

Is BEST's Electricity Supply Department Being Pushed Towards Collapse?

1. Today, my friends, I want to tell you something very important about BEST's Electricity Supply Division — something you may have never heard before.
2. For the last five to six years, citizens living in areas from Colaba to Sion have been facing repeated power supply problems under BEST.
3. Thanks To MLA Shri Amin Patel for taking BEST Electricity issue with GM BEST
 - Lights go off again and again.
 - Power cuts happen when water supply comes.
 - Sometimes electricity goes for four to five hours continuously.
 - And when citizens try to register a complaint?
BEST complaint numbers often do not respond. Phones are not picked up.
 - **Then what do people do?**
They are forced to call MLAs, corporators, and political representatives for basic electricity complaints.
4. And this is not happening for one day or one month — this has been happening every year. Citizens are frustrated.
5. Now look at the neighbouring areas.
Tata Power is there.
Adani Electricity is there.
6. In those areas, power does not go off frequently. And even if there is a fault, they provide quick response and quick service.

So the question is — why is BEST failing?

- Why are citizens under BEST suffering while others get better service?
- The real issue is that we are not discussing the root cause.
- Our MLAs, MPs, corporators — nobody is asking the main question.

And the root cause is this:

BEST's electricity supply infrastructure is collapsing.

Years of underinvestment, lack of manpower, increasing cable faults, rising city development pressure and no parallel strengthening of electrical infrastructure.

7. Mumbai is one of the world's top cities.
 - Can a city like Mumbai run on weak electricity infrastructure?
 - Can citizens continue to suffer every summer and monsoon?
 - Why is BEST not modernizing like Tata and Adani?

Current Situation of BEST Electricity Supply Division

1. Severe Manpower Shortage

- No major recruitment has taken place in the BEST Electricity Division for nearly **15 years**, leading to a serious shortage of skilled manpower.
- Due to inadequate staffing, operation, maintenance, and emergency restoration work are getting affected.

2. Sharp Increase in Cable Faults

- Infrastructure projects such as **Metro works, Coastal Road construction, and road concretization** have significantly impacted underground cable networks.
- In the last **5 years, cable faults have increased nearly 10 times**, creating a risk of collapse of both **HV (High Voltage) and LV (Low Voltage) networks**.
- No duct provision on CC road
- No coordination between BMC and BEST

3. Lack of Preventive Maintenance

- Preventive maintenance of electrical equipment is not being carried out on time.
- Old and aging equipment is not being replaced promptly, often citing financial constraints.

4. Poor Condition of Electrical Infrastructure

- Many **BEST Receiving Stations, Substations, office buildings, and staff colonies** are in highly deteriorated condition.
- Delayed infrastructure modernization is affecting the reliability of power distribution services.
- **No Electrical infrastructure expansion/No new Receiving Station/Selling Existing land like Cumballa Hill RSS, Dharvi and Kalakilla Depot**
- **New RSS required at SBUT land to meet increase in power demand.**

5. Frequent Power Interruptions

- Due to faults, poor maintenance, and aging systems, consumers are facing **frequent power outages and supply interruptions**.

6. Delay in Restoration of Power Supply

- Due to **shortage of manpower and lack of modern technology**, restoration of electricity supply after breakdowns takes longer than expected.

7. Impact on Citizens and Businesses

- Frequent outages are causing hardship to **residents, commercial establishments, and industries**, affecting productivity and public convenience.

8. Rising Fire Incidents

- Electrical faults and aging infrastructure are contributing to **repeated fire incidents**, raising serious safety concerns.

9. Lack of Modern Consumer Response Systems

- BEST does not have advanced **customer response and complaint management systems** comparable to utilities like Tata Power and Adani Electricity.

10. Employee Salary and Morale Issues

- Engineers & Technical Staff working in BEST receive salaries that are **significantly lower than BMC engineers and even MSEB engineers working in rural areas**.
- Despite the electricity division being profitable, **employees have not received proper salary revisions for the last 10–12 years**, affecting morale and retention of skilled staff.

Now I tell you why has this situation arisen in BEST Electricity Division?

1. Non-Compliance of MERC Order by BEST Undertaking & Violation of Regulatory Principles

- MERC in its **MYT Order dated 30.03.2020 (Case No. 324 of 2019)** directed BEST to maintain separate **accounts, balance sheet, assets and manpower** for the Electricity Supply Division.
- BEST itself passed **BCR No. 49 dated 21.06.2022** for this separation.
- **However, BEST still appears to maintain a common balance sheet for Supply and Transport divisions, with common cash, liabilities and borrowings.**
- **However, despite clear regulatory directions and internal policy decisions,** Transport and Electricity businesses are still not fully separated operationally and financially.
- **These raises concerns over non-compliance with MERC directives and violation of the principle of ring-fencing the licensed electricity business under the Electricity Act section 51, leading to lack of transparency, financial cross-utilization, and regulatory risk.**

This raises serious concerns because:

- Supply Division has **₹4,382 crore surplus**
- Transport Division has **₹10,500+ crore losses**
- Yet Supply Division has low cash and high borrowings

This creates a question whether BEST is fully complying with MERC's order and whether electricity consumer funds are properly ring-fenced.

