

		Date	Month	Year
1	Date of Receipt	03	09	2025
2	Date of Registration	09	09	2025
3	Decided on	04	11	2025
4	Duration of proceeding	56 days		
5	Delay, if any.	---		

BEFORE THE CONSUMER GRIEVANCE REDRESSAL FORUM
B.E.S. & T. UNDERTAKING

(Constituted under section 42(5) of the Electricity Act 2003)

Ground Floor, Multistoried Annex Building,
BEST's Colaba Depot
Colaba, Mumbai - 400 001
Telephone No. 22799528

Grievance No.GN-526-2025 dtd. 28/10/2025

Mrs. Ranjana Raju ShindeComplainant
V/S
B.E.S.&T. UndertakingRespondent No. 1
Mr. Suraj Vijay ShindeRespondent No. 2

Present Coram : Hon'ble Chairman (CGRF) : Mr. M.S. Gupta
Hon'ble Independent Member : Mrs. A. A. Acharekar
Hon'ble Technical Member : Mr. J.W. Chavan

On behalf of the Complainant : Mrs. Ranjana Raju Shinde

On behalf of the Respondent No.1 : BES&T Undertaking

1. Mr.J.L. Pawar, DECCGN, Customer Care 'GN' Ward
2. Mr. Ratnakar Kamble, SCCGN, Customer Care 'GN' Ward
3. Mr. A.B. Shinde, SCCGN
4. Mr. Tufail Ahmed Fareed Ahmed Shaikh, Sub. Engr. (P)
5. Mrs. Kavita Popere, AAMCC(GN)
6. Mr. S.S. Malche, AAMCC(GN)
7. Mr. Suhas Tambe, AAOCC(GN)

On behalf of the Respondent No. 2 : Mr. Suraj Vijay Shinde

Date of Hearing : 28/10/2025
Date of Order : 04/11/2025



Judgment

- 1.0 The grievance is regarding Change of Name carried out by the Respondent No. 1 in favour of the Respondent No. 2 without consent of the Complainant. The original Consumer was late Mr. Vijaysing Sitaram Shinde (Father-in-Law of the Complainant) expired on 20/05/2010, having old A/c No. 764-342-025. The dispute is regarding electricity meter No. U089340 installed at Room No. 4, Shetwadi Chawl, Dharavi Main Road, Chamda Bazar, Dharavi, Mumbai - 400017 (for short "the said premises").
- 1.1 The Complainant has submitted that Meter No. U089340 Consumer No. 764-342-025 was in the name her father-in-law, Late Vijaysing Sitaram Shinde, since last 40 years till 27.03.2023. After his death on 20.05.2010, change of name was not carried out. But, on 21.03.2017, Complainant's husband (Late Raju Vijay Shinde) submitted an application for Change of Name to the Respondent No. 1. Death Certificate of his father & mother, NOC from his 2 brothers and Ration Card were submitted with the application. However, since latest Rent Receipt was not available the said application for Change of Name was rejected by the Respondent No. 1. On 27.03.2023, Respondent No.2, Suraj Vijay Shinde managed to get the meter No. U089340 transferred in his name by submitting fraudulent documents with fraud signature of her husband to the Respondent No.1. The Complainant's husband who was under treatment for prolong period in K.E.M. Hospital died on 02.03.2024. Thereafter, the Complainant sent an objection letter dated 09.04.2025 to the Respondent No.1. After hearing the objection, the Respondent No. 1 rejected the same vide letter dtd. 18.07.2025.
- 1.2 In Rejoinder, the Complainant further submit that during the period in March 2023, her husband was under treatment in K.E.M. Hospital, hence an Affidavit-cum-Bond-cum-Declaration with family tree submitted by the Respondent No. 2 with signature of her husband is fraudulent. She has submitted hospital admission papers & claimed that sign on affidavit is also forged. She further claims that the said premises has been provided with two electric meters. The meter on the Ground Floor is presently been transferred in the name of Respondent No. 2 and another meter on the 2nd floor is presently in the name of her other brother-in-law, Mr. Anil Vijay Shinde.
- 1.3 Inter-alia the Complainant claims that Mr. Bhausahab Popat Korke from the office of the Respondent No. 1 has made a demand of Rs.5,000/- for processing her Change of Name application. She has inferred that due to non-compliance



of the above demand her application was rejected. She has submitted copies of screenshots of the above said demand from the office of the Respondent No. 1.

