

Notice



**Brihan Mumbai Electric Supply & Transport Undertaking
(Of the Municipal Corporation of Greater Mumbai)**

"Procedures for Redressal Of Consumer Grievances"

As per Section 3.3 of Maharashtra Electricity Regulatory Commission (Consumer Grievance Redressal Forum & Ombudsman) Regulations, 2003 we are publishing herewith the rules and procedures for redressal of grievances

Procedure for redressal of consumer grievance is given below :

1.0 Supply Related Complaints. (24 Hrs Fuse Centres)

General Requirements :

For any supply related grievances like Fuse Blown (No Supply) / Burnt Meter / Shock / Fire / Building Collapse / Water Falling on service position / Voltage fluctuations etc, the consumers shall lodge the complaints in the respective Fuse Control Centres of their area. (List attached - **Annexure A**) by providing the following details.

1. Bill No./ Meter No./ Installation No - (Any one of)
2. Telephone no.(s),
3. Address and nearest landmark
4. Brief description of the complaint.

Procedure for Redressal :

a) After lodging the complaint, BEST's Fuse-man will inspect the site and in most cases restore the supply. In case of faulty or burnt meter, he will consult the concerned officers and will replace the same either from local fuse centers or from a centralised location. The fuse-man will request the consumer to give an Undertaking on a form which is available with him agreeing to make the payment of burnt meter charges through the subsequent electricity bills and also for amendment of electricity bills if necessary.

b) In case of Shock / Fire / Building Collapse / Water Falling on service position, the supply to the entire building will be disconnected either by Fire Brigade or by BEST whoever is reaching the site first. The supply will be restored only after the installation is set right by the consumer through Licensed Electrical Contractor and permission from Electrical Inspector / Fire Brigade is submitted wherever necessary.

C) In case of interruptions of supply such as (no supply to service) service 'Bottom Terminal No. current,' partial area off & area off supply, the

consumer shall lodge the complaint with the Fault Control/ System control

d) In case of area off supply or off supply to High Voltage consumer the consumer shall contact the Supervisory/ System control

2.0 Billing Complaints :-

General Requirements :

For all billing complaints such as High Consumption, Stopped Meter, Change in Name and Address, Disconnection of meter of vacant premises, Reconnection of supply, Refund of Security Deposit etc, the consumer shall lodge the complaint with the Complaint Officer of the ward in respective areas. (List attached - **Annexure A**) by providing the following details :-

1. Bill No.
2. Telephone No.
3. Address
4. Details of the complaint

Procedure for Redressal :

- a) On receipt of the complaint and its scrutiny, if it is found necessary, inspection and site testing of the meter will be carried out. If the meter is found to be stopped or defective, the meter will be replaced after obtaining Undertaking from the consumer, agreeing to pay the amended bills issued subsequently as per rules in force.
- b) For Change of Name and correction in address, consumers will have to submit the duly completed Change of Name form along with prescribed fees, documentary evidence in the office. Necessary Security Deposit towards one billing cycle electricity consumption will also have to be paid. Changes will be made in the subsequent bills after due verification on site.
- c) For refund of Security Deposit the consumer is required to surrender the original receipts duly discharged along with an application for refund. On receipt of the same, the consumer will be intimated by sending a postcard for collecting the cheque /cash.

3.0 Complaints about obtaining supply:

General Requirements :

For all complaints about obtaining supply in case of New Connections, Additional load, Shifting of service cable / meter, Reconnection / Disconnection, Temporary supply etc, the consumer shall lodge the complaint with the Complaint Officer of the ward in respective areas. (List attached - **Annexure A**) by providing the following details :-

1. Details of requisition no. and date

2. Description of the complaint

Procedure for Redressal :

a) Generally the electric supply will be connected within one month of the receipt of the completed application in normal circumstances in case of New Connection, Additional load, Reconnection, Temporary supply etc

b) The cases requiring extension of Distribution Mains, Laying of new service and Commissioning of new Sub Stations, the supply shall be provided immediately after obtaining statutory permissions and execution of the jobs.

