

**Before Maharashtra State Electricity Distribution Co. Ltd.'s  
Consumer Grievance Redressal Forum  
Nagpur Urban Zone, Nagpur**

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**Case No. CGRF(NUZ)/037/2005**

- Applicant : Shri Ramesh Shaymraoji Mohod  
K-11, Ambazari Hill Top,  
Near Water Tank, Pandharabodi,  
Nagpur.
- Non-Applicant : The Nodal Officer,  
Executive Engineer,  
Congress Nagar Division,  
Nagpur representing the MSEDCL.
- Quorum Present : 1) Shri S.D. Jahagirdar, IAS (Retd),  
Chairman,  
Consumer Grievance Redressal  
Forum,  
Nagpur Urban Zone,  
Nagpur.
- 2) Smt. Gouri Chandrayan,  
Member,  
Consumer Grievance Redressal  
Forum,  
Nagpur Urban Zone,  
Nagpur.
- 3) Shri M.S. Shrisat  
Exe. Engr. & Member Secretary,  
Consumer Grievance Redressal  
Forum, NUZ, MSEDCL, Nagpur.

**ORDER (Passed on 22.08.2005)**

The present grievance application is filed by the applicant in the prescribed schedule "A" on 07.07.2005 as per Regulation No. 6.3 of the Maharashtra Electricity Regulatory Commission (Consumer Grievance Redressal Forum &

Ombudsman) Regulations, 2003 here-in-after referred-to-as the said Regulations.

The grievance of the applicant is that the old electro-mechanical meter, being meter number 1554319, replaced by the non-applicant by another electronic meter, being meter number 1009823, may be re-installed in place of the new electronic meter.

The matter was heard by us on 18.08.2005 when both the parties were present. They are heard by us. Documents produced by both of them are also perused and examined by us.

The applicant had earlier filed his complaint before the Internal Grievance Redressal Unit headed by the Executive Engineer (Adm) in the Office of the Chief Engineer, NUZ, MSEDCL, Nagpur by filing his complaint application on 03.07.2004 as per Regulation number 6.7 and 6.8 of the said Regulations. This Unit, after enquiring into the matter, informed the applicant by its letter number SE/NUC/T/IGRU/1345 dated 22.06.2005 that the applicant's electronic meter installed at his house in April,2004 has been found to be fault-free and that a credit of Rs. 4,203.36 has already been given to him by the Executive Engineer, Congressnagar Division, MSEB, Nagpur in the billing month of August, 2004 by accepting his grievance raised in this regard. The applicant was not satisfied with the remedy provided by this Unit and hence, he approached this Forum for redressal of his grievance as per the said Regulations.

After receipt of the grievance application in question, the non-applicant was asked to furnish before this

Forum his parawise remarks on the applicant's application as per the said Regulations. Accordingly, the non-applicant submitted his parawise remarks on 18.08.2005. A copy thereof was given to the applicant on 18.08.2005 before the case was taken up for hearing and he was given adequate opportunity to offer his say on this parawise report also.

The contention of the applicant is that he has been singled out by the non-applicant in as much as his old electro-mechanical meter which was functioning alright was unnecessarily replaced by the non-applicant by a new electronic meter and that he has been discriminated by the non-applicant. He added that all his neighbourers and also other persons residing in his locality are still having old electro-mechanical meters and that these meters have not been replaced by the non-applicant by electronic meters. He vehemently argued that it was only the applicant's old electro-mechanical meter which has been replaced by the new electronic meter. Thus, according to him, the non-applicant has, without any sufficient cause, discriminated him in this regard. It is his contention that he is receiving excessive bills of electricity charges through the new electronic meter while the other consumers residing near-by his house are receiving electricity bills of less amounts bi-monthly. He added that he is paying three times more charges of electricity as compared to his neighbourers. According to him, he has already paid excessive electricity bill amounts of Rs. 3440/-, Rs, 1800/- and Rs. 1580/- respectively in the billing month of March,2004, June,2004, and August,2004. All this had happened because of installation of the electronic meter replacing his old meter. He

prayed that his old electro-mechanical meter may again be installed replacing the new electronic meter.

Earlier the applicant has made a complaint to the non-applicant in respect of excessive billing in the billing month of June,2004 contending that he was not residing in the house and yet he received excessive bill of Rs. 6030.64 in the billing month of June,2004. After testifying the correctness of the contents of the applicant's complaint, the non-applicant gave him credit of Rs.4,203.36 in the subsequent billing month of August, 2004.

The applicant's say is that the new electronic meter installed in March, 2004 has been running fast and hence upon his request, the non-applicant checked the accuracy of the new electronic meter and found it to be alright. But still the applicant is not satisfied with the functioning of the new electronic meter. According to him, his consumption of electricity never exceeded beyond 100 units and that there was no fault with the running of his old meter. His submission is that his old meter ought not to have been replaced by an electronic meter.