MERC should verify compliance and direct BEST to publish separate statutory financial statements for the Electricity Supply Division.

2. High Borrowing

Total Loans / Borrowings: ₹ 29,751 Cr

Sr No	Loans as per balance sheet	Amount	Reason for Loan	Remark
1	Tata Power Bill Discounting Facility	₹11,938 Cr	BEST does not have enough immediate cash to pay power bills	These Loans has not declared to MERC in MYT petition 2025
2	Short Term Assistance from Financial Institutions	₹ 9,833 Cr	These Loans had taken to recover losses of Transport Division	
3	Temporary Advance from MCGM	₹4,449 Cr		
4	Canara Working Capital Loan	₹1,717 Cr		
5	Loan from REC	₹ 1,581 Cr		Mentioned in MYT petition 2025
6	World Bank Loan (MUTP)	₹ 226 Cr	These Loans had taken to recover losses of Transport Division	This loan has not declared to MERC in MYT petition 2025
7	APDRP Loan	₹1 Cr		Mentioned in MYT petition 2025
	Total Borrowings	₹ 29,751 Cr		

100% collection

16 % returns on investment

Why outstanding? Why need loan to pay TATA bills?

Where Electricity division 4382 Cr surpluses balance amount has used?

Bank Balance 367 Cr

What should be done to protect BEST Electricity Division?

1. As per Electricity Act Section 51 separate both establishments Electricity & Transport under the Companies Act on the similar lines of MSEDCL. so, profits are reinvested in power **infrastructure and modernization.**
2. Electric Supply Branch can become a company registered under company act and owned by MCGM.
3. **Conduct a technical, financial, and operational audit of BEST Electricity Division by an independent recognized institution.**
4. Seek expert advice from organizations such as Indian Institute of Technology Bombay, National Power Training Institute, or other reputed power-sector consultants.
5. **Immediate recruitment of engineers and technical staff** to address severe manpower shortage.
6. **Upgrade old cables, substations, transformers, and switchgear** on priority basis.
7. **Strengthen preventive maintenance system** to reduce breakdowns and fire incidents.
8. **Adopt modern technology** such as SCADA, GIS, smart monitoring, predictive maintenance, and fault detection systems.
9. **Improve customer complaint and response systems** like Tata Power and Adani Electricity.
10. **Repair and modernize receiving stations, substations, office buildings, and staff colonies.**
11. **Revise salaries and improve employee welfare** to retain skilled engineers and improve morale.
12. **Create a long-term infrastructure investment plan** for Mumbai's rising electricity demand.
13. **Regulatory and administrative intervention** is needed to monitor performance, reliability, and safety standards.

7500 power outage complaints in Mumbai in a year, rise by 15%; 2,500 faults pending permanent repair : BEST

May 18, 2026, 08.38 PM IST



Mumbai: Around 7,500 power outage complaints were recorded in BEST supply areas in the island city in the past one year, up from about 6,500 the previous year, an official mentioned at the committee meeting on Monday. Till date, 2,500 faults, including several cable faults, were pending for permanent repairs at a time when BEST has witnessed a sharp rise in outage complaints from its consumers.

The official further announced that the burden on the existing fault control and supervisory control system has increased significantly, prompting the decision to set up a new fault control centre at Tardeo-Pathakwadi. The fault control unit is being planned for D and E civic wards to ensure quicker response and

immediate relief during power cuts.

Officials said work to replace old cables is being carried out on a war footing. "So far, around 50% of the cable replacement work has been completed in the island city, including 120 km of extra high-voltage cables. BEST expects full replacement of old cables in the island city to take another one to two years, a move officials said will significantly strengthen power supply reliability.

The surge in outages in recent weeks has affected several parts of south and central Mumbai, including Marine Drive, Kalbadevi, Fort, Dadar, Parel, Sion, Antop Hill and Dharavi.

दादर, माहीममध्ये १४ तास वीज खंडित!