4.0 General Complaints :

General Requirements :

For all the complaints of the consumers about other departments of BEST such as Vigilance Department, Operation & Maintenance Department, Erection Department, Street Lighting Department, Energy Audit Department etc, the consumer shall lodge the complaint with the Complaint Officer of the ward in respective areas. (List attached - **Annexure A**) by providing the following details :-

1. Name and address of complainant

2. Telephone No.

3. Description of the complaint

4. Bill No. / Installation No. / Meter No. - if any

Procedure for Redressal :

In case of complaints about theft of electric supply / tampering of meter and complaints related to other departments of BEST, the same will be forwarded by the Complaint Officer to the respective departments and the complainant will be informed accordingly.

5. Format and Time Schedule:

In order to expedite the disposal of complaint, the consumer shall lodge the complaint in the format enclosed in Annexure C and within one month of the cause of the complaint.

Note : The Consumer may contact the next higher authority (List attached - **Annexure B**) if they are not satisfied with their redressal of grievance

List of Officers To Be Contacted - Annexure A

Sr.	Nature of Complaint	Authority to be Contacted		Next	
		Designation	Tel.No	Authority	Address
1	For Supply Related Complaints	Fuse Controller		Fault Controller	
	"No Supply" Complaints	at :		at :	
	South Zone	Colaba	2 218 4242	}Pathakwadi	} Ground floor
	Fuse Blown, LT Off Supply	Pathakwadi	2 208 4242	} 22066661	} Vidyut Bldg.
		Tradeo	2 309 4242	} 22066611	} Pathakwadi.,
		Masjid	2 947 4242	} 22087234	} Mumbai 2
				} 22078864 Ext. 748	}
				}	
	"No Supply" Complaints				
	North Zone	Dadar	2 412 4242	}Dadar	}Transportation Engr.
	Fuse Blown, LT Off Supply		2 412 3162	} 2 4128683	} Bldg., Tilak Rd, Dadar-14
			2 412 4993	} 2 4146611	
				} 2 4146987	
		Worli	2 495 4242	} Worli	} Worli Naka,
			2 495 3363	} 24926611	} G.K. Kadam Marg, 18
		Suparibaug	2 411 4242		
			2 411 6217		
		Mahim	2 444 4242	Mahim	
			2 446 1634	} 24456611	
				} 24451060	
	For Supply Related Complaints	Fault Controller	2 206 6661	System Controller	}Ground Floor,
	"No Supplu" Complaints		2 206 6611	} 22085888	}Vidyut Bildg,
	South Zone		2 208 7234		}Pathakwadi,
	Service B/T no current, partial area off supply		2 207 8865 ext. 748		}Mumbai-2
	For Related Complaints	Fault Controller	2 414 6611	Supervisory Controller	}Transportation Engg.
	"No Supply" Complaints			}24145888	}Bldg. Tilak Rd dadar
	Service B/T no current, partial area off supply				}Mumbai-14

	For Supply Related Complaints	System Controller	2 208 5888	Supdt O & M (S) }22153486	
	"No Supply" Complaints			Supdt O & M (CS)}22080524	
	Area off Supply/H.V. Consumer off supply				
	For Supply Related Complaints	Supervisory Controller	2 414 5888	Supdt O & M (N) }24146262	
	"No Supply" Complaints			Ext. 503,508	
	Area off Supply/H.V. Consumer off supply			Supdt O & M(CN) }24314888	
2	For Supply Related Complaints	Fuse Controller			
		at :			
	South Zone	Colaba	2 218 4242	Supdt(IF)	1st Floor,
	Burnt Meter, Shock,	Pathakwadi	2 208 4242	A,B& C wards	Electric House, Colaba
	Fire, Building Collapse, Water	Masjid	2 347 4242	2 285 6262	Mumbai -01
	Falling on Service Position			Extn. 514	
	Voltage Fluctuations etc.	Tardeo	2 309 4242	A.E. (IF)	1st floor,
				D & E wards	Mumbai Central
				2 301 6730	Depot, Mum.-08
	North Zone	Dadar	2 412 4242	A.E. (IF)	} 2nd floor,
	Burnt Meter, Shock,			E, F/S & F/N	} Transportation
	Fire, Building Collapse, Water			2 414 6262	} Engr. Bldg.,
	Falling on Service Position	Worli	2 495 4242	Ext -514	} Tilak Rd., Dadar } Mumbai 14
	Voltage Fluctuations etc.			A.E. (IF)	}
		Suparibaug	2 411 4242	G/S, G/N	}
				2 414 6262	
		Mahim	2 444 4242	Ext -514	
3	For Billing Complaints	Complaint Officer	2 288 1483	Supdt.(ES) Cons.(S)	2nd floor, Multistoried
	South Zone	A Ward	2 285 6262	AE A & B	Annex Bldg., .
	High Consumption,		Ext. 552	2 288 13868, 2 285 6262 Ext. 552	Colaba, Mumbai - 1