- 1.4 Complainant prays to revert back the change of name carried out in the name of Mr. Suraj Vijay Shinde in her name or assign her a new meter connection on Ground Floor of the said premises.
- 2.0 Respondent No. 1 states that Electric Meter No. U089340 was installed on 17-02-1981 in the name of Late Vijaysing Sitaram Shinde (Consumer No.764-342-025) to the said premises.
- 2.1 On receipt of Change of Name Application dated 27-03-2023 from Mr. Suraj Vijay Shinde, new Consumer No. 764-342-027 was allotted, while carrying out Change of name in the name of Mr.Suraj Vijay Shinde. The Change of Name was effected on the basis of Letter of Undertaking, Aadhar Card, PAN Card, Rent Receipt No. 551 for the month of May-1987 in the name of Late Vijaysing Sitaram Shinde for Room No. 4-A issued by Hasan Usman, Abdul Latif Haji Ebrahim & Others (Dharavi Sethwadi Murgan Chawl), Dharavi Project Survey Receipt dated 23.09.2008, Death Certificate dated 17.06.2010 of Mr.Vijay Sitaram Shinde, Gazzete of Maharashtra Government dated 30.01.2003 with old name "Vijaysing Sitaram Shinde" to new name of "Vijay Sitaram Shinde", Ration Card No. 0457369 issued in the name of Vijaysing Sitaram Shinde having address as Shetwadi Chawl No. 4, Dharavi Road, Near Abhyudaya Bank, Mumbai-400017, Missing Person FIR copy dated 02.03.1993 related to Narendra Vijay Shinde, Notarized Affidavit-cum-Bond-cum-Declaration with family tree.
- 2.2 A complaint letter dated 09.04.2025 was received from Mrs. Ranjana Raju Shinde for objection to the change of name. An Order was passed on 18.07.2025 in favour of the Respondent No. 2, since the dispute between both parties was regarding ownership of the property; it was decided to maintain the status quo in the name of Respondent No. 2.
- 2.3 Site Inspection on 24.09.2025, revealed that the said premises has a structure comprising of Ground + 2 No. Loft Floors. The Ground floor is presently occupied by Mrs. Ranjana Raju Shinde with electric supply provided through Meter No. U089340, A/c No. 764-342-027 in the name of Mr. Suraj Vijay Shinde, who is residing on the loft 1st floor of the said premises. The 2nd loft floor of the said premises is occupied by a person named Ahsab Shaikh who is tenant residing on rental basis with electric supply provided through Meter No. D190000, Consumer No. 764-342-019 in the name of Mr.Anil Vijay Shinde.



- 2.4 Respondent No.1 prays to issue appropriate directives in the matter since both the parties, i.e. Mrs. Ranjana Vijay Shinde and Mr.Suraj Vijay Shinde are disputing the rightful ownership of the said subject premises.
- 3.0 Respondent No. 2 submitted that, previously he was staying in the said premises with his parents and four siblings, where the electricity connection was provided through Meter No. U089340 for almost 48 years. Electric Supply to the Ground Floor and 1st floor is through Meter No. U089340.
- 3.1 In 2017, Respondent No.2 had given Affidavit-cum-NOC to his brother Late Raju Vijay Shinde to carry out Change of Name on electricity bill in his name but he was reluctant to do so. In March, 2023, with permission from Raju Vijay Shinde, Anil Vijay Shinde and his sister Shamala Shinde, (Narendra Shinde is missing), he submitted an application for Change of Name of Electric Meter to the Respondent No. 1.
- 3.2 The Complainant was aware of this transfer of name but raised an objection only at the end of 2024, when Dharavi Redevelopment Scheme Project was declared. Presently, the Complainant is living in Room No. 4 with her mother.
- 3.3 Respondent No. 2 prays to check document submitted by him and take appropriate decision in concern matter and give proper justice to him.
- 4.0 From rival submissions of the parties following points arise for our determination with findings thereon for the reasons to follow :

Sr. No.	Points for determination	Findings
1	Whether the Change of name carried out by the Respondent No. 1 is valid ?	Negative
2	What order ?	As per final order.

REASONS

- 5.0 We have heard the arguments advanced by both parties and their representatives and have carefully perused the documents submitted in this matter. The dispute has arisen due to Change of name in the name of Mr. Suraj Vijay Shinde was maintained by dismissal of objection raised by the Complainant, vide Order dated 18.07.2025 by the Respondent No.1. The details of Change of name are given in the statement below :



Sr. No.	Change of Name				Date of change of name	Remark
	From	Old A/c No.	to	New A/c No.		
1	Vijaysing Sitaram Shinde	764-342-025	Suraj Vijaysing Shinde	764-342-027	27-03-23	