मुख्य केबलमध्ये बिघाड; ऐन उन्हाळ्यात नागरिकांचे प्रचंड हाल

मुंबई : पुढारी वृत्तसेवा

दादर, सिव्हादेवी आणि माटुंगा रोड परिसरातील बेस्ट वीज ग्राहकांना गुरुवारपासून दीर्घकाळ वीजपुरवठा खंडीत झाल्याने निर्माण झालेल्या परिस्थितीला तोंड द्यावे लागले. शीतलादेवी रिजर्व्हिंग सबस्टेशनमधून होणारा वीजपुरवठा मुख्य केबलमधील बिघाडामुळे जवळपास १४ तास वेचे वीज नव्हती. त्यामुळे भर उन्हाळ्यात येथील नागरिकांचे हाल होत झाले.

दादर ते माटुंगा रोड परिसरात जवळपास ३,००० बेस्ट वीज ग्राहक आहेत. गुरुवारी पहाटे ४.३० ते ५.३० च्या दरम्यान पहिला वीजपुरवठा खंडित झाला. पुन्हा सकाळी ११ वाजण्याच्या सुमारास दुसऱ्यांदा मोठा वीजपुरवठा खंडित झाला. शुक्रवारी सकाळपर्यंत विजेचा हा लपंडाव सुरूच होता असे येथील रहिवाशांचे म्हणणे आहे. त्यामुळे ऐन उन्हाळ्यात नागरिकांचे प्रचंड हाल झाले.

दरम्यान, उन्हाळ्यात वाढते तापमान आणि एअर कंडिशनरच्या मोठ्या वापरामुळे मुंबईतील विजेची मागणी ४,५०० मेगावॉटच्या पुढे गेली आहे. त्यामुळे विजेच्या पुरवठ्यावर अतिरिक्त दाब येत आहे. सुट्यातील येथील पुरवठा केबलचे किंवा नुकसान झाले होते. नंतर मोठ्या वीजपुरवठा समस्येत त्याचे रूपांतर झाल्याचे बेस्ट अधिकाऱ्यांचे म्हणणे आहे.

वारंवार बिघाड आणि वाढती मागणी



• विजेच्या कीटमध्ये होणारी वारंवार बिघाड आणि विजेच्या वाढत्या मागणीमुळे अशा घटना होत आहेत. यानंतर उन्हाळ्यात वारंवार वीज खंडित होऊ लागल्याने

नागरिकांचे प्रचंड हाल होत आहेत.

News Videos India Elections 2026 World CI

Up to 5-hr outage late at night sans alerts triggers outrage in island city

Somit Sen | Apr 15, 2026, 21:13 IST

amazon.in

Big savings on daily needs



Mahim residents sweat it out amid three-hour blackout over unreliable BEST supply

08 May, 2026 08:34 AM IST | Mumbai | Rajendra B. Aklekar

Overnight Blackouts Hit South And Central Mumbai, Residents Demand Answers

Mumbaikars get hot under the collar amid recurring power cuts

TNN | May 9, 2026, 10.36 AM IST



MUMBAI: The recurring power outages are turning routine summer discomfort into a serious civic grievance, with residents across the island city and suburbs facing long hours without electricity in sweltering and humid conditions.

On Thursday night, Antop Hill residents were left sleepless due to prolonged power cuts for the second time in a week, while parts of Dadar and Vile Parle West also reported outages. These incidents are part of a wider pattern seen over the past week, with interruptions lasting anywhere between three and 12 hours in areas served by BEST, Adani Electricity and Tata Power.

The reasons cited include cable faults and transformer tripping, but for citizens, the technical explanation offers little relief when fans stop, lifts stall, water pumps fail and mobile phones run out of charge. With Mumbai's peak electricity demand recently crossing 4,300W, experts point to mounting strain on the distribution network.

What has added to public anger is not only the frequency of outages, but also the delay in restoration and the poor communication from utilities. Many consumers, particularly in BEST supply areas, have complained that helplines remain unreachable during emergencies.

The criticism has forced BEST to announce a monsoon preparedness plan, including a dedicated call centre and

Receipt No : 149735/2018/CER
MM (13287 - 107781 - 216 Pkt.) 05-2012
L.F.No. 36272

**THE BRIHANMUMBAI ELECTRIC SUPPLY & TRANSPORT UNDERTAKING
(OF THE BRIHANMUMBAI MAHANAGARPALIKA)**

REGULATORY

CER / Prop. 48 / sk /2018

Date: 15 JAN 2018

Sub: Separation of treasury of BEST Undertaking and future measures for keeping in pace with the Electricity Sector Reforms.

After introduction of EA 2003 and Regulatory Commission Act, the way Electricity business was being conducted has changed drastically in the entire Electricity Sector. BEST also has been impacted largely because of this major change in Law. Earlier BEST Committee was empowered to approve tariff of Supply business. It was a practice adopted then to compensate the losses occurring in Transportation through the surplus generated by keeping supply tariff high. However, after advent of EA-2003, this model of running BESTs business came to be questioned.