	Stopped Meter,				
	Change in Name / Address,				
	Refund of Security Deposit,	Complaint Officer	2 2881501,2 2856262	Supdt. (ES) Cons(S)A & B	3rd Floor,Multistoried
	Complaints of billing	B Ward	Ext. 551	2 288 3868,2 285 6262	Annex Bldg., Colaba,
	under cycle 19 etc.			Ext. 554	Mumbai - 1
		Complaint Officer	2 201 1848	A.E Cons./C	3rd Floor, Vidyut Bldg,
		C Ward		2 200 3579	Pathak Wadi, Mumbai 2
		Complaint Officer	2 3093054, 2 3026713	Supdt.(ES).Cons.(S) D&E	} 3 rd Floor, Tardeo Bus station.,
		D Ward	2 3026716	2 302 6701	} Sankul, R.S
		Complaint Officer	2 309 3045	Supdt.Con D&E	} Nimkar Marg.
		E Ward			} Tardeo, Mumbai-8
	North Zone	Complaint Officer	2 4146262 Ext. 546	Supdt.(ES) Cons. (N)	5th floor, New Ancillary Bldg.
	High Consumption, Stopped Meter,	E Ward	2 417 4917	(F/s&E ward)Ext.566 2 414 6262	Wadala Bus Depot., Tilak Road Extn.,
	Change in Name / Address,				Wadala, Mumbai 31
	Refund of Security Deposit	Complaint Officer	2 414 6262, Ext. 546	Supdt.(ES)cons.(N)(F/S&E word)	5th floor, New Ancillary Bldg.
	Complaints of billing	F/S Ward	2 417 4917	2 418 1324,2 414 6262	Wadala Bus Depot, Tilak Road Extn.
	under cycle 19 etc.			Ext. 566	Wadala, Mumbai 31
		Complaint Officer	2 414 6262 Exn. 546	Supdt.(ES)Cons.(N)(F/N&E Ward	6th floor, New Ancillary Bldg.,
		F/N Ward	2 417 3599	2 418 1324,2 414 6262 Ext.548	Wadala Bus Depot. Tilak Road Extn.
					Wadala Mumbai 31
		Complaint Officer	2 414 6262 Ext.551	Supdt.(ES)Cons.(N)(G/S word)	2nd floor, Trans.Engg. Bldg.,
		G/S Ward	2 417 2666	2 417 2666,2 414 6262 Ext. 542	Tilak Road.,
					Dadar, Mumbai 14
		Complaint Officer	2 414 6262 Ext. 555	Asst. Engr. Cons.(N)(G/N ward)	1st floor, Trans.Engg.Bldg.
		G/N Ward	2 418 7172	2 418 1324, 2414 6262 Ext. 542	Tilak Road.,
					Dadar,Mumbai 14

