



Chhattisgarh State Electricity Regulatory Commission

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Suo Motu Petition No. 36 of 2026

In the Matter of:

"Grievances of consumer related to automatic disconnection."

Chhattisgarh State Power Distribution Company Limited ... Respondent

PRESENT : Vivek Ganodwale, Member (Law)
Ajay Kumar Singh, Member (Technical)

Appearance : Shri Bhushan Lal Verma, Addl. CE for Respondent CSPDCL

ORDER

(April 22, 2026)

The consumers of Durg City Division and Raipur City area reported issues related to disconnection of electricity supply well before the due date for payment even though timely payment of previous electricity bills and there were no arrears payable by the consumers during the period December, 2025 to February, 2026. Consumers also reported followings:

- (i) That in-spite of timely payment of the bills, arrears are reflected in the latest electricity bills.
- (ii) That their outstanding amount for the electricity bills are reflecting differently for the same period in various platforms of licensee, such as in their web portal and SMS received from the companies / bill generated through POS.

2. Similar incidents were also reported in the print media like Haribhoomi and Dainik Bhaskar newspapers in the month of January and

February, 2025 related to disconnection of the electricity supply on account of outstanding dues.

3. Additionally, during the course of public hearing in the petitions filed by CSPDCL for determination of ARR and Retail Tariff for FY 2026-27, domestic consumers have also raised the issues related to billing, disconnection subsequent to installation of prepaid smart meters. They submitted that the consumer's electricity supplies are getting disconnected even before the due date of payment of electricity bills on account of fictitious outstanding arrears. Similar representations were also made by the representative of Chhattisgarh Electricity Retired Employees-Officers Association.

4. The Commission took cognizance of these incidences and registered this suo motu petition on 26.02.2026. Chhattisgarh State Power Distribution Co. Ltd. (CSPDCL) has been impleaded as party to this suo motu petition. Accordingly, notice were served with direction to submit following information:

- (a) Standard procedure adopted by the respondent for disconnection of consumer with smart meter.
- (b) Details of the Government connections, which are disconnected due to non-payment of bills after installation of smart meters.
- (c) Justification towards delay in supply restoration once outstanding amount is deposited by consumers.

5. During the course of hearing, upon being questioned regarding the procedure adopted for disconnection by the CSPDCL, it is submitted that disconnection of the consumers from smart meter was started on trial basis without notice to the consumers. At the same time, three messages are being sent to the consumers before disconnection of the electricity supply. It was also admitted by the CSPDCL that at present, proper infrastructure is under development towards quick restoration of supply after outstanding amount is deposited by consumers. Presently, it takes

more than 24 hours to restore the supply after full amount is deposited by the consumer.

6. Looking into the resentment among the consumers and in absence of proper functional infrastructure to restore the supply, the Commission during the course of hearing on 17.03.2026 directed CSPDCL to immediately stop the disconnection of supply to the consumers with smart meters till the final order.

7. Subsequently, the CSPDCL submitted the following in their reply with a request to review its order dated 17.03.2026:-

- i) Standard procedures as specified in the policy of the Government of India and provisions specified in the Electricity Supply Code (Fourth Amendment) 2024 are being adopted by the CSPDCL. The disconnections are only done between 11:00 am to 2:00 pm in working days, so that the consumers are not facing difficulty in payment and reconnection.
- ii) Presently, various payment mechanisms such as through ATP machines, Mor-Bijli app, website of CSPDCL, Bharat bill payment system (Google Pay, Phone pay, Paytm, etc.) are being integrated and connections are restored within 30 minutes of payment.
- iii) In case of network or technical difficulties, the provision of restoring the supply by pushing a switch (Push Button) in the smart meters is available so that the consumer himself can restore the supply for next five days. During these five days grace period, payment can be made by the consumer and suitably adjusted in their account.
- iv) The Respondent also submitted details regarding the Government dues and payments.

8. During the course of hearing on 17.04.2026, the CSPDCL also gave clarification on integration of payment received through various platforms and specific facility for quick restoration (instead of 30 minutes) of supply is under process and same would be available by the end of this month.

9. The Commission notes that the installation of smart meters is necessity of the time and is done in adherence to the policies laid down by the Government of India under the Revamped Distribution Sector Scheme (RDSS) with the objective of easing electricity bill payment system, reducing late payment surcharge easing consumer accessibility and aiding Distribution licensees in better consumer connection management.

10. In light of the submissions made by the CSPDCL, the Commission directs the following to the CSPDCL:-

- i) To ensure that the consumers electricity supply is restored immediately after making the payment, in case of disconnection of electricity because of non-payment / end of recharge.
- ii) To take necessary steps for wide publicity among the consumers regarding the various aspects of the smart meter including the "Push Button" mechanism.
- iii) Disconnections on account of non-payment through the smart meters should be done in a staggered manner between 10: am to 02:00 pm during the working days, keeping in view the load management across the State. CSPDCL may plan disconnection on account of non-payment, circle-wise timing for various regions.

11. With the above directions, the Commission withdraws the restriction imposed towards disconnection through smart meters vide order dated 17.03.2026.

Sd/-
(Ajay Kumar Singh)
Member (Tech.)

Sd/-
(Vivek Ganodwale)
Member (Law)