

Chapter II – (Right to Information & obligations of public authorities)

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

The particular of department :-

Name of Department	Deputy Chief Engineer Customer Care(North) Office (merged DCECC(N/W) & DCECC(N/E) Departments)
Address	5 th Floor, New Ancillary Building, Wadala Depot, Wadala, Mumbai – 400 031.
Contact No. (Tel)	24101532

The functions and duties of department: Please refer department manual

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

Sr.No.	Designation	On Roll staff position
1	Deputy Chief Engineer	1
2	Superintendent	1
3	Assistant Engineer	1
4	Deputy Engineer	1
5	Admn. Officer	1
6	Supervisor	0
6	Clerk / Supervisor (P)	0
7	Stenographer	1
8	Sepoy/Jamadar	2
9	Nawghany	0
TOTAL		8

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

The Dy. Chief Engineer Customer Care (North) [(DCECC(N))] is in charge of Customer Care (North/East) zone, CCNW Zone and MRE Department. The powers and duties of the Deputy Chief Engineer in respect of Departments under control are:

- 1 He is responsible to the Chief Engineer Customer Care (CECC) for the administrative and general control of all the service apparatus and its installing on consumers' premises and of the officers and staff of the divisions under him.
- 2 He shall be responsible for matters affecting electric supply to consumers, including development of load.
- 3 Observing the Indian Electricity Act and Rules made there under and amendments for implementing the same in the BEST Undertaking.
4. He shall exercise general supervision and control and co-ordinate the work of the Customer Care (North) zone with other divisions working under him.
5. He shall normally be the final authority on all technical decisions, but all important decisions involving heavy expenditure or major procedural changes shall be referred to the CECC for advice and orders, wherever necessary.
- 6 He shall be competent to order, transfers and postings of all scheduled and nonscheduled staff and shall exercise powers in respect of grant of leave, etc., to the extent delegated to him.
- 7 He shall satisfy himself that the staff employed is actually necessary & adequate and carefully watch the expenditure on works, operation and maintenance, etc.
- 8 He shall normally correspond direct with officers of equal status in the Undertaking, the Municipality and the Government and other outside departments on all matters connected with his duties, but on subjects of importance he shall put up draft replies for approval by the CECC and / or the Higher Authority.
- 9 He shall represent the BEST Undertaking on the Association of Electrical Undertakings, Government Controlled Committees and other public bodies, and deal with matters arising from the same. He shall, however, report to the General Manager through the CECC/AGM(ES)/DGM(ES) on important matters dealt with these Committees.
- 10 He shall deal with electricity supply tariffs and negotiate the terms and

conditions with the consumers for supply agreements and for acquiring of substation sites, where such sites are required in connection with the supply of energy to consumers concerned.

- 11 He shall be responsible for preparing the annual report, budget estimates and establishment schedule concerning the divisions under him.
- 12 He shall put up, through CECC /AGM(ES)/DGM(ES) technical reports and draft notes for appropriate sanction of the BEST Committee or the General Manager in respect of matters concerning the divisions under him.
- 13 He shall initiate policy matters and put up his proposals and recommendations for the decision of the CECC/AGM(ES)/DGM(ES), G.M. or the Committee, as the case may be.
- 14 He shall prepare draft Schedule of Charges and obtain the approval of competent authority.
- 15 He shall monitor the cases of pending electricity arrears. Also he shall monitor the replies of MCA queries within his zone.
- 16 He should monitor progress of substation cases, in case no response from developer, no extension should be granted for temporary supply and he should submit report of such cases quarterly to CECC/AGM(ES)/DGM(ES).
- 17 In addition to the above any work assigned by CECC/AGM(ES)/DGM(ES)/GM.
- 18 He has powers to approve refund of delayed payment charges in case of the payment of electricity bill received in time.
- 19 He has powers to sanction repairs expenditure of material of the BEST Undertaking such as tea urns, furniture and miscellaneous items not exceeding Rs.2000/- at a time for DCECC(NE) and Rs.5000/- for DCECC(N/W) Office.
- 20 He has powers to approve quarterly statement in respect of 'A' & 'B' grade officers required to work on their weekly off days and/or non-working holidays.
- 21 He has power to sanction reimbursement of expenditure incurred towards the photographs in case of theft of electrical energy, tampering of meters, not exceeding Rs.1000/- per month.
- 22 He has power to sanction privilege, sick and casual leave of officers & staff working under him upto the extent of power delegated by GM.