2. In the year 2004, we had filed Petition for determination of tariff for the FY 2004-05 to FY 2005-06 . MERC disallowed the recovery of transport losses from the tariff of Supply Branch citing Section 51 under which BEST cannot subsidize transportation business from the revenue generated in Supply business. We had escalated the matter to APTEL which held it against us. The matter was then taken to the Supreme Court. Supreme Court vide its Order dated 08.02.2011 gave a very short Judgement. Based on this short Judgement, MERC interpreted the Order in favor of BEST and allowed recovery of transport deficit from electricity business under a separate head in the tariff called TDLR Charge. Thereafter this TDLR charge was collected from FY 2012-13 to FY 2015-16.

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should not be loaded on the consumers of the Electricity Supply Business. The Commission approves the ARR for BEST every year and considering a very high collection efficiency as reported by BEST, it is evident that BEST is able to recover the dues from the electricity consumers. Accordingly, there should not be any shortfall in cash availability as far as the electricity business is concerned. However, from the BEST submissions it is evident that there have been instances in the past wherein BEST had to borrow money from MCGM to pay outstanding power purchase bills of Tata Power – G. The support from MCGM was availed in the form of loans and the interest against these loans has been claimed by BEST as part of the actual interest on working capital which is neither appropriate nor as per the provisions of the Regulations in force. The Commission has appropriately dealt with this issue in para 4.21 of this Order. Considering this matter, the Commission is of the opinion that the revenue collections from the Electricity Business have to be first utilised to meet the obligations for the electricity supply business. Further, any adverse impact of the cash management by BEST should not be loaded on the consumers of the Electricity business. In order to ensure proper tracking of the expenditure being done for various businesses, BEST shall explore and ensure that separate bank accounts are available for the electricity supply and transport business, so as to ensure proper tracking (internally) of the expenditure being done for various businesses.”

...Page No. 37 & 38 of MYT Order.

“3.2 Submission in present MYT Petition claiming such transfer as adjustment of excess IDC:

Commission’s Analysis and Ruling

“3.2.9 The Commission has noted the submission made by BEST. BEST had submitted that Consumer Contribution of Rs. 64.83 Crore in FY 2012-13 was deducted from opening balance of GFA in the MYT Order in Case No. 33 of 2016 passed by the Commission. BEST had filed a review Petition in Case No. 4 of 2017 claiming that the amount had been deducted twice in the MYT Order in Case No. 33 of 2016. During the MTR Order in Case No. 203 of 2017, the Commission conducted a scrutiny of the Annual accounts of BEST for FY 2012-13 to FY 2014-15 and enquired about the adjustment entries of Rs. 3.73 crore in FY 2012-13 and Rs. 10.58 Crore in FY 2013-14 which were claimed by BEST as adjustments due to transfer of assets. BEST in its reply submitted that it pertains to the transfer of assets from Electricity Business to Transport Business.

3.2.10 Considering above submissions of BEST, the Commission has ruled on the matter in the MTR Order in Case No. 203 of 2017. The relevant extract of the same is as follows:

Receipt No : 458996/2022/Secy

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विषय क्र. १३७
(२०२१-२२)

दिनांक : २१.०६.२०२२

संदर्भ : बेस्ट समितीकरिता दिनांक १९.०१.२०२२ ची टिप्पणी
क्र.मव्य/उपमव्य(विपु)/ १५३ /२०२२.

ठरविण्यात आले : "प्रशासक (बेस्ट समिती) यांना सादर करण्यात आलेल्या उपरोक्त टिप्पणीच्या परिच्छेद क्र. ७ मधील प्रस्तावास, अद्ययावत सुधारित मुंबई महानगरपालिका अधिनियम, १८८८ च्या कलम ६क(१) अन्वये प्रशासकांस प्राप्त झालेल्या अधिकारानुसार मान्यता देण्यात येत आहे."

प्र.ठ. (बेस्ट समिती) क्र. : ४९

दिनांक : २१/०६/२०२२

अशं.प्रभुणे
२१/०६/२२
(अ.शं. प्रभुणे)
संयुक्त सचिव
२१/०६/२२
(अ.शं. प्रभुणे)

प्रशासक
बेस्ट समिती

२१/०६/२२

7:Resolution:22-23:Item 137 A.R. OLD

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(विषय क्र. १३७ पुढे जाऊ)

- ७ -

various businesses, BEST shall explore and ensure that separate bank accounts are available for the electricity supply and transport business so as to ensure proper tracking (internally) of the expenditure being done for various businesses."

