CUSTOMER CARE 'E' WARD

MANUAL

(CHAPTER II – Section 4 of RTI Act 2005)

CHAPTER II – (Right to Information and obligations of public authorities)

1.0 Section : 4 (b) (i): The particulars of its organization, functions and duties

The particulars of department :-

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1.1 ORGANISATION :

1.1.1 The Customer Care Department of the Electric Supply Branch is headed by Chief Engineer (Customer Care) & further it is divided into three zones, viz. North (E), North (W) and South for administrative convenience. The overall in-charge of the zone is Deputy Chief Engineer (Customer Care).

1.1.2 The South Zone is again divided in four ward viz. A,B,C & D and North (W) Zone is divided in four wards Viz. E, G(S), G(N) & SIMHA and North (E) zone is divided in two wards viz. F/S & F/N. The overall in-charge of the ward is Divisional Engineer (Customer Care).

1.2 ESTABLISHMENT :-

1.2.1 The Chief Engineer (Customer Care) shall be overall in charge of the Customer Care Department. The staff of the Customer Care Department consists of the Dy. Chief Engineer, Divisional Engineer, Superintendents (ES), Assistant Engineers, Dy. Engineers, Sub Engineers, Charge Engineers, Asst. Administrative Officer and subordinate staff as may be sanctioned from time to time as per establishment schedule.

1.3 The functions and duties of Customer Care Department :-

1.3.1 To release electric supply under various categories on receipt of application.

1.3.2 Installation & replacement of meters.

1.3.3 Maintaining continuity of supply.

1.3.4 To attend on priority the Fire, Electrical Shock and Building Collapse messages.

1.3.5 Maintaining all records of consumers such as billing details and other related details.

1.3.6 Observing the Electricity Act 2003, Indian Electricity Rules 2005 & MERC Regulations 2005 framed there under and suggesting amendments to them.

1.3.7 Providing liaison between the consumer and the Undertaking vis-à-vis all technical and commercial matters and routine billing.

1.3.8 Installation Foreman's Section i.e. installing new meters, C.T. meters, removing meters against MRA's, replacing meters against SMS, Fabrication of new bus bar, maintenance, Erection of new subs services, installation of prepaid meters etc. Replacing meter for routing O.T. Replacing meters against EDP SM advice. It also involve in wiring of standard meter boards and SIMHA 97 boxes.

1.3.9 Taking monthly reading of consumers and supplying necessary data to the EDP / Billing Engine for billing them/ Attending all types of exceptions generated by the system and taking remedial majors for attending these exceptions / Disconnection & Recovery of electricity dues / Preparation of supplementary bills in case of defective meters / Stopped / Burnt as per the provisions of MERC Regulations 2005 under Section 15.4.1 / Preparation of claims for unauthorized use of electricity under section 126 of Electricity Act 2003 / Attending all types of billing and electricity supply related complaints / Reporting of fatal / Non fatal electrical accidents as per Annexure XIII to the competent authority.

1.4 PROCEDURAL WORKING OF THE CUSTOMER CARE DEPARTMENT

Rules Governing the Supply of electric power :-

The supply of energy is normally governed by :

1 The Electricity Act 2003 & MERC Regulations 2005, as amended from time to time.

2 The Electricity Rules made under the Indian Electricity Act.

3 The Bombay Electricity (Special Powers) Act, 1946 and the orders issued by the Government there under from time to time.

4 The Undertaking's sanctioned conditions of supply 'Conditions and Miscellaneous Charges for the Supply of Electrical Energy ;.

1.4.1 Service connection for low voltage supply :

1 Requisitions for electric supply under Electricity Act. 2003, clause 43 shall be received in the prescribed form (Annexure-1) at all the wards of Customer Care departments by the Divisional Engineers.

2 Every requisition for electric supply shall be accompanied by a registration fee of``50/75/100/200 which is non-refundable.

1.4.2 Service quotations/estimates of costs :

1 Whenever a requisition is registered for taking new service, Service Assistant for Services (SAS) visits the site for getting details i.e. nearby references (ADP No., Pole No., Name of Road or any other reference) and prepares rough sketch. This rough sketch is sent to Planning Department. A correct block plan (Service sketch) is received from Planning, in which distributors, nearby applicant's premises are marked. SAS again visits site with the sketch and marks applicants premises and takes measurements from nearest supply point to service cabin.

2 On sketch, applicant's premises is marked, proposed service cabin is shown, pipe laying by applicant in private property and by BEST in public property is shown, manholes at each 15 meters are shown, also proposed 'T' of service is shown on distributor.

3 SAS prepares draft quotation and sends to DYE and AE for approval. After approval, service quotation is prepared by the service clerk with all conditions and compliances mentioned in it.

4 Applicant approaches with letter mentioning that site compliances are ready. Same is inspected by SAS and if compliances are done, payment, if any, is thereafter accepted.

5 After payment and paper compliances, service sketches are prepared and work order is sent to Erection Department for execution.

6 After work completion report of laying service cable is received from Erection Department, first meter is sanctioned by DYE. (Annexure-5) Applicant makes necessary payment of connection fee and deposit with Test Report (T.R) of Licensed Electrical Contractor (LEC). After payment, Installation Inspector inspects site. If all necessary requirements are met, then connection order is sent to Installation Section to install the meter and meter is installed.

1.4.3 Ownership of service lines :-

1 The service line is the property of the Licensee by whom it is maintained (Bombay G.R. No. 5365 of 02.10.1924.)

2 The Undertaking is, therefore, entitled to supply energy to other consumers through this service line and in order that the staff of the Undertaking may have access to the service position for this purpose, a written undertaking should be obtained from the consumer in the prescribed form (vide Annexure- 6 to 9) to the effect that he would have no objection to the meters, switches, etc., of other consumers being installed in the above service as and when occasion arise.

1.4.4 Wiring of consumers' premises :

1 For the protection of the consumers and the public in general, it is necessary that the wiring on the consumers premises should confirm to the Indian Electricity Rules, and the Rules of the fire Insurance Company in terms of which the building is insured and be carried out by a Licensed Electrical Contractor.

2 As soon as the consumer's installation is completed in all respects and tested by the consumers contractor, the consumer shall have to submit to the Undertaking the Licensed Electrical Contractor's Work Completion Certificate and Test Report' in the prescribed form (Annexure-11).

3 As required by Electricity Act 2003 , no electrical installation work (including additions, alterations, repair and adjustments to existing installation), except such as replacement of lamps, fans, fuses, switches and other component parts of the installation as in no way alters the capacity or character of the installation, shall be carried out upon the premises on behalf of any consumer or owner, except by an Electrical Contractor licensed by the Government in this behalf and under the direct supervision of a certificate of competency issued by Government.

1.4.5 Fixing of meters by the Undertaking :

1 Upon receipt of a work completion report and Test Report, from the consumer's LEC, Undertaking shall proceed with the fixing of meters and coupling them with the consumer's installation, preparatory to the inspection and testing of the Installation and connection of supply, consumer's Wiring contractor shall ensure that each installation is properly identified by a tag or otherwise at the point of supply and that sufficiently long lead wires are provided for connecting the installation to the meters.

2 In case of installation already on supply requiring a separate meter viz. a sub division of an installation, meters shall be installed after inspection and testing.

1.4.6 Inspection and testing of installations by the Undertaking :

1. After the compliances are received, connection order is prepared for checking the installations. The Undertaking shall notify the applicant/LEC, the time and the date the Undertaking's representative proposes to inspect and test the installations, in cases where such appointments are asked for. It shall then be the duty of the LEC to arrange for his representative to be present at the time of inspection to give the Undertaking or its representatives any information or assistance required concerning the installation.

2. No connection with the Undertaking's supply mains shall be made until the consumer's installation has been inspected and tested by the Undertaking and found satisfactory. No charge shall be made for the first inspection and test by the Undertaking, but subsequent inspections and /or tests rendered necessary by any faults and for defects found on the previous test shall be charged for in accordance with the schedule of charges given in our General Conditions of Supply.

3 Before the insulation test of the installation is taken the wiring must be completed in every respect. All appliances such as lamps, fans, coolers, motors, etc. shall be connected, fuses inserted or switches set in "ON" position before the tests are carried out. Temporary wiring of fittings or dead ends shall not be included in the installation no part of the work shall be left incomplete.

4 The Insulation Resistance (I.R.) of the entire installation to earth shall be tested from the terminals of consumer's main switch or fuses near the service position.

5 No connection shall be given unless the Service Assistant is reasonably satisfied that the connection will not, at the time of making the connection, cause a leakage from the consumer's conductors and fittings exceeding one five thousand part the maximum supply demanded on the consumer's premises.

6 If after the receipt of the necessary test report from the LEC the installation is inspected and found to be defective and as a consequence of the supply could not be connected, the consumer shall be notified of the defects, by our notice ESL-55 A/55 B (Annexure-13). In cases where notice ESL – 55A is served, a second visit fee is charged in accordance with the schedule of charges, given in the General Conditions of Supply.

1.4.7 Issue of work order and connection orders :

1 Work order for laying, shifting or changing to higher capacity of a service line is issued to the Erection Dept. after all requirement are complied with (vide Annexure-36)

2 Connection orders for Tappings, Extensions, Part of Installation, Reconnections and / or alterations to the existing load is issued to the Installation Foreman after all requirements are complied with (Annexure-12).

1.4.8 Use of Consumer's materials and Connection Orders :

1 Consumers shall not be permitted to supply materials for erecting service lines. In special cases and for recorded reasons, Consumer's materials may be used with the permission of the General Manager. This does not apply to temporary connections given during the temporary illuminations, etc. where sanction of the Divisional Engineer shall be sufficient.

1.4.9 Service Holders permission :

1 Service holders permission is not required because all the services up-to 300 meters distance is laid by BEST free of cost.

1.4.10 Disconnection of defective installations :

1 Whenever installations are found defective because of heavy leakage which is likely to endanger life and/or property, supply is immediately disconnected after verbally informing the consumers under Electricity Rule 2005 and our standard ESL –38 B notice is sent to the consumer, within 24 hours (See Annexure-16) In case of disconnection of a large number of meters, a notice giving meter numbers and defects is pasted at the service position by inspection staff.

2 Whenever installations are found defective because of minor leakage and / or minor wiring defects constituting a potential source of danger to life and/or property and waste of energy and./or minor defects adversely affecting the maintenance and security of our meter installations is also a possible source of danger to the consumers, our standard notice ESL-38 A (Annexure- 19 & 20) is served on the consumer, and if the installation is not put in order before the specified date, the supply is disconnected by the Undertaking.

1.4.11 Un-authorized extensions :

1 Whenever unauthorized extensions on consumer's installations are detected, our standard notice ESL 38 c (Annexure - 25 to 28) is served on the consumers asking him to regularize the load and if not regularized, is processed as per the directives of the management by initiating action as per provisions of section 126 of Electricity Act, 2003.

1.4.12 Completion Certificate :

1 When the defects mentioned in the notices served have been rectified, the consumer shall forward to us the completion certificate from their Licensed Electrical Contractors on the prescribed form (See Annexure-29).

1.4.13 Progress of Requisitions :

1 Enquiries from new applicants for supply of energy are answered by our standard letter and a requisition form is sent to the party (Annexure-1).

2 To ascertain the progress of work of any application made by the consumer, the movement of requisition is maintained in computer every day. The progress of requisitions involving new service lines is maintained separately by service clerk (SCL). The progress of requisition where T.C. is prepared is maintained separately by T.C. Clerk (T.C.C.)

3 Every requisition for electric supply is registered and a registration number is given to each in serial order and a receipt for the registration fee is passed. Details of name, address, load, purpose etc. are entered in computer ward-wise.

4 For loads of 25 kW and above we prepare TC (Technical Clearance)

i) Up-to 75 kW load, TC may be cleared by D.C.E.C.C. and load may be sanctioned or it may be forwarded to DEPL (N) as per DCE(CC)'s decision.

ii) Above 75 kW load and for each new construction TC is sent to Planning Department for clearance.

iii) TC from Planning Department may be cleared with the remark of (i) load may be released on existing service, (ii) L.V. Network strengthening is required to be done. (iii) Spare capacity is available, (iv) Sub-station is required to be established in applicant's premises, etc.

iv) TC comes to Customer Care Department after clearance and then processed.

5 In case, it is not possible to connect the load on the existing network as per DEPL(N), advice, negotiations for establishing a substation are initiated and the load is released after intimation from the Deputy Chief Engineer.

6 After the requisition is sanctioned, our requirements are intimated to the consumer by our standard ESL-4 letter (Annexure-10)

7 Whenever any application is incomplete or requires further clarification, our standard letter ESL-9 (Annexure-14) is sent to the consumer to call at our office.

8 In case the supply is to be given by laying a new service line in the building, after investigation, a service quotation giving all our requirements is sent to the applicant (See Annexure-30).

1.4.14 New connections :

1 Details of requisitions for new service cases are maintained in a special register by service clerk.

2 After the connection order of installation of meters is issued to the Installation Foreman, the progress of such connection is maintained in the connection order register.

1.4.15 Reconnection :

1 If for any specific reasons, such as defects etc., on the consumer's wiring the installation has been disconnected, it is necessary for the consumer to pay a reconnection fee according to the schedule of charges given in the "General Conditions of Supply" and to submit the completion certificate from the L.E.C.

2 If the meter is disconnected for non-payment of electric bill then for reconnection of the same there are two types, valid reconnection and lapsed reconnection.

3 In case of valid reconnection, the consumer apply within six months of meter removal. In this case Investigation and Installation Inspectors are not sent on site. The consumer is required to pay all the arrears and their meter is sanctioned.

4 Lapsed reconnection is the case when the consumer applies after six months of disconnection of meter. This is treated similar to tapping case. The consumer is required to pay arrears as well as connection fee, deposit etc.

1.4.16 Cancellation of requisitions:

1 If the applicant does not comply with our requirements within the stipulated time, the requisitions are cancelled (Annexure – 15).

1.4.17 Agreemental Consumer's Section :

The duties and responsibilities of Agreemental consumers section are as given below :

1 To take the readings of L.V. Agreemental consumers monthly and forward the same to EDP Department for billing, processing.

2 To forward the HV Agreemental and HV Non-Agreemental Consumers readings received from MRE Department to EDP Department for billing.

3 Putting up proposal for :

i) Increase/decrease in contract demand.

ii) Change of tariff from ordinary tariff to Agreemental.

iii) Change of tariff from Agreemental to ordinary tariff.

iv) To prepare monthly MIS of Agreemental consumers.

v) Attending complaints related to LV as well as HV Agreemental consumers.

vi) To maintain records of all Agreemental consumers.

vii) To arrange for outages as per consumer's request in consultation with O & M and MRE Department.

viii) To arrange for disconnection of Agreemental consumer after disconnection memo received from Customer Care Department for nonpayment

xi) To monitor the bills sent by Consumer Department for Agreemental consumer.

1.4.18 Damaged meters:

1 Whenever meters are reported to be damaged on consumers' premises a representative of the Customer care Department is deputed to investigate the matter and submit full details about the nature of the damage. The meter is replaced by another unit and the damaged one is returned to the Meters and Relays Department for repairs. The cost of repairs is billed to the consumer after getting a report from MRE Department about the nature of damage. (Annexure- 37 & 38)

2 A deposit is accepted from the consumer to cover the cost of the damages in cases where the damage to the meter results in discontinuance of supply.

1.4.19 Dispute regarding accuracy of the meter :

1 When consumers dispute the accuracy of the meter they are required to pay a testing fee as per the schedule given in the conditions of the supply. For testing the meter with complaint section (IGR cell), subsequently, official testing S.M. slip is prepared by and it is forwarded to Installation Section for replacing the disputed meter. The disputed meter is sealed in the presence of the consumer and brought in to be tested in the Meters Department. The consumer is notified by Meters Department of the day and time of the test by standard letter in order to give him an opportunity to be present when the test is carried out. After the test is completed, the Meters Department advises the Customer care Department of the results of the test. The consumer's bills are then adjusted, if necessary. (Annexure-39)

1.4.20 Stopped meters :-

1 Whenever it is found that meters have stopped working, after consecutive same readings or drop in consumption, EDP/ KLG Department forwards exception to Customer care department. After getting the exception memo investigations are carried out by Customer care department and stop meter advices are initiated and forwarded to Installation Section. The consumer is advised in writing that the meter will be replaced by another meter in the recent future. The stopped meter is replaced by a new tested meter. (Annexure- 40 to 46)

1.4.21 Collection of fees :

1 At the close of the day, the collected cash is handed over to the Cash Department through a remittance slip (See Annexure-31). The cashier maintains a register or 'Revenue Stamps".

2 Memos for meters lost, damaged or damaged beyond repair. etc., are prepared after obtaining the cost of repairs and other particulars from the Meter Testing Department. These service are pre-fixed with serial MEN and MES for Customer care Department – North and South zone respectively.

3 Memos for services laid, meters installed, and other work carried out for State Government bodies are prepared on the basis of quotations and after obtaining the job cost sheets from the Customer care Department. These series are prefixed with the serial ‘SDN’ and ‘SDS’ over the Customer care Department (North) and (South) respectively.

4 A refund bill voucher for amounts received for laying services, installing meters, as deposits etc. but work not carried out are prepared in the bill voucher form.

5 A register is maintained for recording the amounts paid to BPT for way leave purposes. These amounts are subsequently recouped and recorded in this register.

1.4.22 Preventive Maintenance Section

1 The activities of Preventive Maintenance Section are as follows :

i) Routine Maintenance :- The work of Preventive Maintenance of service position is carried out as per complaint letters received from the consumer.

ii) During monsoon the work is carried out as per 38 B Notices wherein the service positions are in dangerous condition. The deteriorated meter boards are replaced as per requirement.

1.4.23 Minor Maintenance :

1 Replacement of Branch C/OS and Leads.

1.4.24 Bus-Bar Arrangement :

1 The work of providing bus bar at the service position as a part of preventive maintenance to old services is carried out by using (a) 1”x1/4” (b) 1 ½” x ¼” and (c) 2” x ¼” Aluminium strips or by using 50 sq.mm. copper wire.

1.4.25 Mass Replacement :

1 Mass Replacement of Clock type meters are required to be carried out also meters aged above 15 years to be replaced.

1.4.26 Stop Meters :

1 A list of stopped meters is received from EDP/KLG Department for replacing these Single phase/Three phase meters by new Single phase/Three phase meters and record of these meters in the format “912” given by EDP/KLG Department is forwarded to Customer care, B.C and EDP/KLG Department.

1.4.27 Fuse messages :

1 The details of no-current message are recorded on a printed fuse message form by our representative who attends to the call.