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

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

- 1 To assist Dy. Chief Engineer Customer Care (North) in handling of proposed distribution substations and receiving substation cases of Customer Care (North) Zone i.e. F/S, F/N, G/S, G/N Wards & SIMHA Section.
- 2 Proposals/ correspondence relating to proposed distribution substations (DSS) and receiving substation (RSS) cases with MCGM, MbPT, Govt. Authorities, etc. to be prepared/made.
- 3 To carry out inspection of substation sites and report to DCECC(N).
- 4 To scrutinize the TC cases for preparation of new DSS/RSS files.
- 5 To scrutinize NOC received from Planning Department.
- 6 To receive/scrutinize/comments on new site plan, layout plan, building drawings and revised building drawings and forward the same to DCECC(N/E), DEPLN(N), XEN(BS)/XEN(BES)/Supdt.(Sb) Civil and consumers for necessary action.
- 7 Attending to various meeting with applicant, officials of government & non-government organizations and with other inter-departmental in connection with DSS progress.
- 8 To arrange to update DSS/RSS progress data and prepare MIS of the same.
- 9 To furnish the data/information asked by the applicant under Right to Information Act, 2005.
- 10 Negotiations for substation cases with consumers arising out of Technical Clearance (TC) cases.
- 11 Co-ordination with the Consumer, Planning, Erection and Civil Engineering Department till substation gets commissioned.
- 12 To co-ordinate with Customer Care department for releasing part/full load of the buildings where substation sites are taken over.
- 13 He has power to sanction privilege, sick and casual leave of officers & staff working under him upto the extent of power delegated by GM.

3. The duties and responsibilities of Assistant Engineer CC(N):

There is on Asstt.Engineer directly responsible to Dy.Chief Engineer Customer Care (N) and responsible for the following:

1. The assist Dy.Chief Engineer Customer Care (N) in handling of proposed Distribution Substation and Receiving substation cases of Customer Care (N) Zone.
2. To carry out inspection of substation sites and report to DCECCN.
3. To scrutinize NOC/LOR received from Planning Network Department.
4. Attending to various meeting with applicant, officials of government and non-government organizations and with other inter departmental in connection with DSS progress.
5. He has power to sanction privilege, sick and casual leave of staff working under him upto the extent of power delegated by GM.

4. The duties and responsibilities of Deputy Engineer CC(N):

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

1. To assist Dy.Chief Engr.Customer Care (N) in technical matter as given below:
 - a) Compilation of various reports such as MIS, Defaulters' list, Delay Payment Recovery query etc.
 - b) To handle the matters of Ganeshotsav & Navratri etc. of Customer Care (N/E) and (N/W) zone.
 - c) To handle the administrative and technical work relating to MERC matters viz. Franchisee Agreement, Schedule of Charges, Terms & Conditions of supply, Business plan and Tariff Revision.
 - d) Scrutiny of technical proposals.
 - e) Attending to day-to-day consumer complaints, arranging of meetings & preparation of minutes thereof.
2. To operate Vidushi system at DCECC(N) office.
3. He has power to sanction privilege, sick and casual leave of staff working under him upto the extent of power delegated by GM.