७. वरील अनुषंगाने, पुढील बाबीकरिता वेस्ट समितीची मान्यता मिळावी, अशी विनंती करण्यात येत आहे :-

- i) विद्युत पुरवठा शाखेचे स्वतंत्र कोषागार निर्माण करणे (राखणे)
- ii) विद्युत पुरवठा शाखेचे स्वतंत्र ताल्लेवद ठेवणे.
- iii) विद्युत पुरवठा शाखेची मालमत्ता आणि कर्मचारी (मनुष्यबळ) यांना स्वतंत्र करणे

7:AGMS:21-22:E- 61369 Proposal for Separate of Treasury Budget Balance Sheet Man Power For ES

Statement

Common B/S

4

**THE BRIHAN MUMBAI ELECTRIC SUPPLY AND TRANSPORT UNDERTAKING
(OF THE BRIHANMUMBAI MARGANAGARPALIKA)
APPENDIX NO. E-1
GENERAL FINANCIAL STATISTICS 2024-2025**

2023-24	PARTICULARS	₹	2024-25	2023-24	PARTICULARS	₹	2024-25
₹			₹	₹			₹
	ELECTRIC SUPPLY INCOME			100000	Minimum Cash balance B/F		1,00,000
41,85,34,47,908	Distribution of Energy by Meter	45,76,17,02,724		0	Excess of Expenditure over income		
11,21,68,428	Street Lighting sale of Energy	12,36,06,832		-10379331414	Supply	0	
49,71,85,388	Street Lighting - R & M	70,46,90,017			Buses	-17,23,33,41,523	
55,37,60,171	Other Receipts	53,37,39,880		685920986	Excess of income over Expenditure		
21,36,17,918	Share of General Admn. Receipts	2,40,47,875		-9693310428	Supply	3,61,48,12,331	
					Buses		-13,61,85,29,192
					Total		-13,61,84,29,192
48,42,81,79,553	Total		47,14,77,87,329		Minimum Cash Balance required under section 460KK (1) C/F		1,00,000
	ELECTRIC SUPPLY EXPENDITURE			100000			1,00,000
23,93,68,55,678	Cost of Energy Purchased	24,44,18,35,517		-9693410428	Balance appropriated as under:-		13,61,85,29,192
4,45,05,80,615	External Power Purchased	2,95,30,79,714			Transferred to Municipal Fund under section 460KK 2 (e)		0
2,88,63,69,787	Intra State Transmission Charges	2,97,46,88,779	31,31,17,04,014	0	Transferred to Generation of Electricity Fund		0
94,02,99,996	Standby Charges	94,01,00,004			Previous Year Accum. Surplus/Deficit		-13,61,85,29,192
31,66,41,06,071	Establishment Cost		5,77,98,94,737		Supply	39,74,70,59,925	
5,24,88,61,648	Admn. and Gen. Expenses		61,78,95,852	-9693410428	Buses	-88,88,02,30,697	-49,13,31,70,772
	Repairs and Maintenance		1,31,98,24,350	38654576685	ACCUMULATED DEFICIT		
	Other Cost (includes Cont. Res. Fund & Interest on Consumer Deposit)		1,02,12,24,331	-78651856157			
	Depreciation		1,10,33,73,936	-39997279472			
	Share of Gen. Admn.		1,02,58,25,137				
	Interest on Loans		1,35,32,32,641				
				557519128	Prior Period Adjustment (CR)		1,48,64,59,831
					Balance C/F To Balancesheet		-61,26,52,40,083
42,74,22,58,567	TOTAL		43,53,29,74,998	-49133170772			
68,59,20,986	SURPLUS / DEFICIT		3,61,48,12,331				

DOCUMENTS PROVIDED
UNDER RTI ACT 2005
108/01/26
ACCOUNTS DEPT.
BEST UNDERTAKING

BES & T Undertaking
AGM(C)'S DRAWING OFFICE
Information Under
RTI ACT - 2005

Contd...

APPENDIX E-1 Contd...