1.4.28 Fuse message register :

1 It is the duty of the Fuseman at the fuse stations to receive the 'No current' message and, when received, to render prompt service in restoring the supply. He shall enter the messages in the register kept for the purpose. Whenever Fuseman visit the consumers' premises for attending the no current messages, they are required to complete a form (Annexure-32) and forward the same to the office the following morning. For the purpose of further investigation, if necessary and for the recovery of Fuseman attendance charges he has also to report messages attended by him in a separate form (Annexure-32)

1.4.29 Emergency Fuse Service:

1 The Undertaking has in all 8 fuse services stations functioning in the Electric Supply system to render 24 hours service to consumers in the event of failure of electricity, shock, fire, building collapse etc. The details of these stations are as follows :

Sr. No.	Name of the Fuse Control	Address	Area covered under Fuse Control
1	Dadar	Gala No. 5, Pariwahan Bhavan, Dadar	Dadar, Naigaon, Wadala, Sion, Chunabhatti, Matunga (E), Antop Hill, Parel
2	Suparibaug Officers Qtrs.	Suparibaug, Suparibaug Road, Parel	Mumbai Central, Darukhana, Rey Road, Lalbaug, Parel, Sewree, Mazgaon, Byculla, Lower Parel (E)
3	Mahim	1st Flr., Mahim Bus Station, Mahim	Veer Savarkar Marg, Matunga (W), Dharavi, Sitladevi, Mahim
4	Wadala (SIMHA)	Wadala Bus Depot Porta Cabin	All hutment areas of F/South, F/North, G/South, G/North & E wards
5	Worli	Near Nandu Satam's Shiv Sena Office, Ganapatrao Kadam Marg, Worli Naka, Worli	Prabhadevi, Tardeo, N.M. Joshi Marg, Worli, Lower Parel (W)
6	Pathakwadi	Vidyut Bhavan, Pathakwadi Road, Near G.T. Hospital	Girgaon, Kalbadevi, C.P. Tank, SVP & VP Road, Khetwadi, Gulalwadi
7	Tardeo	Tardeo Bus Depot, R.S. Nimkar Marg,	Peddar Road, Grant Road, J.J. Hospital, Malbar Hill, Walkeshwar
8	Colaba	Shahid Bhagatsingh Road, Colaba Causeway, Colaba	Backbay, Fort, Nariman Point, Hutatma Chowk
9	Masjid	Masjid Receiving Station, Two Tad St. Dongari	Dongari, Umarkhadi, Mazgaon (C), Masjid Bunder, Bhendi Bazar

1.4.30 Stolen meters :

1 Whenever a meter is reported to have been stolen from the consumer's installation, the matter is investigated and the meter is replaced after obtaining deposit from the consumer equivalent to the cost of the meter, FIR from nearest Police Station. The cost of the meter is obtained from Meters Department and the date when the meter was last read is obtained from the Customer care department with copies endorsed to I.A DECC and MCA. Bill for the recovery of the cost is then sent in the regular manner. (Annexure-47)

1.4.31 Change of ownership ;

1 If a consumer tasking over the premises from the previous occupant desires to effect change of ownership of the existing installation, he shall submit a requisition to our Customer care Dept. who shall deal with the matter.

2 The change of ownership of motive power installations is governed by Govt. orders regarding control of electricity issued from time to time. These cases are referred by Customer care Consumer Dept. to this department and advice is given to them after necessary verification. (Annexure-48 to 54)

1.4.34 Pre-arranged shut down of the consumer's installation:

1 An advance intimation regarding temporary disconnection of supply to a consumer for the purpose of testing the supply mains for any maintenance work is send by our post card.

1.4.35 Appointment for keeping the premises open for our inspection.

1 When premises are found locked at the time of inspection of the Installation for connection of supply to it and appointment is made with the consumers by our post card, to keep the premises open at the time of next inspection.

1.4.36 Notice for removal of meter lying idle.

1 Whenever a meter has been lying idle on a particular installation, for over a Customer Care Department month, after disconnection of supply, the consumer is intimated accordingly and the meter in question shall be removed from the installation.

1.4.37 Removal and Replacement of meter :

1 Special forms called SM slips are used to send notifications to the Installation Foreman for replacement of meters.

2 Meter Removal advice showing details of meters to be removed from installations.

3 An intimation to the Installation Foreman to remove a meter, supply through which has been disconnected, is called Meter Removal Advice, giving details of the meter number, installation number and the name and address of the consumer.

1.4.38 Notice regarding damage meters

1 The consumer is informed when the meter hired to him is damaged and the bill for the cost of

repairs and replacement charges, if any, is also forwarded to him.

1.4.39 Records :

1 Records of services, installation and meters are required to be maintained for an indefinite period. The original papers kept separately and the details regarding load particulars are maintained on cards giving the dates on which the loads are connected, number of meters, name of the consumer, for quick reference (See Annexure-33), Installation card.

2 Motive load is entered on a pink card (Annexure-34).

3 Original papers are filed in serial order according to the installation number and kept separately in the records section of the department.

4 Service cards : These are yellow in colour (Annexure-35) on which details of all installations on the service, service holder's name, size of service alongwith the date on which such services are laid, are recorded.

1.4.40 Consumer Information System (CIS):

1 All details pertaining to a consumer are fed in the computer and they are called Consumer Information System, (CIS) used as an alternative to Installation Card.

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

Sr. No.	DESIGNATION	On roll staff
1	DIVISIONAL ENGINEER	1
2	SUPERINTEDENT	1
3	ASSISTANT ENGINEER	2
4	DEPUTY ENGINEER	5
5	SUB ENGR	2
6	Ch. Eng./ SUB.ENG (P)	6
7	INSTALATION INSPECTOR	1
8	INVESTIGATION INSPECTOR	5
9	MRBC(TECH)	6
10	MTR INS SR	10
11	MTR MCH II	2
12	MTR INS JR	30
13	WIREMAN	4
14	NAWGHANY	1
15	ASSISTANT ADMINISTRATIVE MANAGER	1
16	ASSISTANT ADMINISTRATIVE	2

	MANAGER	
17	SR. ASSISTANT ADMINISTRATIVE OFFICER	1
18	ASSISTANT ADMINISTRATIVE OFFICER	2
19	AAO(P) /Sup	8
20	AAO(P) / Sr. Inq.Insp	6
21	Inq_Insp / Sup (P)	3
22	MRBC / Sup (P)	19
23	Clerk/Sup(P)	22
24	SR STENO	1
25	SHOP RECORDER / Sup(P)	6
26	SORTER	1
27	SR MESSENG (P) / MESSANGER	12
28	JAMADAR (P) / SEPOY	4
29	BUS CONDUCTOR (Alternate job of messanger)	

2.1 The Powers & Duties of Deputy Chief Engineer (Customer Care)

The Dy. Chief Engineer is in charge of each zone of Customer Care Department. The duties and responsibilities of the Deputy Chief Engineer in respect of Customer Care Department are:

1. He is responsible to the Chief Engineer (Customer Care) 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. He shall exercise general supervision control and co-ordinate the work of the zone of Customer Care Division with other divisions working under him.

4. 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 Chief Engineer Customer Care for advice and orders, wherever necessary.

5. He shall be competent to order, transfer and posting of all scheduled and non-scheduled staff and shall exercise powers in respect of grant of leave etc. to the extent delegated to him.

6. He shall satisfy himself that the staff employed is actually necessary and adequate and carefully watch the expenditure on works, operation and maintenance etc.

7. 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 Chief Engineer Customer Care and / or the Higher Authority.

8. He shall be responsible for estimating the requirements of material and taking action with the Material Management Department for recouping necessary stock of materials required for new services and for the maintenance of service installations.

9. He shall represent the 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 Chief Engineer Customer Care /AGM(S)/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 Chief Engineer Customer Care /AGM(S)/DGM(ES) technical reports and draft notes for appropriate sanction of the 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 Chief Engineer Customer Care /AGM(S)/DGM(ES), G.M. or the Committee, as the case may be.

14. He shall monitor the cases of pending electricity arrears above `50,000.00, also he shall monitor the replies of MCA queries within his zone.

15. 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/DGMES.

16. In addition to the above any work assigned by Chief Engineer Customer Care AGM(S)/DGM(ES) /GM.

2.2 The Powers & Duties of Divisional Engineer

2.2.1 Divisional Engineer (Customer Care) :-

The Divisional Engineer, shall be directly responsible to Deputy Chief Engineer (Customer Care) and is the Executive officer in charge of the Customer Care Ward. He shall be 1st Appellate Authority under the Right of Information (RTI) Act 2005.

1. Executing all duties and functions of the DCE(CC) enumerated in ***1.1.4,*** so far as they concern the Customer Care Division.

2. He has to monitor the MERC Regulations 2005 supply code and Standard of Performance and the penalty levied for not maintaining SOP.

3. Before forwarding TC/NSC, he should ensure that all plot arrears are recovered by his division/concerned section as per A.O.320.

4. He should conduct meeting of all sections under him such as CM, CRM, disconnection/recovery, IF, for generation of 1st billing, SoP, Nil/Low memos and recovery. Further, he has to submit minutes of meeting to DCECC once in a month.

5. Approving drafts of letters to outside parties and notes to DCE(CC)/Management.

6. Attending to complaints of serious nature from consumers / requisitionists and officers/staff under him.

7. Introducing new materials and techniques in the execution of work.

8. Observing the Electricity Act 2003 and Rules and suggesting amendments to them with a view to have them incorporated in the same.

9. To assist him in the performance of his duties, he is provided with necessary staff as shown in the departmental organization chart.

10. He shall constantly review all the activities and functions of the department and shall introduce any changes as and when considered necessary, which are likely to improve the efficiency of the department. All changes involving major policy decision shall be subject to the prior approval of the Deputy Chief Engineer Customer Care.

11. He shall maintain personal contact with the officers and staff working under him and shall be responsible for smooth working of the department.

12. He shall submit the Annual Administration Report on the working of his Ward to the Deputy Chief Engineer (Customer Care) not later than 30th April of each year.

13. He shall enforce all regulations, procedure orders, standing orders and other departmental statutory rules and instructions issued from time to time and shall inspect all departmental registers and records according to the schedule for such inspection.

14. He shall be responsible for the preparation of yearly budget estimates of Capital and Revenue Expenditure.

15. He shall ensure indenting and stocking of sufficient stationery required and continuity of supply of the same.

16. He shall maintain an inventory of machinery / equipment and of Dead Stock entrusted to his department.

17. He shall maintain staff records and deal with other matters connected with the staff of his ward.

18. He shall collect, maintain and submit to the appropriate authorities statistical data and other information regarding the Customer Care Ward as may be necessary from time to time.

19. He shall ensure that all meters are read according to the scheduled programme and bills for electric energy are prepared and dispatched within a period of 7 to 10 days from the dates the meters are read.

20. He shall arrange to advise the Accounts Department regarding the total amount for the electric energy charges and electricity duty under various account heads as shown in the ledgers after bill posting is done and monthly summaries are prepared.

21. He shall arrange for preparation of Electricity Duty returns and payment of Electricity Duty in three installments on or before the schedule dates as provided for under the provisions of the Bombay Electricity Duty Rules, 1962.

22. He shall ensure that all cash collections made by the ward are promptly deposited with the Cash Department.

23. He shall arrange to investigate consumers' complaint regarding incorrect reading of meters, incorrect billing, omission of payment posting etc. and if necessary rectify the error and inform the consumers subsequently.

24. He shall issue instructions to the Indoor and Outdoor Sections and coordinate the working of these sections.

25. He shall attend the meeting with the Electrical Inspector of Government of Maharashtra as a Member of the Authorities constituted under Part II of the Schedule of the Bombay Electricity Duty Act, 1950 and participate in deliberations regarding Electricity Duty chargeable in cases of disputes raised by the consumers.

26. He shall certify and sign credit notes for amount exceeding `25,000/- in each instance for mistakes in billing due to incorrect applications of tariff, electricity duty arising out of incorrect meter readings, etc.

27. He shall visit the consumers premises for verification of correct tariff of electricity duty applicable where the class of premises as recorded on the meter reading folio, tariff and electricity duty made applicable are disputed by the consumer.

28. He has to attend various courts like High Court, City Civil Court, Consumers Dispute Redresses Forum, Electrical Inspector, any other Authorities which whom filed the cases. He has to file Affidavits for defending the cases and assist our Legal Department in defending the cases.

29. He has to keep a watch over backlog of various activities in the Department and bring the same to the notice of Management and put up for additional staff to clear the backlog.

30. He has to monitor the Disconnection Drive for recovery of outstanding of arrears. He has to supervise and guide subordinate officers.

31. He has to monitor the disciplinary action against the officers & staff depending upon the reports received against them.

32. He is appellate authority for first appeal of delinquent officer/staff against whom punishment is awarded in the disciplinary action taken.

33. He has to attend various meetings namely Supply Branch Conference, DGM(ES), CECC, Dy. Chief Engineer for time to time and furnish the information required by them and implement the orders, suggestions given by the Management.

34. He has also to attend personally complaints received from VIP's or repeated complaint received from consumers.

35. He has to coordinate the activities of the Customer Care Department with the other related Departments namely Planning, EDP, Vigilance, Security & Vigilance, HVC, DEIT (KLG SYSTEL) etc.

36. He has to attend Seminars, Symposiums, Meeting, Exhibition etc. deputed by the Management.

37. He has to visit other Electricity Boards in order to study the working of their Customer Care Department so that improvements can be introduced in our Department.

38. As a 1st Appellate Authority, he has to redress the appeals received under RTI Act within the prescribed time limits.

2.3 The Powers & Duties of Superintendent

2.3.1 Superintendent (Substation Section)

There is one Superintendent directly responsible to Deputy Chief Engineer and he shall be responsible for the following :

1. Negotiations for substation cases with consumers arising out of T.C. cases.

2. Co-ordination with the Consumer, Planning, Erection and Civil Engineering Department till substation gets commissioned.

3. To co-ordinate with Customer Care department for releasing part/full load of the buildings where substation sites are taken over.

2.3.2 Superintendent / Assistant Engineer (Customer Care) :-

The Superintendent (ES) / Asst. Engr. shall be directly responsible to the Divisional Engineer of the ward and is the officer in charge of the ward..

Supdt.(ES) / Asst. Engineer shall be directly responsible to DECC. He shall be responsible for the following:-

1. He has to ensure all plot arrears are to be recovered before initiating TC/NSC proposals.

2. Requisitions registered for new meters, extension of supply re-connection, part of installation, new service case, shifting of meters, shifting of service etc.

3. He has to monitor all supply related complaints / investigation of electrical accidents preparation of Annexure XIII reports.

4. Procedures and Manuals.

5. Supdt.(ES) / Asst. Engr. is in charge of the activities of IF section.

6. Supdt. IF section /Asst. Engr. is in-charge of fuse controls and responsible for attending the fuse messages. He is directly responsible to look after the day to day activities of IF Section and installation/replacement of meters against Cos/SMs/MRAs immediately and to update the data regarding meter particulars correctly in the system.

7. Supdt. /Asst. Engr.(Recovery Section) is directly responsible for recovery of outstanding/arrears amount form defaulting consumers by issuing disconnection notices under Section 56(1) of Electricity Act 2003.

10. Liasoning with the concerned Government/local authorities.

11. Superintendent (ES) / Asst. Engr. shall generally assist the respective Divisional Engineer in the discharge of their duties.

12. Supdt. (ES) / Asst. Engr. may normally go for inspection, surprise visits, attending to consumers complaints, etc. in the morning and attend to office work or investigation of complaints in the office in the afternoon.

13. Supdt.(ES) /Asst.Engr. shall carry out the following inspections :

14. Visit all Cash Centres within the ward jurisdiction twice a month to check their working, imprest cash etc. Each cash centre shall be checked at least once a month at the time of opening of the center.

17. Visit consumers, whenever necessary, regarding cases, which cannot be satisfactorily settled by correspondence and when the consumers cannot, or will not for valid reasons call at our office.

18. Visit those localities from where complaints of non-receipt of bills are received, with a view to enquire into the genuineness of such complaints against Messengers and for taking of appropriate action.

19. Visit consumers' premises whenever necessary in connection with disputes regarding applicability of tariff or electricity duty, inaccessibility of service position etc.

20. He shall constantly review the activities and functions of the department and suggest necessary changes aimed at improving efficiency of the department.

21. He shall maintain personal contact with the officers and staff working under him and ensure a smooth working of the department.

22. He shall inspect all departmental registers and records.

23. He shall ensure that the programme for reading of meters and preparation of bills is drawn up well in advance.

24. He shall ensure that the reading programme for commercial, industrial and public accounts is drawn up well in advance and copies thereof are sent to Billing, Ledger and EDP Department / DEIT (KLG Systel) / High Value Consumers Department.

25. He shall attending all departmental meetings with the Divisional Engineer and assist him in the deliberations thereof.

26. He shall certify and sign credit notes for amounts, as defined vide procedure order in vogue in each instance for mistakes in billing due to incorrect application of tariff, electricity duty, arising out of incorrect meter readings, etc.

27. He shall attend the consumers who call at our office with complaints and shall investigate the causes of complaints and give satisfactory replies.

28. He shall scrutinize cases pertaining to claims arising out of change of tariff or stoppage of meters and make his recommendations to the Divisional Engineer.

29. He will generally supervise the working of the indoor and outdoor sections and sanction leave in excess of 7 days at a time of the staff of those sections.

30. He will hold departmental enquiries and take disciplinary action against the staff of the department and also hear appeals against the orders passed by the officers working under him.

31. He shall periodically check whether bills are being properly delivered by actually visiting the consumers' premises.

32. He shall examine requests for making changes in the deposit receipts and approve the same if arranged.

33. He shall examine proposals for establishment of new cash receiving centers or shifting of the existing ones. He shall also negotiate for acquisition of new sites for locating such cash receiving centers.

34. He shall attend to the work of the Divisional Engineer in his absence.

35. He has to attend various Court cases, sign Affidavits and assist Legal Department in defending the cases.

36. He has to visit the related department like EDP, Customer Care, Vigilance, HVC, Accounts to co-ordinate the activities of Customer Care Department with related department.

37. Supdt.(ES)/Asst.Engr. has to monitor the MERC Regulations 2005 for supply code and SOP. He has to ensure that the cases should not be delayed more than the specified period in the SOP.

38. Supdt. / Asstt. Engineer (Preventive Maintenance Section) shall be responsible for carrying out preventive maintenance of the service position as per complaints received from the consumers or the cases arising out of 38-A, 38-B notices served to the consumers by various wards.

2.4 The Powers & Duties of Deputy Engineer

2.4.1 Deputy Engineer (Sanctioning / Complaints):-

The Deputy Engineer shall be directly responsible to the Supdt.(ES)/ Asst. Engineer (Ward In-charge) under whom they are working. The duties and responsibilities of the Dy. Engineer (sanctioning) shall be as follows:-

1. He is responsible for sanctioning application, allocation of correct tariff and same should be informed to the applicant within stipulated period (i.e. 15 days from date of application) specified in MERC's Regulations 2005 (SoP).

2. Allocating and supervising the work of Service Assistants, Installation Inspectors, Investigation Inspectors etc.

3. Sanctioning of load up to 25 kW as per procedure orders/office orders in force.

4. Arranging Interviews and Appointments with consumers or licensed electrical contractors for inspection of premises for service or meter position and testing of Installation.