4	Complaints of Obtaining Supply				
	South Zone	Complaint Officer	2 285 6262	AE(A) 2 281 1253	1 st Floor, Electric -
	New Connections, Additional Load,	A Ward	Ext.521		House, Colaba Mumbai 01
	Shifting of service cable / meter	Complaint Officer	2 285 6262 Ext. 522	AE (B) 2 281 1256	6th floor, Multistoried Bldg.,
	Reconnection / Disconnection	B Ward			Near to BEST Bhavan,
	Temporary Supply etc.				Colaba, Mumbai 01
		Complaint Officer	2 201 9115	AE(C)	3 rd Floor, Vidyut
		C Ward		2 207 8736	Bldg, PathakWadi
					Mumbai-2
		Complaint Officer	2 300 3405	Supdt.(D)	3 rd Floor, New
		D Ward		2 302 6822	Bldg, Tardeo
					Mumbai-8
		Complaint Officer	2 302 6786	AE(E)	2 nd Floor, New
		E Ward		2 302 6823	Bldg, Tardeo
					Mumbai-8
	Complaints of Obtaining Supply	Complaint Officer E&F/S Ward	2 411 6334	Supdt. E&F/S 2 470 4285,2 412 8962	3rd floor New Ancillary Bldg., Wadala Bus Depot.Tilad Rd. Extn. Wadala Mumbai 31
	North Zone	Complaint Officer F/N ward	2 416 0337	AE (F/N) 2 416 0337	4th floor,New Ancillary Bldg. Wadala Bus Dept.
	New Connections, Additional Load,				Tilak Rd. Extn. Wadala, Mumbai 31
	Shifting of service cable / meter	Complaint Officer G/S south Ware	2 414 6262 Ext. 521	Supdt.(G/S) 2 414 6262 Ext. 514	2nd floor, Trans.Engg. Bldg.
	Reconnection / Disconnection				Tilak Road Dadar, Mumbai 14
	Temporary Supply etc.	Complaint Officer	2 414 6262 Ext. 522	AE (G / N) 2 414 6262	2nd floor, Trans.Engg.
		G/N Ward		Ext.514	Tilak Rd., Dadar.Bldg.
					Mumbai 14
5	General Complaints about other	Complaint Officer of resp. Wards	As above	As above	As above

Departments				
(For South & North Zones)				
The complaints of the other				
departments of BEST .				

NOTE 1) E-mail IDs of the complaint officer of each of the Ward of Commercial Consumer & Energy Audit Department is attached after Annexure "B"]

2) Any changes in Address of any Ward and contact telephone number should be updated by the concerned department in this internal redressal system circular immediately.

List of Officers To Be Contacted - Annexure B

Sr.	Nature of Complaint	Next Higher Authority to be contacted with Contact No. & Address	
No.		No.1	No.2
1	For Supply Related Complaints	Asst Engr / Supdt	Divisional Engineer Maint.South
	For "No Supply" Complaints	2 215 3486	2 2154428
	South Zone	O & M (South) Department Colaba Offshore, Mum-01	O & M (South) Department Colaba Offshore, Mum-01
	Fuse Blown, LT/HT off Supply	Asst Engr / supdt 2 208 0524 Ext. 742,749	Divisional Engineer Maint.C-South 2 207 3875
		O&M (C-S) Department	O&M(Central South) Dept.
		Vifyuy Blfh. Pathakwadi, Mum 2	Vidyut Bldg, Pathakwadi, Mum 2
	For "No Supply" Complaints	Asst Engr / Supdt	Divisional Engineer Maint.North
	North Zone	2 4146262 Ext. 507	2 4121740, 2 4120301
	Fuse Blown, LT / HT Off Supply	O & M (North) Department Wadala Depot, Mum-31	O & M (North) Department Wadala Depot, Mum-31
		Asst Engr / Supdt	Divisional Engineer Maint.C-North
		2 4226334	2 4314888
		O & M (C-North) Department	O & M (C-North) Department
		Prabhadevi R/S, Opp.Passport Off.	Prabhadevi R/S, Opp.Passport Off.
		Prabhadevi, Mum-25	Prabhadevi, Mum-25
2	For Supply Related Complaints		
	South Zone	Supdt. (IP) Commercial (South)	Divisional Engineer Commercial (South)