2023-24	PARTICULARS		2024-25	2023-24	PARTICULARS		2024-25
₹		₹	₹	₹		₹	₹
	BUSES INCOME						
15,07,330.81	Passenger Receipts	14,84,45,06,542					
14,62,525.17	Other Receipts	1,50,25,97,434					
18,35,24,247	Share of Gen. Admn. Receipts	5,49,67,013					
15,74,94,103	Total		16,40,20,70,989				
	BUSES EXPENDITURE						
50,32,62,416	Fuel and Operating Materials		10,63,99,27,131				
43,43,09,298	Establishment Cost		19,37,49,94,806				
53,74,04,114	Admn. and Gen. Expenses		64,19,51,159				
45,11,40,143	Repairs and Maintenance		49,06,41,801				
4,48,58,330	Other Cost		4,14,24,244				
7,17,00,996	Depreciation		6,94,54,141				
34,97,97,425	Interest on Loans		77,51,71,698				
44,43,52,795	Share of Gen. Admn.		1,60,18,47,532				
83,68,25,517	TOTAL		33,63,54,12,512		TOTAL		
1,37,93,31,414	SURPLUS / DEFICIT		-17,23,33,41,523				

BES & T Undertaking
 AGM(C)'S DRAWING OFFICE
 Information under
 RTI ACT - 2005

DOCUMENTS PROVIDED
 UNDER RTI ACT 2005

08/01/26
 ACCOUNTS DEPT.
 BEST UNDERTAKING

MERC

APPENDIX NO. E-2

DIVISIONAL INCOME AND EXPENDITURE STATEMENT FOR THE YEAR ENDED 31ST MARCH, 2025
ELECTRIC SUPPLY

2023-24		EXPENDITURE		2024-25		2023-24		INCOME		2024-25	
₹		₹		₹		₹		₹		₹	
23936855673	Cost of Energy Purchased										
4450580615	External Power Purchased	24441835517				41851447703					45761702726
2336369787	Intra State Transmission Charges	2955079714									1236068332
940299996	Standby Charges	2974638779				112168428					
31664106071		940100004		51311704014		697185338					704690017
5248861648	Establishment Cost (Supply)					42660801469					4658999574
573546035	Establishment Cost (Gen. Admn.)			5779894737							
				680997461		0					
525369534	Admn. and Gen. Expenses (Supply)					160657945					
131822061	Admn. and Gen. Expenses (Gen. Admn.)			617895852		18539048				163970839	
				142787000		72858956				55659759	
1002570055	Repairs and Maintenance (Supply)					301704223				77574642	
78336536	Repairs and Maintenance (Gen. Admn.)			1319824350		553760172				236534640	533739880
				80381279							
766308553	Other Cost (Supply)										
50993015	Other Cost (Gen. Admn.)			938563790							
				60023650							
1087787569	Depreciation (Supply)										
42645821	Depreciation (Gen. Admn.)			1103373936		213617913					24047875
				61635748							
1495097507	Interest on Loans (Supply)										
0	Interest on Loans (Gen. Admn.)			1353232641		0					
79814163	Provisions towards Electric Supply Contingencies Reserve Fund										
				82660541							
42742258568	TOTAL			43532974998		43428179554					47147787329
685920986	Surplus Transferred to Appropriation A/C										
				3614812331							
43428179554	TOTAL			47147787329		43428179554					47147787329

(Transport)

NOTE : The total expenditures Includes 2752203883.97/- not covered by Current Budget Grant but awaiting Corporation's Sanction.

TRUE COPY OF THE DOCUMENT / RECORD
 SUPERINTENDING OFFICER CONTRACT
 Design :-
 Date :-

APPENDIX NO. E-4

APPROPRIATION ACCOUNT FOR THE YEAR ENDED 31ST MARCH 2025

PARTICULARS		2023-2024	2024-25
		₹	₹
MINIMUM CASH BALANCE B/F -	SUPPLY	50,000	50,000
	BUSES	50,000	50,000
ELECTRIC SUPPLY :-- SURPLUS / DEFICIT (APPENDIX E-2)		68,59,20,986	3,61,48,12,331
BUSES :-- SURPLUS / DEFICIT (APPENDIX E-3)		-10,37,93,31,414	-17,23,33,41,523
TOTAL		-9,69,33,10,428	-13,61,84,29,192
	SUPPLY	68,59,70,986	3,61,48,62,331
	BUSES	-10,37,92,81,414	-17,23,32,91,523
LESS— TRANSFERRED TO MUNICIPAL FUND UNDER SEC 460 KK (2) (e)			
	SUPPLY	0	0
	BUSES	0	0
LESS— MINIMUM CASH BALANCE REQUIRED UNDER SECTION 460 KK (1) C/F			
	SUPPLY	50,000	50,000
	BUSES	50,000	50,000
LESS— TRANSFERRED TO GENERATION OF ELECTRICITY FUND		0	0
TOTAL	SUPPLY	68,59,20,986	3,61,48,12,331
	BUSES	-10,37,93,31,414	-17,23,33,41,523
PREVIOUS YEAR ACCUMULATED SURPLUS / DEFICIT			
	SUPPLY	38,65,45,76,685	39,74,70,59,925
	BUSES	-78,65,18,56,157	-88,88,02,30,697
ACCUMULATED SURPLUS / DEFICIT			
	SUPPLY	39,34,04,97,671	43,36,18,72,256
	BUSES	-89,03,11,87,571	-1,06,11,35,72,220
PRIOR PERIOD ADJUSTMENT (NET)			
	SUPPLY	CR 40,65,62,254	CR 45,98,82,990
	BUSES	CR 15,09,56,874	CR 1,02,65,76,891
BALANCE SURPLUS / DEFICIT CARRIED FORWARD		-49,13,31,70,772	-61,26,52,40,083
	SUPPLY	39,74,70,59,925 **	43,82,17,55,246
	BUSES	-88,88,02,30,697	-1,05,08,69,95,329

