

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 **CUSTOMER CARE (G/N)**
NOT BY NAME

OUR REF. DECC(G/N)/SCC(G/N)/ 725 /2025
S121B

DATE : 09 APR 2025

To,
Managing Committee/ Office Bearers / All consumers
Ahmed Umar Building, Dr. Dsilva Road,
Dadar Railway Station(W), Dadar (W),
Mumbai - 400 028.

Sub. : Intimation for replacement of existing electric meter by SMART meter.

Ref. : Our notice to your office ref. no. Dtd. 04.01.2025.

Respected Sir,

In regard of the aforementioned subject matter as above, we would like to inform you that the existing Residential, Commercial & Government energy meters are replaced by SMART meters (normal electronic energy meter with communication facility), as per the following guidelines of the relevant electric supply distribution regulatory bodies.

Central Electricity Authority, In the exercise of the powers conferred by sub-section (1) of section 55 read with clause (c) of sub-section (2) of section 177 of the Electricity Act, 2003, had made the following regulations further to amend the (Installation and Operation of Meters) Regulations, 2006, namely:

(1) These regulations may be called the Central Electricity Authority (Installation and Operation of Meters) (Amendment) Regulations, 2022. That "(b): All consumers in areas with communication network, shall be supplied electricity with Smart Meters, conforming to relevant IS, within the timelines as specified by the Central Government."

Maharashtra Electricity Regulatory Commission (Electricity Supply Code and Standards of Performance of Distribution Licensees including Power Quality) Regulations, 2021) 15.1: Provided that all the new connections shall be released with the Smart Meter or Meter having at least the facility of remote reading:

Provided further that all the existing meters, whenever replaced, shall be replaced only by a Smart Meter or Meter having at least the facility of remote reading.

MERC Regulation 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 the Central Electricity Authority (Installation & Operation of Meters) Regulations, 2006 and as amended from time to time (as stated in earlier para). 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.

P.T.O...

"BEST Travel Saves Fuel"

“BEST Travel Safe Travel”

In exercise of the powers conferred by sub-section (1) read with clause (z) of subsection (2) of section 176 of the Electricity Act, 2003 (Act 36 of 2003), the Central Government hereby makes the following rules, namely: right of electricity consumers 2020 clause 5. Metering (1) No connection shall be given without a meter, and such meter shall be the smart meter.

Revamped Distribution Sector Scheme (RDSS) is a five-year plan by the Government of India to improve the quality, reliability, and affordability of power supply to consumers. The scheme was launched on June 30, 2021. is being implemented by BEST Undertaking with the financial support of the Government of India. Under the scheme, the Union Ministry of Power has approved the proposal dated 25. 8. 2022 of the Government of Maharashtra to improve the power distribution infrastructure. Power collection center, distribution center, power grid, other connected power system systems are being strengthened by improving, renovating, due to this scheme, customers will get uninterrupted quality reliable power supply as per customer service standards and reduce distribution losses.


SMART meters are recording day wise and 15 min wise energy consumption data which in terms of enabling a greater insight into consumer usage and help to solve billing queries of consumer. The report on the progress of replacement is to be updated to the Ministry of Power. Furthermore, Meters on site is the property of BEST Undertaking maintained by consumer. The meters are very old and exhausted by their useful life.

Adani Electricity Solutions Ltd. Is a labor contractor of BEST Undertaking to whom only meter replacement activity is entrusted & Billing will be done by BEST Undertaking only.

Consumer consent is not required for the replacement of meters as it mandatory as per Central Electricity Authority (CEA) regulations. Intimation of the activity is given to you in advance to avoid inconvenience. Further the opposition to meter replacement will be considered as willful obstruction to public works. The then GM BEST Undertaking has already informed Hon Commissioner of Police Mumbai vide DO letter, for taking appropriate actions in similar cases.

Hope for cooperation from your end, else action will be initiated as per the Electricity Act 2003 section 163.

Yours faithfully,


DECC (G/N)
(S.S. Gawde)
Divisional Engineer
Customer Care (G/N)



“Use Public Transport - Save Mumbai City”