5. Scrutinizing draft quotations for laying service lines and getting the approval of the Supdt.(ES)/Asst.Engr.

6. Checking service work orders and sketches before forwarding them to the Erection Division for execution of work.

7. Putting up routine drafts.

8. Putting up T.C. for loads above 25 kW and for new buildings.

9. Investigating complaints regarding high or low voltage, high bills damaged or stolen meters, unsafe installations, electrical shock, off supply etc.

10. Inspecting and testing of consumers installations and meters at site.

11. Issuing notices to consumers for defective installation, unauthorized extensions or for any other breach of I.E. Rules.

12. Scrutinizing fuse messages referred to wards.

13. Scrutinizing connection orders and he should sign and ensure the correct application of tariff and electricity duty for the cases where sanction load is more than 20 kW i.e. these connection orders were forwarded to High Value Consumers Department for TOD tariff and rest for all the cases where III phase supply is to be given.

14. Dealing with routine correspondence and queries from other departments.

15. Dealing with reports of damaged or stolen meters;

16. Checking connections slips, fuse messages and reports submitted by Installation Inspectors.

17. Investigating complaints regarding high or low voltage, interchange of meters, high bills and damaged and stolen meters.

18. Investigating fatal/non-fatal electrical accidents. Informing the office of Electrical Inspector (PWD) and arranging joint inspection with Electrical Inspector.

19. He has to ensure all outstanding dues must be paid in case where ever there is a requisitions for temporary electric supply for construction purpose.

20. He has to ensure that all investigations / sanctioning etc. will be carried out within the specified period mentioned in the MERC Regulation 2005 supply code and SOP. He is directly responsible if penalty is levied in account above.

2.4.2 Deputy Engineer (Installation section /Preventive Maintenance) :-

1. Overall In-charge of Installation and Preventive Maintenance section. He is directly responsible to look after the day to day activities of IF Section and for installation/replacement of meters against COs/SMs/MRAs immediately and to update the data regarding meter particulars correctly in the system.

2. Visiting fuse control stations, arranging CRU vehicles and staff in all three shifts.

3. Supervision of off supply messages, arranging for quick restoration of supply and arranging for replacement of burnt/damage meters.

4. Carrying out Preventive Maintenance of service position as per complaints received from the consumers or the cases arising out of 38-A, 38-B notices served to the consumers by various wards.

5. He has to ensure that all investigations / sanctioning etc. will be carried out within the specified period mentioned in the MERC Regulation 2005 Supply Code and SoP. He is directly responsible if penalty is levied in account above.

2.4.3 Deputy Engineer GG-VI / Sub Engineer -GG-V (Outdoor/Recovery):-

1. He is directly responsible for recovery of outstanding/arrears amount form defaulting consumers by issuing disconnection notices under Section 56(1) of Electricity Act 2003.

2. Removal of Meter due to non-payment of :

   a) Electricity bill;

   b) ESL claim;

   c) Dishonored cheque;

   d) Unauthorized extension.

3. To advice EDP, Cash Department, Accounts etc; in respect of recovery of amount of Dishonored Cheques;

4. To interact with EDP & DEIT (KLG Systel).

5. Implementation of new equipment, programmers etc;

6. Overall in charge of Technical officers and staff;

7. To look after the work of Sr. Inq. Insp. T-8 and Inq. Insp. after distribution work to Sr. Inq. Insp.

8. To check Report brought by Inquiry Inspector, Investigate, meter testing etc;

9. If the meters are defective, advice for replacement and Amendment;

10. To send meter for official testing at MRE Department.

11. To advice for rectification of bills;

12. To report to Supdt.(ES)/Asst.Engr. and DECC,

13. Testing of meter by Accucheck in VIP cases and all III phase meters downloading of data through CMRI.

14. Any other work assigned by the DECC from time to time.

Responsibility :-

1. To control on Charge Engr, Sr. Inq. Insp. T-6

2. Ask consumers for making payment against non-payment.

3. To recover O/S amount

4. Report to Vigilance (Electric Supply) regarding direct supply, tampered meter, or any alteration in connection with meter.

2.5 Sub Engineer (Installation Section)

1. Preparation of pending list of non-ToD conventional meters / electronic meters for replacement.

2. Accounting of defective Secure / Elster make meters.

3. Preparing and forwarding cases to concerned complaint Section of the department.

4. Checking of advises received for intersection dept. and getting the discrepancies, if any corrected before execution of the same.

5. Arranging Cos / MRAs from respective Customer Care Departments of removed conventional

meters for stopping double billing.

6. Scrutinizing CO /SM / MRAs received from Customer Care Departments and getting the discrepancies, if any corrected before execution of the same.

7. To lodge Police Complaints and to attend Court in cases of tampered meters/direct supply in co-ordination with Vigilance Department, as per the roster for the same.

8. To visit sites for investigation.

2.6 The Powers & Duties of Charge Engineer

2.6.1 Charge Engineer, Customer Care (Service Assistant)

There are two Service Assistants in each zone. The duties of the Service Assistants are divided among them according to the office orders issued by the DECC depending on the exigencies of work. Service Assistant shall be responsible to the Deputy Engineers sanctioning/complaints. He is directly responsible to carry out the investigations within the stipulated period (i.e. within 7 days) specified in MERC Regulations 2005 (SoP). Before processing TC/NSC, he should ensure that all plot arrears are recovered as per A.O.No.320 and amended thereon.

The duties and responsibilities of Service Assistant are :

1. Inspection of sites to select service positions.

2. Preparing draft service quotations.

3. Interviewing the consumers and Licensed Electrical Contractors and fixing appointment for inspection, connection, deciding service positions etc.

4. Inspecting service positions after applicants comply with the Terms and Conditions of the Service quotations.

5. Inspecting installations for the purpose of checking unauthorized extension, change of tariff, change of ownership etc.

6. Allocating and checking the work of Investigation Inspectors and Installation Inspectors.

7. To prepare input/output statement for incentive schemes.

8. He should ensure that all the investigation will be carried out within the specified period mentioned in the MERC Regulation 2005 supply code and SOP. He is directly responsible if penalty is levied in account above.

2.6.2 Charge Engineer, Customer Care (IF Section):

The Charge Engineer shall be directly responsible to the Deputy Engineer in-charge of the section. He is directly responsible for updation of data in the system such as Initial/Final readings of meters and credit of meters to MRE Dept.

The duties and responsibilities of Charge Engineer are :

1. Allocating work to Meter Inspectors, Fusemen, Wiremen, Carpenters and Nawghanies and Supervising their work.

2. Requisitioning and crediting materials.

3. Allocating the size of meters in respect of connection orders.

4. Inspecting disputed meter positions.

5. Scrutinizing the connection orders after the meters are installed to ensure that the jobs are carried out according to the connection orders before forwarding them to the Deputy Engineer.

6. Putting up proposals for fixing of non standard meter boards wherever necessary.

7. Allocating work to Meter Inspectors, Painter and Nawghanies and Supervising their work.

8. Execution of connection order

9. Removal and replacement of meters against MRA and SM slips.

10. Checking feasibility of new connections.

11. Arranging material from Stores and crediting of scrapped materials.

2.6.3 Charge Engineer, Customer Care (Installation)

1. Inspecting C.T. operated meters after they have been installed to ensure that the work carried out satisfactorily with Dy. Engr. Installation section.

2. Installing C.T.s, bus bars and Aluminium Strip type bus bar on the consumer's premises.

3. Deciding positions for laying sub services and extensions of service in consultation with the Dy. Engineer and laying them.

4. Removal and disconnection of meters on the advice of the Customer Care Dept.

5. Carrying out maintenance work in connection with meter boards, cut outs, wires etc., and changing of meter boards wherever necessary.

6. Investigating cases of damaged or stolen meters and arranging for their replacement.

7. Maintaining records of tools, equipments etc. handled by the staff under them and material used in carrying out various jobs and putting up proposals for additional tools, equipment and materials required by the section.

8. Receiving from the Meter Testing Department meters required for installation as per Connection orders and replacement slips (SM slips)

9. Returning to the Meter Testing Department meters disconnected and removed from the Consumers installations.

10. Installation of temporary prepaid meter for construction purpose of functions.

11. To co-ordinate between the consumer, MRE and Customer Care Dept. for official testing of disputed meters.

2.7 Duties of Installation Inspector :

The duties and responsibilities of the Installation Inspector shall be :

1. Checking all types of consumers' installations and testing them in accordance with the Indian Electricity Rules for insulation resistance, earthing, etc., and connecting supply.

2. Reporting defects in case of unconnected cases.

3. Testing defective installations when supply is disconnected due to fire, shock, house collapses, etc.

4. Restoring supply to serviceable installations or disconnecting supply in case of defective installations.

5. Inspecting installations in case of complaints regarding creeping, etc. and submitting a report.

6. Inspecting installations in case of complaints, such as unauthorized use of electricity and as per departmental letters received from Customer Care Department and submitting a report.

7. Checking loads and voltages on services for the purpose of balancing the loads on all the phases.

8. Assisting Deputy Engineer/ Supdt. (ES)/ Asst. Engineer in investigating fatal/non-fatal electrical accident cases.

9. In case of hutment areas, to inspect the correct premises as per sketch given by investigation inspector for checking its installation.

10. To visit the site and investigate the complaints received from the consumers and give report to the Dy. Engineer complaints.

11. He has to ensure all the contents of connection order such as class of premises and tariff mentioned and actual uses of premises.

2.8 Duties of Meter Reader (Technical)

2.8.1 Meter Reader (Tech.), Customer Care :

1. Reading of meters

2. Disconnection for non-payment

3. Dishonoured cheque dispute cases.

4. Site visit, Bank Visit, for investigation, installation of cut outs, Bridges for non- payment cases.

5. Reading of induction type Meters with Palmtop Electronic Meter Reading instrument.

6. Reading of Electronic Meters.

7. To report for tampered meter, damage meter.

Responsibility :

1. To brought proper reading and reports.

2. Cut outs, Bridges, proper sizes to present at office and to carry again for installation

2.9 Duties of Meter Inspector (Sr.)

2.9.1 Meter Inspector (Sr.), Customer Care :

He is directly responsible for installation/removal/replacement of meters as per the work order and to enter the initial / final reading of meters and other data in the prescribed fields of work order.

1. To removal / Reinstall of meters due to non-payment.

2. To replace the defective meter.

Responsibility:

1. MRA should be properly filled up at time removed.

2. Meter replacement slips to be filled up properly.

2.10 Duties of Investigation Inspector (Sr.) :

He is responsible to carry out the investigation of premises within stipulated period specified in MERC's Regulation 2005 (SoP). The duties of Investigation Inspectors are to investigate the new requisition onsite to confirm the physical occupancy of the premises where the premises is qualified for the electric supply, to inspect space in meter cabin for installing new meter, draw the sketch showing the premises and service position etc. Also he shall confirm structures from site by thorough investigation that whether the said premises was having a meter earlier and subsequently removed due to non-payment of bill.

2.11 Duties of Installation Foreman's Section (IF Section) :

1. The Meter Inspectors in Grade T-4 and T-5 are working in IF section. The duties of T-4 Grade Meter Inspector are to install new meters against connection order, Customer Care Department to remove meter against MRA, replacing the damage meter against DSM, fixing new meter board, maintenance of meter board etc. He has to ensure that all the particulars of meters and other data should be filled in properly in the work order.

2. The duties of T-5 Grade Meter Inspectors are to install Bus Bars in Meter cabin, to install CT operated meter and also all the jobs carried out by T-4 Grade Inspectors.

2.12 Duties of Meter Inspector (Fuse Control Section) :

1. T-4 Grade Meter Inspectors are working in Fuse Control and they are called as Fuseman. Duties of Fusemen are restoration of supply against fuse messages received from the consumers, to replace the burnt/damaged meter in case of off supply. CRU van is working in all the 3 shifts for replacing burnt/damaged meter.

2.13 Duties of Carpenter :

The duties and responsibilities of the carpenter shall be :

1. Drilling holes on meter boards of various sizes for wiring purpose.

2. Altering the sizes of meter boards, whenever required.

3. Preparing wooden battens and boards required for meter installations :

4. Repairing shop furniture, whenever required.

5. Removing meter boards and installing new ones on site in difficult cases where the job could not be carried out by the Meter Inspector.

2.14 Duties of Assistant Wireman :-

The duties and responsibilities of the Assistant Wireman shall be :

1. Carrying out wiring of meter boards of various sizes for installing single and three phase meters.

2. Replacing old wiring of meter boards, whenever necessary.

3. Soldering the joints of neutral tapping's on the rear of the meter boards.

4. Assisting the Meter Inspector in channeling wires for busbar connections.

2.15 Duties of Nawghanies :-

2.15.1 Nawghanies in Customer Care

The duties of the Nawghanies shall be :

1. Loading and unloading of meters and meter boards into or from the vehicle.

2. Carrying meters, meter boards, tool kit, megger, etc. to the site of installation or as the case may be.

3. Sweeping the shop floor and dusting the furniture.

4. Giving manual assistance to the Meter Inspector in installing or removing of meter boards or meters.

5. Varnishing old meter boards, and stenciling number and date on old and new meter boards.

6. To carry Accucheck bags with Inspectors and Sub Engineers.

7. Removed meter from site and to keep in the office.

8. To bring Reading files from record room to wards, vice versa whenever required.

9. To send reading files to EDP as per daily schedule.

10. Sort / out/cut disconnection memos received from EDP Department.

Responsibility**:**

1. To take care of Accucheck bag, for maintenance.

2. To keep meters properly which brought from sites.

2.16 Duties of Assistant Administrative Manager (ES) A-5 :-

1. He is Public Information Officer (PIO) under the `Right to Information Act, 2005' and Record Officer for the respective CC ward.

2. As per the Section 6 of the MERC's Regulations, the BEST Undertaking is required to establish suitable Internal Grievance Redressal (IGR) Cell to record and redress grievance in a timely manner. Accordingly, Procedure Order No. 156 dated 29.01.2007 was issued informing all concerned regarding procedure to be adopted by IGR Cell. He is directly responsible for attending Annexure-C complaints and all other complaints under CGRF Regulation.

3. While carrying out their duties Complaint Officers, IGR Cell, these officers will have to interact with the officers and staff members of their respective wards of Customer Care Department. The following guidelines are therefore issued for information of all the office and staff members concerned.

4. The Complaint Officer, IGR Cell, is mainly responsible of work of IGR Cell Consumer's grievances submitted on Annexure `C' Format, other administrative work related to IGR Cell and day to day work entrusted by respective Superintendent.

5. However, the IGR Cell, as the name itself suggests, is an Internal Grievance Redressal system and the post of Complaint officer is on the roll of Customer Care Department. As the Complaint Officer is an integral part of Customer Care Department, he will have full authority, as per his Grade, over the officers and staff members of his ward as far as carrying out his duties.

6. Till a separate staff is given to IGR Cell, a complaint in Annexure C format shall be received by Sup. (Enquiry) at each ward and forwarded immediately to the IGR Cell, if a complaint in Annexure C format is received by post, the Complaint Officer, IGR cell will give acknowledgement in five working days.

7. As per Section 2.1 (c) of MERC's Regulations, "Grievance" means any fault, imperfection, shortcoming or inadequacy in the quality, nature and manner of performance, Further, Section 2.1. (d) states that IGR Cell means the first authority to be contacted by the consumer for redressal of his grievances. This implies that any complaint with a "Grievance" should be recorded by the IGR Cell and redressed as per the procedure, even though it may not be in Annexure C format. However, as directed vide Procedure Order No. 156 dated 29.01.2007, their record will be kept separately.

8. The Complaint Officer, IGR Cell, will forward the complaint in Annexure C format and other complaints of "Grievance" to the Ward In Charge concerned. The Ward In Charge will within a week discuss the grievance with concerned Supdt.(ES) jointly with the Complaint Officer along with all the relevant papers. In the joint meeting, discussion will be held on the actions taken so far and the actions proposed to be taken by the Ward In-charge. Where there is no Supdt.(ES) or in absent of Supdt.(ES) the ward in-charge will hold discussions with the Complaint Officer. The decisions taken during the discussion will enable the complaint Officer, IGR Cell to send an interim reply to the consumer under his signature.

9. A copy of this interim letter will be marked to the Ward In-charge concerned to take necessary balance actions, if any, regarding redressal of the grievance of the consumer within reasonable time.

10. As per the Point No. 4.8 of the Procedure Order No. 156 dated 29.01.2007, the consumer is to be informed about the procedure to approach the Consumer Grievance Redressal Forum (CGRF), Colaba, if he is not satisfied with the actions taken by the IGR Cell. This implies that the actions taken or proposed to be taken by the Ward In-charge concerned will be considered as actions taken by the IGR Cell and the same will have to be defended by the Complaint Officer IGR Cell at CGRF, Colaba or at Electricity Ombudsman, Bandra. Hence, it is absolutely necessary that the Ward In-charge concerned takes actions strictly as per provisions of Electricity Supply Code and routes his proposals in connection with Annexure C complaints for Managements sanction through AO Customer Care, i.e. Complaint Officer, IGR Cell. It will be duty of AO Customer Care to ensure that the Ward In-charge submits his proposal for Managements sanction in time.

11. As per the Point No. 4.9 of the Procedure Order No. 156 dated 29.01.2007, the Complaint Officer, IGR Cell is required to maintain the records pertaining to the complaint in respect of investigation reports, important documents etc. for each case separately. The case records and register are to be maintained properly slow so as to retrieve them immediately if reports are called for by CGRF or by the Electricity Ombudsman. Hence, after all the actions have been taken for redressal of the grievance of a consumer, the connected papers will be forwarded to IGR Cell by the Ward In-charge for preserving the same in IGR Cell for three years. This will enable the Complaint Officer to submit para wise comments within 15 days to CGRF, if the consumer approaches CGRF. The Ward In Charge will maintain the record of other complains with “Grievance”.

2.17 Duties of Sr. Administrative Officer (ES) A/G X :-

The Sr. Adm. Officer shall be directly responsible to Divisional Engineer to assist him in administrative work. He has one Adm. Officer and four Asst. Adm. Officer and other supervisors/staff. He has to look after the work of Adm. Officer and four Asst. Adm. Officer as per following works and section.

One Sr. Adm. Officer for Establishment section and Four Asst. Adm. Officer for wards. The duties and responsibilities of the Sr. Adm. Officer shall be :

1. Attending to routine correspondence in connection with queries/sending replies.

2. Attending to Administrative queries received from Accounts, Audit and Customer Care Dept.

3. Checking refund bills of consumers.

4. Preparing yearly administrative report of the division.

5. To ensure procurement and control over stationary and printing requirement.

6. Dealing with change of name cases of motive power installations.

7. Checking O.B. memos regarding damaged, lost, burnt or stolen meters.

8. To ensure preparation and forwarding of Annual budget estimates and Establishment schedule and control of budget grants.

