

# BEFORE THE ELECTRICITY OMBUDSMAN (MUMBAI)

(Appointed by the Maharashtra Electricity Regulatory Commission  
under Section 42(6) of the Electricity Act, 2003)

## REPRESENTATION NO. 82 OF 2025

In the matter of Change of Name

Mohd. Iqbal Siddique Haider Ali Shaikh
Zaibunnissa Haider Ali Shaikh

.....Appellants

V/s.

Brihanmumbai Electric Supply & Transport Undertaking .....Respondent No.1  
(BEST Undertaking)

Shaikh Parveen .....Respondent No.2

Appearances:

Appellant : Not Present

Respondent No.1 : 1. S.M. Taur, Divisional Engineer, Customer Care E Ward  
2. M.L. More, Administrative Officer (CCE)

Respondent No.2 : Parveen Shaikh


**Coram: Vandana Krishna [IAS (Retd.)]**

Date of hearing: 24<sup>th</sup> September 2025

Date of Order : 3<sup>rd</sup> October 2025

## ORDER

This Representation was filed on 25<sup>th</sup> August 2025 under Regulation 19.1 of the Maharashtra Electricity Regulatory Commission (Consumer Grievance Redressal Forum & Electricity Ombudsman) Regulations, 2020 (CGRF & EO Regulations 2020) against the Order dated 23<sup>rd</sup> July 2025 in Case No. E-517-2025 passed by the Consumer Grievance Redressal Forum,

  
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BEST Undertaking (the Forum). The Forum by its order allowed the grievance and directed as below:

2. *The Respondent no. 1 is directed to revert back the name changed of the electricity connection to the said premises in the name of original Consumer late Mr. Haider Ali Shaikh.*
3. *The Forum directs suspension of further name change actions related to the said Consumer number & meter until the outcome of the pending City Civil Court suit regarding ownership and tenancy rights.*

2. **Preamble:** Late Haider Ali Mohd Ilyas, the original consumer (No. 539-263-027) was running a bakery shop at 57/A, Floor Ground, ESSA Chawl, Shaikh Hafizuddin Marg, Sankli, Central Mumbai 400 008. He is the father of the present Appellant, Mohd Iqbal Siddique, and of Parveen Shaikh, the Respondent No.2, and husband of Co-Appellant Zaibunissa Haider Ali Shaikh.


The Family Tree in this Case is as below:


Table 1

Name	Relation
Late Haider Ali Mohd Ilyas	Father
Zaibunissa Haider Ali Shaikh	Mother of Appellant
Mohd. Iqbal Siddique Haider Ali Shaikh	Son, Appellant
Shaikh Parveen	Daughter (Married), Respondent No.2
Nasreen	Daughter

There is a dispute between the legal heirs of the original consumer regarding the change of name done on the electricity bill in favour of the current Appellant. Parveen Shaikh, his daughter had filed a grievance with the Forum on 19.05.2025. The Forum reverted the name to the original consumer. Therefore, the Appellant, son of the original consumer, has filed this representation.

3. A physical hearing was held on 24.09.2025, however the Appellant was absent. The parties were heard at length. The Respondent No.1's submissions and arguments are stated as below. [The

  
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*Electricity Ombudsman's observations and comments are recorded under 'Notes' in brackets where needed.]*

- (i) As per the computerized records of BEST, the electricity meter bearing number C979286 was originally installed on 04.05.1951 in the name of Mr. Haider Ali Mohd Ilyas, under Account No. 539-263-027. He was the father of the Appellant, Mohd Iqbal Siddique and husband of co-Appellant Zaibunissa. The details of the electric connection are as below:


Table 2:

Name of Consumer	Consumer No.	Address	Sanctioned load	Date of Supply	Activity
Haider Ali Mohd Ilyas (Original Consumer)	539-263-027	57/A, Floor Ground, Plot 57, ESSA Chawl, Shaikh Hafizuddin Marg, Sankli, Central Mumbai 400008	1.04 KW	04.05.1951	Tandoor Bakery billed under Commercial Tariff Category (LT II A)

The Chronology of change of name is charted as below:

Table 3:

