recorder shall be responsible/assist to Assistant Administrative Officer and Supervisor under whom they work. He is responsible to fill up all the details of requisitions correctly i.e., name, billing address/supply address, requisite load, tariff etc. in the OLCCS system.

The duties of Clerk are:-

1. Checking and accepting requisitions at the counter and maintaining an alphabetical index. Directing the requisition to proper person and make note in a register.
2. Recording details of new requisition received in computer.
3. Sending ESL-4 letter stating our requirements to the applicant as directed by Dy. Engr. And recording the movement in computer.
4. Preparing connection order in computer.
5. Writing service quotation and forwarding to the applicants.
6. Writing work orders for laying new service and forwarding them to Erection department for execution.
7. Noting all movements of all requisition in computer.
8. Preparing statistics and monthly statements to be forwarded to Planning Dept. and Management.
9. Writing notices for faulty installations 38 A, 38 B.

10. Intimating consumer of temporary off supplies required for maintenance work.
11. Intimating consumers regarding details of load as required by them.
12. Preparing reconciliation of service cable charges and meter connection fee statements monthly and yearly.
13. Preparing receipts for payment received at the counter and remittance of cash-to-Cash Department.
14. Receiving all letters received, dispatching them to the proper person and keeping in update record of movement.
15. Maintaining registers and attending requisitions of supply.
16. Maintaining attendance, preparing job sheets and forwarding payment advice in respect of casual labourers.
17. Fatal-Non-Fatal monthly report and keeping maintained records.
18. In case of BC clerk, he is directly responsible to give the correct particulars in respect of the requisitions applied such as reconnection particulars, balance arrears, vigilance claim amount etc.

Clerk, Customer Care (Cash Counter) :

1. Receive the amounts and the bills from the consumers and write down the amount received on the bill form.
2. Put the bill form in the Machine and operate the machine to pass the receipt.
3. Issue receipted bill to the consumer.
4. Count the days' collection and prepare the remittance Challans with the particulars of cash and cheques collected, receipts passed (from--- to) and the total amount of the receipts passed.
5. Prepare cash collection memo with following particulars.
 - a) Date of collection.
 - b) Manual receipts (hand receipts) from ---to
 - c) Total amount of receipts passed.
 - d) Total amount deposited with Cash department.

6. Deposit the cash collections as shown on remittance challan with the Cash Department.
7. Send the Cash collection memo, counter folios of receipts to Audit and then to the Receipt Section.

Duties of Sepoy

The duties and responsibilities of the sepoy are as under:-

1. Looking after the dispatch of papers within the divisions.
2. Taking the outward dispatch to various departments.
3. Carrying out other minor work, such as bringing of stationary etc.
4. To clean the table & chair in the office.
5. To carry meter reading files, etc. as and when required by the concern clerk while attending consumers complaint.
6. To dispatch call back of meter to the IFN Section as per instruction of the Ward Officer.
7. To carry urgent dispatch of various Ward/Section to Colaba, EDP etc.
8. To hand deliver the Consumer's letter as per the instruction of DECC and Ward Officer.
9. Switch off the light and fans after closing cabin & office.
10. 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 periodically wherein various issues are discussed and if required, the procedures for smooth functioning of the various activities of the department are defined. Accordingly, Administrative Orders / Office Orders / Procedure Orders if necessary 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.

4 (b) (iv): The norms set for the discharge of 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 norms are defined for the various activities required to be 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 or under controls or used by employees for discharging functions

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

- (1) Electricity Act, 2003
- (2) Indian Electricity Rules
- (3) MERC (Standards of Performance and Distribution Licensees, Period of Giving Supply and Determination of Compensation) Regulations, 2005.
- (4) MERC (Electricity Supply Code and Other Conditions of Supply) Regulations, 2005.
- (5) MERC (Consumer Grievances Redressal Forum & Electricity Ombudsman) Regulations, 2006.
- (6) Electricity Consumers – Rights Statement framed by BEST Undertaking and approved by MERC.
- (7) Terms & Conditions of Supply and Schedule of Charges framed by BEST Undertaking and approved by MERC.
- (8) Tariff Order
- (9) Standing Orders / Service Regulations / Officer Orders / Procedure Orders / various Administrative Orders
- (10) Central Electricity Authority Regulation (for Meters)

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

- 1) Technical Clearances for load release above 25 KW
- 2) New Service Connections
- 3) ID Papers
- 4) Load Certificate
- 5) S.R. File
- 6) Standing Orders
- 7) Service Regulations
- 8) Departmental Manual
- 9) Committee & Corporation Matters / Committee
- 10) Circulars, Misc.
- 11) Procedure Orders
- 12) Technical Standards
- 13) Administrative Report

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, on exercise of powers conferred 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 on suggestions and comments received from these groups. BEST undertaking also offer comments on the issues during the hearing. Subsequently, considering the same, regulation is framed by MERC.