9. Issuing notices to consumers for non-payment of Government inspection fees and dealing with correspondence with the Electrical Inspector in that connection.

10. Keeping record of Government orders issued from time to time in connection with control of supply of electricity.

11. To ensure recoupment of Imprest cash bills and safe custody of Imprest cash.

12. Arranging for BPT way leave agreement for laying underground cables in their property maintaining the registers of way leave permission and certifying the payment of bills received from BPT in that connection.

13. Dealing with matters of staff regarding appointments, leave, termination of service, transfers etc. as directed by Divisional Engineer.

14. Maintaining records and reviewing the filing system.

15. Implementing office procedures laid down in the manual or as directed by Divisional Engineer.

16. To ensure maintenance and operation of computers, printers provided in the department.

17. He should maintain staff records and deal with other matters connected with staff of the ward.

18. He should collect; maintain and submit to the appropriate authorities statistical data's and other information regarding his ward may be necessary from time to time.

19. He should arranged to investigate consumer complaints regarding incorrect reading of meters, incorrect billing, omission of payment posting, High bill, Low Bill, no bill, and if necessary rectify the errors and inform the consumers subsequently.

20. He should issue instruction to the subordinate officer Indoor and Outdoor staff and coordinate the working of these sections.

21. He should certify and sign Debit/Credit notes for amounts exceeding`10,000/- in each instance for the mistakes in billing due to incorrect applications of tariff, electricity duty arising out of incorrect meter reading, wrong punching etc.

22. He has to attend various Courts like High Court, City Civil Court, Consumers Dispute Redressal Forum, Electrical Inspector, any other authorities, which consumers filed the cases. He has to file Affidavits for defending the cases and assist our Legal Department in defending the cases.

23. He has to keep a watch over backlog of various activities in the Department and bring the same to the notice of his superiors.

24. He has to take the disciplinary action against the staff depending upon the reports received against them.

25. He has to coordinate the activities of the Customer Care Department with the other related Departments namely Planning, EDP, Vigilance, Security Vigilance etc.

2.18 Powers & Duties of Administrative Officer A/G IX 2.20.1 Administrative Officer (Customer Care)

Adm. Officer is directly responsible to Sr. Adm. Officer for all establishment and administrative work. The duties and responsibilities shall be as under :

1. Supervision and control of staff working in Establishment section.

2. Attending to staff matters such as holding of Trade Test of different categories, staff promotion, transfers, reversion and termination, resignation, filing of vacancies, bus token, acting, combination, stationary dead stock, furniture, inventory of items, leave/attendance etc.

3. Arrangement of procurement of stationary, office furniture tools and equipments, dead stock items, meal allowance etc. Attending to queries from Personal and Time Keeping Dept., Budget Dept.

4. Putting up proposals of creations of posts, promotions, budget, combination of appointment, purchase of stationary and office furniture items, maintaining records of Incentive scheme, operating in Ward.

5. Supervision of Imprest cash handled by Supervisor, recoupment of bills. To ensure that various types of statements such as staff position, monthly/quarterly over time, Sunday working, Meal allowance, Complimentary allowance etc. are forwarded in time.

6. Maintaining classified files pertaining to various subject such as office procedures, office orders, Govt. orders, correspondence with the Worker Unions, Licensed Electrical Contractor Association etc.

7. Maintaining stock registers of stationary and printing items and keeping check on their consumption.

8. Supervision of the work of Stenographers, Typist and Office peons.

9. Scrutinizing the attendance of staff of all the ward and attending to all work arising from the same.

10. To ensure various payments and recovery required to be made such as over time, compensation allowance, field duty allowance etc.

11. Preparing periodical statutory statistical returns regarding the staff as required by Govt. and Management.

12. Checking O.B memos regarding damaged, lost, burnt and stolen meters.

13. Ensure recovery of damaged/stolen meters charges from consumers by sending damaged recovery advice regularly.

14. Arranging for BPT way leave agreement for laying of underground cables in their property and maintaining way leave registers and checking bills received from BPT for payment of way leave rent.

2.19 Powers & Duties of Asst. Administrative Officer, AG-VIII

2.19.1 Asst. Administrative Officer, Customer Care (Requisition)

He shall be directly responsible to Supdt.(ES)/Asst.Engr. He is responsible to confirm that applicant has submitted duly filled in application along with the necessary documents as mentioned in Section 4 of MERC's Regulation 2005 (Supply Cod & Miscellaneous conditions). He has to verify all the particular of connection order filled in correctly and new account to be updated in the system. His duties and responsibilities shall be :

1. Supervising the work of receiving and registering of requisition and maintaining the requisition in department.

2. To ensure forwarding of requisition to Balance Clerk for particulars of connected load on the service etc.

3. Sending Service quotation to requisitionists where new services are required to be laid or existing services are to be changed to higher capacity.

4. Scrutinizing Test Report submitted by LECs.

5. Answering general queries at the counters.

6. Ensuring the compliance of all requirements before notifying the connection order.

7. Scrutinizing all connection orders and forwarding them for installation of meters and connection of supply.

8. Meeting consumers, licensed electrical contractors, their representatives requiring advice regarding the office procedures and our requirement in connection with their requisitions.

9. Scrutinizing all documents such as land lord's permission, NOC from MCGM, registration certificate from the State Directors of Industries, NOC from Directors of Industries, Indemnity bonds etc. submitted by requisitionists.

10. To ensure maintenance records of requisitions received, dealt with and cancelled for the purpose of preparing statutory and other periodical statistical returns as required by Govt. or the Management for administrative purpose.

11. Supervising the work of clerks, carrying out the work of sending ESL-4, ESL-9 to consumers and notices issued to consumers for defective installations, unauthorized extensions or alterations or for any other breach of I.E. Rules. Notifying the disconnection and reconnections of supply in connections with such cases to Customer Care Dept.

12. Attending to the routine correspondence in connection with requisitions.

13. Assisting office Supdt. in day to day departmental work.

14. Supervision of work of Cash counters, compliance supervisor etc. and ensure the smooth operation counters.

15. Supervising collection of cash and deposit it with cash department after keeping proper records.

16. Supervising the work of supervisors and clerks carrying out the work of furnishing service particulars, load connected, records of meters, consumers data on service card and installation cards etc.

17. Checking incoming/outgoing and refund bills pertaining to the division.

18. Maintaining the records of motive power card, installation card, service cards etc. for electrical loads.

19. Attending to routine correspondence.

20. Scanning of all ID papers, supervision of record section, maintaining of records of Installation papers/files, service files etc.

21. He should ensure that all the investigation will be carried out within the specified period mentioned in the MERC Regulation 2005 Supply Code and SoP. He is directly responsible if penalty is levied in account above.

2.19.2 Assistant Administrative Officer - Wards :

1. Directly responsible to Sr. Adm. Officer.

2. He shall maintain staff attendance Leave record and deal with other matters in connection with staff.

3. He shall collect, maintain and submit to the Sr. Adm. Officer statistical data and other necessary information from time to time.

4. He has to attend consumers complaints regarding change in tariff, change of name etc. and give satisfactory reply.

5. He shall issue instructions to the Supervisor, clerk and coordinate the working of these sections.

6. He looks after the work of Sr. Adm. Officer in his absence.

7. He shall certify and sign debit / credit notes, change of name forms for collection of correct deposit.

8. He has to keep a watch over backlog at various activities in the Department and bring the same to the notice of Superintendent.

9. He will generally supervise the working of the Indoor Section and sanction leave up to 7 days at a time to the staff of his section.

10. He should maintain personal contact with the staff working under him and ensure a smooth working of the Dept.

11. He shall ensure the various forms prepared by his staff and sent to EDP Dept.

12. He has to coordinate the activities of the Customer Care Dept. With the other related Depts. namely Planning, EDP, Vigilance, Security Vigilance etc.

2.19.3 Asst. Administrative Officer - (Outdoor/Meter Reading) :

1. He will directly report to Supdt.(ES) /Asst. Engr. He is directly responsible for day to day work of MRBC's and take immediate action in respect of the various reports submitted by MRBC's and has to look after the following jobs.

2. He will supervise and control the bill distribution by Messengers who are working directly under one Supervisor.

3. He will supervise and control the meter reading section. He has to ensure that all billing cycles, meters will be read by meter readers with the help of hand held instrument (RAMCRAM) or in reading files, also he has to take remedial majors on the issues which were bring to the notice by MRBC's . He has to monitor the up loading and down loading of data / reading files and exceptions thereon.

4. He will keep contact with SEDP/ KLG in case of delay in receipt of cycle-wise bills as per the schedule already fixed.

5. He will grant leave to staff working under him as per the limit.

6. Daily in the morning, he will attend Cash Counter office to supervise and coordinate posting of Counter Clerks, arranging substitutes in case of absence of staff. He will also check up about the availability of Mobile Cash Van and Cash Collection Van and the concerned M.V. Drivers.

7. He will put up draft replies to Supdt.(ES) regarding communications received in connection with bill delivery and other problems pertaining to operation of Cash Collection Centres.

8. He will visit the Cash Counters in case of any complaints, which are to be attended immediately.

9. He will prepare a draft proposal for opening new Cash Collection Centres at the request of Municipal Corporators, MLA's and Local Associations.

10. Before preparing the proposal as stated I 1.7 above, he will visit the proposed new site to ascertain the ownership of the site, say public land or private land. Accordingly, he will contact the concerned landlord/authority to confirm whether the site would be available for proposed Cash Counter.

11. He then will confirm from Supervisor Cash which are the Cash Counters situated near to the proposed Cash Collection Centre. He will also arrange the receipts of bills for 3 months at these counters. This statistics will be attached to the proposal.

12. He then will write to concerned local authority or landlord of the proposed site for obtaining written permission to start our new Cash collection Centre.

13. He prepared a draft proposal with the relevant information as stated above.

14. He should ensure that all the meter readings and bill delivery will be carried out within the specified period mentioned in the MERC Regulation 2005 supply code and SOP. He is directly responsible if penalty is levied in account above.

2.19.4 Asst. Administrative Officer, AG-VIII (Establishment) :

1. He will directly report to AOCS. He will be working under OSCC to look after the following job.

2. He will supervise and control the Establishment Section, Receipt Section, Control Section, Deposit Section, Vacating Call Section, Enquiry Counters, Dishonured Cheque Section, Godown Section, staff who are working directly under one Supervisor.

3. He will put up draft replies to AOCC in connection with all the above referred Sections.

4. He will grant PL, CL, SL leave to staff working under him as per the limit.

5. He maintains the leave records of all officers and sent it to Audit Dept.

2.20 The Duties of Supervisor

2.20.1 Supervisor, Customer Care (Deposit Section)

1. Attending Consumers i.e. guiding about procedure of deposit refund.

2. Drafting all the letter pertaining Security Deposit refund in case of discrepancies noted while refunding.

3. Preparation of MIS i.e. no. of cases received/disposed off/pending handling of Imprest Cash (booking of Vrs., Sending letters to parties inviting them to collect payment). Preparation of recoupment bills, Issuance of revenue stamps to cash counter and maintaining control register of receipts books issued and completed.

4. Put up cases of excess Security Deposit refund, Dispatching deposit, verification slips to concerned zones, marking papers for preparation of bill after scrutiny, filing O/L of disputed cases etc.

5. To look after the bills prepared by Clerk,

6. To look after the TDS Job at the end of every year.

7. To look after the Demand drive for excess deposit.

8. As per SOP Regulations deposit will be refunded within period of one month. He has to ensure that all the deposits refunds will be carried out within the specified period mentioned in the MERC Regulation 2005 supply code and SOP. He is directly responsible if penalty is levied in account above.

2.20.2 Supervisor, Customer Care (Cash Counter) :

1. Cash Collection of Electric Bills.
2. General Administration work.
3. Posting of clerk/Reliever of counter.
4. Cash depositing of previous days Cash in Cash Dept.
5. Daily earnings entry in register & report to SCS.
6. Visiting Counters.
7. Relieving Clerks in absenteeism.
8. Prepare G.I.B. & I.I.B. Statements sent to JWSC for sanction.
9. Prepare Machine allowance statement.

2.20.3 Supervisor, Customer Care (Government Accounts) :

1. Bill Delivery, Follow-up, Reply to consumer (Govt. A/c.).

2.20.4 Supervisor, Customer Care (Bill Delivery) :-

1. He is directly responsible to look after the day to day work of messenger and ensure that the bills are delivered on daily basis in time. Further to take immediate remedial action on reports submitted by messengers. Private A/c. Bill Delivery, Supervision, Daily Worksheet & O.T. Statement, Worksheet of Messenger checking, calculation of Incentive, Public Complaints & Follow-up.

2.20.5 Supervisor, Customer Care (Receipt Section) :-

1. To maintain shortage – Excess Registers of Cash Counters.

2. To maintain printing Mistake Register of Cash Counters and to send debit, credit advice accordingly.

3. To send monthly J.E. of cash counter shortage excess through Audit Dept. to (C.A.)

4. To issue shortage slips to Counter Clerks.

5. To receive dishonoured cheques from Banks.

6. To send weekly Pay Order statement to Supdt. Cash.

7. To solve discrepancies of banks. To cross tally dis-cheques from banks with the bank Register.

1. To attend consumer's bill discrepancies.

2. To keep record of Bank files.

2.20.6 Supervisor, Customer Care (Temporary Section) :

1. Preparing temporary accounts registers

a] Short Term A/c b] Long Term A/c In case of temporary connection for construction / other purpose he is responsible for reading, billing, delivery of bills, extension of period, recovery of bill, intimation for removal of meter in case of non- payment / non compliance. In case of abnormal variation in the consumption, he should arrange for site investigation, testing of meter and if required to take further action on the basis of site testing report.

2. As per the connection orders – opening the accounts

In case of long terms a/c----------

a] preparing reading folios of the meter

b] sending the folios to their respective wards to get monthly reading

c] Noting the reading of the meters in the register

d] preparing bills and ledgers

e] sending papers for investigations, if necessary.

3. As per all the I.D. papers, closing the accounts.

4. In case of non-payments advise to be sent to IF for removal of meter.

5. Preparing cheques for Ganapati utsav and Navratrotsav.

6. After closing the accounts, if

a] Refund is raised then refund voucher to be prepared after submitting the original deposit receipts by the consumer.

b] If outstanding amount balanced shown, the outstanding memo created along with I.D. papers and send to 'Recovery Section' and E.D. amount of o/s send to Sup. Stats and to follow up recovery.

c] Writing the letters to the defaulter consumers for making arrears payment.

7. Monthwise summary to be send Sup. Stats.

8. Preparing O/S creation book and DCL register.

9. Recording/checking payment from cash collective list and stubs.

10. Reply to the consumers letters.

11. Attending legal matters such as redressal forum, city civil court, high court and appeal thereafter.

12. Preparing Street Lighting Bills and all unmetered supply bills.

13. Preparing summary of Street Lighting bills.

14. Attending queries of the consumers.

15. Follow up of the DESL in case of non-payment.

16. Suspense payment posting in ledger.

17. To help/attend short-run as well as long run cases.

18. To post debit/credit adjustment received from receipt section.

19. To make entries of dishounoured cheques.

20. To send these prepared reading folios to Outdoor Section for reading, every month.

21. As soon as reading is obtained, the bills are prepared manually for every consumer.

22. All these bills are posted in a) monthly summary and b) personal account of every consumer in ledger.

23. After posting of manually prepared bills in summary monthly, summary after getting tallied to send it to DECC.

24. Bills are given to consumers for payments.

25. To initiate yellow memo for inquiry of high, low, nil consuming.

26. To write the reply of memo on reverse of the folios.

27. Ganeshotsav & Navaratrotsav Temporary Meter cases are entered in Deposit register maintain separately and get it audited.

28. Prepare summary of both utsavs and sent it to Audit after auditing has done.

29. O/S amount statements are prepared for Ganesh Utsav & Navaratra – Utsav for recovery.

2.20.7 Supervisor, Customer Care (Dishonoured Cheque Section - Cash Counter) :

1. Send debit advice on floppy to EDP.

2. Debit advice entry in all zone registers – to close the entry in our register.

3. Keep the cheques in our custody – zone wise and serial wise.

4. Not on records – cheques. Find out correct A/c Nos. from receipting, chalan, folio, Ledger or Banks.

5. Attend consumers – enquiries regarding dis-cheques.

6. Attend consumers' applications regarding dis. cheques and action thereafter letters to consumers, Dr.Cr. advices through Control Section.

7. Attend Applications of cheque facility from Computer & inform to sorting section.

8. Monthly statement of dish. cheque to Review Committee.

9. Receiving Requisitions from Ward attend Consumers of requisitions inquiry, attend requisition from p.c. & sent to Ward.

10. Receiving Refund of Deposit papers from deposit section attend consumers of Deposit enquiry, attend Deposit papers from P.C. send to Deposit Section.

11. Debit Advices copies to be sent to Cash Department (S) to close the entries of Cash Dept. register as per OA Cash request.

12. Final JE advices – prepare JE advices bank wise Audit the JE's from EDP printout 7 send to Cash Dept. / Accounts Dept. for closing the entry of Cash Department.

2.20.8 Supervisor, Customer Care (Establishment) :

A) Appointment :

A person come with a I.D. note from Personnel Dept. where his name, designation and check nos. are given.

1. To post him/her in a section as per DECC's instructions.

2. To issue him/her time card.

3. To accommodate the person against vacant vacancy.

4. To note his particulars in staff Record Register.

5. To update on roll position.

6. To prepare F.T.T. statement.

B) After 10/15 days we receive Appointment papers of Personnel Dept.

1. To take all the particulars on staff Record from appointment papers i.e. to note his starting Salary, Date of joining, Designation, Date of Birth, accommodated against vacancy, Superannuation Date, Cast, Residential Address etc.

2. To prepare his S.R. file and file the papers.

3. To send back appointment papers, received from CPO to S.T.K. for further action.

4. To prepare F.T.T. statement and file in his/her S.R. File.

C) Transfer from other dept. to this dept. :

1. To post his/her to the Section as per DECC's instruction.

2. To issue him/her time card.

3. To take out taking over duties note.

4. To accommodate him suitable vacancy.

5. To update on roll position.

6. To note in S. R. Register.

7. To follow whether his/her S.R. file and set of Identity Card cum Bus Token is received.

8. Make necessary changes in his/her Bus token.

D) Promoted / Transfer from this Dept. to other Dept. :

1. To write Reliving note and take back his Gate Pass, Laminated Outdoor Card, Electrical Equipment i..e. Torch, Bulb, Cell, Key of Locker.

2. To note in S.R. Register.

3. To update on roll position.

4. To note the vacancy & put up Requisition to CPO for filling the vacancy if necessary.

5. To send his S.R. file and set of F.T.T.

6. To intimate EDP to delete the name of the person for Machine Allowances.

7. To send set of F.T.T. to corresp. for cancellation

E) Expired employee :

1. After received the message from expired members family to collect`4000/- + Rs. 1000/-from AOS Dept. And make arrangement to hand over the family member of expired employee.