Sr. No.	Change of Name/ Reconnection details			
	Name of Consumer	Consumer No.	Period	Remarks
1	Haider Ali Mohd Ilyas (Original Consumer)	539-263-027	From 04.05.1951 to 20.01.2020	Transferred to the Appellant name on 20.01.2020.
2	Mohd. Iqbal Siddique Haider Ali Shaikh (Appellant)	539-263-012	From 20.01.2020 to 15.02.2024	Disconnected for non payment of outstanding dues of about Rs.29700/- on 15.02.2024
3	Zaibunissa Haider Ali Shaikh (Mother)	539-263-029 (Reconnection) on 30.03.2024	From 30.03.2024 to 6.06.2024	Change of Name from Zaibunissa Haider Ali Shaikh to Appellant's name on 6.06.2024
4	Mohd. Iqbal Siddique Haider Ali Shaikh	539-263-032	From 06.06.2024 to 12.08.2025	Transferred to Haider Ali Mohd Ilyas (Original Consumer) as per Forum's order.
5	Haider Ali Mohd Ilyas (Original Consumer)	539-263-032	From 12.08.2025 onwards	

  
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(ii) On 14.01.2020, Mohd Iqbal Siddique Haider Ali Shaikh applied for a change of name from his late father Haider Ali Mohd Ilyas to his own name. The request was supported by the following documents:

- a) Paid electricity bill (Dec. 2019) in the name of Haider Ali Mohd Ilyas and PAN card of Mr. Iqbal Siddique.
- b) Death certificate of Haider Ali Mohd Ilyas (dated 04.08.2012).
- c) Rent receipt from BMC Estate Department (Receipt No. 2442975, dated 02.01.2020) in the name of Mohd Iqbal Siddique and a receipt from the Hydraulic Engineer's Department (No. 5315285 dated 01.01.2020) in the name of Haider Ali Mohd Ilyas.
- d) Letter of Undertaking (Annexure 1) affirming settled possession and authenticity of submitted documents.
- e) Indemnity Bond (No. VX 367784, dated 09.12.2019) on ₹100/- stamp paper, accepting responsibility for any false or fraudulent claims **and agreeing to revert name if objections arise.**
- f) Renewed MCGM Health Department license (Receipt No. 761425420) for Iqbal Tandoor Bakery dated 18.11.2019.
- g) License Department renewed receipt (No. 761361180) dated 18.11.2019.
- h) Registration Certificate and Maharashtra Shops & Establishments Intimation (dated 18.11.2019).
- i) FDA permission for Iqbal Tandoor Bakery (dated 09.02.2019, valid till 08.02.2024).

Based on the above documents, the name on the electricity bill was changed in favour of Mohd Iqbal Siddique on 20.01.2020.

(iii) **Objection by Respondent No. 2:** On 04.12.2020, an objection was received from Ms. Parveen Shaikh (Respondent No. 2 and daughter of Haider Ali Mohd Ilyas) regarding the name change.

  
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- (iv) As per the Procedure Order dated 03.05.2017, a hearing was held on 28.01.2021. During the hearing, Mr. Iqbal Siddique admitted that the rent receipt submitted was not in his name. Consequently, the name was reverted to the original consumer, Late Haider Ali Mohd Ilyas.
- (v) **Disconnection due to Non-Payment:** The consumer under A/c No. 539-263-012 made irregular payments, accumulating arrears of approximately ₹29,700. As a result, Meter No. C979286 was removed on 15.02.2024 for non-payment.
- (vi) **Reconnection by Zaibunissa Haider Ali Shaikh:** The Appellant paid the arrears and applied for a new connection in his mother's name in March 2024. A new electricity meter was installed under reconnection on 30.03.2024 (ID No. 200000332), with a new Consumer No. 539-263-029 in the name of Zaibunissa Haider Ali Shaikh. The following documents were submitted:

- a) Application form for reconnection.
- b) Death certificate of Late Haider Ali Mohd Ilyas and old electricity bill.
- c) Rent receipt (dated 29.09.2019) in the name of Haider Ali Mohd Ilyas.
- d) Ration Card (No. KA 475205), Aadhaar Card, and PAN Card of Zaibunissa Haider Ali Shaikh.
- e) Registration Certificate & Shops and Establishment license (dated 20.03.2024) for Iqbal Tandoor Bakery showing Zaibunissa as the employer.
- f) Indemnity Bond (dated 21.03.2024).