Also, periodical meetings are held with the representative of consumer and with the members of various Electrical Contractors Association. Based on the suggestions, for smooth function of department, if require procedure / administrative order are passed.

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.

(a) B.E.S.T. Committee - Members of the BEST Committee are appointed by the Municipal Corporation of Brihan Mumbai. These members have had experience in administration, financial and labour matters of transport or electric supply. Some of these members are councilor elected by the public. The BEST Committee normally meets once in a fortnight and if found necessary at other times. The BEST Committee has right to frame Regulations, formulate policy, and approve contracts each involving expenditure exceeding Rs. 10 lacs and to approve the Budget Estimate of the undertaking.

(b) Review Committee – This committee deals with the various claims initiated by the Undertaking against unauthorized use of Electric Supply, Direct Supply, Meter Tampering etc. Based on the documents / inspection reports available on record, the revised amendment if required, is worked out by the Committee.

(c) Consumer Grievance Redressal Forum - The forum is established for redressal of grievances of consumers. The Forum is constituted by three members who are as follows:

(I) The Chairperson of the Forum is a retired senior judicial officer.

(II) One member is an officer in the rank of Divisional Engineer of the Undertaking.

(III) One member is a representative of a registered consumer grievances organization.

Initially, the consumer is required to approach Internal Grievances Redressal Cell (IGR) of each Customer Care Dept. In the event that a consumer is not satisfied with the remedy provided by the IGR Cell to his Grievance within a period of two (2) months from the date of intimation, the consumer may submit the Grievance to the said Forum.

The detail procedure of CGRF is available on our website: <http://www.cgrfbest.org.in>

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

Sr. No.	Name of officer/staff	Desig.	Grade	Ch. No.	P.S. No. of March, 2021
1	P. K. Bansode	DECC	A-3	213239	140/02
2	J. L. Pawar	Supdt.	A-4	215468	140/02
3	S. G. Kamdar	AE	A-5	214473	140/02
4	M. P. Madukar	Dy. Engr.	G/GVI	213248	140/02
5	D. A. Baikar	---“---	---“---	217072	140/02
6	S. R. Gadekar	Chg. Engr.	P1/T8	214917	140/02
7	P. V. Mane	---“---	---“---	216757	140/02
8	S. E. Waghmare	---“---	---“---	217254	140/02
9	N.R. Bagul	---“---	---“---	215709	140/02
10	R. V. Pagar	---“---	---“---	214989	140/02
11	T.S.Khochare	---“---	---“---	216934	140/02
12	D.B.Pol	---“---	---“---	216737	140/02

13	V. V. Suryavanshi	---“---	---“---	404196	140/02
14	D. R. Gharat	---“---	---“---	216987	140/02
15	S. S.Sadigale	---“---	---“---	217444	140/02
16	S.S.Wagh	---“---	---“---	216012	140/02
17	S. S. Hulge	Inst. Insp.	P1/T7	404359	140/02
18	R. M. Jadhav	---“---	P1/T7	404871	140/02
19	K.N.Jadhav	Inst. Insp.	P1/T7	402552	140/02
20	T. S. Korde	---“---	P1/T7	404871	140/02
21	N.K.Bodke	---“---	P1/T7	402556	140/02
22	J. A. Koli	Invest. Insp.	P1/T6	402555	140/02
23	A. S. Karande	---“---	---“---	404114	140/02
24	M. L. Ghute	---“---	---“---	402565	140/02
25	B. N. Tamhane	---“---	---“---	404920	140/02
26	K.M.Gosavi	---“---	---“---	404212	140/02
27	I.B.Ghevade	Sr.Meter Insp	P1/T5	404898	140/02
28	R. B. Chavan	Meter Inspt.	P1/T4	402230	140/02
29	S. D. Gosawi	---“---	---“---	402284	436/02
30	S.M.More	---“---	---“---	404297	440/02
31	N. A. Parab	---“---	---“---	402241	440/02
32	V. N. Padave	---“---	---“---	402249	440/02
33	S. K. Korade	---“---	---“---	402250	440/02
34	S. M. Yadav	---“---	---“---	402259	440/02
35	R. G. Mahajan	---“---	---“---	402268	440/02
36	P. R. Tayade	---“---	---“---	402275	440/02
37	C. D. Raut	---“---	---“---	404139	440/02
38	J.K.Chavan	---“---	---“---	404293	440/02
39	P. A. More	---“---	---“---	410330	440/02
40	C. M. Fernades	Wireman	P1/T4	408464	440/02
41	M. A. M. Ishaq	---“---	---“---	409221	440/02
42	S. R. Shinde	---“---	---“---	409673	440/02
43	A. B. Nichit	---“---	---“---	411186	440/02
44	S. V. Sawant	---“---	---“---	410922	436/02
45	S. T. Joshi	Carpenter	P1/T3	404185	436/02
46	P.B. Phepade	Nawghany	---“---	410865	440/02
47	V. R. Shinde	---“---	---“---	411406	440/02
48	Y. J. Jadhav	---“---	---“---	411412	440/02
49	P. P. Mohite	---“---	---“---	411414	440/02
50	V. B. Pawar	---“---	---“---	411493	440/02
51	S. M. Kumbhar	---“---	---“---	411985	440/02
52	P. S. Kuvalekar	---“---	---“---	412179	440/02
53	S. A. Jadhav	---“---	---“---	410511	440/02
54	S. K. Kenny	---“---	---“---	412190	440/02
55	R. B. Mali	---“---	---“---	412318	440/02
56	G. E. Parte	---“---	---“---	412590	440/02

