



**THE BRIHAN MUMBAI ELECTRIC SUPPLY & TRANSPORT UNDERTAKING**  
**(of the Brihanmumbai Mahanagarpalika)**

Ref : GM/CVOES/ 4936 /2017

Date : 18th, Jan 2017

**ADMINISTRATIVE ORDER NO : 404**

Sub : Theft of electricity falling under Section  
135 of Electricity Act, 2003 - Monetary  
Rewards to outsider informants

The Transmission & Distribution Losses inter-alia includes an inbuilt component of "Commercial Losses" which adversely affects the revenue income of the Undertaking. Even though a vigorous drive has been initiated to restrict/ minimize T & D losses, the outcome needs to be further boosted. On similar principles, efforts need to be made to minimize the commercial losses, which can be achieved by restricting the theft of electricity.

The Vigilance (ES) Department is taking steps, including surprise checks of the consumer installation to reduce the incidences of theft of electricity, however there is still a scope to improve on this aspect, which is unnecessarily resulting in loss of legitimate revenue income of the Undertaking. The special squads to detect the theft of energy of the consumers are already in force. Yet one of the reasons for not achieving the required success could be that, we are so far not able to achieve, active and voluntary support of the general public in our drive of controlling the theft of electricity.

The consumers and the general public therefore need to be encouraged to inform theft of electricity which they notice in the vicinity. Therefore, it has been decided that if a consumer or a person provides reliable & conclusive information about theft of electricity covered under Section 135, which results in recoveries of revenue to the Undertaking, then such consumer/ person should be encouraged & motivated by giving Monetary Reward, provided the information given by the informant leads to the detection of theft of electricity and the consumer pays the money against theft of electricity.

However, monetary reward will not be applicable in case of known / visible cases of direct supply like theft in slum areas and cases where the meter/ service cabin is already under the surveillance of Vigilance (ES) Department. The decision regarding eligibility of each individual informer for

incentive will rest with CVO(ES) based on the merits of each case. Generally, information regarding tampering of meter by way of inserting/ changing inner parts of the meter, tapping supply from the mains bypassing the meter etc. are most welcomed. The theft of electricity is loss to BEST Undertaking and an alert citizen's response for information regarding theft of electricity will help in curtailing losses and in turn help the Undertaking to curtail the prospective loss.

At present, as per prevailing Incentive Scheme in the Undertaking in respect of cash reward for outside informants, the initial amount paid to the informant is maximum upto Rs.1000/-.

The following procedure will be followed for motivation of informants by giving a monetary reward for theft cases under Section 135 of the Electricity Act, 2003.

1. The Monetary Rewards shall be given in each case/ mass raid for the final assessment amount of minimum Rs.20,000/-
2. The Monetary Rewards given shall be 5% of the final assessment (FA) to the outside informants subject to maximum of Rs.50,000/- in each case.
3. In order to motivate the informants an immediate reward shall be given to the informant which shall be 1% of provisional claim amount subject to maximum limit of Rs.5,000/-. This Reward shall be given immediately but only after issue of provisional vigilance claim.
4. The Final Reward shall be paid to the informant by deducting the amount of immediate reward, only after payment of the final assessed bill and compounding charges, if any. Total reward shall not exceed 5% of final assessed bill (excluding compounding charges) , subject to a maximum limit of Rs.50,000/-. Also, incentive paid to Vigilance (ES) Department staff/ officers is to be deducted from final assessment amount before arriving at final reward amount to be paid to the informant.
5. Immediate reward will be granted and released by the Cash Dept. The Cash Dept. shall release this rewards only after due verification and confirmation by CVO(ES) that the information provided by such a informant has resulted in the detection of the theft of electricity and payment thereof.

6. The Chief Vigilance Officer and Divisional Engineer (Vigilance) are the Competent Authorities to decide, to grant & to release the final Monetary Reward depending upon the amount of the final Monetary Reward as given below :-
- Divl. Engineer (Vigilance) upto Rs.25000/- for all cases
  - CVO(ES) above Rs.25000/- upto Rs.50000/-
7. The identity of the person providing such information about theft of electricity, which results in loss of revenue to the Undertaking, shall be kept confidential.
8. In order to keep the identity of informant confidential, the Monetary Rewards (Initial & Final) are to be paid either by cash upto Rs.20,000/- & through cheque above Rs.20,000/- or online transfer (i.e. RTGS/ NEFT as applicable) to the account of informant. The necessary information for same may be collected from the informant.

This Administrative Order supersedes all previous related Administrative Orders.

  
**General Manager**

Addl.GM

AGMES

All Chief Engineers, CVOES

All Dy Chief Engrs of Electric Supply Branch

All Divl Engrs of Electric Supply Branch

DyCAO(Sr)

SrM(A)