

The Brihan Mumbai Electric Supply & Transport Undertaking

(OF THE BRIHAN MUMBAI MAHANGARPALIKA)

TELEPHONE : (022) 2285 6262
FAX : (022) 2285 1244
TELEX : 1185755 BEST IN
TELEGRAM : BEST, MUMBAI-400 001.

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

ADDRESS ALL COMMUNICATION BY TITLE
NOT BY NAME

OUR REF. ESO/AAMES/SPIO/Adm.41A/ 104 /2026

DATE : 05.03.2026

To,

Shri Kamlakar Ratnakar Shenoy
B-903, Vaishali Apartment,
Opp. MTNL exchange,
Sheth Motisha (love) Lane,
Mazgaon, Mumbai 400 010.

Sub : Information under RTI Act, 2005.

Ref : Your applications dtd. 23.01.2026.

Sir,

This has reference to your application dated 23.01.2026 addressed to GM Office, BEST Undertaking, BEST Bhavan, Colaba, received at AMES Office on 06.02.2026 seeking information under RTI Act, 2005.

The information sought by you in your application at at Point No. 4 Sub Point (a) to (v) our point wise reply as follows :

Sub Point No. : a) Section under Electricity act disclosing the BEST Undertaking is state owned electric company and smart meter are installed as BEST Undertaking comes within ambit of state owned electricity company.

Ans : No, BEST is a not State owned electric company. It is comes under MMC Act, 1888.

Sub Point No. : b) Declaration by GM BEST that BEST Undertaking is state owned electric company.

Ans : BEST has not mandatory declaration that the BEST company comes under the State Government. BEST comes under M.M.C. Act, 1888.

Sub Point No. : c) Material and documents disclosing the BEST Undertaking fall with ambit of objective to reduce the distribution loss up to 15%.

Ans : The Question is not clear.

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Sub Point No. : d) Material showing the actual distribution loss of BEST Undertaking.

Ans : As per MERC Order Case no : 207 of 2024, the Distribution loss for FY 2023-24 and FY 2024-25 is 4.18%. The copy of MYT Order is attached.

Sub Point No. : e) Directions in writing issued BY GM BEST Undertaking to sub ordinate staff to install the smart meters.

Ans : The SMART meters are installed as per the following regulations.

Smart meters are installed as per the following regulation :

As per Central Electricity Authority (Installation & Operation of meters) (Amendment), Regulation 2022, Para 4(b).

(b) all new Consumers Meters shall be Smart Meters with prepayment feature :

Provided that the existing meters, other than Smart Meters, shall be replaced with Smart Meters with prepayment feature within a time frame as specified by the Central Government.

As per Maharashtra Electricity Regulatory Commission (Electricity Supply Code and Standards of Performance of Distribution Licensees including Power Quality) Regulations, 2021, according to clause no. 15.1.1.

15.1.1. All connections shall be released with an appropriate meter. All meters shall conform to requirements as laid down by various Regulations issued by Central Electricity Authority (Installation & Operation of Meters) Regulations, 2006 and as amended from time to time. The Distribution Licensee shall also comply with these Regulations for energizing a new connection or for replacement of meter or for other purposes such as energy audit and interface meter.

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Provided that all the new connections shall be released with the Smart Meters or Meter having at least the facility of remote reading :

As per Electricity (Rights of consumer) Rules 2020, Clause No. 5

5. Metering - (1) No connection shall be given without a meter and such meter shall be the smart pre-payment meter or pre-payment meter. Any exception to the smart meter or pre-payment meter shall have to be duly approved by the Commission. The Commission, while doing so, shall record proper justification for allowing the deviation from installation of the smart pre-payment meter or pre-payment meter.

- Sub Point No. : f) Notices issued to every consumer's u/s 171 of Electricity ACT.
Ans : The specimen copy of Notice is attached.
- Sub Point No. : g) Names of the persons who have drafted the notices issued to consumers to install smart meters.
Ans : The notice is drafted as per practice in vogue.
- Sub Point No. : h) Number of complaints received that smart meters are installed without consent and without the consumers having received notice as required u/s 171 Electricity Act.
Ans : Before installation of SMART Meters, the SMS and emails are sent on Consumers registered mobile no. and email ID. Also, intimation letter is given to consumers.
- Sub Point No. : i) Ward wise Name and designation of all the Engineers who are appointed to be personally present while installing the smart meters as per Section 15.2.1 of Supply and installation of Meters and suitable Switchgear.
Ans : The work of implementation of the SMART metering project in the BEST Undertaking was awarded to M/s. AESL.

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- Sub Point No. : j) Timing of the GM BEST to meet consumers without prior appointment.
- Ans : At present there is no specific time & days allotted to meet consumers without prior appointment. GM give appoints as per mail secured on website.
- Sub Point No. : k) Copy of the board fixed outside the cabin of GM BEST showing the timing to meet public without prior appointment as per GR 13.1.25.
- Ans : There is no board put up outside of cabin. GM has not yet set a specific time on day to meet the consumers regarding his complaint.
- Sub Point No. : l) Name of the person who is in custody of the GM BEST movement register.
- Ans : So far movement register is not maintained.
- Sub Point No. : m) Name of the person who provides the suggestions form to consumers who want to give suggestions as per GR 23.11.2016.
- Ans : No, such type of form is available with us.
- Sub Point No. : n) Copy of the register complaint maintained in the office of GM BEST as per GR 18.1.2013.
- Ans : Book of register complaint is not maintained by GM. Whereas box is placed near the Main Entrance in Ground Floor to drop the complaint.
- Sub Point No. : o) Direction given by GM BEST to issue notice to society and not consumers.
- Ans : No such a direction given by the GM to issued notice.
- Sub Point No. : p) Direction given by GM BEST to issue signed notices to workers to paste I the building.
- Ans : No such type of signed notices issued by GM.

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Sub Point No. : q) Direction given by GM BEST to issue notices without mentioning section 171 of Electricity Act.

Ans : Information is not available with us.

Sub Point No. : r) Direction given by GM BEST to not disclose the name of signatory in the notice issued for smart meters.

Ans : No such a direction regarding not to disclose the name of signatory has been given by GM.

Sub Point No. : s) Direction given by BEST GM to not disclose the outward number to every notice issued for installation of smart meters.

Ans : Information is not available with us.

Sub Point No. : t) If no directions are issued by the GM BEST than provide name and designation under whose direction are the above acts mention above at (O to S) are issued.

Ans : **As per Central Electricity Authority (Installation & Operation of meters) (Amendment), Regulation 2022, Para 4(b).**

Sub Point No. : u) Copy of the power give to Adani persons to paste the notice and immediately replace the electronic meter with smart meter.

Ans : Document is not available with us.

Sub Point No. : v) Direction not to provide certificate issued by Metrology Dept..

Ans : Certificate is not available with us.

Accordingly, your RTI application is disposed off. If you are not satisfied with our reply, you can make an appeal to the First Appellate Authority, i.e. Smt. P.V. Sutar, Asst. Administrative Manager (Electric Supply), within 30 days from the receipt of the letter, as provided in Section 19 (1) of the RTI Act, 2005. The First Appeal should be address to the below mention :-

"BEST Travel Saves Fuel"

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Smt. P.V. Sutar,
Asst. Administrative Manager (Electric Supply)
6th Floor, Multistoried Bldg.,
Accommodation Road, Colaba, Mumbai 400 001.

Tel.No.- 022 – 22799558

E-mail – ames@bestundertaking.com

Yours faithfully,


(Pravin J. Parab)

Asst. Adm. Officer (Electric Supply)
Public Information Officer