

GOVERNMENT OF INDIA
MINISTRY OF POWER

RAJYA SABHA
UNSTARRED QUESTION NO.146
ANSWERED ON 20.07.2026

SMART METERING AND CONSUMER BILLING IN ODISHA

146. SHRI SUBHASISH KHUNTIA:

Will the Minister of **POWER** be pleased to state:

- (a) the district-wise details of consumer grievances relating to smart metering and electricity billing in the State of Odisha;
- (b) whether instances of inaccurate billing, disputed arrears or faulty smart meters have been reported under the Revamped Distribution Sector Scheme and, if so, the details thereof; and
- (c) whether any guidelines have been issued for billing verification, consumer protection and grievance redressal and, if so, the details thereof, and if not, the reasons therefor?

A N S W E R

THE MINISTER OF STATE IN THE MINISTRY OF POWER

(SHRI SHRIPAD NAIK)

(a): Electricity being a concurrent subject, supply and distribution of electricity to consumers is within the purview of the respective State Government/ distribution utility. Consumer grievances relating to metering and billing are dealt with by the concerned distribution utilities which function under the guidance of the State Electricity Regulatory Commission and the State Government.

As per the Revamped Distribution Sector Scheme (RDSS) guidelines, all State-owned Distribution Companies (DISCOMs) and State/ UT Power Departments, are eligible for financial assistance under the scheme. All four DISCOMs of Odisha fall under the category of private sector and, hence, no smart metering works have been sanctioned for the State of Odisha under RDSS.

(b) & (c): Government of India launched the Revamped Distribution Sector Scheme (RDSS) in July 2021 with the objective of improving the quality and reliability of power supply to consumers through a financially sustainable and operationally efficient distribution sector. Installation of smart meters for consumers and system (feeder and distribution transformer) metering is an important intervention under the scheme, which leads to improved financial discipline of distribution utilities through increased collection efficiency and better energy accounting. Under the scheme, smart metering works for 19.79 crore consumers, 2.05 lakh feeders and 52.53 lakh Distribution Transformers (DTs), totalling 20.33 crore smart meters, have been sanctioned based on the proposals submitted by the States/ distribution utilities, and 5.73 crore smart meters have been installed. In total, 7.24 crore smart meters have been installed across the country under various schemes, including States' own schemes.

The benefits provided by smart meters for consumers include accurate billing due to elimination of manual meter reading errors, greater transparency, mobile application-based consumption monitoring and enablement of Time-of-Day consumption.

Further, Government of India has issued various guidelines, advisories and Standard Operating Procedures (SoPs) to enhance billing accuracy, consumer protection and grievance redressal, which, inter alia, include the following:

- i. Smart meters are required to adhere to the relevant technical and quality standards as per the BIS (Bureau of Indian Standards) certification.
- ii. Installation of check meters to verify the readings of smart meters on a random basis and mandatory installation in case of consumer complaints.
- iii. No penalty on consumers based on maximum demand recorded by smart meters; and a mechanism for recovery of past arrears in easy instalments.
- iv. Smart meter mobile applications for consumption monitoring, convenience of recharge in small denominations, and advance alerts for low balance and emergency credit.
- v. Provisions for multiple recharge options, consumer feedback mechanism, effective complaint resolution mechanism and comprehensive consumer engagement campaigns.

The distribution utilities provide internal grievance redressal mechanisms to resolve complaints related to metering, billing, etc. In addition to this, a multi-tier structure for Consumer Grievance Redressal Forum (CGRF) has been established by the Distribution Utility/ State as per the provisions of Electricity (Rights of Consumers) Rules, 2020. If a consumer is dissatisfied with the resolution provided by the utility, the consumer may approach the CGRF and, thereafter, the Electricity Ombudsman, for resolution. As per the Rules, the Electricity Regulatory Commissions are also required to notify standards of performance for the utilities, which specify the time periods for resolution of various electricity related complaints.