5. The duties and responsibilities of Deputy Engineer(Substation):-

1. To assist Superintendent (Substations) in handling of proposed distribution substations and receiving substation cases of Customer Care (North) Zone i.e. F/S, F/N, G/S, G/N Wards and Simha Section.
2. To prepare draft proposals/ correspondence relating to proposed distribution substations and receiving substation cases with MCGM, MbPT, Govt. Authorities, etc.
3. To keep co-ordination with the Consumer, Planning, Erection and Civil Engineering Department till substation gets commissioned.
4. To carry out inspection of substation sites and report to Supdt.(Sb) and DCECC(N).
5. To scrutinize the TC cases for preparation of new Distribution Substations (DSS)/ Receiving Substation (RSS) files.
6. To scrutinize NOC from Planning Department.
7. To receive/scrutinize/comments on new site plan, layout plan, building drawings and revised building drawings and forward the same to DCECC(N), DEPLN(N), XEN(BS)/XEN(BES)/Supdt.(Sb) Civil and consumers for necessary action.
8. Attending to various meeting with applicant, officials of government & non-government organizations and with other inter-departmental in connection with DSS progress.
9. To Update DSS/RSS progress data and prepare MIS of the same.
10. To furnish the data/information asked by the applicant under Right to Information Act, 2005.
11. He has power to sanction privilege, sick and casual leave of staff working under him upto the extent of power delegated by GM.

6. The duties and responsibilities of Administrative Officer:

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

- 1 He is in-charge of administrative staff of DCECC(N) office. Further, he shall supervise and control said administrative staff.
- 2 Attending to staff matters such as initiating taking over note, relieving note, issue/collecting of Bus Token, maintaining of S.R. file movement register.
- 3 Arrangement of procurement of stationary, office furniture tools and

equipments, dead stock items etc. Attending to queries from Personnel and Time Keeping Dept., Budget Dept.

- 4 Putting up proposals such as creations of posts, variation in Establishment Schedule, promotions, budget, combination of appointment, procurement of stationary and office furniture items, maintaining records of Inventory of items, brief case register.
- 5 To handle Imprest cash, recoument of bills etc. and maintain Imprest Cash register up-to-date.
- 6 Sending of various types of statements i.e. monthly, quarterly, half yearly pertains to staff position (monthly vacancy statement), backlog statement, Absentee Memos of 'A' and 'B' grade officers, AMC report of PCs and Printers, Deputation Allowance, VAT statement, half yearly vehicles statement of 'A' grade officers etc.
- 7 Compilation of monthly report in respect of MERC (Uniform Recording, Maintenance and reporting of Information) Regulation, 2009, received from all wards of Customer Care departments and forwarding it to DCERC.
- 8 Scrutinizing of scholarship & Financial Assistance applications of staff and initiating its payment advices.
- 9 Preparation of yearly budget estimate, controlling of revenue budgetary expenses pertaining to commonly budgeted items of electric supply branch and maintaining of its record.
- 10 Maintaining classified files pertaining to various subject such as office procedures, office orders, Govt. orders, correspondence.
- 11 Maintaining stock registers of stationary and printing items and keeping check on their consumption.
- 12 Maintaining Attendance of officers and staff and ensure the leave records of officers & staff maintained properly.
- 13 To ensure various payments and recovery required to be made such E.D.E.I, distribution loss, field duty allowance etc.
- 14 He has power to sanction privilege, sick and casual leave of staff working under him upto the extent of power delegated by GM.

7. The duties and responsibilities of Stenographer:-

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

1. Taking dictation and transcribing it on computer.
2. Typing all departmental notes, letters & various monthly statements related to establishment, administrative, substations and RTI.

8. The duties and responsibilities of Clerk/ Supervisor (P) :

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

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

9. The duties and responsibilities of Supervisor (Substation):-

Supervisor shall be responsible to Supdt.(Sb) and Dy.Engineer-II and AOCC(N).

1. Making arrangement of dispatching paper/files pertaining to DSS and RSS cases and maintaining its record such as Dispatch - Inward & Outward register.
2. Filing, Preparing draft, notes, statements of substation.
3. Follow up of various TCs, DLs, notes, letters.
4. To open DSS file and sending initial letters to party.
5. Maintaining files and papers of substation, TCs, Requisition files etc.,
6. Naming, Rent Advice, Spare Capacity, Engrossment & maintaining the Data for MIS,

7. Preparation of MIS and DSS progress statement and also monthly updating of DSS progress statement.
8. To prepare special files after commissioning of substation and entries in register.
9. Searching of related requisition files & DSS files to be given to Supdt. for clearing the Requisitions/TC files,
10. The work assigned by Supdt.(Sb), DyE(Sb) and AOCC(N) pertaining to substation, receiving station and establishment matter, Dispatch (Distribution - Segregation).