DOCUMENTS FILED UNDER
 17/4/26
 BEST UNDERSTANDING

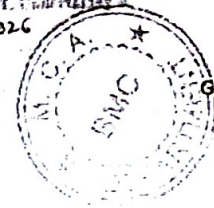
Loss only
 → Electricity
 Trans

CAO & FA

Dy.M.(A)

I signed subject to my Audit Report Dated 25-28/07
 on the 2024-25 Accounts of D.E.S. & T. Under the
 Certificate No. RC/AR/25-26/108 Dtd. 21.01.2026
 as per the said.

Municipal Chief Auditor



General Manager

2023-24	LIABILITIES	2024-25	2023-24	ASSETS	2024-25	
43,49,59,94,950	TOTAL B/F		44,37,82,97,607	34,20,82,71,895	TOTAL B/F	36,88,61,19,755
	CURRENT LIABILITIES					
	A:- DEPOSITS FROM				B) LOANS AND ADVANCES	
3,26,43,572	(1) Employees	3,33,78,870		8,30,798	a) Due from Staff	8,22,466
5,65,96,39,449	(2) Consumers	6,56,26,38,647		38,55,330	b) On Account Payment	38,57,175
3,63,05,81,605	(3) Sundry Parties	3,67,01,28,505		3,50,99,776	c) Festival Advance	3,50,08,676
3,15,080	(4) Govt. Securities	3,15,080		65,72,43,818	d) Due from Suppliers	2,51,25,11,522
			10,26,64,61,101	4,21,37,09,473	e) Due from Others	3,01,80,41,067
				3,90,77,880	f) Prepaid Expenses	4,08,93,818
9,32,33,79,706				504	g) Deposits with Suppliers	504
	B:- OTHER LIABILITIES FOR			4,94,98,17,579		5,61,11,35,228
1,50,81,46,921	(1) Goods Supplied	3,60,29,94,397			REVENUE ACCOUNTS	
7,47,07,31,463	(2) Other Expenses	7,26,56,97,762		49,13,31,70,762	** Deficit As Per Revenue Accounts	61,26,52,40,074
5,78,72,73,670	(3) Other Finance	8,78,47,82,590				
0	(4) Unclaimed Interest	0				
0	(5) Accrued Interest	0				
20,70,23,18,548	(6) Third Parties	29,45,65,39,504	49,11,00,14,253			
35,46,84,70,602						
	PROVISION FOR					
1,17,000	(1) BEST Staff Amenities Fund	66,65,411				
47,55,411	(2) Obsolescences of Stores	0				
0	(3) Third Party Insurance Fund	9,56,685				
-15,57,441	(4) Motor Vehicle (Third Party Insurance Fund)		76,22,096			
33,14,970						
1,00,000	Minimum Cash Balance Required under Sec. 460KK(1)		1,00,000			
88,29,12,60,236	TOTAL	1,03,76,24,95,056	88,29,12,60,236	TOTAL		1,03,76,24,95,056

* Includes Capital Stock in hand amounting to 37,45,28,446 i.e Supply 36,46,38,486 & Buses 98,89,960.

1,09,14,56,746 Includes CAPITAL STOCK of 37,45,28,446 & CWIP 71,69,28,3,00.

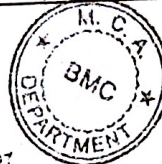
15,29,63,947 REVENUE STOCK

1,24,44,20,693

52,74,92,393 BALANCE AS PER LEDGER A/c 586

71,69,28,300 CWIP AS PER LEDGER A/c 551

I Signed, subject to my Audit Report U/A No. 52/CA/25-26/07 dt. 21.01.2024 on the 2024-25 Accounts of B.L.S & T, Under Rule 2 Certificate U/A No. 52/CA/25-26/07 dt. 21.01.2024 enclosed thereto.



CPA B/FA

[Signature]
Dy.M.(A)
S. M. A.