- 5.1 During the scrutiny of submission from the parties concerned, it was observed that electricity connection was originally registered in the name of Late Vijaysing Sitaram Shinde since 17.02.1981. Following his demise on 20.05.2010, no change of name was effected until 27.03.2023. On 21.03.2017, the Complainant's husband Late Raju Vijay Shinde had submitted an application for Change of name, which was rejected due to non submission of recent Rent Receipt. On 27.03.2023, Respondent No. 2 allegedly procured a Change of name using documents that the Complainant hereby claims as forged, including a signature of her husband while he was hospitalized during the time of signing. The Complainant submitted Case papers of the K.E.M. Hospital in support of the claim that her husband Late Raju Vijay Shinde was under treatment in hospital on 20.03.2023, on the date of execution of Affidavit-cum-Bond-cum-Declaration which was accepted by the Respondent No. 1, while effecting Change of Name in the name of Respondent No. 2. The family tree mentioned in the Affidavit is given below :

Sr. No.	Name	Relation
1	Ranjana Raju Shinde	Complainant
2	Late Vijaysing Sitaram Shinde	Father-in-law of Complainant
3	Late Raju Vijay Shinde	Husband of Complainant
4	Suraj Vijay Shinde	Brother-in-law of Complainant
5	Anil Vijay Shinde	Brother-in-law of Complainant
6	Narendra Vijay Shinde	Brother-in-law of Complainant
7	Shamla Vijay Shinde	Sister-in-law of Complainant

- 5.2 The Complainant's husband died on 02.03.2024. The Complainant raised an objection on 09.04.2025, which was dismissed by Respondent No. 1 via Order dated 18.07.2025. The Complainant has made allegations about fraudulent use of her Late husband's signature on the affidavit submitted by Respondent No. 2, submission of outdated & potentially invalid document (e.g. Rent Receipt from 1987 used as proof of occupancy), demand of Rs. 5,000/- by a BEST Official for processing her application (supported by screenshot evidence),



improper rejection of her application despite being the current Occupant of the premises. The Complainant has not made any independent verification for claim of fraudulent signature on the document, but requested Respondent No. 1 to verify the signatures by submitting KYC documents of her Late husband. During the hearing, it was confirmed from the mobile phone of the Complainant that screenshot evidence submitted by her was on Whatsapp chat with Mr. Bhausahab Popat Korke with mobile No. 7021181592, on 26.04.2025 at 08.17 a.m. (Saturday) alongwith other chats.

- 5.3 During the hearing, the Complainant also informed that she had already made an application for new meter connection on Ground Floor of the said premises occupied by her, which was also rejected by the Respondent No. 1. She further claimed that the said premises has been provided with two meters, the meter on the Ground Floor is presently been transferred in the name of Respondent No. 2 and another meter on Second floor is presently in the name of her other Brother-in-Law, Mr. Anil Vijay Shinde. Instead of above, her application for new meter connection on ground floor of the said premises was rejected by the Respondent No. 1.
- 6.0 The Respondent No. 1 has submitted that Change of name was processed based on documents including Rent Receipt (May 1987), Death Certificate, Gazette Notification, Ration Card, Affidavit-cum-Bond-cum-Declaration with family tree. The site inspection on 24.09.2025 confirmed current occupancy by the Complainant, but it was decided to maintain status-quo in the name of Respondent No. 2 due to ownership dispute.
- 7.0 Respondent No. 2 claimed that prior consent from family members including the Complainant's husband was obtained, while applying for Change of name for electricity bill. He implied that Complainant has raised objection only at the end of 2024, when Dharavi Redevelopment Project was declared and requests validation of submitted documents and has prayed adjudication.
- 8.0 The Complainant has challenged the transfer of the electricity meter A/c No. 764-342-027 from the name of the deceased Father-in-Law to the name of Respondent No. 2 (Mr. Suraj V. Shinde) on 27.03.2023, alleging the use of forged Affidavit/ No Objection Certificate from her deceased husband. The Complainant seeks cancellation of the transfer and alternatively a new meter connection based on her settled possession of the ground floor premises served by the disputed meter. The Forum notes that, the initial order of the



Distribution Licensee (BEST) dated 18.07.2025 failed to adequately address the core service related deficiencies, passing the burden of proof entirely to the Civil Court, contrary to MERC mandate. The Complainant provided prima facie medical evidence (hospitalization proof) indicating her husband could not have signed the Affidavit dated 20.03.2023. The Respondent No. 1 acceptance of the documents despite this serious challenge, constitutes a grave inadequacy in the manner of performance, as it failed to ensure legitimacy of the transferred documents. The Civil dispute does not negate, the need to ensure regulatory compliance in documentation. The site inspection confirms the disputed meter supplies the ground floor premises occupied by the Complainant. Maintaining the bill in Respondent No. 2's name for a premises he does not solely occupy, denies Consumers status to the person in settled possession of the serviced unit. The Complainant's submission of evidence (screenshots & Whatsapp Chat shown during the hearing) alleging a bribe demand by an official of the Respondent No.1 (Mr. Bhausahab Popat Korke) is a serious matter impacting the integrity of the redressal process. The Respondent No. 1 is required to address this allegation immediately and separately. The Respondent No. 1 may immediately initiate an enquiry into the Complainant's allegation of corruption against the concerned official, Mr.Bhausahab Popat Korke and take appropriate action as per Service Rules and the prevention of Corruption Act, if the allegations are prima facie substantiated. Under the MERC Supply Code Regulation 12.5, since the single meter is confirmed to be serving two distinct occupied premises (Ground Floor & First Loft) and dispute over consumption persist, this qualifies as a situation requiring sub-division of the load to prevent further billing issues.