	Burnt Meter, Shock,	2 285 6262	2 284 1071, 2 285 6262 Ext. 511
	Fire, Building Collapse, Water	Ext. 514	1st floor, Electric House Colaba
	Falling on Service Position		Mumbai 01
	Voltage Fluctuations etc.		
	North Zone	A.E (IF) Commercial (North)	Divisional Engineer
	Burnt Meter, Shock,	2 414 6262 Ext. 514	Commercial (North)
	Fire, Building Collapse, Water		2 412 0238, 2 414 6262 Ext. 511
	Falling on Service Position		2nd floor, Transposition Engg. Bldg.
	Voltage Fluctuations etc.		Tilak Road, Dadar 14
3	For Billing Complaints	Supdt.	
	South Zone	Consumers (South)	
	High Consumption, Stopped Meter,	2 284 0923, 2 285 6262 Ext.541	
	Change in Name / Address,	1st floor Multistoried Annex Bldg.	
	Refund of Security Deposit,	Colaba, Mumbai 01	
	Complaints of billing under cycle 19 etc.		
	For Billing Complaints	Supdt.	
	North Zone	Consumers (North)	
	High Consumption, Stopped Meter,	2 418 3276	
	Change in Name / Address,	2 4146262 Ext. 543	
	Refund of Security Deposit,	2nd Floor, Transportation Engg. Bldg,	
	Complaints of billing under cycle 19 etc.	Tilak Road, Dadar -14	
4	Complaints of Obtaining Supply		
	South Zone	Divisional Engineer	
	New Connections, Additional Load,	Commercial (South)	
	Shifting of service cable / meter	2 284 1071, 2 285 6262 Ext.511	
	Reconnection / Disconnection	1st floor, Electric House	
	Temporary Supply etc.	Colaba, Mumbai 01	
	North Zone	Divisional Engineer	
	New Connections, Additional Load,	Commercial (North)	
	Shifting of service cable / meter	2 412 0238, s 414 6262 Ext.511	

	Reconnection / Disconnection	2nd floor, Transportation Bldg. Tilak Road,	
	Temporary Supply etc.	Dadar, Mumbai 14	
5	General Complaints about other		
	Departments		
	(For South & North Zones)		
	The complaints of the consumers will	Divisional Engineer	
	be referred to the respective Ward	of resp department	
	Officers.		

d) In case of area off supply or off supply to High Voltage consumer the consumer shall contact the Supervisory/ System control

[DOWNLOAD ANNEXURE C](#)

Annexure C	
CONSUMERS / COMMERCIAL (SOUTH / NORTH) DIVISION	
FORM FOR CONSUMERS COMPLAINT	
To, Date:-	

1) Consumer's name :- _____ Tel.No. _____	
2) Address (Electric Supply/Correspondence)	
Room No. _____ Floor No. _____ Bldg. name _____	
Bldg. No. _____ Road _____ Mumbai _____	
3) Bill no. _____ Meter No. _____ 4) Nearest St. Ltg. Pole no. _____	
5) Type of complaint pertaining to electric supply	

(Attach separate sheet, if required)

Yours faithfully,

Encl:- 1) Electric bill

2)

3)

4)

5)

(Signature)

(Consumer's name in Block letters)

(P.T.O)

NOMINATION :- (If the Consumer wants to nominate his representative to appear and made submissions on his behalf before the BEST Undertaking the following declaration should be submitted.)

I/We the above named Consumer hereby nominate Shri./Smt. _____

who is not an Advocate and whose address is _____

_____ is my/our REPRESENTATIVE in the proceedings and confirm that any statement, acceptance or rejection made by him/her shall be binding on me/us. He/She has signed below in my presence.

ACCEPTED

(Signature of Representative) (Signature of Consumer)

&nb

Schedule A

APPLICATION TO FORUM FOR REDRESSAL OF GRIEVANCE

Date _____

1. NAME OF THE CONSUMER _____

2. FULL ADDRESS OF THE CONSUMER _____

PIN CODE _____

PHONE NO. _____

FAX NO _____

EMAIL ID _____

3. PARTICULARS OF CONNECTION AND CONSUMER NO.

(Please state nature of connection)

4. DISTRIBUTION LICENSEE _____

5. DETAILS OF THE GRIEVANCE, FACTS GIVING RISE TO THE

GRIEVANCE

(If space is not sufficient please enclose separate sheet)

6. DATE OF ORIGINAL INTIMATION OF GRIEVANCE BY THE CONSUMER

TO THE DISTRIBUTION LICENSEE (INTERNAL GRIEVANCE REDRESSAL CELL)

7. REMEDY PROVIDED BY THE DISTRIBUTION LICENSEE, IF ANY

(If remedy has been provided, please enclose relevant communication from the Distribution Licensee)

8. NATURE OF RELIEF SOUGHT FROM THE FORUM

(Please enclose any proof to support claim, if any)

9. LIST OF DOCUMENTS ENCLOSED

(Please enclose copies of any relevant documents which support the facts giving rise to the Grievance)

10. DECLARATION

(a) I/ We , the consumer /s herein declare that: (i) the information furnished herein above is true and correct; and (ii) I/ We have not concealed or misrepresented any fact stated hereinabove and the documents submitted herewith.