Municipal Chief Auditor

General Manager

[Signature]
BEST UNDERSTANDING

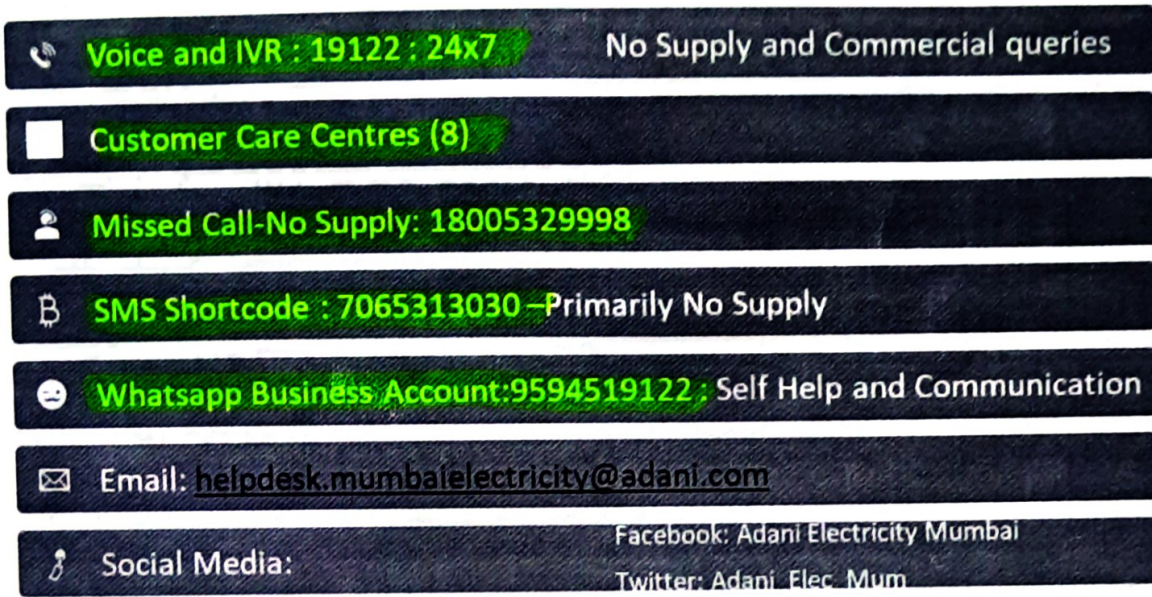
SR No	Description	Adani Electricity	BEST	Remarks
1	No of Consumers	31.84 lacs	10.57 lacs	
2	Total Employees	4368	4600	
3	Employee Expenses 2024-25	909 Cr	470 Cr	High salaries to Adani Engineers & Staff
4	O&M Expenses 2024-25 <i>Adm</i>	528.17	829.82 Cr	BEST has high O&M cost due to increase in faults & old infrastructure
5	Revenue 2024-25	11615.42 Cr	4714.77 Cr	
6	Profit 2024-25	468 Cr	361 Cr	
7	Distribution Loss	4.83%	4.64%	
8	Modernisation & Upgradation	Fast	Slow	
9	Technology /Automation	Advance	Basic	
10	Condition of RSS, DSS, Offices structures <i>Recvr / Distrib</i>	Modern	Old	
11	Customer Care & Support	1.Voice and IVR : 19122 24X7 2.Miss call – No Supply 3.WhatsApp Business A/C No	No Call Centres Landlines (always no response)	
12	Customer Care Centre (for off supply)	8	Fuse Controls/Fault Controls	BEST has no centralized digital complaint management system
13	Dedicated Sales / Marketing Team	Dedicated business development team	Limited business development approach <i>No Team</i>	

for Expansion

6

convenience to customers during their various interactions with the utility - whether with regard to meter reading and bill payment or with regard to any other enquiries, service requests, complaints, etc. Key service channels available with AEML for service to its consumers are shown in figure below:

Figure 1: Channels available with AEML for Customer Service



No facility
No Number
Bill No.

The above avenues are briefly described below:

1. Contact Centre Helpline - 19122: Available in 3 Languages, 24x7 .
2. Customer Care Centres – 8 Centres across Mumbai for various applications, requests and complaints.
3. IVR - available via 19122, it provides round the clock support for emergency services, no supply complaints, Billing inquiries, Streetlighting and Payments support.
4. Email - Centralized email desk is available for all customers and a singular email touchpoint.
5. Missed Call - Customers can use the Missed Call service by dialling 18005329998 from their registered mobile number to lodge no-supply complaints
6. WhatsApp - available now as a business account 9594519122 for customer communication and self-help, expected to drive self-help majorly going forward.