2. To forward death certificate to P.F..

3. To prepare the S.T. Slip of the expired person.

4. To send Requisition for filling the post.

5. To initiate the final bills of expiry staff.

F) Dismissed Employee :

1. To send copies of order to all concerned.

2. To collect F.T.T. from the staff concerned. Other actions as stated above.

G) To sort out the dispatch of DECC (i.e. VIPs letters pertaining to the Customer Care Dept. and papers of other Dept.) on day to day basis and forwarded to DECC and other officers of Customer Care Dept.

H) Confidential Report of A & B Grade Officers :

1. To get the printed forms from Personnel Dept.

2. To get the particulars of the officers.

3. To fill the leave Record of the officers.

I) By Resignation/Voluntary Retirement :-

1. To send a letter of Resignation along with proposal and S.R. file to CPO, DGM(ES) for approval.

2. After receipt of resignation letter duly approved by DGM(ES)) to intimate employee concerned by a letter.

3. To prepare S.T. slip and send to concerned depts.

4. To send requisition to CPO for filling of vacancy.

5. To collect F.T.T. from employee.

6. To handover Ex-employee F.T.T. to the concerned employee for one year and necessary entries are made and obtain him/her signature in the register.

7. To certify his/her final bills and send to Sr.AOES.

8. After receipt of intimation from Cash Department to send letter to him that final dues are ready for payment.

9. To issue him identification note.

10. To inform him about ex-gratia payment bill and other dues.

J) By Retirement**: -**

1. To issue him a letter in six month advance from due date of Retirement.

2. To send Service Termination slip to the concern Department

3. To collect F.T.T.

K) Issue of Wrist Watches :

1. To fill up the option forms in triplicate by the concerned employee and certified from the DECC.

2. To forward the option form copy to CPO & IA and third copy to be filed in S.R. file

3. To intimate the employee about the time place of presentation of Wrist Watches.

4. If the wrist watches are not collected by the concerned employee to make necessary arrangement to handover the wrist watches.

L) To draft proposals for various requirement/repair pertains to concerned Ward to obtain Management sanction.

M) To forward the vehicle report of Motor vehicles of Customer Care Department to EET(MV) Anik.

N) To take entries of servicing of Cash Registering machines of Customer Care Department & forward the satisfactory report to Material Management Department.

O) To take quotation from the supplier for repairing Cash Registering Machines and put up proposal to obtain Management sanction.

P) To prepare inventory of computer, attend the complaints pertaining to the computers of Customer Care Department.

Q) To circulate Office Orders and circulars among the wards and other sections.

R) To attend the complaints of staff of Customer Care Dept.

S) To prepare the Budget proposals (yearly)

T) To prepare Administrative report of Ward (Yearly)

U) To revalidate the lapse post when the vacant posts are filled.

V) To prepare monthly on roll position of staff and Quarterly statement.

W) All other work pertaining to Establishment Section emerging from time to time.

2.20.9 Supervisor, Customer Care (Outstanding) :

To create O.S.

2.20.10 Supervisor, Customer Care (Change in Name) :

1. He has to accept the duly filled change in name application and verify the documents submitted by the applicant along with his request. He has to ensure that all these documents should be in line with MERC Regulations 2005 under section 10.

2. Send reply to letters regarding change in name.

3. Requisition to be noted on M.R. Folios.

4. He has to ensure that change in name will be effected within period of one billing cycle / To ensure the documents will be scan properly and record of this will be maintained properly.

5. He has to ensure that all the change in names will be carried out within the specified period mentioned in the MERC Regulation 2005 supply code and SOP. He is directly responsible if penalty is levied in account above.

2.20.11 Supervisor, Customer Care (High Bill Section) :

1. To attend high bill letter and oral complaints on the counter preparation of duplicate bills, ledger position
2. C.C. Memos.
3. Report of Investigation memos noting on folios.

2.20.12 Supervisor, Customer Care (Defective Meters & Amendment Section) :

1. Reply to dispute letters.
2. Combined billing.
3. Consumers audit query and recalculation of claim.
4. Passing J.E.
5. To attend consumers.
6. Attend Court Cases, Legal Department, Electrical Inspector, Review/ Sub Review Committee. Also attend Vigilance cases.
7. Take out ledger position, working out reamendment claims.
8. To work out credit for O.T. cases, fast meter cases, maintaining proper records and follow up.

2.20.13 Supervisor, Customer Care (Billing Section) :

1. To attend the consumer's complaint for high billing, low billing.
2. To bifurcate the consumer's written complaint as per complaint matter and forward them for further process.
3. To attend change of name of consumer's meters with due verification of documents.
4. Receiving of documents in case of change in tariff and amendment if required.

5. To give duplicate bills if consumer has not received the bill and if he complaints about that.

6. To issue current bill for extension of meter.

7. To issue installments as per instructions of DECC and Supdt.(ES).

8. To make corrections in the bills regarding with case of wrong punch over-read, wrong debits or credit etc.

9. To attend complaints of amendment and issue installment if required.

10. To keep records of staff attendance and leave record.

11. To keep circulars in update manner.

12. To attend the P.O. 128 cases and to fill 906, 955 forms if required in any case.

13. Overall supervision and guidance to staff.

2.20.14 Supervisor, Customer Care (Miscellaneous) :

A) Stationary :

1. To check up and put up stationary requisition every month

2. To arrange to get stationery from Dadar Stores.

3. To arrange to issue stationery to the staff as and when required.

B) Printing Indent :

1. After receipt of approval from DECC/Supdt.(ES) prepare specification form in triplicate separately for forms and books.

2. To prepare printing requisition in triplicate and attached specimen.

3. To obtain section officers signature on specification form and specimen.

4. To forward specification form duly signed by the officer to the Material Management Department.

5. To make compilation and file one copy of specification form and specimen in separate file maintain for it.

6. To give printing requisition number and make entry in the register book maintain for printing indent.

7. To note progress of printing requisition i.e. Tender no. and Date of Opening, P.O. No., Name of the Supplier, Cost etc. in the register book as and when we receive papers from Material Management Department.

8. After opening of the tender, the Material Management Department forward the tender file for recommendation.

9. On receipt of the tender file for recommendation, GSM of sample papers are verified whether they are as per our specification.

10. After verification of GSM of Sample papers we recommend to the lowest tenders.

11. If the lowest tender is overlooked and 2nd lowest or 3rd lowest tender is recommended we have to state reasons why lowest tender is rejected.

12. Recommended tender file is forwarded to the Material Management Department.

13. The recommended firm forwards the proofs of printing for our approval.

14. On receipt of proof for approval it is sent to the concern section for approval.

15. To forward the proof duly approved to the Material Management Department.

16. To send material inspection form to the concern section when material is ready.

17. To prepare material requisition form when concern section certifies that the material is O.K.

18. To arrange to get the material.

19. To make entry in the register regarding the quantity, date of receipt of material and date and number of material requisition form.

20. To inform the concerned section that material is received.

C) <u>Material other than stock items:-</u>

1. If the cost of material is upto` 2000.00 then put up purchase form

2. If the cost of material is more than Rs.2000.00.

a) Put up a note to DCECC(S)/CECC/BO/CA/DIA/AGM(ES)/GM giving proper justification.

b) Put up a revenue sanction form.

c) To send purchase form along with G.M.'s Sanction to Material Management Department.

d) To follow up.

e) To inspect the material when received.

f) To arrange to bring the material.

g) To forward material requisition form.

h) To hand over the material to concerned section.

2.20.15 Supervisor, Customer Care (Establishment) :

A) (Imprest Cash) :

1. To prepare purchase form for purchase of material from Imprest cash.

2. To make entry in the Petty Cash Book.

3. To get purchase form audited.

4. To place order to the supplier.

5. To prepare voucher against cash memo issued by the supplier.

6. To make entry in the Imprest Cash Register.

7. Voucher and Imprest Cash Register is audited.

8. Voucher bill is sent to Colaba CA/DIA for recoupment.

9. After recoupment entry is made in the Imprest Cash Register.

B) Clothing / Rain Coat & Gumboot :

1. To make payment for clothing in the month of June every year.

2. To make enry upto date in the clothing Cards.

3. To prepare note to EDP., T.K., & DIA for stitching and washing allowance.

4. To make payment for Raincoat and Gumboot to Outdoors staff and Umbrella to Sepoy every three years.

C) Brief Case :

1. Brief case is issued to Officers and Outdoor staff.

2. Issued once in every three year.

3. To put up sanction note as per due.

4. After sanction is obtained inform the concern staff to purchase the brief case.

5. To prepare P.F. enclosing the cash memo of the brief case and zerox copy of sanction and send to DIA

6. After P.F. is audited, amount to be paid from Imprest Cash to the concern staff as per their grade.

7. Voucher bill is prepared for recoupment of amount.

8. Brief case due register is maintained further all details i.e. P.F. No., Cash Memo No. & Date. Next Due etc.

D) MIS Report **:-**

1. MIS report is prepared every month and a copy of which is sent to DCECC(S).

2. Information is collected from various sections of department in prescribed format.

3. All other miscellaneous work pertaining to Establishment Section emerging from time to time.

2.20.16 Supervisor, Customer Care (Deposit section) :

1. Registering application of deposit refund, preparation of deposit verification slip with comparison of interest register & listings of deposit.

2. Checking of triplicate deposit receipt book before issuance to CHN counter.

3. Verification of files to confirm removal of meter, change of name etc.

4. Verification & settlement of MCA queries. Adjustment of O/S.FB of G/S & G/N ward in deposit listings.

5. Attending consumers regarding refund & demand verification of deposit paid against old account and adjustment of the same against electronic account.

6. Attending queries of confirmation of deposit interest job i.e. 1 to 19 and Agreemental account and TDS thereon.

7. Attending queries of non-receipt of interest and TDS thereon.

8. Transfer of accounts cases i.e. after receipt of 902 advices and accordingly changes in listings preparation of MIS.

9. Preparation of refund of S. bill and closing all entries in deposit listings preparation O/C refund bills.

10. Reconciliation work of deposit collection and refunded.

11. Job pertaining to additional S. Deposit demand drive. Preparation of fresh receipts. Transfers of deposit of old account to electronic account. Attending queries of non-reflection of deposit. Preparation of MIS deposit demand drive collection an notices served.

12. All other work pertaining to deposit demand drive.

2.20.17 Supervisor, Customer Care (Receipt Section) :

1. To maintain Bank Register.

2. Entries regarding receipts, daily collection, dishonored cheques, bank balance, weekly pay orders and to tally the same.

3. To keep record of summary of Cash Counters and banks receipts received from EDP.

4. To prepare weekly and monthly bank collection statement to tally daily collection of Cash Counters and banks with EDP Summary.

5. To maintain bank Punching Mistake Reg. & issue shortage slips to the banks and to attend bank queries.

6. To keep record of collection for north by north.

7. To prepare vouchers of monthly commission to the banks. To send monthly bank J.E. to DECC/CA

8. To reconcile deposits of the banks with the record of Accounts Department.

9. To solve all types of queries and discrepancies regarding reconciliation and pass Journal Entries accordingly.

10. To maintain Advance Rebate code Reg.

11. To send annual reports regarding bank collection.

12. To attend letters from consumers and to attend queries from Account Dept. & Cash Dept.

13. To attend consumer’s bill queries to keep record of Bank guarantee received against operating cash counter by Co-op., Nationalized, scheduled Bank on behalf of Undertaking.

14. To receive dispatch from Banks.

15. To send counters & banks stubs to EDP after entering in various statements.

16. To keep record of daily stubs received from EDP.

17. To write the daily remittance of Cash Counter Collection and keep record of monthly cash counter collection.

18. To maintain register of 16-56 code.

19. To attend queries from Cash Dept. regarding Remittance and Challans.

20. To attend J.E.'s (Cyclewise) in Susp. Register.

21. To extend the amount of Susp. Register.

22. To post different cycles is susp. Register.

23. To make statement regarding unadjusted receipt to revenue transfer A/c.

24. To maintain Suspense Register.

25. Posting of Susp. A/c. 1) Cy. 28-form Rec. Missing Rec.

26. Cy-23 Prov. Claim Amt. (Amendment).

27. Cy-22 Change in Tariff.

28. Cash highlight – wrong punching, Transfer of A/c. , O.S. A/c.

29. To verify stubs for payment discrepancies. To send advice about suspense and interchange of payment i.e. 17-57 & 18-58 Reg.

30. To maintain insertion deletion Reg. & follow-up.

31. To maintain Delay-Payment and send advice.

32. To attend D.L. & queries from all wards.

33. To attend consumers bill discrepancies.

2.20.18 Supervisor, Customer Care (Temporary Section) :

1. Posting of temporary security deposit receipts paid by the consumer, received from Customer Care Dept. in Deposit Register (approx. 100 each month).

2. Payment posting in Personal account of consumers in ledger according to the payment listing received from EDP and from original receipts shown by the consumers.

3. To bill the short run cases. (Monthly – 100/150 approx.)

4. After billing of short run cases, enter it into deposit register and adjustment register.

5. After audit create O/S of outstanding amounts of short run cases.

6. If the said amount is refunded by preparing refund bill and entries of the same are made in 4 registers 1) CD Book, 2) Deposit Register, 3) Deposit Adjustment Register, 4) Application Register – Afterwards sent to audit for audit purpose.

7. Posting of letters in application register.

8. If meter found stopped, damaged – To prepare 8.M. and send list to Customer Care Department for replacement of meter.

9. To make entries of S.M. after replacement of meter.

10. Reading folios are prepared for each and every consumer who is taking temporary meter, according to the connection order received from Customer Care Department.

11. After auditing has done, to create O/S of outstanding amounts of short run cases.

12. Likewise, short-run cases, to attend long-run cases (i.e. meters taken for construction, etc. for long period purpose.)

13. To prepare summery of Temporary Section and sent to DECC.

14. While attending long run cases, checking of debit and credit side of A/c. is done from installation of meter till removal of meter. Period of long run cases may be for 3,5,7,9 years.

15. To give refund cheques to consumer of Ganesh Utsav and Navratri Utsav.

16. To carry forward the ledger each and every account in new ledger (Since 1995- 1996).

17. To prepare statement of personal temporary account of consumer whenever he demanded.

18. To bill short run/Long run cases.

19. A separate register is being prepared for the prepaid meter.

2.20.19 Supervisor, Customer Care (Amendment Section) :

1. Receiving the ESL-85 Rdg. Statement and manual SM papers from EDP / KLG & New account section.

2. Preparing manual reading statement considering the old and current reading files and confirming the average for amendment of claim which varies case to case.

3. To confirm A.O. 349 A order applied for the case , if applied all correspondence pertaining to the case consider while preparing the amendment or refund any done the LC although the defective meter replacement case and computer avg. billing to the consumer.

4. Forwarding the preparing reading statement to EDP/KLG section to prepared amendment.

5. Receiving the prepared claim and make noting of receipt of claims.

6. Duly audited claims to sent to consumer. Claims with any query to forward to EDP/KLG for correction OR to again to audit dept. after sorting out query.

7. Preparing manual Esl-85 claims for the Two meters [C/21 & C/24] for consumers.

8. To follow the instructions and query for the manually prepared claim and after pre-audit sent the same to consumer.

9. To send final notice for claims.

10. To attend the dispute letters from consumers by letters and personal visit from Electrical Inspector, from Committee Members from G.M., DGM, CECC, DCECC office.

11. To reply to the consumers letters explained the fact of the case.

12. To send disconnections for non-payment of claim for not considering the final notice and reply to their dispute correspondence for ESL-85 claims.

13. To follow up with disconnection memo.

14. Follow up on Installment cases and to send disconnection or direct debit letter as per the unpaid amount of installments.

15. To send the note to disconnection section to initiate MRA for non payment of claim after approval.

16. To keep track on meter removal instructions given to disconnection section.

17. To forward the case to Review Committee/Review Sub-Committee or appropriate authority as per claim amount. To prepare the drafts and manual claim workings for approval and forward the cases to appropriate authority.

18. To note down the payments particulars received from EDP/KLG And consumer produced receipts for payment of claims.

19. If claim fully paid the debit slips forwarded to EDP/KLG to do necessary debit credit adjustments.

20. For the letters of debit of claims the debit notes are forwarded to EDP/KLG after a month after checking the claim payment records.

21. After settlement of claims the stamping is done at backside of current folio mentioning the claim amount, claim period, base period and filing date after that the case forwarded to Internal Audit Dept. for post audit.

22. To attend the audit queries of post audited ESL-85 case to correct those errors.

23. After non-settlement of claim amount if meters removed from the installations the claim papers are forwarded to Sup. O/S to create additional O/S after confirmations of payment particulars.

24. Preparation of credit notes for the revised ESL-84 cases and refund delay payment charges if any due to ESL-84 case.

25. To prepare the brief information of the claim for Electrical Inspector Case and court cases and put up and forward the cases to Legal Dept. for further actions.

26. To attend court matters and appeal thereafter.

27. To attend MCA queries.

28. To prepare manual claim in respect of tariff cases.

29. Attending invalid cases.

30. Necessary noting on reading file and necessary debit credit adjustment for settled Security Vigilance cases.

2.20.20 Supervisor, Customer Care (Government Account Section) :-

1. Overall supervision of work;

2. To attend the consumers and their queries such as high bill complaints, change of name & address, correction of bills as per authority;

3. To check the payment in Suspense and pass necessary Debit/Credit entries to the respective account;

4. To reply letters received from the consumers;

5. To send final disconnection notices, removal, creation of O.S.

6. To reply the MCA/Audit queries;

7. Opening of new accounts;

8. To attend SM and MRAs in regarding files as well as on Master Tape;

9. Preparing proclaim, forwarding to the consumers, sending final notices / disconnection / removal advices, creation of O.S. etc;

10. Replying Consumer’s dispute regarding amendment;

11. Follow up of O.S. Recovery;

12. Giving authority codes;

13. Preparing duplicate bills;

14. Preparing Statements;

15. Attending to Reconnected Memos sent by Customer Care Dept.;

16. Attending legal matters such as redressal forum, City/Civil/High Courts etc; and appeal thereafter;

17. Attending exception cases, passing Debit/Credit notes of wrong bills;

18. Attending invalid cases;

19. To attend transfer of A/c, from Govt. to Ordinary and vice-versa.

2.20.21 Supervisor, Customer Care (Refund of Security Deposit) :-

1. To attend the consumers regarding security deposit;

2. To check the folio for change in name or meter removal;

3 If change in name not done, investigation memo to be attached with Change in Name form and send the same to the consumer;

4. ESL-9 letters sent to consumers for any other query;

5. For removal of meter cases, find out O.C., O.S. amount and to check whether MRA form received or attended to be filed, to send 901 advice;

6. To check security deposit particulars, extra claim amount;

7. Prepare Voucher bill, attach interest particulars form and calculate rate of interest of deposit amount.

8. Necessary entry of CD nos. in the deposit registers; sundry book no. 44, 12, OC OS books and NT, Suspense books, to close the amount and details.