(b) The present Grievance has been intimated to the Distribution Licensee in the form and manner and within the time frame prescribed by the Distribution Licensee and I/ We am/are not satisfied by the remedy provided by the Distribution Licensee or no remedy was provided within a period of two (2) months from the date of original intimation

(c) The subject matter of the present Grievance has never been submitted to the Forum by me/ or by any one of us or by any of the parties concerned with the subject matter to the best of my/ our knowledge.

(d) The subject matter of my / our Grievance has not been settled through the Forum in any previous proceedings.

(e) The subject matter of my / our Grievance has not been decided by any competent authority/court/arbitrator, and is not pending before any such authority / court / arbitrator .

Yours faithfully

(Signature)

(Consumer's name in block letter)

NOMINATION – (If the consumer wants to nominate his representative to appear and make submissions on his behalf before the Forum, the following declaration should be submitted.) I/We the above named consumer hereby nominate Shri/Smt. , who is not an Advocate and whose address is

..... as my/our REPRESENTATIVE in the proceedings and confirm that any statement, acceptance or rejection made by him/her shall be binding on me/us. He/She has signed below in my presence.

ACCEPTED

(Signature of Representative)

(Signature of Consumer)

Schedule B

REPRESENTATION BEFORE ELECTRICITY OMBUDSMAN

No. _____ of year ____ _____

Date _____

(TO BE FILLED UP BY OFFICE)

To

The Electricity Ombudsman

(Address)

Dear Sir,

SUB: please make a mention of the order of the Forum from which a representation to the Electricity Ombudsman is being made

Details of the Grievance are as under:

1. NAME OF THE CONSUMER _____

2. FULL ADDRESS OF THE CONSUMER _____

PIN CODE _____

PHONE NO.

FAX NO _____

EMAIL ID _____

3. NAME AND FULL ADDRESS OF THE DISTRIBUTION LICENSEE, PIN CODE, PHONE NO. / FAX NO. _____

4. NAME AND FULL ADDRESS OF THE FORUM, PIN CODE, PHONE NO. /

FAX NO. _____

5. PARTICULARS OF CONNECTION AND CONSUMER NO.

(Please state nature of connection)

6. DATE OF SUBMISSION OF GRIEVANCE BY THE CONSUMER TO THE FORUM _____

(Please enclose three copies of the Grievance)

7. SUBJECT MATTER OF THE REPRESENTATION _____

8. DETAILS OF THE REPRESENTATION, FACTS GIVING RISE TO THE REPRESENTATION
(If space is not sufficient please enclose separate sheet)

9. Whether the consumer has received the final decision of the Forum ?

(If yes, please enclose ?? three copies ?? of the Forum ?? s order conveying its final decision)

10 NATURE OF RELIEF SOUGHT FROM THE ELECTRICITY OMBUDSMAN

(Please enclose ?? three copies ?? of documentary proof, if any, in support of your claim)

11. NATURE AND EXTENT OF MONETARY LOSS, IF ANY, CLAIMED BY THE CONSUMER (IF ANY) BY WAY OF COMPENSATION

Rs _____

(Please enclose documentary proof, if any, to show that such loss is actual loss caused as a direct consequence of alleged act, omission or commission of the Distribution Licensee)

12. LIST OF DOCUMENTS ENCLOSED

(Please enclose ?? three copies ?? of all the documents which support the facts giving rise to the Representation)

13 . DECLARATION

(a) I/ We , the consumer /s herein declare that:

(i) the information furnished herein above is true and correct; and

(ii) I/ We have not concealed or misrepresented any fact stated in hereinabove and the documents submitted herewith.

(b) The subject matter of my / our representation has never been brought before the Office of the Electricity Ombudsman by me/ or by any one of us or by any of the parties concerned with the subject matter to the best of my/ our knowledge.

(c) The subject matter of my / our representation has not been settled through the Office of the Electricity Ombudsman in any previous proceedings.