- (vii) **Subsequent Name Change to Iqbal Siddique:** This time the mother Zaibunissa, who lives with her son, gave her NOC for change of name in favour of her son, the Appellant. The name was again changed on the electricity bill on 06.06.2024 (ID No. 8885500) from Zaibunissa to Mohd Iqbal Siddique.

○ Documents submitted:

- a) Letter of Undertaking and NOC from Zaibunissa Haider Ali Shaikh.

  
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- b) Registration Certificate & Maharashtra Shops & Establishments license.
- c) Aadhaar and PAN cards.
- d) Rent receipt (29.09.2019) and death certificate of Haider Ali Mohd Ilyas.
- e) Affidavit cum No Objection and Indemnity Bond.

- (viii) Second Objection by Parveen Shaikh: Another similar objection from Ms. Parveen Shaikh was received on 09.10.2024. A hearing was scheduled on 26.11.2024. During the hearing, Mr. Iqbal Siddique was unable to submit relevant documents pertaining to Shop No. 57/A, Ground Floor, Essa Chawl, Sankli Street, Mumbai-08. The name was reverted back to the Appellant's mother, Zaibunnissa Haider Ali Shaikh as per letter dated 23.01.2025 under A/c No. 539-263-032.
- (ix) Current Status of Possession: Iqbal Siddique, the Appellant and his mother Zaibunnissa Haider Ali Shaikh are currently in physical possession of the premises. Ms. Parveen Shaikh continues to object to the name being in Zaibunnissa's name.
- (x) Respondent No. 2 (Parveen Shaikh) filed a case before the Consumer Grievance Redressal Forum on 27.05.2025. The Forum, by order dated 23.07.2025, allowed the grievance. As per the operative part of the order, the electricity bill was reverted to the original consumer's name, late Haider Ali Shaikh on 12.08.2025.
- (xi) In view of the above facts and developments, Respondent No. 1 (BEST) prays that the representation of the Appellants be rejected, as they have followed the Forum's order


4. The Appellants' written submissions and arguments, in brief, are as follows: -

- (i) The Appellant, is in possession of Shop No. 57/A, Ground Floor, ESSA Chawl, Shaikh Hafizuddin Marg, Sankli, Central Mumbai – 400 008, where he operates a tandoor business under the name "Iqbal Tandoor Bakery." The Appellant had been carrying on this business along with his late father until his demise on 04.08.2012. Since then, the Appellant has been independently managing the business and continues to remain in settled possession of the said shop for a considerable period.

  
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- (ii) The Respondent No. 2- Parveen Shaikh, sister of the Appellant started extorting money from their mother by way of blackmailing.
- (iii) The Appellant applied for change of name on 14.01.2020 based on the documents referred in para 3 (ii). Accordingly, the Respondent No. 1 transferred the electricity connection in his name on 20.01.2020 (C.No.539-263-012). The Respondent No. 2 took objection on 04.12.2020 for the said transfer with bad intentions though she had given her consent during a family meeting. Due to her objection, the change of name was reverted to the original consumer in Feb. 2021.
- (iv) The Appellant was suffering loss in business from 2021 due to Covid-19 pandemic and was irregular in payment of bills. The Respondent No.1 had disconnected the power supply on 15.02.2024. The Appellant paid the outstanding dues of about Rs.29700/-in March 2024.
- (v) Subsequently, the Co-Appellant (Zaibunissa Haider Ali Shaikh) then applied for reconnection in her name in the same month with documents referred in Para 3 (vi). The Respondent No. 1 reconnected the supply on 30.03.2024 in her name.
- (vi) The Appellant then re-applied for change of name from his mother to his own name in May 2024 based on the documents and NOC from his mother. Accordingly, the Respondent No. 1 rightly transferred the connection in his name (C. No.539-263-032) on 06.06.2024.
- (vii) The Respondent No. 2 started extorting money from their mother under the pretext of not taking NOC from her and filed a complaint with the Forum on 19.05.2025.
- (viii) The Forum by its order dated 23.07.2025 allowed her grievance. The Forum did not understand the basic issue that
  - a) The Appellant is a protected tenant and in settled possession for many years.
  - b) At the time of change of name from Zaibunissa Haider Ali Shaikh to the Appellant's name on 6.06.2024, there was no civil suit pending.
  - c) The complainant, Parveen Shaikh has no locus standi to challenge the connection in the name of Zaibunissa Haider Ali Shaikh. She has also not filed any documents to claim as the legal heir of Late Haider Ali Shaikh.
  - d) How is retransfer of a connection in the name of a dead person sustainable?