9. Refund of bills of Govt. Staff Quarters and prepare final bill and sent it to Audit;

10. Refund of amendment claim and excess paid amount after taking approval of higher authorities, as per mount;

11. Check the entry of amount in the Suspense book and pass necessary remark of the C.D. No.

12. Collect Review Committee file, make necessary entry of refund amount and CD No. and send it to Sup. Stats for checking.

13. Voucher bill to be sent to Legal Dept. if amount exceeds is `5000/- and any dispute matter of consumers relating to Legal;

2.20.22Supervisor, Customer Care (MRA & Suspense) :

1. Entry of MRA Form in the Register (Odd/Even);

2 Attend MRA Form on the Folio; mention date of removal, units, month and check the MRA Form as per folio;

3. Prepare 913 advice form and send it to EDP/KLG;

4. To prepare OC, OS form and make entry in the OC book, OS book and send it to Audit for checking;

5. To attend the Stub cyclewise and enter in the Suspense book;

6. To attend consumers and check the paid amount receipt verify the suspense entry and send advice for credit amount to EDP/KLG;

7. Total calculation of paid case and send summary of paid cases to Statistical Section twice in a month;

2.20.23 Supervisor, Customer Care (Outstanding Section) :

1. To check ESL 84, 85, 86 amount and check the extra claim amount;

2. Find out the last ledger position amount as per removal date and enter in the reconnection form;

3. Find out O.S., O.C. amount from the old registers (BD and DCL book).

4. Prepare Final Bill and deposit amount on the reconnection forms, make entry in the Registers.

5. Prepare monthly summary of O.S. and O.C.;

6. To attend reconnection memo and follow up O.S. Recovery;

7. Reconciliation entries and send pleading notices;

8. To forward the case to Legal Dept. and initiate legal proceedings for recovery;

9. To put up Committee notes.

2.24 The Duties of Sr. Inquiry Inspector – AG-VII :

He has to carry out investigation on receipt of work order and to submit the report in prescribed format of work order on daily basis.

1. Distribution of work of Inq. Inspector, Reading files to MRBC.
2. Distributing work to MRBC.
3. Distribution of disconnection memo to MRBC.
4. Distribution reconnection memo.
5. Distribution of Outstanding recovery to Inquiry Inspector.
6. Distribution of work of new account.
7. Distribution of work of Government Agreemental Account

Responsibility :-

1. Distribute work properly to Inq. Inspector, M.R.B.C.
2. To send Reading files to EDP as per Schedule for billing.
3. To Control on MRBC for bringing, reading as per schedule.

2.25 The Duties of Clerk

2.25.1 Clerk, Customer Care (Requisitions) :-

Clerk shall be responsible/assist to Office Assistant and supervisor under whom they work. He is responsible to fill up all the details of requisitions correctly i.e. name, billing address/supply address, requisite load, tariff etc. in the Vidushi system. The duties of Clerk shall be as under:

1. Checking and accepting requisitions at the counter and maintaining an alphabetical index. Directing the requisition to proper person and make note in a register.
2. Recording details of new requisition received in computer.
3. Sending ESL-4 letter stating our requirements to the applicant as directed by Dy. Engr. and recording the movement in computer.
4. Preparing connection order in computer.
5. Writing service quotation and forwarding to the applicants.
6. Writing work orders for laying new service and forwarding them to Erection department for execution.
7. Noting all movements of all requisition in computer.
8. Cancelling overdue requisition.
9. Keeping a record of cases referred to the planning department and to government and preparing monthly statement of maximum demand of consumer.
10. Preparing statistics and monthly statements to be forwarded to Planning Dept. and Management.
11. Keeping record of notices and correspondence for unauthorized cases. 38-C
12. Sending notices to consumers who have not paid government inspection fees and leading with correspondence relating to the same.
13. Writing notices for faulty installations 38 A, 38 B.
14. Forwarding connection orders and folio prepared with all details to EDP for billing purpose.
15. Preparing new installation and service cards for new service cases.
16. Intimating consumer of temporary off supplies required for maintenance work.
17. Noting change of name in installation card as information received from change of name Clerk.

18. Intimating consumers regarding details of load as required by them.

19. Keeping record of idle services remarked by Erection department on service cards and maintaining a register and also to prepare yearly statement.

20. Preparing reconciliation of service cable charges and meter connection fee statements monthly and yearly.

21. Maintaining load register and preparing weekly and monthly statement to be sent to Planning Department.

22. Preparing and forwarding monthly statements of load connected to Electrical Inspector PWD.

23. Obtaining the cost of damaged and stolen meters from MRE and preparing and forwarding bills to the respective consumers..

24. Maintaining the register of burnt and stolen meters and preparing yearly statement of the same.

25. Preparing bills for recovery of charges/ refund of deposits of consumers, Municipality, PWD etc.

26. Preparing receipts for payment received at the counter and remittance of cash to Cash Department.

27. Filing installation paper for each installation in record room and issuing them as and when required.

28. Receiving all letters received, dispatching them to the proper person and keeping in update record of movement.

29. Maintaining registers and attending requisitions of supply.

30. Maintaining attendance, preparing job sheets and forwarding payment advice in respect of casual labourers.

31. Fatal-Non Fatal monthly report and keeping maintained records.

32. Entering daily fuse messages and sending report thereof.

33. Monthly Input/ Output statements of Fuse Controls.

34. In case of BC clerk, he is directly responsible to give the correct particulars in respect of the requisitions applied such as reconnection particulars, balance arrears, vigilance claim amount etc.

2.25.2 Clerk, Customer Care (Establishment) :

1. Engagement, Taking over, Confirmation and Termination of staff, maintaining staff position register – Permanent & Temporary staff viz. Officers and Staff.

2. Attending to Final Bills and maintaining registers of Final Bills of ex-employees.

3. Maintaining S.R. Files and Data register of Officers and Staff for transfer/promotion etc.

4. Issuing Bus Token and maintaining records there.

5. Forwarding monthly statement in respect of vacancy.

6. Quarterly statement of SC/ST staff Permanent & Temporary etc.

7. Filing of papers regarding establishment matters viz. S.R. File, Quarters, Transfers, Promotion, Disciplinary action, load arrangement etc.

8. Preparing payment statement of overtime.

9. Field duty and Hazardous duty allowance.

10. Incentive scheme No. 10, 32 and 35 etc.

11. Forwarding proposal for sanction of leave without pay, Holiday working, Sunday working and Technical/Clerical Overtime.

12. Maintaining of Leave Record.

    1. Entry of A & B grade Officers leave forms.

    2. Staff leave form.

13. Maintaining of registers.

    1 Overtime Technical and Clerical.

    2 Meal allowance

    3 Compensatory allowance

    4 Sunday working

14. Distribution of Payment Slips, P.F. Slips, Income Tax Slips etc.

15. Forwarding and follow-up of proposals for scrapping and new purchase of dead stock items.

16. Forwarding proposals and maintaining register for Tool Bags, Brief cases for eligible Officers/staff.

17. Forwarding Half Yearly report of vehicles maintained by A & B grade Officers.

18. Taking permission for parking the vehicles on emergency duty in no parking zone from R.T.O.

19. Procurement and distribution of departmental stationary items and maintaining records thereof.

20. Issue of Gate Passes.

21. Printing stationery required for Ward.

22. Filing different papers in respective files.

23. Forwarding Monthly reports of vehicle utilization.

24. To purchase tools and printing materials required for departmental work.

25. Payment and recovery advises of I.B. Scheme No 34

26. Typing work if any.

1) Free Travel Tokens: i) Register showing name of staff and issued some travel token set maintained. ii). In case a FTT is reported spoiled.

A) To get application from the staff

B) To ask the staff to pay Rs. 10.00.

C) To prepare duplicate one and to collect original from the staff.

D) To send original spoiled FTT to O.S. Corr. for cancellation.

E) File all relevant papers in S.R. file. In case a FTT is reported lost same procedure is obtained but on 4th occasion penalty is to be charged.

3) To maintain attendance and leave record of the staff working in Establishment Section and staff of T-7 Grade.

4) To prepare sweeper's voucher bills. At present 13 Sweepers are used for Cash Counter for cleaning and providing drinking water.

1 To put up proposal for new sweeper as per requirement ii) To prepare bill and make payment from Imprest Cash. iii) To obtain yearly sanction iv) To renew their annual contract.

5) Attendance and Absentee Memo of A & B Grade Officers.

1 To enter leave forms and LTA forms of A & B Grade Officers in register.

2 To send these forms to IA after getting sanction from proper authorities.

3 To prepare absentee memos as per the attendance file and register.

4 To Send these memo to Audit Department.

5 To reply queries if any from Audit Department.

6 To maintain Muster.

6) Festival Advance :- Festival Advance is give for Ganesh Chaturthy, Buddh Poornima, X;mas, Ramzan Idd.

1 To take out circular well in advance.

2 To send application form to all sections and collect these forms from them.

3 To prepare advices to EDP & AIA Paysheetwise

4 To see eligibility of the staff (to verify religion and grade etc.)

7) Scholarship :- After receipt of circular form CWO

1 To send forms to staff members.

2 To prepare list of staff to whom forms are issued.

3 To collect the forms along with Xerox of mark list and verify them.

4 To verify application forms (v) See eligibility and whether filled properly.

5 To prepare statement and get it typed.

6 To give acknowledgment to the staff for recovery their application.

7 To send form along with statement of DL to the CWO.

8 After recovery scholarship statement from EDP.

9 To prepare advises and send them to AIA along with fee receipts or attendance from school or college.

8) Worker’s Education Classes :- To prepare bills for these who have gone for Study Tour.

9) LTA & Encashment :

1 To issue LTA & Encashment forms to the staff.

2 To collect these forms from them and enter in register.

3 To verify the forms and check eligibility

4 To get sanction of these forms

5 To send these forms to IA. & Time keeping

10) Identification notes. : To issue identification notes to the staff for payment of LTA, Encashment, P.F. loan, Society loan etc.

11) PF loan & Society Loan Forms :- To verify PF Refundable and non refundable forms and society loan forms.

12) Housing loan to verify documents regarding House loan and subsidy and get attested from the Head of the Department.

13) Financial Assistance of Rs. 500.00: - To verify form and attendance of school from staff members and make statement Paysheetwise and send to EDP and AIA for payment.

14) Meal Allowance: - To send Meal allowance of members of staff after informing them in register to Audit Department & to verify them

15) P.F Nomination Forms: - To check P.F. nominations forms and send them to P.F Department and give acknowledgment to the staff and solve queries if any.

16) Departmental letters regarding various subjects, sending attendance to time keeping No objection certificate for passport, for sending S.R. File etc.

17) Laminated Bus Pass to Retiree: To make arrangement for Bus passes to retirees after receiving Photograph from them and to make entry in the register and issue these laminated bus passes to them and to issue service certificate to retiree.

18) Final bills: - To enter final bills of separated employees in the register and send these bills to Time Keeping and follow up them

19) Salary Certificate: - To prepare salary certificate after receiving applications from member of the staff.

20) Sport leave Forms: To maintain register of sport leave form and send them to Time Keeping;

21) Medical Reimbursement. :- After receiving application from members of staff sent it to Medical Department / AIA & CPO. After receiving sanction from them bills are to be prepared and send them to CA/DIA. When these bills are passed Est. Section has to receive Identification notes and issue the same to staff members.

22) Dispatch: - Sending dispatch to various Departments of Colaba.

23) Application for quarters and promotion to various posts :- To verify application for quarters and check their eligibility and send them to Welfare Department – To verify application for promotions and check eligibility of them and get three years attendance from the Time Keeping and three years record from S.R. file.

24) Change of Address: - To get applications from staff members who want to change their addresses in S.R. File and issue them letters in Performa and send copies of these letters to various department.

25) Ex-gratia payment: - To give identification & entry in Ex-gratia slip to ex-employee.

26) Complaints: To attend complaints for repairing furniture's, Water Cooler, telephones, electrical fitting etc. List of Duties of Supervisor (Misc.) :

2.25.3 Clerk, Customer Care (Cash Counter) :

1. Receive the amounts and the bills from the consumers and write down the amount received on the bill form.

2. Put the bill form in the Machine and operate the machine to pass the receipt.

3. Issue receipted bill to the consumer.

4. Count the days' collection and prepare the remittance Challans with the particulars of cash and cheques collected, receipts passed (from--- to) and the total amount of the receipts passed.

5. Prepare cash collection memo with following particulars.

a) Date of collection.

b) Machine receipts nos. (from --- to)

c) Manual receipts (hand receipts) from ---to

d) Total amount of receipts passed.

e) Total amount deposited with Cash department.

6. Deposit the cash collections as shown on remittance challan with the Cash Department.

7. Send the Cash collection memo, counter folios of receipts to Audit and then to the Receipt Section.

2.25.4 Clerk, Customer Care (Bill Delivery Section) :

1. Correction of address to maintain register, to prepare the investigation memo, to advice the amended address to EDP, to attend the folio, to attend the consumer complaints.

2.25.5 Clerk, Customer Care (Dishonored Cheque Section) :

1. Receiving cheques from Cash Department (N) from register.
2. Receiving cheques from Cash Department (S) from register.
3. Receiving cheques from Customer Care Department from register.
4. Receiving cheques from Receipt Section (N) from register.
5. Sorting of cheques – zone wise Electronics, Temp. A/c. Customer Care Dept.
6. Entry in zonewise register.
7. Checking of A/c. Nos. from All Zone Computer.
8. Sent advice to sorting inspection for cancellation of cheque facility.
9. If cheque consist of 2,3, or 4 A/cs, then confirm the bill amounts from Ledger or Receipt Section and advice Accordingly.
10. Rejected adjustment to be check which comes from EDP & readvice through Control Section.
11. Dish. Cheque of Temp. Section – Prepare separate audited advice to debit the amount – to Temp. Section.
12. Dish. Cheque of O.S. amount – Inform to O.S. Section of zones.
13. Suspense A/c. cheque - find out the original A/c from zone 7 then Debit advice.

2.25.6 Clerk, Customer Care (Exception)

1. To attend cyclewise exception (Part I, II, III, IV) received from EDP/KLG day to day.
2. To initiate the pink memos, yellow memos whenever it is necessary.
3. To attend the 3rd exception of low and Nil consumption memos.

4. To attend the Green memo, Yellow memos, Pink memos and Computer memos received from Sub Engineer and distribute the same to the concerned Section if so.

5. To note the report of Sub. Engineer on M.R. Folios and maintain record of the same.

6. To maintain the Register of Computer memos, Pink memos and Yellow memos separately.

2.25.7 Clerk, Customer Care (Change of Name)

1. To accept the change of name requisition by verifying the documents and demanding security deposit.

2. Register to be maintained.

3. In clear cases noting in the file to be done and advices to be sent to EDP/KLG.

4. In doubtful cases, cases are to be sent for investigation.

5. Dispute letters to be replied.

6. Cases of High Court / City Civil / Consumer Redressal Forum are to be attended with Legal Dept.

2.25.8 Clerk, Customer Care (Letters)

1. To maintain data-wise register of Consumer's letters.

2. To prepare investigation memo as per consumer's letter and forward to Sub Engr.

3. After receiving report from Sub. Engineer make entry on reverse of folio.

4. In case of replacement to send report to Sup. NA.

5. In case of wrong punch, over read, slab benefit to prepare Debit/Credit adjustment and send to pre-audit.

6. In between the audit period bills to be pulled out and make necessary correction in the bill and send back to OA . After receiving adjustment papers from Audit debit/credit note to be prepared and record the same on reverse of folio and debit/credit note send to post audit. After that the same is forwarded to EDP Cell III. After debit/credit passed approval to be taken for Delay Payment waived.

7. In case of removal of meter approval to be taken and after that send for disconnection clerk for further action.

8. In case of meter replaced under O.T. Duplicate papers to be sent to I.F. with due approval of concerned authorities. If required debit/credit adjustment to be prepared.

9. In case of Electronic Meter. Meter replacement particulars to be taken from I.F. Section.

10. To attend invalid cases.

11. To take legal action.

12. To give written reply to consumers complaints.

2.25.9 Clerk, Customer Care (Disconnection Section)

1. Puling out the disconnection memos referring NTD Register, VIP and Payment Noting Register, MRA Register, DR/CR Register etc;

2. Preparing the lots for disconnection after obtaining the officer's signature on disc. Memo;

3. Distribution of lots to MRBC;

4. Initiating reconnection orders after payment;

5. Sending reconnection orders to Outdoor Section;

6. Initiating MRA for non-payment of regular bills;

7. Reconnection Fee Debit Advice to EDP;

8. Preparing Disc. Memo for dishonoured cheque cases;

9. Initiating MRA for party letters and non-payment of dishonoured cheques;

10. Scrutinize the scan list;

11. MIS Reports and various reports to AECC.

2.26 Duties of Stenographer :-

Stenographer shall be responsible to Divisional Engineer and Supdt.(ES)/Assistant Engineers for departmental dictation and typing work. The duties of the Stenographer shall be as under:

1. Taking dictation and transcribing it on computer/typewriter and produce required copies, etc.

2. To make necessary correction in the draft copies.

3. Typing departmental letters, monthly statement, draft letters, written notes etc. and produce required copies

4. Cutting stencils according to the instructions from officers.

2.27 Duties of Typist :

Typist shall be responsible to Sr. Adm. Officer and Asst. Adm. Officer (Establishment). The duties of typist are as under .:

1. Typing of draft, to make necessary correction in the draft copies, typing Departmental letter, written notes, Monthly statement etc., maintain the data of department on computer for day to day information, cutting stencils of department/ matter whenever required.

2. Doing clerical work as and when required by Office Assistant / Supervisor

2.28 Duties of Shop Recorder

2.28.1 Duties of Meter Reader & Bill Collector (MRBC)

1. He is responsible for recording meter reading correctly and to ensure to attend the alerts of RAMCRAM. In case of any extra meter/meter not on site/direct electric supply noticed, if any in the cabin other than the data / file of MR folio, he should immediately bring to the notice of Dy.Engr./Sub Engr./OA/Supvr. Meter Reading.

2. To take reading of conventional meters and ordinary electronic meters.

3. Disconnection of electricity as per memos.

4. Reconnection of electricity as per memos.

5. Submit various reports for non availability of meter on board, inaccessible meters for readings, cabin key not available, unread meters.

2.29 Inquiry Inspector -

1. He has to carry out site investigation on receipt of work order and to submit the report in prescribed format of work order on daily basis. To confirm the working of meters.

2. Change at tariff (Investigation)

3. Change of address and name (ii).

4. Investigation regarding various codes N, B, C, H etc.

5. To give new account to meter installed.

Responsibility :-

1. To verify various codes properly e.g. H, C, B, N Codes.

2. To verify change in tariff cases, R TO C, C TO R etc.

2.30 Duties of Scavenger

Nature of work: Clearing and moping of Consumers Department, Godown, Cash Counter Office, Cash Department etc.

