



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

### "Procedures for Redressal Of Consumer Grievances"

As per Regulation 23 of Maharashtra Electricity Regulatory Commission (Electricity Supply Code and Standards of Performance of Distribution Licenses including Power Quality) Regulations, 2021 we are publishing herewith the procedure 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. The telephone / Whatsapp numbers of Fuse Control are printed on front side of electricity bill by providing the following details.

- 1.1 Consumer No./ Meter No./ Installation No - (Any one )
- 1.2 Contact Number viz. mobile or landline
- 1.3 Address and nearest landmark
- 1.4 Brief description of the complaint.

##### Procedure for Redressal :

- a) After lodging the complaint, consumer will be provided with complaint number. 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 reaches 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 complaint will be escalated to 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, Re-connection 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 D**) by providing the following details :-

1. Bill No.
2. Contact number viz. Mobile or landline
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 same will be scrutinized and refund will be initiated through ECS for eligible consumers.

## 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 application 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. subject to various compliances by applicant.
- 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 C**) by providing the following details :-

1. Name and address of complainant
2. Mobile/Telephone No.
3. Description of the complaint
4. Consumer No. / Installation No. / Meter No. - if any.

Contact details of BEST Wards is attached as Annexure D.

##### 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. Consumer can also register their complaints on [www.bestundertaking.net](http://www.bestundertaking.net) or on miBEST app and track the same.
6. In case consumer is not satisfied with the redressal of grievances, he/she can escalate the same to Consumer Grievance Redressal Forum by filling up Annexure "A" (attached), and thereafter to Electricity Ombudsman by filling up Annexure "B" (attached). The contact details of these two authorities are as follows :

1. Consumer Grievance Redressal Forum  
Regulatory Cell, Ground Floor,  
Multistoried Bldg., Electric House,  
BEST Marg, Colaba,  
Mumbai – 400 001.  
Tel. No. : 022 – 22799528  
Website : [www.cgfbest.org.in](http://www.cgfbest.org.in)  
E-mail : [decgrf@bestundertaking.com](mailto:decgrf@bestundertaking.com)
2. Office of the Electricity Ombudsman (Mumbai)  
606, 6<sup>th</sup> floor, Keshva,  
Bandra-Kurla Complex (BKC),  
Bandra (East), Mumbai – 400 051  
Tel. No. 022 – 49691092  
Website : [www.mercombudsman.org.in](http://www.mercombudsman.org.in)  
E-mail : [electricityombudsmanmumbai@gmail.com](mailto:electricityombudsmanmumbai@gmail.com)

**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.

14. 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.

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

16. 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](http://www.mercindia.org.in) ".



The website of National Consumer Help line is [www.consumerhelpline.in/](http://www.consumerhelpline.in/) The e-mail id of National

## Annexure "C"

### Complaint Officers contact details of BEST

Sr. No.	Name of the Division	Names & Tel. No. of Officers in charge	Address	E-mail ID
1.	Customer Care 'A' Ward	S.N. Bhandare, AAO CCA  22799513	1 <sup>st</sup> floor, Electric House, S,B, Marg, Colaba, Mumbai – 400 001	<a href="mailto:igrcccaward@bestundertaking.com">igrcccaward@bestundertaking.com</a>
2.	Customer Care 'B' Ward	D.S. Bodke, AAM,  22799598	Grd. Floor, BEST Bhavan, BEST Marg, Colaba, Mumbai – 400001	<a href="mailto:igrcccbward@bestundertaking.com">igrcccbward@bestundertaking.com</a>
3.	Customer Care 'C' Ward	D.S. Dorge, Ag. AAM  22030846	Vidyut Bldg., 3 <sup>rd</sup> floor, Pathakwadi Lane, Opp. G.T. Hospital, Mumbai – 400002	<a href="mailto:igrcccward@bestundertaking.com">igrcccward@bestundertaking.com</a>
4.	Customer Care 'D' Ward	B.A. Zodage, AAM  23026761	2 <sup>nd</sup> floor, New Administrative Bldg., Complex, Near Navjeevan Soc., Tardeo, R.S. Nimkar Marg, Mumbai-400008	<a href="mailto:igrcccdward@bestundertaking.com">igrcccdward@bestundertaking.com</a>
5.	Customer Care 'E' Ward	Smt P.V. Sutar, AAM  24160337 Ext. 745	2 <sup>nd</sup> floor, Printing Press Bldg., Moreland Rd., Mumbai Central, Mumbai-400008	<a href="mailto:igrccceward@bestundertaking.com">igrccceward@bestundertaking.com</a>
6.	Customer Care 'F/S' Ward	R.G. Baile, AAO  24190715	New Ancillary Bldg., 3 <sup>rd</sup> floor, BEST, Wadala Depot, Wadala, Mumbai-4000031	<a href="mailto:igrcccfward@bestundertaking.com">igrcccfward@bestundertaking.com</a>
7.	Customer Care 'G/S' Ward	N.L. Watti, AAM  24190728	New Ancillary Bldg., 4 <sup>th</sup> floor, BEST, Wadala Depot, Wadala, Mumbai-4000031	<a href="mailto:igrcccgward@bestundertaking.com">igrcccgward@bestundertaking.com</a>
8.	Customer Care 'F/N' Ward	A.J. Karbhari AAM  24190646	New Ancillary Bldg., 6 <sup>th</sup> floor, BEST, Wadala Depot, Wadala, Mumbai-4000031	<a href="mailto:igrcccfnward@bestundertaking.com">igrcccfnward@bestundertaking.com</a>

Sr. No.	Name of the Division	Names & Tel. No. of Officers in charge	Address	E-mail ID
9.	Customer Care 'G/N' Ward	S.B.Yadav, AAM  24194591/592	Transportation Engg. Bldg., 1 <sup>st</sup> floor, Tilak Rd., Dadar, Mumbai-400014	<a href="mailto:igrcccgward@bestundertaking.com">igrcccgward@bestundertaking.com</a>
10.	Customer Care HVC	V.G.Kadam AAO  23026691 23026695	4 <sup>th</sup> floor, R.S. Nimkar Marg, Tardeo Bus Station Sankul, Mumbai-400008	<a href="mailto:igrcea@bestundertaking.com">igrcea@bestundertaking.com</a>

**IMPORTANT CONTACT NUMBERS ON ELECTRICITY BILLS**

WARD	BILLING COMPLAINTS	ELECTRICITY THEFTS/ UNAUTHORISED USE OF ELECTRIC SUPPLY	FOR OFF SUPPLY/ FUSE CONTROL  Tel. No/ W.A. No.	FAULT CONTROL	Complaint Officer
A	22851718	22814996	22184242	Colaba Fault Control 022- 22164242	22049722
B	22799543	22814996	23474242	22066611	22799598
C	22071718	22814996	22084242	22066611	22030846
D	23026757/58/13	22814996	23094242 / 23026831	22066611	23092365 / 23026761
E	23071951	24194578	24117734	24166611	23002569
F/N	24148662 Ext 676	24194578	24124242	24166611	24190646
F/S	24111819/24127599	24194578	24114242	24146611	24116334 / 24127599 Ext 764
G/N	24194515	24194578	24444242	24166611	24194530
G/S	24146262 Extn:551	24194578	24954242	24906611	24157277 / <b>24190728</b>