

# The Brihan Mumbai Electric Supply & Transport Undertaking

(OF THE BRIHAN MUMBAI MAHANGARPALIKA)

TELEPHONE : (022) 2285 6262  
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TELEGRAM : BEST, MUMBAI-400 001.

BEST BHAVAN,  
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POST BOX NO. 192,  
MUMBAI - 400 001.

ADDRESS ALL COMMUNICATION BY TITLE  
NOT BY NAME

OUR REF. ESO/AAMES/SPIO/Adm.41A/ 502 /2025

DATE : 25.11.2025

To,

Shri Chetan S. Trivedi  
317A Trivedi niwas no.1,  
Sir Bhalchandra Road,  
Matunga, Mumbai 400 019.

Sub : Information under RTI Act, 2005 (1<sup>st</sup> Appeal hearing).

Ref : 1) Your applications dtd. 08.07.2025, 14.07.2025 & 23.07.2025.  
2) ESO/AAMES/SPIO/Adm.41A/382/25, dtd. 12.08.2025.  
3) ESO/AAMES/SPIO/Adm.41A/383/25, dtd. 12.08.2025.  
4) You Appeal Application dtd. 04.09.2025.  
5) ESO/AAMES/SPIO/Adm.41A/460/25, dtd. 15.10.2025.  
6) ESO/AAMES/SPIO/Adm.41A/477/25. Dtd/ 03.11.2025.

Sir,

Appeal hearing date : 12/11/2025

Time : 11.00 hrs.

Address : Administrative Manager (Electric Supply) Office,  
6<sup>th</sup> Floor, Multistoried Bldg.,  
Accommodation Road,  
Colaba, Mumbai 400 001.

Present : 1) Smt. P.V. Sutar, (1<sup>st</sup> Appellate Authority)  
2) Shri K.B. Torane (PIO)  
3) Shri Chetan S. Trivedi (Appellant)  
4) Shri Kamlakar Shenoy (Representative behalf of Trivedi)

With reference to the above subject the first appellate hearing Re-schedule on 12/11/2025 (Wednesday) at 11.00 a.m. in the chamber of the undersigned. During the hearing above mentioned were present.

The appellant has requested through E-mail dtd. 10/11/2025 to conduct all 4 appeals hearing together and Shri Shenoy will attend & argued the matter / appeals on behalf of Appellate. We have authorized him for the same & recording will be done of entire hearing for better transparency.

**"BEST Travel Saves Fuel"**

Accordingly as per appellant request we have held the hearing of these 4 appeals together on 12.11.2025. The appellant was asked the reason of his 4 Appeals and he informed that he is not satisfied by the reply received from PIO.

While scrutinizing / reviewing all 4 of RTI applications we have noticed that some questions asked in RTI application are common and repeated, so we have answered all the question in this single reply. Accordingly our reply to the queries raised by appellant are given here under ad-seriatim:-

1) RTI application dtd. 08/07/2025 Point no.5 ( Sub point – A to H ) & Appeal bearing No. 11776 dtd. 04/09/2025 , the required information of Point no.5 ( Sub point A, B, C, F, G, H) is available with us and same are attaching herewith, as well as sub point ( D & E ) the information is not available.

2) RTI application dtd. 08/07/2025 Point No. 5 ( Sub point – A, B, C, D ) and Appeal bearing no. 11775 dt; 04/09/2025. Summarized below :-

(A) Copies of the direction given to subordinate officer by G.M. best undertaking to install smart meters.

Ans : Information not available.

(B) Document of the specimen notice to be issued by subordinate officers to consumers approval under signature of G. M. best undertaking & Legal Dept.

Ans: information is not available.

(C) Copies of Approval & Directions of G. M. & Law dept. to attach notice to E-bill without any signature, O/W number, date and concealing the surgery charges to be levied from 17 to 24 hrs.& not attaching order of competent authority disclosing best is enrolled in RDSS scheme.

Ans: Copies of direction of G. M. & Legal dept. to attach notice to E- bill without any signature is not available whereas order of competent authority disclosing best in enrolled RDSS is available with us and are attaching herewith.

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-3-

DATE : \_\_\_\_\_

(D) Section & Provision of law relied upon by RDSS Scheme to enroll BEST Undertaking in the scheme which is not state discom.

Ans: Related information is available with us & same are attaching herewith.

3) RTI application dtd. 14/07/2025 Point no. 5 ( Sub point – A to F ) & Appeals bearing number 11772 dtd. 04/09/2025 as follow :-

(A) Provide information on no. of prepaid meter installed in Mumbai & date of installation .

Ans : Not a single prepaid meters has been installed so far in Mumbai.

(B) Information on no. of postpaid meters Installed.

Ans: 1) Residential Consumers - 3,11,635  
2) Commercial Consumers - 1,37,685  
3) Industrial Consumers - 4,279  
4) Govt. Office - 2,772

(C) Copies of order received from C. M. Office to installed smart meter.

Ans: Information is not available.

(D) & (E) No. of complaint received by office of G. M Via mail / hard copy.

Ans: Information is not available.

(F) No of complaints resolved in connection to smart meters installed / billing.

Ans: Information is not available.

4) RTI application dtd. 30/07/2025 Point No. 5 ( Sub point – A to D ) & Appeal bearing number 11771 dtd. 04/09/2025 regarding order of 207/2024 are available with us and same are attaching herewith.

We are submitting you the available required documents free of cost alongwith this Appeal reply for your information.

In view of above your 4 appeals are disposed off.

**“BEST Travel Saves Fuel”**

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If you are not satisfied by this Appeal reply you may prefer 2<sup>nd</sup> appeal within 90 days from the date of receipt of the above mentioned order of the appellate authority to the Hon'ble State Chief Information Commissioner, Brihan Mumbai, whose address is mentioned below :-

**The State Chief Information Commissioner,  
Brihan Mumbai, State Information Commissioner,  
13<sup>th</sup> Floor, New Multistoried Bldg.,  
Opp. Mantralaya, Mumbai 400 032.**

Thanking you

Yours faithfully,

*P. V. Sutar*  
25.11.2025

(Smt. P.V. Sutar)  
Asst. Administrative Manager  
(Electric Supply)  
1<sup>st</sup> Appellate Authority

Encl. - papers.

Pages - 56  
Bene  
17/11/2025  
RTI officer