2.31 Duties of M.V. Driver :

2.31.1 M.V. Driver, Customer Care

To drive departmental Jeeps to perform outdoor activities such as disconnection, recovery, site testing. To bring cash from all Cash Collection Centers.

2.32 Duties of Sepoy

The duties and responsibilities of the sepoys shall be :

1. Looking after the dispatch of papers within the divisions.

2. Taking the outward dispatch to various departments.

3 Cleaning the tables and chairs.

4 Carrying out other minor work, such as bringing of stationary etc.

5. To clean the table & chair in the office.

6. To carry meter reading files, ledgers etc. as and when required by the concern clerk while attending consumers complaint.

7. To insert the new connection folios in the meter reading files.

8. To tie the ledgers sheets of the payment made by the consumer at the various cash counter.

9. To distribute exception and reading files ward-wise after received from EDP.

10 To dispatch call back of meter to the IFN Section as per instruction of the Ward Officer.

11. To carry urgent dispatch of various Ward/Section to Colaba, EDP etc.

12. To hand deliver the Consumer's letter as per the instruction of DECC and Ward Officer.

13. To tie Deposit listing, Demand month wise and cycle wise.

14. Bind loose sheet according to ledger nos. Arrange.

15. Arrange the meter reading files and ledgers at the appropriate places.

16. Switch off the light and fans after closing cabin & office.

17. To lock the office and hand over the keys to the Security Guard.

2.33 Duties of Jamadar

1. To post sepoys ward wise by rotation for 3 months. To take their attendance every morning. To post sepoy in the absence of any sepoy posted in the respective ward / section.

2. To inspect sepoy whether they are in uniform or not.

3. To note the outdoor dispatch received from Section/Ward and to arrange to forward the same through sepoy.

4. To inspect the work given to sepoy has been done correctly.

2.34 Duties of Messenger

Delivery of bills.

2.35 Duties of Daftary

To maintain the daily workbook of messenger, Bill Distribution record register, presently of messenger, Sorting of bills (Making of parts – messenger wise).

2.36 Duties of Sorter

Sorting of bills, pull out of bills.

2.37 Duties of Record Keeper (Godown) - :

1. Keeping reading folios files according to cycle wise.
2. Keeping ledger file according to cycle wise.
3. When folio comes from Wards section have to arrange it properly number wise and then have to do Patti pasting accordingly.
4. Every year before month of March ending have to complete new ledger files.
5. Record keepers are maintaining reading folio files current and old for 10 year.
6. Record Keeper are maintaining stubs, Audit, Roll Challans, Stationery etc.
7. One register book has been kept in Godown section for maintenance of record. Incoming and outgoing registers.
8. Investigation memo of four-ward wise section arranging and filing is done.
9. When Record Keeper have to carry old files, papers to PMGP, Dharavi Record keeper have to inform Dy. CSVO for arranging one Security Guard to post at Godown Section, to check the material and then proceed to PMGP Dharavi.

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 connectionis 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 6 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 harmonies level at the point of supply	As per IEEE STD 519-1992
4. Meters		
i)	Meter inspection in case of customer complaint regarding meter	Four (4) days
ii)	Replacement of meter if found faulty	Within subsequent billing cyle
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 (3) months (agricultural) Once in every two (2) 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)

6.0 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) New Service Connections
3) ID Papers
4) Load Certificate
5) S.R. File
6) Standing Orders
7) Service Regulations
8) Departmental Manual
9) Committee & Corporation Matters / Committee
10) Circulars, Misc.
11) Procedure Orders
12) Technical Standards
13) Administrative Report

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.

(c) Consumer Grievance Redressal Forum - The forum is established for redressal of grievances of consumers. The Forum is constituted by three members who are as follows:
(I) The Chairperson of the Forum is a retired senior judicial officer.
(II) 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 :-

Sr. No.	NAME	DESIG.	Grade	CH. NO.	PS.NO.
1	DHANANJAY NAMDEO PAWAR	DIVISIONAL ENGINEER	A-3	213225	135/02 *(on loan to HVC)
2	S. S. NEGLUR	SUPERINTEDNET	A-4	213402	135/02
3	DILIP HIRAMAN CHAUDHARI	ASSISTANT ENGINEER	A-5	211085	135/02
4	SAKHARAM DAULATRAO SURYAWANSHI	ASSISTANT ENGINEER	A-5	213278	135/02
5	SHRIMANT MARUTI VIRKAR	DEPUTY ENG	G/G-VI	216738	135/02
6	MRS SONAL ANIL BOTKE	DEPUTY ENG	G/G-VI	216860	135/02
7	SHISHIR SHANTARAM PARAB	DEPUTY ENG	G/G-VI	217151	135/02
8	DARSHANA RASESH SHAH	DEPUTY ENG	G/G-VI	217420	135/02
9	S. K. SHINDE	DEPUTY ENG	G/G-VI	215717	135/02
10	MEGHA RAJNISH GAIKWAD	SUB ENGR	G/G-V	215710	135/02
11	S. D. PATIL	SUB ENGR	G/G-V	214511	135/02
12	A S SAWANT	Ch. Eng./ SUB.ENG (P)	G/G-V (P)	214656	135/02
13	M. S. HIRVE	CHARGE ENG	P1/T8	214996	135/02

14	J T DHOND	CHARGE ENG	P1/T8	214881	135/02
15	NANDA SANJAY SHEGOKAR	CHARGE ENG	P1/T8	217246	135/02
16	BALU YALLAPA NAIK	CHARGE ENG	P1/T8	402633	135/02
17	KUMAR APPASAHEB POL	CHARGE ENG	P1/T8	404515	135/02
18	SHAM GAURYA GOREGAONKAR	INSTALLATION INSPECTOR	P1/T7	404342	135/02
19	P S ANGCHEKAR	INVESTIGATION INSPECTOR	P1/T6	404332	135/02
20	RAMESH SHANKAR SAKPAL	INVESTIGATION INSPECTOR	P1/T6	404892	135/02
21	MAHATMA BABURAO YADAV	INVESTIGATION INSPECTOR	P1/T6	407156	135/02
22	PRADIP ONKAR PATIL	MRBC(TECH)	P1/T6	404025	135/02
23	MUKUND BABURAO NALAWADE	MRBC(TECH)	P1/T6	404409	135/02
24	GANESH NARAYAN KAMBLE	MRBC(TECH)	P1/T6	404417	135/02
25	UDAY WAMAN DALVI	MRBC(TECH)	P1/T6	406183	135/02
26	H T PAWAR	MRBC(TECH)	P1/T6	404465	135/02
27	GORAKH DEVRAM IRNAK	METER INSPECTOR SR	P1/T5	5323	135/02
28	SUDHIR RAJARAM ADHATRAO	METER INSPECTOR SR	P1/T5	404094	135/02
29	ARVIND TUKARAM RANE	METER INSPECTOR SR	P1/T5	404096	135/02
30	UDAY PRALHAD VEDANTE	METER INSPECTOR SR	P1/T5	404105	135/02
31	SHRIDHAR R NAIDU	METER INSPECTOR SR	P1/T5	404123	135/02
32	SURYAKANT TUKARAM GIJBILE	METER INSPECTOR SR	P1/T5	404919	135/02
33	ANIL EKNATH BHELEKAR	METER INSPECTOR SR	P1/T5	404957	135/02
34	PRASHANT CHANDRAKANT MALVE	METER INSPECTOR SR	P1/T5	408390	135/02
35	MADHUKAR AMRUTA KAMBLE	MTR MCH II	P1/T4	407369	435/02
36	RAMESH DHONDIRAM SATHE	MTR MCH II	P1/T4	407636	435/02
37	SETU YELLAPPA KONDRA	METER INSPECTOR JR	P1/T4	321935	435/02
38	SWAPNIL RAVINDRA GAONKAR	METER INSPECTOR JR	P1/T4	402229	435/02

39	RAMBABU BHAGWANDAS PAL	METER INSPECTOR JR	P1/T4	402573	435/02
40	VIJAY SHANKAR MATE	METER INSPECTOR JR	P1/T4	404166	435/02 *(on loan to G/S)
41	DILIP VISHWANATH MEHER	METER INSPECTOR JR	P1/T4	404176	435/02
42	PANKAJ GOVIND SAWARDEKAR	METER INSPECTOR JR	P1/T4	404265	435/02
43	SACHIN RAVIDRANATH MORAJKAR	METER INSPECTOR JR	P1/T4	404268	435/02
44	VISHAL VASANT LANGI	METER INSPECTOR JR	P1/T4	404276	435/02
45	RAJU DADUBA WAGHMARE	METER INSPECTOR JR	P1/T4	407623	435/02
46	P R SINGH	METER INSPECTOR JR	P1/T4	407957	435/02
47	K L SAKARE	METER INSPECTOR JR	P1/T4	408516	435/02
48	SUHAS WAMAN GUPTE	METER INSPECTOR JR	P1/T4	408741	435/02
49	RAJENDRA SHANTARAM DABHOLKAR	METER INSPECTOR JR	P1/T4	408949	435/02
50	JIVAN BALBHIM SONAWALE	METER INSPECTOR JR	P1/T4	409329	435/02
51	AKHLAQUE MOHD NISAR KHAN	METER INSPECTOR JR	P1/T4	409374	435/02
52	ARVIND SITARAM WAGHMARE	METER INSPECTOR JR	P1/T4	409425	435/02
53	ARSHAD BARKAT KHAN	METER INSPECTOR JR	P1/T4	409553	435/02
54	AJAY PANDURANG HIRAVE	METER INSPECTOR JR	P1/T4	409573	435/02
55	RAMESH NARAYAN SHETTY	METER INSPECTOR JR	P1/T4	410148	435/02
56	PANDURANG C KOLI	METER INSPECTOR JR	P1/T4	410296	435/02
57	SHIVAJI DNYANDEO PATIL	METER INSPECTOR JR	P1/T4	407678	436/02
58	VINOD SHANKAR KORGAONKAR	METER INSPECTOR JR	P1/T4	404486	435/02
59	MILIND HARI BALLAL	METER INSPECTOR JR	P1/T4	404183	435/02

60	SALIM DASTGIR MULANI	METER INSPECTOR JR	P1/T4	408421	436/02 (* on loan F/S)
61	VASANT RAJARAM NANGARE	METER INSPECTOR JR	P1/T4	404318	435/02 (* on loan G/N)
62	ANKUSH JAYRAM MAGAM	METER INSPECTOR JR	P1/T4	408410	436/02 (* on loan F/S)
63	LAXMAN KASHIRAM CHIPPA	METER INSPECTOR JR	P1/T4	408411	436/02 (* on loan F/S)
64	ATUL BHANUDAS MOTLING	METER INSPECTOR JR	P1/T4	404240	436/02 (* on loan F/S)
65	S D SHINALKAR	METER INSPECTOR JR	P1/T4	404247	436/02 (* on loan F/S)
66	SHAILENDRA SAMBHAJI SARAVADE	WIREMAN	P1/T4	402309	435/02
67	MRS.VIDHYA MOTILAL KUSRAM	WIREMAN	P1/T4	402313	435/02
68	RAVINDRA SAKHAHARI GAIKWAD	WIREMAN	P1/T4	413426	435/02
69	ANIL M MORE	NAWGHANY	P1/T1	411329	435/02
70	SHAMKUMAR SHANTILAL MALCHE	ASSISTANT ADMINISTRATIVE MANAGER	A-5	214671	135/02 (*on loan to SIMHA)
71	PREMILA VIJAY SUTAR	ASSISTANT ADMINISTRATIVE MANAGER	A-5	214806	135/02
72	VIJAYPRAKASH KAMLAPRASAD CHAUBE	SR ADMINISTRATIVE OFFICER	A/G-X	210823	135/02
73	SMT NEHA SUNIL NARVEKAR	SR ADMINISTRATIVE OFFICER	A/G-X	211858	136/02
74	SANDEEP V. KULKARNI	ADMINISTRATIVE OFFICER	A/G-IX	211168	135/02
75	SONAL GAJENDRA KHANDEKAR	ASSISTANT ADMINISTRATIVE OFFICER	A/G-VIII	213988	135/02
76	S G SANGVEKAR	ASSISTANT ADMINISTRATIVE	A/G-VIII	280110	135/02

		OFFICER			
77	G. A. F. A. KHAN	AAO(P) /Supervisor	A/G-VIII (P)	212270	135/02
78	S K KETKAR	AAO(P) /Sup	A/G-VIII (P)	211066	135/02
79	N. V. KHUPSARE	AAO(P) /Sup	A/G-VIII (P)	211987	Not reported
80	SURENDRAKUMAR VASANT LOKE	AAO(P) /Sup	A/G-VIII (P)	213584	135/02
81	S. P. PAWAR	AAO(P) /Sup	A/G-VIII (P)	211620	135/02
82	NITU SUNIL DEODHAR	SUPERVISOR	A/G-VII	214888	135/02 *(on loan to DCHR)
83	GOPAL MANOHAR DUDHAL	SUPERVISOR	A/G-VII	215680	135/02
84	SHRI BAPU RAMCHANDRA PATIL	AAO(P) / Sr. Inq.Insp	A/G-VIII (P)	211128	135/02
85	PRAMOD MAHADEO KHANDARE	AAO(P) / Sr. Inq.Insp	A/G-VIII (P)	211519	135/02
86	DEVENDRA GAJANAN KELKAR	AAO(P) / Sr. Inq.Insp	A/G-VIII (P)	213831	135/02
87	NARAYAN SOPAN DESHMUKH	AAO(P) / Sr. Inq.Insp	A/G-VIII (P)	211486	135/02
88	NARENDRA MAGANLAL PURABIA	SR INQ INS	A/G-VII	212236	135/02
89	SURYAKANT SONU BOBHATE	SR INQ INS	A/G-VII	320148 *(On loan to G/N)	135/02
90	UDAY LAHOO MAYEKAR	Inq_Insp / Sup (P)	A/G-VII (P)	211017 *(on loan to Vig(S)	135/02
91	BHASKAR ANIL SAWANT	Inq_Insp / Sup (P)	A/G-VII (P)	210701	135/02
92	AQEEL AHMED RAIS AHMED KHAN	MRBC / Sup (P)	A/G-VII (P)	212687	135/02
93	SURYAKANT RAMCHANDRA MARDHEKAR	MRBC / Sup (P)	A/G-VII (P)	214416	135/02
94	SANTOSH K KHANDAGALE	MRBC / Sup (P)	A/G-VII (P)	216419	135/02
95	SUBHASH RAMCHANDRA GAWADE	MRBC / Sup (P)	A/G-VII (P)	211638	135/02
96	UDAY KASHIRAM SAKPAL	MRBC / Sup (P)	A/G-VII (P)	212985	135/02
97	PRAKASH	MRBC / Sup (P)	A/G-VII (P)	213398	135/02

	PRABHAKAR PARAB				
98	SHRI DINKAR NAMDEO THAKUR	MRBC / Sup (P)	A/G-VII (P)	213294	136/02
99	AMAR SHANTARAM SURVE	MRBC / Sup (P)	A/G-VII (P)	213784	135/02
100	VIKAS NARAYAN NAGPURE	MRBC / Sup (P)	A/G-VII (P)	213884	135/02
101	DINESH BABAJI PHATAK	MRBC / Sup (P)	A/G-VII (P)	214156	135/02
102	KULDEEPRAM PURNMASIRAM PAL	M R B C	A/G-V	186258	135/02
103	CHANDRADEO RAMAKANT SHUKLA	M R B C	A/G-V	189131	135/02
104	SHRI UMAKANT LAXMAN KOLATE	M R B C	A/G-V	192446	135/02
105	DILIP S KADAM	M R B C	A/G-V	193483	135/02
106	AMITA S PARULEKAR	M R B C	A/G-V	198552	135/02
107	ASHOK JAYSHING SHINDE	M R B C	A/G-V	216021	135/02
108	SANTOSH K KHANDAGALE	M R B C	A/G-V	216419	135/02
109	VIVEKANAND SADASHIV GHAG	M R B C	A/G-V	323778	135/02
110	R. G. BHAMBANI	Clerk/Sup(P)	A/G-VII (P)	214169	135/02
111	SHEETAL SHARAD SARVANKAR	Clerk/Sup(P)	A/G-VII (P)	210031	135/02
112	R. G. CHAVAN	Clerk/Sup(P)	A/G-VII (P)	213635	135/02
113	B. K. TATE	Clerk/Sup(P)	A/G-VII (P)	213674	135/02
114	AQEEL AHMED RAIS AHMED KHAN	Clerk/Sup(P)	A/G-VII (P)	212687	135/02
115	VEENA PRAVIN CHACHAD	Clerk/Sup(P)	A/G-VII (P)	213471	135/02
116	PRAMODKUMAR TILAK YADAV	Clerk/Sup(P)	A/G-VII (P)	213489	135/02
117	SYRIL ANTHONY PEREIRA	Clerk/Sup(P)	A/G-VII (P)	213677	135/02
118	DILIP ANANT SHIRSHIVKAR	Clerk/Sup(P)	A/G-VII (P)	213774	135/02
119	DATTATRAYA DASHRATH MALHAR	Clerk/Sup(P)	A/G-VII (P)	213935	135/02
120	SMT PRATIBHA JITENDRA PAWAR	Clerk/Sup(P)	A/G-VII (P)	215051	135/02
121	SAYALI SUNIL GHARAT	Clerk/Sup(P)	A/G-VII (P)	215263	135/02
122	KANTA KRISHNAT SHEVATE	Clerk/Sup(P)	A/G-VII (P)	215554	135/02

123	MACHHINDRA MARUTI GAWANDE	Clerk/Sup(P)	A/G-VII (P)	215636	135/02
124	S. C. GAWAND	Clerk/Sup(P)	A/G-VII (P)	214329 *(On loan to G/S)	135/02
125	P. D. MAINKAR	Clerk/Sup(P)	A/G-VII (P)	212098	139/02
126	MANDAR DAMODAR PATIL	CLERK	A/G-V	216168	135/02
127	VIJAY RAJARAM PAWAR	CLERK	A/G-V	217208	135/02
128	SUDHAKAR SHANKAR GORULE	CLERK	A/G-V	324162	135/02 *(on loan to EW)
129	PRAKASH MOTUMAL LUND	SR STENO	A/G-VII	211376	135/02
130	SHRI SARANGDHAR GENBHAU BHALERAO	SR / Sup(P)	A/G-VII (P)	181158	135/02
131	MACHHINDRA MARUTI GAWANDE	SR / Sup(P)	A/G-VII (P)	215636	135/02
132	RAJARAM BALU DIVEKAR	SHOP REC.	A/G-V	189367	135/02
133	DILIP DHONDIRAM KHEDEKAR	SHOP REC.	A/G-V	196009	135/02
134	SHANKAR KALLAPPA HOWAL	SORTER	A/G-IV	280278	135/02
135	SHRI RAVINDRANATH VISHNU PARAB	SR MESSENG (P)	A/G-IV(P)	280082	135/02
136	SURESHBHAI KANJIBHAI BHURAWALLA	SR MESSENG (P)	A/G-IV(P)	280101	135/02
137	PRABHAKAR BALKRISHNA BHOSALE	SR MESSENG (P)	A/G-IV(P)	280293	135/02
138	SHRI RAVINDRANATH VISHNU PARAB	SR MESSENG (P)	A/G-IV(P)	280082	135/02
139	SURESHBHAI KANJIBHAI BHURAWALLA	SR MESSENG (P)	A/G-IV(P)	280101	135/02
140	PRABHAKAR BALKRISHNA BHOSALE	SR MESSENG (P)	A/G-IV(P)	280293	135/02
141	BHAGWANDAS MANSUKH SOLANKI	MESSENGER	A/G-II	280458	135/02
142	NISAR HUSAIN ILTEJA HUSAIN SIDDIQUI	MESSENGER	A/G-II	280462	135/02