  
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- e) The premises have tenancy rights and not ownership rights (it is a pagadi property), hence tenancy rights cannot be transferred except for a person who is in settled possession.
- (ix) In view of the above, the Appellant prays that the Forum's order be set aside, and the connection be reverted in the Appellant's name.

5. The Respondent No. 2, Parveen Shaikh's submissions and arguments are stated in brief as below: -

- (i) The Respondent No. 2 submits that the electricity connection for Meter No. C9/0286 and Consumer A/c No. 539-263-027 was registered in the joint names of herself and the Appellant's deceased father, Late Mr. Shaikh Haider Ali, from 01.05.1951 to 19.01.2020. Thereafter, the account was transferred to the Appellant, Mr. Mohd. Iqbal Siddique Haider Ali Shaikh, on 20.01.2020 under A/c No. 539-263-011.
- (ii) On 04.12.2020, upon Respondent No. 2's objection, the connection was re-transferred in the name of Late Mr. Shaikh Haider Ali. Subsequently, on 15.02.2024, the supply was disconnected for non-payment of dues (approx. ₹29,700/-). A fresh connection was then obtained in the name of the mother and later changed to that of the Appellant.
- (iii) **A civil suit (Suit No. MHCC010053132023, dated 12.05.2023) has been filed before the City Civil Court, alleging that the Appellant submitted false and fabricated documents to secure transfer of the BMC license for the disputed premises.** Respondent No. 2 alleges that Respondent No. 1 issued a new electricity connection without verifying the documents and that, despite repeated correspondence, the Appellant has not provided any reply—indicating alleged collusion between the Appellant and Respondent No. 1's officers.
- (iv) The Respondent No. 2 states that Late Mr. Shaikh Haider Ali died intestate, survived by four legal heirs—wife (Zaibunissa), daughters (Parveen and Nasreen), and son (Mohd. Iqbal). The estate included eight immovable assets, including the disputed premises. Respondent No. 2, a qualified educator and survivor of domestic violence, contends that

  
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the Appellant, allegedly with a criminal background, seeks to wrongfully obtain sole possession. She further asserts that the change of name in the electricity records was based on forged documents, leading to revocation of the BMC licenses earlier issued.


- (v) During the hearing, Respondent No. 2 produced the will of her late father and a list of his 8 properties. She contended that the Appellant has managed to take over all or most of these properties while the sisters remain deprived. She expects a fair financial settlement from her brother, after which she is willing to give her NOC. She contends that as her mother stays with her brother and is dependent on him, she gave her NOC to him, and he would constantly try the same strategy in future too.
- (vi) Accordingly, Respondent No. 2 prays that the representation of the Appellants be rejected.

6. The Appellants informed this office vide letter dated 22.09.2025, that Mohd. Iqbal Siddique Haider Ali Shaikh is suffering from a heart ailment and is bedridden. Accordingly, they prayed for withdrawal of their representation.

#### **Analysis and Ruling:**

7. Heard the parties and perused the documents on record. This seems to be a family dispute between brother and sister, wherein the sister has objected to transfer of the connection in the brother's name. She expects a financial settlement in order to give her NOC. Meanwhile there is a case pending in the City Civil Court

During the hearing it emerged that BMC had cancelled the gumastha (shop) license of the Appellant in 2021 based on the objections raised by the Respondent No. 2. However, currently it seems that the shop / bakery is still running, legally or illegally, as there is regular consumption of electricity. No harm has been caused to the Appellant by the Forum's order, as he continues to earn an income from the bakery, and the electricity connection continues.


  
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8. Vide letter dated 22.09.2025 to this office, the Appellants informed that Mohd. Iqbal Siddique Haider Ali Shaikh is bedridden with a heart ailment, and has sought withdrawal of their representation.

9. Accordingly, this Representation is allowed to be withdrawn, and is disposed of accordingly.

Sd/  
(Vandana Krishna)  
Electricity Ombudsman (Mumbai)

  
(Dilip Dumbre)  
Secretary  
Electricity Ombudsman Mumbai