10. The duties and responsibilities of Sepoy:

There is two Sepoy on roll of DCECC(N) office establishment i.e. one Sepoy and one Jamadar(P) .

The Sepoy shall be responsible for the following:

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

11. The duties and responsibilities of Nawghany:

The Nawghany shall be responsible for the following:

1. Attending of cabin's bell i.e. DCECC(N) & Supdt.(Sb).
2. Cleaning the tables & chairs of DCECC(N) office.
3. To perform day-to-day filing work.
4. Collecting dispatch from Correspondence Dept. and dispatch our office files/papers to other departments.
5. Maintaining the movement of papers/files in DCECC(N) office.

6. To perform outdoor jobs such as procurement of stationary from MM Dept., Dadar & Kussara, as & when required, dispatch papers/files to Planning Dept., Backbay, Project Dept., Colaba Offshore, Customer Care (F/S, F/N ward) and Substation Department at Tardeo.
7. To manage scrapping of papers & files as per instruction of officers of DCECC(N) office.
8. Switch off the light and fans after closing cabin & office.
9. To lock the office and hand over the keys to the Security Guard.

3.0 Section : 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 as stated in Para 2.0 above.

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

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

Standards of Performance of Distribution Licensees

	Supply Activity / Event	Standard
1. Provision of Supply		
i)	Time period for completion of inspection of applicant's premises from date of receipt of application	Seven (7) days
ii)	Time period for intimation of charges to be borne by applicant from date of receipt of application	
	- in case connection is to be from existing network	Fifteen (15) days
	- where extension of distribution main or commissioning of substation is required	Thirty (30) days

iii)	Time period for provision of supply from date of receipt of completed application and payment of charges	
	- in case connection is to be from existing network	One (1) month
	- where extension or augmentation of distributing main is required	Three (3) months
	- where commissioning of substation is required	One (1) year

2. Restoration of supply

i)	Normal Fuse Off Call	Three (3) hours
ii)	22 kV / 11 kV / 415 V Overhead line breakdown	Four (4) hours
iii)	Distribution transformer failure	Eighteen (18) hours
iv)	Underground cable fault	Eight (8) hours
v)	Burnt Meter	Eighteen (18) hours

3. Quality of Supply

i)	Maintenance of voltage within the specified range of the declared voltage	In case of low or medium voltage, within 6 percent of the declared voltage.
		In case of high voltage, within six percent on the higher side and within 9 percent on the lower side of the declared voltage
		In case of extra high voltage, within 10 percent on the higher side and within 12.5 percent on the lower side of the declared voltage.
ii)	Control of the harmonics level at the point of supply	As per IEEE STD 519-1992

5. Meters

i)	Meter Inspection in case of customer complaint regarding meter	Four (4) day
ii)	Replacement of meter if found faulty	Within subsequent billing cycle

5. Reconnection

i)	Reconnection of a consumer who has been disconnected for less than six (6) months from the time of payment of either all amounts to the	
----	---	--

satisfaction of the Distribution Licensee or, in case of a dispute such amount under protest in accordance with the proviso to sub section (1) of Section 56 of the Electricity Act, 2003.	Four (4) hours
--	----------------

6. Complaints on consumer's bills

i)	Acknowledgement of receipt of consumer complaint	Immediately if complaint is filed / lodged in person or telephonically Seven (7) days if made by post
ii)	Resolution of billing complaints – (i) About electricity bills regarding non receipt of bill or inadequate time for payment. (ii) In case of other complaints	Within Twenty Four (24) hours of receipt. During subsequent billing cycle

7. Complaints charter / service

i)	Visible display of name tag by authorized representative of Distribution Licensee and he should produce / show proof of identity and authorization if consumer asks.	All interactions with consumer
----	--	--------------------------------

8. Other services

(i)	Reading of consumer's meter	Once in every three months (agricultural). Once in every two months (all other consumers)
(ii)	Time period for other services from the date of application	
	- Change of name	Second billing cycle
	- Change of tariff category	Second billing cycle
	- Reduction in contract demand / sanctioned load	Second billing cycle
	- Closure of account – Time period for payment of final dues to consumer from the date of receipt of application for closure of account	Thirty (30) days (Class 1 cities and Urban area)
		Forty Five (45) days (Rural Areas)

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).