57	P. S. Lohokare	---“---	---“---	412547	440/02
58	A.J.Raut	---“---	---“---	412307	440/02
59	P.R.Singh	---“---	---“---	411540	440/02
60	J.L.Ali	---“---	---“---	411588	440/02
61	S.B.Padave	---“---	---“---	411604	440/02
62	D.G.Pawar	---“---	---“---	411618	440/02
63	A.P.Potnis	---“---	---“---	411637	440/02
64	S.D.Singh	---“---	---“---	411731	440/02
65	S. V. Jadhav	---“---	---“---	413187	440/02
66	S. N. Mulani	---“---	---“---	413494	440/02
67	V. N. Yamgar	---“---	---“---	413501	440/02
68	D. A. Gaonkar	---“---	---“---	412098	440/02
69	S.B.Shelar	---“---	---“---	411962	440/02
70	M.D.Kale	---“---	---“---	412213	440/02
71	R.B.Mohite	---“---	---“---	412248	440/02
72	P. Bhadricha	---“---	---“---	413594	440/02
73	C.G.Shivdas	---“---	---“---	412528	440/02
74	M.G.Mhaske	---“---	---“---	412632	440/02
75	K.J.Gaikwad	---“---	---“---	411413	440/02
76	V.S.Khupte	---“---	---“---	411533	440/02
77	M.A.Mardan	---“---	---“---	411609	440/02
78	G.J.Upadyay	---“---	---“---	411750	440/02
79	R.D.Gaikwad	---“---	---“---	412252	440/02
80	A.B.Ware	---“---	---“---	412245	440/02
81	K.A.R.Shaikh	---“---	---“---	411537	440/02
82	A.P.Sansare	---“---	---“---	412966	440/02
83	S.S.Kaikini	---“---	---“---	412996	440/02
84	S.G.Jadhav	---“---	---“---	412663	440/02
85	A S Desai			413748	440/02
86	R S Ambre	AAO	A/GVIII	214219	140/02
87	S. V. Gaikwad	AAO (P)	A/GVIII	214136	140/02
88	B. V. Kulkarni	Sup.(P)	---“---	212062	140/02
89	I.I. Shaikh	Sup.(P)	---“---	214352	140/02
90	J. P. Mendonca	Sup.(P)	---“---	216005	140/02
91	S.J. Desai	Sup.(P)	---“---	213688	140/02
92	M. D. Magar	Clerk	A/GV	107475	140/02
93	S. R. Mishra	Shop	---“---	215883	140/02
94	K. S. Chandorkar	---“---	---“---	323344	140/02
95	P. P. Jadhav	---“---	---“---	217583	140/02
96	S. A. Kamble	---“---	---“---	216001	140/02
97	N,H,I,H Siddiqui	Messenger	A/G-II	280462	140/02
98	U.S. Rane	---“---	---“---	280579	140/02
99	B.A. Kumbhar	---“---	---“---	280609	140/02
100	Smt.G.Subhiah	---“---	---“---	280606	140/02

101	J.J. Chavan	---“---	---“---	280499	140/02
102	S.L.Gaikwad	---“---	---“---	280594	140/02
103	B.B. Hande	---“---	---“---	280516	140/02
104	S.N.Jadhav	---“---	---“---	280500	140/02
105	V. V. Jadhav	Sepoy	---“---	280871	140/02
106	M. R. Jaiswar	---“---	A/G-1	280848	140/02

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

NOT AVAIBALE

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

**Budget Estimates for the Financial Year 2021-2022
Not Available**

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. The particulars such as name, address, consumer's number, meter number etc. of the consumer in service are stored in electronic form.

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. The consumer can retrieve monthly electricity bill from the website. The electricity bill payment can be made online. Also, he can download various application form require to be registered to avail services from the Undertaking.

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

Ward	Name	Designation	Address	Tel. No.
Customer Care (SIMHA)	R. S. Ambre	Assistant Administrative Officer	5 th floor, New Ancillary Building, Wadala Bus Depot, Wadala, Mumbai – 400031	24101718

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.