

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

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**Case No. CGRF(NUZ)/185/2014**

Applicant : Shri Bholanath Ramchandra Masram,  
Nai Basti, Sadar,  
Nagpur.

Non-applicant : Nodal Officer,  
The Superintending Engineer,  
(Distribution Franchisee),  
MSEDCL, N.U.C.,  
NAGPUR.

Quorum Present : 1) Shri Shivajirao S. Patil,  
Chairman.

2) Shri Anil Shrivastava,  
Member / Secretary.

**ORDER PASSED ON 22.9.2014.**

1. The applicant filed present grievance application before this Forum on 4.8.2014 under Regulation 6.4 of the Maharashtra Electricity Regulatory Commission (Consumer Grievance Redressal Forum & Electricity Ombudsman) Regulations, 2006 (hereinafter referred to as Regulations).

2. The applicant's case in brief is that he received excessive bill of June 2014 for 881 units. Bill be revised.

3. Non applicant denied applicant's case by filing reply dated 16.8.2014. It is submitted that meter is tested by acucheck and it is found O.K. Grievance application be dismissed.

4. Forum heard arguments of both the sides and perused the record.

5. Record shows that only in the month of June 2014, there is reading of 881 units. We have carefully perused spot inspection report. It shows that there is sufficient load. Therefore in our opinion bill is not excessive. There is no need to revise the bill and grievance application deserves to be dismissed.

6. However, at this moment it is necessary to issue certain guide lines and directions to SNDL. It is common experience of this Forum that meters are always tested by acucheck and not in meter testing laboratory. Needless to say that testing of the meter by acucheck may not be reliable all the time. At different load in testing by acucheck meter shows different error. Accuracy by testing the meter by acucheck depends on operating person. It is not reliable method and there may be variance in accuracy. Many a times, consumers are not satisfied that acucheck meter testing and they request SNDL to test the meter in meter testing laboratory. However, it is noticed by this Forum that SNDL many times do not test the meter in meter testing laboratory of SNDL. In our opinion, it is not proper. When consumer is depositing meter testing charges, there is no problem for SNDL to test the meter at least in meter testing laboratory of SNDL. Therefore it is hereby directed that in future meter should be tested in meter testing laboratory of SPANCO in case the consumer desires and pays the meter testing charges. These observations are made for future guidance and improvement to avoid consumers'

grievance. With these observations, Forum proceeds to pass following order :-

### ORDER

- 1) Grievance application is dismissed.
- 2) SNDL is hereby directed that cases in which consumer requested to test the meter in meter testing laboratory of SNDL, in such eventuality, SNDL shall invariably test the meter in meter testing laboratory of SPANCO on depositing meter testing charges and not to test the meter only by acucheck.
- 3) Compliance should be reported within 30 days from the date of this order.

Sd/-  
(Anil Shrivastava)  
MEMBER  
SECRETARY

Sd/-  
(Shivajirao S. Patil),  
CHAIRMAN