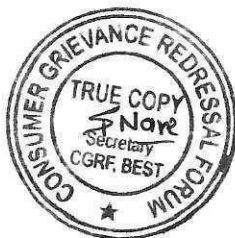
- 8.1 Regulation 12 of the MERC (Electric Supply Code and SOP) Regulations 2021, requires valid Ownership/Occupancy proof and consent from legal heirs. Alleged forgery and outdated rent receipt raises compliance concerns. Also, Regulation 12.3 mandates transparency and due diligence in document verification, which appears compromised. Alleged demand for bribe and rejection without due process, contravenes ethical standards and Consumer Protection Norms. Delay in grievance redressal and failure to act on objection within prescribed timelines amounts to non-compliance with MERC(SOP), 2021. The lack of forensic verification of disputed signatures, absence of independent scrutiny of documents submitted by Respondent No. 2, failure to consider actual occupancy in determining rightful Consumer shows procedural irregularities.



- 8.2 The meter was installed on 17.02.1981 for only Ground floor of the said premises. Subsequently in 3-4 years, 1st Floor and 2nd floor loft were constructed by Late Vijaysing Sitaram Shinde. On 29.10.2020, a separate meter under Consumer A/c No. 764-342-019 was allotted to Mr. Anil Vijay Shinde residing on 2nd floor loft at the said premises. Change of Name in the name of Respondent No. 2 was effected in 2023. A site inspection was carried out on 24.09.2025 after registration of grievances in CGRF on 09.09.2025. Prior to 29.10.2020 unauthorized extension of electric supply was allowed to 1st & 2nd Floor loft rooms from the existing disputed electric meter provided for Ground floor at the said premises. Till date, unauthorized extension of electric supply is illegally allowed to 1st floor loft at the said premises and no action has been taken till date.
- 8.3 During the hearing all parties confirmed that the said premises is having a separate entrance to both the loft floors from outside. Respondent No. 2 conceded that he has no objection to allot a separate new meter to the Complainant on Ground floor of the said premises. The Respondent No.1 also agreed to the same.
- 9.0 In this view of the matter the point No. (1) is answered Negative and we pass following order as answer to point no.2.

ORDER

- 1.0 The Grievance No. GN-526-2025 dtd.28/10/2025 is allowed.
- 2.0 In light of the Regulatory violations and the need to ensure uninterrupted Supply to the rightful occupant, the Forum hereby passes the following Order :
- 2.1 The electric connection with meter No. U089340, A/c No. 764-342-027 transferred in the name of Mr. Suraj Vijay Shinde on 27.03.2023 maybe continued as it is, until the issue of the forgery is conclusively resolved by a Competent Authority.
- 2.2 The Respondent No. 1 shall immediately refer the allegations of the forged Affidavit to their internal Vigilance Department for a thorough investigation regarding lapse in documentation.



- 2.3 In adherence to MERC Supply Code Regulations 12.3(b), the Respondent No. 1 shall reconsider previous application made by the Complainant, Mrs. Ranjana R. Shinde, being the occupant of the Ground Floor premises or obtain a fresh application from her for a new separate electricity meter connection at her said premises. The Respondent No. 1 shall process this new application expeditiously (with a maximum processing time of 30 days) and shall not demand NOC from any other legal heir/co-owner as the Respondent No. 2 (Occupant of the loft first floor & the present connection holder) has already conceded during the hearing to having no objection and acknowledged Complainant's entitlement to a new separate connection in her name on Ground floor of the said premises, provided the Complainant furnishes adequate proof of her settled legal possession (e.g. Rent Receipt, etc.) as the Site Inspection Report has already confirmed her peaceful possession at the said premises.
- 2.4 Pending the installation of the new meter, the Respondent No. 1 shall treat the consumption on the existing meter (A/c No. 764-342-027) as an 'Occupancy Shared' basis. The Complainant & the Respondent No. 2 shall share the consumption liability based on mutually agreed terms or estimated uses for their respective occupied units.
- 2.5 The Respondent No. 1 shall comply this Order and submit a Compliance Report to the Forum within 45 days from the date of this Order.
- 3.0 Copies of this Order be given to all the concerned parties.


(Mr. Jitendra W. Chavan)
Technical Member


(Mrs. Anagha A. Acharekar)
Independent Member


(Mr. Mahesh S. Gupta)
Chairman