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

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

- (1) 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)

1.0 Section : 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) S.R. File
- 3) Standing Orders
- 4) Service Regulations
- 5) Departmental Manual
- 6) Committee & Corporation Matters / Committee
- 7) Circulars, Misc.
- 8) Procedure Orders
- 9) Technical Standards
- 10) Administrative Report
- 11) Substation cases files

7.0 Section :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.

8.0 Section : 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.

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

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

(III) One member is a 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>

9.0 Section : 4 (b) (ix) : A directory of its officers and employees :-

DEPUTY CHIEF ENGINEER CUSTOMER CARE (NORTH) ZONE

Sr. No.	Name of officer/staff	Design.	Grade	Ch. No.	P.S. No. of Dec. 2022
1	Shri Ravindra Babu Patil	Dy.Chief Engr.	A-2	213079	112/02
2	Shri Sudhir Yashwant Jagtap	Supdt.(ES)	A-4	213214	162/02
3	Shri Sajjid Miyan Mushtaq Ahmed Ansari	Asstt. Engr.	A-5	212914	112/02
4	Smt.Sanskuti Anand Gosavi	Adm. Officer	A/GIX	215569	112/02
5	Shri Rohan Yuvaraj Bagul (on loan from MRE Dept.)	Dy.Engr.	G/G VI	217118	124/02
6	Smt.Shravani Durgesh Dhapre	Stenographer	A/G VII	215647	112/02
7	Smt. Sheela Sandesh Shirtawale	Sepoy	A/G-I	280913	112/02
8	Smt.Suvarna Sunil Kamble on loan from Correspondence	Jamadar	A/G1	280799	013/02

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

Sr. No.	Title	Name of officer/staff	Designation	Basic PAY (Rs)	Monthly remuneration (Basic + Allowances)(Rs)
1	Shri	Ravindra Bapu Patil	Dy. Chief Engr.	97,850/-	1,37,008 /-
2	Shri	Sudhir Yashwant Jagtap	Supdt.(ES)	76,050/-	1,08,841 /-
3	Shri	Ansari Sajjid Miyan Mushtaq Ahmed	Asstt.Engr.	72,800/-	1,18,304 /-
4	Smt.	Sanskruiti Anand Gosavi	Adm.Officer	44,750/-	61,866/-
5	Shri	Rohan Yuvaraj Bagul	Dy. Engr.	45,000/-	73,745/-
6	Smt.	Shravani Durgesh Dhapre	Sr. Stenographer	40,120/-	61,214/-
7	Smt.	Sheela Sandesh Shirtawale	Sepoy	24,365/-	32,885/-
8	Smt.	Suvarna Sunil Kamble	Jamadar	31250/-	47,840/-

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

Deputy Chief Engineer's office is part of Customer Care establishment, the budget allocation for entire Customer Care Department is as follows :-

Budget Estimates for the Financial Year 2022-23

NOT AVAILABLE.

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

Not Applicable

13.0 Section : 4 (b) (xiii) : Particular of recipients of concessions, permits or authorizations granted by it.

Not Applicable

14.0 Section : 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 determined by the MERC and also terms & conditions and schedule of charges determined by the BEST Undertaking is on display. The various application 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.

15.0 Section : 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 forms required to be registered to avail services from the Undertaking.

17.0 Section : 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 except Customer Care (SIMHA) 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.

The undertaking has established a service center wherein consumer can register their complaints of breakdown of electric supply, Shock messages, electrical hazards and such other complaint of through Tel. No. 22843939 round the clock.