The non-applicant has stated in his parawise remarks dated 18.08.2005 that the applicant is his consumer since 15.04.1988. His consumption was found to be abnormally low i.e. 17 to 18 units per month between February, 2003 to February, 2004 and considering this aspect, the non-applicant felt that this meter was recording less consumption and hence this old electro-mechanical meter was replaced on 25.03.2004 by a new electronic meter bearing meter no. 1009823. As per section 126 of the Electricity Act, 2003, an assessment for past

three months was done and a debit of Rs.4203.36 was raised to the applicant which he protested. The applicant produced documentary evidence to show that his consumption was low because he was not residing in his house at Nagpur during February, 2003 to February, 2004. He was transferred to Nagpur in February,2004. Considering the documentary evidence produced by the applicant, the additional assessment of Rs. 4203.36 done during the month of June, 2004 was immediately withdrawn in the next billing cycle. This fact is highlighted in the Consumer's Personal Ledger. As regards the accuracy of the new electronic meter installed in the premises of the applicant, the non-applicant states that all care has been taken to verify its accuracy. The new meter was tested with accuchek meter on 31.03.2005 and the percentage error was found to be around (-) 2%. Also another meter in series was installed in the applicant's premises for a period of seven days and it was found that the electronic meter and the new series meter recorded almost the same quantum of consumption of electricity. The electronic meter was found to be recording consumption within the permissible limits of accuracy. It is his submission that the Billing Unit Office has taken care to give appropriate reply to the applicant. He has also been apprised of this fact personally. According to him, the complaint of the applicant that the other consumers in his locality are receiving less bills is without any basis.

We have carefully gone through the record of the case, documents produced by both the parties and also written and oral submissions made before us by both the parties.

The only grievance of the applicant is that he has been discriminated by the non-applicant in as much as the non-applicant replaced only his old electro-mechanical meter by a new electronic meter and also that the new electronic meter is running fast.

According to the applicant, there was no need to change the old meter since it was functioning alright. He seems to be aggrieved by the action of the non-applicant.

It is observed by us that the applicant's earlier complaint of excessive billing has been redressed by the non-applicant. In that, the non-applicant has already given a credit of Rs. 4,203.36/- in the billing month of August, 2004. It is also seen that the non-applicant has also tested the new electronic meter for its accuracy. Not only this but the non-applicant had also installed a new series meter parallel to the applicant's electronic meter and readings recorded by these two meters were also verified by the non-applicant. The non-applicant's parawise report clearly states that the consumption of the applicant was found to be almost same as revealed by both these meters.

The non-applicant is implementing his policy of replacing consumers' old electro-mechanical meters by new electronic meters. Lot of work in this respect has already been done by the non-applicant. However, there are still some areas in Nagpur Urban Zone including the area where the applicant resides where the process of replacement of old meters by electronic meters is still pending. Hence, there is nothing wrong on the part of the non-applicant when he replaced the applicant's old electro-mechanical meter by a new electronic

meter. Since the applicant has complained that his electronic meter was running fast, the non-applicant has taken all due care to verify the complaint of the applicant and in that he satisfied himself that the new electronic meter is functioning properly and that there is no defect, whatsoever, in this new meter. The action taken by the non-applicant amply demonstrates that the new electronic meter is fault-free. The non-applicant, during the course of hearing, has stated before us that the process of replacing the old meters of the consumers residing in the area where the applicant resides will also be taken up in hand soon as and when he receives adequate stock of new electronic meters. He made a submission before us that the old electro-mechanic meters of the consumers who are the applicant's neighbourers and whose names have been reported by him to the non-applicant will be replaced by electronic meters immediately. We are convinced about the fact that the non-applicant has not discriminated the applicant keeping an ulterior motive and further that the non-applicant took action of replacing the old meter by a new electronic meter without any malafide intention. The applicant had brought to our notice during the course of hearing that his neighbourers are receiving proportionately low electricity bills as compared to him although their consumption pattern is not less than that of the applicant. However, he has not produced any proof to substantiate this say. Still, we direct the non-applicant to verify whether there is any truth in this complaint of the applicant, which he promised to do.

In the light of above, we are inclined to hold and do hold accordingly that the contentions raised by the non-applicant are correct and that there is now no need to replace the applicant's electronic meter by his original electro-mechanical meter.

In view of above, the grievance application of the applicant is rejected by us.

We, however, direct the non-applicant to speed up the process of replacement of the old electro-mechanical meters of the consumers residing in the area where the applicant is residing by new electronic meters as per his policy in terms of observations made by us in this order.

Sd/-	Sd/-	Sd/-
(M.S. Shrisat)	(Smt. Gouri Chandrayan)	(S.D. Jahagirdar)
Member-Secretary	Member	CHAIRMAN

**CONSUMER GRIEVANCE REDRESSAL FORUM  
MAHARASHTRA STATE ELECTRICITY DISTRIBUTION CO LTD's  
NAGPUR URBAN ZONE, NAGPUR.**

**Member-Secretary  
Consumer Grievance Redressal Forum,  
Maharashtra State Electricity Distribution Co.Ltd.,  
Nagpur Urban Zone, NAGPUR.**