

**BEST
APPEAL TO
CONSUMERS**

**Caring for consumers
Precaution during monsoon**

During monsoon in Mumbai, the incidents of electric shock and interruptions in electric supply may generally tend to increase. To cope with such situations, BEST not only takes preventive measures but also deploys additional staff to attend the complaints promptly. The duration of electric supply interruptions may be longer due to factors like inaccessibility in water logged areas, Traffic Jam etc.

BEST has established fuse control centers in the entire jurisdiction round the clock for registering Off Supply related complaints. Consumers are required to give either "Consumer Number" or "Meter Number"; at the time of registering their off supply related complaints at the respective Fuse Control. The telephone numbers of Fuse Control is printed on the Electricity Bill. The consumer number (such as 100-022-089*0) is printed in bold on the top right-side corner of the electricity bill. Meter Number is available on the back side of the electricity bill on the left-hand side below the total bill amount. The consumers are requested to keep one of these parameters handy which will be helpful in addressing the complaints expeditiously. Consumers can lodge off supply complaint through registered mobile number by downloading '**MiBest**' App on play store and **Apple App** store.

Consumers can register their **individual off-supply complaints** including fire, shock & sparking complaints at Fuse Control. Zone wise numbers of Fuse Control centers are mentioned in the following table.

Fuse Control Center numbers:

ZONE	CONTROL NAME	AREA	TELE.NO. 	WHATS APP NO. 
NORTH ZONE	FUSE CONTROL DADAR.	Sion East, Wadala, Antop Hill, Matunga East and Dadar East	24124242 9029124242 9920374242	8828847563
	FUSE CONTROL WORLI.	Prabhadevi, Tardeo, N.M.Joshi Marg, Shivaji Park (E), Hajiali, Lower Parel(W), Pandey Compound.	24954242 9029154242 9920664242	8828847567
	FUSE CONTROL MAHIM / Dharavi	Sitladevi Temple, Dharavi, S.V.S. Marg, Matunga(W), Kohinoor Mill, Mahim, Tilak Bridge(left Side), Dharavi, Katariya Bridge.	24314242 24444242 9029134242 9920654242	8828871657
	FUSE CONTROL SUPARI-BAUG.	CC 'F/S' ward Aacharya Donde Marg(S), Elphiston (E), Shirodkar Mandai Footpath, Sewree stn.(E), Boges Road, Lalabaug, Kala chowkey.	24114242 9029164242	8828871641
		CC 'E ward Mazgaon, Mumbai Central (E), Byculla, Sat Rasta, Bawla Masjid, N.M. Joshi Marg (partly)	24117734 9920714242	8828871644

ZONE	CONTROL NAME	AREA	TELE.NO. 	WHATS APP NO. 
SOUTH ZONE	FUSE CONTROL COLABA.	Backbay, Nariman Point, Hutatma Chowk, Fort, Crawford Market.	22184242 9029194242 9920564242	8828871649
	FUSE CONTROL PATHAKWADI	Girgaum, Kalbadevi, Bhendi Bazar, Chira Bazar, L.T. Police Station, Khetwadi (Partly) Opera House,	22084242 9029174242 9920334242	8828847565
	FUSE CONTROL MASJID	Masjid Bunder, Mazgaon J.J. Hospital,	23474242 9029184242 9920144242	8828871650
	FUSE CONTROL TARDEO.	Mumbai Central (Bellasis Road), Nagpada, Napeansea Road, Breach Candy Hospital, Mahalaxmi Mandir, Hajiali, A.C.Market, Nana Chowk, Wilson College, Sukh Sagar	23094242 9920474242	8828871647

Map showing locations of above Fuse controls and boundaries of all our Operation & Maintenance departments is enclosed herewith.

BEST requests the co-operation of the consumers in bearing with such incidents and further expects to observe the DO's and DON'Ts listed below to avoid electric shocks and interruptions.

Do's

1. Protect the meter cabin from rain water by way of concreting, raising the height of the cabin etc. and in case of wooden cabin, protecting it suitably.
2. Get the electrical wiring, right from the meter position to individual flats / premises and internal wiring thoroughly checked through Licensed Electrical Contractor & provide Earth Leakage Circuit Breaker (ELCB) of proper rating.
3. Switch "OFF" the main switches in premises and cabin in case of water leakage / logging. Electric supply may be switched "ON" only when it is attended and electrical installation is checked and "certified as safe" by Licensed Electrical Contractor / BEST staff.
4. Inform concerned Fuse control centers in case of sparking or shock in meter cabins, street lighting poles, distribution pillars etc.
5. Restrict your load when temporary supply is given to your building or installation.

Don'ts

1. Don't touch the installation with bare or moist hands or without taking safety measures such as hand-gloves, wooden / insulated platforms etc. in case of water leakages.
2. Don't touch meters, street lighting poles, Red coloured distribution pillars on road etc.

The BEST may in the interest of safety, be compelled to switch "OFF" the supply in certain areas to avoid danger to the installation by flood / water logging. Consumer's co-operation in bearing with such temporary inconvenience is requested.

(S.V.R. Srinivas)
G.M.