143	MOHAN RAMU NARVEKAR	MESSENGER	A/G-II	280538	135/02
144	AVINASH MADHUKAR MUNJI	MESSENGER	A/G-II	280541	135/02
145	LAXMAN RAGHUNATH DALVI	MESSENGER	A/G-II	280561	135/02
146	UPENDRA SHANKAR RANE	MESSENGER	A/G-II	280579	135/02
147	UTTAM JAGANNATH BHOSALE	MESSENGER	A/G-II	280600	135/02
148	GURUVAMMAL SUBAIAH	MESSENGER	A/G-II	280606	135/02
149	BAJRANG ANANDRAO KUMBHAR	MESSENGER	A/G-II	280609	135/02
150	LATA JAGDISH KAMBLE	JAMADAR (P	A/G-I (P)	280794	135/02
151	SANGEETA SADANAND MORYE	JAMADAR (P	A/G-I (P)	280746	135/02
152	SHARMILA ASHOK MONDE	SEPOY	A/G-I	280883	135/02

10.0 Section : 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.	NAME	DESIG.	Basic Pay (Rs)	Monthly remuneration (Basic+allowan)
1	DHANANJAY NAMDEO PAWAR	DIV ENGR	27345	90394.44
2	S. S. NEGLUR	SUPDT.ES	27345	97669.83
3	DILIP HIRAMAN CHAUDHARI	A. E.	28100	92335.27
4	SAKHARAM DAULATRAO SURYAWANSHI	A. E.	22550	72489.57
5	SHRIMANT MARUTI VIRKAR	DEPUTY ENG	15200	43238.04
6	MRS SONAL ANIL BOTKE	DEPUTY ENG	14570	46936.84
7	SHISHIR SHANTARAM PARAB	DEPUTY ENG	14255	46074.59
8	DARSHANA RASESH SHAH	DEPUTY ENG	11285	37122.51
9	S. K. SHINDE	DEPUTY ENG	14885	41960
10	MEGHA RAJNISH GAIKWAD	SUB ENGR	14570	39898.04
11	S. D. PATIL	SUB ENGR	18340	57743.52
12	A S SAWANT	Ch. Eng./ SUB.ENG (P)	18340	57185.96
13	M. S. HIRVE	CHARGE ENG	15200	46423.46

14	J T DHOND	CHARGE ENG	12905	36343
15	NANDA SANJAY SHEGOKAR	CHARGE ENG	12400	34223.95
16	BALU YALLAPA NAIK	CHARGE ENG	13970	42704.35
17	KUMAR APPASAHEB POL	CHARGE ENG	17895	55633.46
18	SHAM GAURYA GOREGAONKAR	INST. INSP	15275	46994.5
19	P S ANGCHEKAR	INVES INSP	15275	47354.94
20	RAMESH SHANKAR SAKPAL	INVES INSP	14050	42084.86
21	MAHATMA BABURAO YADAV	INVES INSP	14530	45017.77
22	PRADIP ONKAR PATIL	MRBC(TECH)	15020	45864.51
23	MUKUND BABURAO NALAWADE	MRBC(TECH)	13355	39929.99
24	GANESH NARAYAN KAMBLE	MRBC(TECH)	13130	41198.41
25	UDAY WAMAN DALVI	MRBC(TECH)	16050	43178.3
26	H T PAWAR	MRBC(TECH)	16315	50334.46
27	GORAKH DEVRAM IRNAK	MTR INS SR	10690	32686.41
28	SUDHIR RAJARAM ADHATRAO	MTR INS SR	12055	37367.05
29	ARVIND TUKARAM RANE	MTR INS SR	12055	36413.22
30	UDAY PRALHAD VEDANTE	MTR INS SR	12055	36458.28
31	SHRIDHAR R NAIDU	MTR INS SR	11850	35687.81
32	SURYAKANT TUKARAM GIJBILE	MTR INS SR	12475	37561.58
33	ANIL EKNATH BHELEKAR	MTR INS SR	12260	37115.44
34	PRASHANT CHANDRAKANT MALVE	MTR INS SR	13355	40706.63
35	MADHUKAR AMRUTA KAMBLE	MTR MCH II	13580	40930.36
36	RAMESH DHONDIRAM SATHE	MTR MCH II	13130	40174.24
37	SETU YELLAPPA KONDRA	MTR INS JR	13355	42002.78
38	SWAPNIL RAVINDRA GAONKAR	MTR INS JR	6930	20754.34
39	RAMBABU BHAGWANDAS PAL	MTR INS JR	7305	21819.7
40	VIJAY SHANKAR MATE	MTR INS JR	7055	21063.69
41	DILIP VISHWANATH MEHER	MTR INS JR	7055	21063.69
42	PANKAJ GOVIND SAWARDEKAR	MTR INS JR	7055	21093.69
43	SACHIN RAVIDRANATH MORAJKAR	MTR INS JR	6930	20750.34
44	VISHAL VASANT LANGI	MTR INS JR	7055	21088.69
45	RAJU DADUBA WAGHMARE	MTR INS JR	12690	34259.41
46	P R SINGH	MTR INS JR	13580	41319.21

47	K L SAKARE	MTR INS JR	12260	34994.54
48	SUHAS WAMAN GUPTE	MTR INS JR	12260	36937.18
49	RAJENDRA SHANTARAM DABHOLKAR	MTR INS JR	12055	36477.7
50	JIVAN BALBHIM SONAWALE	MTR INS JR	11850	31609.61
51	AKHLAQUE MOHD NISAR KHAN	MTR INS JR	12260	37886.9
52	ARVIND SITARAM WAGHMARE	MTR INS JR	12260	38436.65
53	ARSHAD BARKAT KHAN	MTR INS JR	12260	38654.89
54	AJAY PANDURANG HIRAVE	MTR INS JR	12260	36996.71
55	RAMESH NARAYAN SHETTY	MTR INS JR	11645	35246.69
56	PANDURANG C KOLI	MTR INS JR	11645	35224.91
57	SHIVAJI DNYANDEO PATIL	MTR INS JR	12475	33633.5
58	VINOD SHANKAR KORGAONKAR	MTR INS JR	15020	42713.27
59	MILIND HARI BALLAL	MTR INS JR	6680	20159.33
60	SALIM DASTGIR MULANI	MTR INS JR	12260	37162.86
61	VASANT RAJARAM NANGARE	WIREMAN	6930	20754.34
62	ANKUSH JAYRAM MAGAM	MTR INS JR	12260	32630.04
63	LAXMAN KASHIRAM CHIPPA	MTR INS JR	12260	37035.12
64	ATUL BHANUDAS MOTLING	MTR INS JR	7305	21836.7
65	S D SHINALKAR	MTR INS JR	7305	21845.7
66	SHAILENDRA SAMBHAJI SARAVADE	WIREMAN	6680	18822.33
67	MRS.VIDHYA MOTILAL KUSRAM	WIREMAN	6305	17886.66
68	RAVINDRA SAKHAHARI GAIKWAD	WIREMAN	6305	17880.66
69	ANIL M MORE	NAWGHANY	9175	27009.44
70	SHAMKUMAR SHANTILAL MALCHE	A.A.M.(ES)	15910	48662.8
71	PREMILA VIJAY SUTAR	A.A.M.(ES)	16265	49705.25
72	VIJAYPRAKASH KAMLAPRASAD CHAUBE	SR.AOES	23780	80243.2
73	SONAL GAJENDRA KHANDEKAR	AAO	14570	41823.53
74	S G SANGVEKAR	AAO	15910	48900.39
75	G. A. F. A. KHAN	AAO(P) /Sup	16265	46318
76	S K KETKAR	AAO(P) /Sup	16660	48475.1
77	N. V. KHUPSARE	AAO(P) /Sup	17055	48902
78	SURENDRAKUMAR VASANT LOKE	AAO(P) /Sup	15200	38417.52

79	S. P. PAWAR	AAO(P) /Sup	16660	49619
80	NITU SUNIL DEODHAR	SUPERVISOR	12905	36318.56
81	GOPAL MANOHAR DUDHAL	SUPERVISOR	12905	36283.26
82	SHRI BAPU RAMCHANDRA PATIL	AAO(P) / Sr. Inq.Insp	16660	51539.57
83	PRAMOD MAHADEO KHANDARE	AAO(P) / Sr. Inq.Insp	17055	51838.05
84	DEVENDRA GAJANAN KELKAR	AAO(P) / Sr. Inq.Insp	14885	52023.79
85	NARAYAN SOPAN DESHMUKH	AAO(P) / Sr. Inq.Insp	15910	51135.94
86	NARENDRA MAGANLAL PURABIA	SR INQ INS	14775	44723.5
87	SURYAKANT SONU BOBHATE	SR INQ INS	16885	52095
88	UDAY LAHOO MAYEKAR	Inq_Insp / Sup (P)	15530	47286
89	BHASKAR ANIL SAWANT	Inq_Insp / Sup (P)	16580	50963.38
90	AQEEL AHMED RAIS AHMED KHAN	MRBC / Sup (P)	14775	44110.09
91	SURYAKANT RAMCHANDRA MARDHEKAR	MRBC / Sup (P)	14050	40898.23
92	SANTOSH K KHANDAGALE	MRBC / Sup (P)	11850	36273.67
93	SUBHASH RAMCHANDRA GAWADE	MRBC / Sup (P)	15275	47536.66
94	UDAY KASHIRAM SAKPAL	MRBC / Sup (P)	14050	44892.6
95	PRAKASH PRABHAKAR PARAB	MRBC / Sup (P)	13815	43334.3
96	SHRI DINKAR NAMDEO THAKUR	MRBC / Sup (P)	14775	44513.24
97	AMAR SHANTARAM SURVE	MRBC / Sup (P)	13355	36375.76
98	VIKAS NARAYAN NAGPURE	MRBC / Sup (P)	13355	38911.95
99	DINESH BABAJI PHATAK	MRBC / Sup (P)	13130	39691.61
100	KULDEEPRAM PURNMASIRAM PAL	M R B C	14285	42459.79
101	CHANDRADEO RAMAKANT SHUKLA	M R B C	13580	40440.59
102	SHRI UMAKANT LAXMAN KOLATE	M R B C	13130	39523.43
103	DILIP S KADAM	M R B C	13130	39478.13
104	AMITA S PARULEKAR	M R B C	11645	34341.06
105	ASHOK JAYSHING SHINDE	M R B C	10875	33397.18
106	SANTOSH K KHANDAGALE	M R B C	11850	36273.67
107	VIVEKANAND SADASHIV GHAG	M R B C	13580	39823.91
108	R. G. BHAMBANI	Clerk/Sup(P)	13580	38304

109	SHEETAL SHARAD SARVANKAR	Clerk/Sup(P)	16580	42076.15
110	R. G. CHAVAN	Clerk/Sup(P)	14530	40979
111	B. K. TATE	Clerk/Sup(P)	14530	40979
112	AQEEL AHMED RAIS AHMED KHAN	Clerk/Sup(P)	14775	44110.09
113	VEENA PRAVIN CHACHAD	Clerk/Sup(P)	14050	39604.59
114	PRAMODKUMAR TILAK YADAV	Clerk/Sup(P)	14530	41006.11
115	SYRIL ANTHONY PEREIRA	Clerk/Sup(P)	14530	40863.69
116	DILIP ANANT SHIRSHIVKAR	Clerk/Sup(P)	14285	40850.22
117	DATTATRAYA DASHRATH MALHAR	Clerk/Sup(P)	14285	40201.58
118	SMT PRATIBHA JITENDRA PAWAR	Clerk/Sup(P)	12690	35806.54
119	SAYALI SUNIL GHARAT	Clerk/Sup(P)	12260	34643.87
120	KANTA KRISHNAT SHEVATE	Clerk/Sup(P)	12055	29621.18
121	MACHHINDRA MARUTI GAWANDE	Clerk/Sup(P)	12260	35353.61
122	S. C. GAWAND	Clerk/Sup(P)	14050	48557
123	MANDAR DAMODAR PATIL	CLERK	10505	29734.31
124	VIJAY RAJARAM PAWAR	CLERK	6805	19067.68
125	SUDHAKAR SHANKAR GORULE	CLERK	13355	39105.63
126	PRAKASH MOTUMAL LUND	SR STENO	16315	47975.52
127	SHRI SARANGDHAR GENBHAU BHALERAO	SR / Sup(P)	16050	47215.58
128	MACHHINDRA MARUTI GAWANDE	SR / Sup(P)	12260	35353.61
129	RAJARAM BALU DIVEKAR	SHOP REC.	14050	43394.32
130	DILIP DHONDIRAM KHEDEKAR	SHOP REC.	13130	39133.21
131	SHANKAR KALLAPPA HOWAL	SORTER	13580	39789.82
132	SHRI RAVINDRANATH VISHNU PARAB	SR MESSENG (P)	14050	42887.5
133	SURESHBHAI KANJIBHAI BHURAWALLA	SR MESSENG (P)	14050	42866.79
134	PRABHAKAR BALKRISHNA BHOSALE	SR MESSENG (P)	13815	41549.6
135	SHRI RAVINDRANATH VISHNU PARAB	SR MESSENG (P)	14050	42887.5
136	SURESHBHAI KANJIBHAI BHURAWALLA	SR MESSENG (P)	14050	42866.79

137	PRABHAKAR BALKRISHNA BHOSALE	SR MESSENG (P)	13815	41549.6
138	BHAGWANDAS MANSUKH SOLANKI	MESSENGER	11645	35362.8
139	NISAR HUSAIN ILTEJA HUSAIN SIDDIQUI	MESSENGER	12055	35476.49
140	MOHAN RAMU NARVEKAR	MESSENGER	11850	35955.47
141	AVINASH MADHUKAR MUNJI	MESSENGER	11850	34921.22
142	LAXMAN RAGHUNATH DALVI	MESSENGER	11850	35002.23
143	UPENDRA SHANKAR RANE	MESSENGER	11645	34458.58
144	UTTAM JAGANNATH BHOSALE	MESSENGER	11645	30802.97
145	GURUVAMMAL SUBAIAH	MESSENGER	11645	31740.69
146	BAJRANG ANANDRAO KUMBHAR	MESSENGER	11450	34871.5
147	LATA JAGDISH KAMBLE	JAMADAR (P	10505	29773.64
148	SHARMILA ASHOK MONDE	SEPOY	6055	17241.65
149	D. V PANDEY	Dy. Engr.	24465	68902
150	TRUPTI S. KOCHAREKAR	Ch.Engr.	12890	35438
151	R. N. DAGALE	Invst.Insp.	12475	38423.63
152	P. P. JADHAV	MRBC (Tech.)	14050	38319
153	T. S. PAWAR	Mtr.Insp.Sr.	13815	42165
154	S. R. KALE	Bus Conductor (Alternate job of messanger)	11850	34417
155	CHANDRAKANT GANPAT SHIVDAS	NAWGHANY	8585	26174.3
156	JAVID A LIYAKAT ALI	NAWGHANY	8585	26098.19
157	M V PATKAR	NAWGHANY	8585	26252.49
158	R. G. BANGERA	NAWGHANY	8585	23190
159	S. A. PANDEY	NAWGHANY	8585	23066
160	SMT NEHA SUNIL NARVEKAR	SR. A O ES	20825	64115.12
161	SANDEEP VINAYAK KULKARNI	A.O.(ES)	20825	56053.13
162	P. D. MAINKAR	Supervisor	15020	43326
163	SNEHAL SUNIL MHASKAR	SUPERVISOR	13580	38259.14
164	VINAYA VINAYAK PARAB	Clerk/Sup(P)	13580	38547.9
165	SUNITA GIRISH JAVLEKAR	Clerk/Sup(P)	13580	38308.64
166	VRINDA GHANSHYAM DESAI	Clerk/Sup(P)	13355	37965.7
167	JYOTI ABHAY RANE	Clerk/Sup(P)	14285	40455.76
168	PAVITRA PRASHANT LOKE	CLERK	10875	30503.83
169	MAHESHKUMAR VIJAY	SR / Sup(P)	11850	33954.5

	TURBE			
170	SHRI SAMEER MOHAN KUBAL	SHOP REC.	10155	30403.99
171	SANGEETA SADANAND MORYE	JAMADAR (P	10690	26439.06
172	SHARAD GAJANAN POKHARKAR	NAWGHANY	8585	26258.61
173	DHARMENDRA GANPAT PAWAR	NAWGHANY	8585	26258.52

11.0 4 (b) (xi) : The budget allocated to each of its agency, indication the particulars of all plans, proposed expenditures and reports on disbursements made :-

Budget Estimates for the Financial Year 2015-16

Particulars	Budget Estimate 2015-2016 (in Rs. Lacs)
(a) Establishment	
i) Salaries, Wages & Allowances	6294.25
ii) Dearness Allowance	5778.55
(b) Repairs & Maintenance of Meter Relays, instruments etc. (materials)	
i) Meter relays instrument etc.	10.05
ii) Tools & Plant including replacement	6.55
(c) Stationery, Printing & Drawing material	209.11
(d) Deadstock (Furniture, Tools & Equipment)	19.94
(e) Cost of Bus Tokens & Passes	0.00
(f) Provident Fund Contribution	1196.83
(g) Contingencies	0.46
Total	13515.74

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 determines by the MERC and also terms & conditions and schedule of charges determines by the BEST Undertaking is on display. The

various applications 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 form require to be registered to avail services from the Undertaking.

16.0 Section : 4 (b) (xvi) : The names, designations and other particulars of the public information as may be prescribed and thereafter updates these publications every year :-

Name	Designation	Address	Tel. No.
Smt. Premila Vijay Sutar	Public Information Officer / Asst. Adm. Manager	4th Flr., New Ancillary Bldg., Wadala Bus Depot, Wadala, Mumbai – 400 031	24121718
Shri S.S. Neglur	Appellate Authority / Ag. Divisional Engineer	4th Flr., New Ancillary Bldg., Wadala Bus Depot, Wadala, Mumbai – 400 031	24154361 24146262 Extn. 703

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, 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.