(d) The subject matter of the present representation has not been decided by any competent authority/court/arbitrator, and is not pending before any such authority / court / arbitrator.

Yours faithfully

(Signature)

(Consumer's name in block letter)

NOMINATION – (If the consumer wants to nominate his representative to appear and make submissions on his behalf before the Electricity Ombudsman or to the Office of the Electricity Ombudsman, the following declaration should be submitted.)

I/We the above named consumer hereby nominate Shri/Smt.....
who is not an Advocate and whose

address is

.....as my/our

REPRESENTATIVE in the proceedings and confirm that any statement, acceptance or > rejection made by him/her shall be binding on me/us. He/She has signed below in my presence.

ACCEPTED

(Signature of Representative)

(Signature of Consumer)

The procedure of redressal of consumer grievance in the Consumer Grievance Redressal Forum is available at "Maharashtra Electricity Regulatory Commission (Consumer Grievance Redressal Forum & Ombudsman) Regulations, 2006" on the Maharashtra Electricity Regulatory Commission's website " www.mercindia.org.in ".

The website of National Consumer Help line is www.consumerhelpline.in/ The e-mail id of National

Consumer Help line is nationalconsumer.helpline@gmail.com "

Internal Grievance Redressal Cells of BEST

Sr.No.	Name of the Division	Names & Telephone No of officers in charge	IGR Cell Address	Email ID of IGR Cell
1.	Customer Care 'A' Ward	S.M.Jaunjal, AOCCA 22049722	1 st Floor, Electric House, S.B.Marg, Colaba, Mumbai-400001	igrcccaward@bestundertaking.com
2.	Customer Care 'B' Ward	M.D.Sanap, AOCCB 22049721 22799589	Grd Floor, BEST Bhavan, BEST Marg, Colaba, Mumbai-400001	igrcccbward@bestundertaking.com
3.	Customer Care 'C' Ward	V.B.Sonawane, AOCCC 22030846	Vidyut Bldg, 3 rd Floor, Pathakwadi Lane , Opp.G.T.Hospital Mumbai-400002	igrcccward@bestundertaking.com
4.	Customer Care 'D' Ward	G.D.Ubhalkar, AOIGRD 23026761 23092365	2 nd Floor, New Administrative Bldg, Complex, near Navjeevan Society, Tardeo, R.S.Nimkar Marg Mumbai-400008	igrccdward@bestundertaking.com
5.	Customer Care 'E' Ward	Mrs. Estella F. Jacques, AOIGRE 24160337 Ext:745	New Ancillary Bldg, 4 th Floor BEST, Wadala Depot, Wadala, Mumbai-400031	deceeward@bestundertaking.com
6.	Customer Care 'F/S' Ward	Miss. V.V.Dabholkar, AOIGRF/S 24116334 Ext: 764	New Ancillary Bldg, 3 rd Floor BEST, Wadala Depot, Wadala, Mumbai-400031	deccfsward@bestundertaking.com
7.	Customer Care 'G/S' Ward	Nazir Hussan S. Hussan, AOIGRG/S 24172666	Transportation Engg Bldg, Gate No.3, 2 nd Floor, Tilak Road , Dadar, Mumbai-400014	deccgsward@bestundertaking.com
8.	Customer Care	R.P.Gathe,	New Ancillary Bldg,6 th Floor	deccfnward@bestundertaking.com

	'F/N' Ward	AOIGRF/N Tel No 24181324	BEST, Wadala Depot, Wadala, Mumbai-400031	
9.	Customer Care 'G/N' Ward	P.S.Deshpande, AOCCG/N 24187172	Transportation Engg Bldg, 1st Floor, Tilak Road , Dadar, Mumbai-400014	deccgnward@bestundertaking.com
10.	Customer Care Energy Audit	D.S.Gorad, AOEA 23026696	4 th Floor, R.S.Nimkar Marg, Tardeo Bus station Sankul, Mumbai-400008	deea@bestundertaking.com
11.	Customer Care (SIMHA)	B.K. Shelke DECC (SIMHA) 24157813	New Ancillary Bldg,6 th Floor BEST, Wadala Depot, Wadala, Mumbai-400031	deccsimha@bestundertaking.com