

GOVERNMENT OF INDIA  
MINISTRY OF POWER

**RAJYA SABHA**  
**UNSTARRED QUESTION NO.1111**  
ANSWERED ON 09.02.2026

**INSTALLATION OF ELECTRONIC / SMART ELECTRICITY METERS**

1111 SHRI IMRAN PRATAPGARHI:

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

- (a) whether Government is aware that in several States electronic/smart electricity meters are being installed compulsorily in households through official and administrative pressure, despite widespread objections from consumers, if so, the details thereof;
- (b) whether Government has assessed the concerns raised by citizens regarding higher bills, transparency of readings and lack of informed consent;
- (c) whether guidelines exist to ensure voluntary adoption, grievance redressal and independent audit of billing accuracy; and
- (d) whether State utilities are directed to suspend coercive installations until consultations are held, the safeguards are ensured and consumer confidence is restored, 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) to (d):** The Revamped Distribution Sector Scheme (RDSS), launched 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 is a key intervention under the Scheme envisaged to provide benefits to both consumers and Distribution utilities. Under the scheme, smart metering works for 19.79 Cr consumers, 2.11 lakh feeders and 52.53 lakh DTs, totaling 20.33 Cr smart meters, have been sanctioned based on the proposal submitted by the States/distribution utilities.

Smart metering ensures accurate billing, eliminates manual metering errors, provides ease of convenience of recharge for consumers and allows them to track their consumption. Further, it improves collection efficiency of DISCOMs while providing benefits like automatic energy accounting, improved load forecasting and facilitating an enabling ecosystem for energy transition.

Initially there were some challenges in implementation of smart metering works due to inadequate consumer awareness about the benefits of smart meters. The following steps have been taken to engage with consumers and enhance consumer confidence:

- A. Installation of smart meters in Government establishments and commercial and Industrial consumers has been prioritised for demonstration of benefits to other consumers.
- B. Various advisories /SOPs have been issued by the Ministry which include:
  - Incentivising consumers for prepaid meter installation through rebate in bill;
  - No penalty on consumer based on maximum demand recorded by smart meter;
  - Mechanism for recovery of past arrears in easy instalments;
  - Installation of check meters for enhancing confidence in accuracy of smart meters.
  - Smart meter mobile apps are being made available to allow for regular tracking of consumption of electricity and for easy recharge;
  - Advance alerts for balance and emergency credit to consumers
- C. Consumer awareness programs have been organised by the Distribution Utilities, Nodal agencies namely REC and PFC and Advance Metering Infrastructure Service providers. These programs include distribution of pamphlets displaying benefits of smart meters, placing banners and awareness canopies in high footfall areas, social media outreach etc.

As a result of various efforts, till date, a total of 5.59 Cr smart meters have been installed across the country under various schemes including RDSS and State Plan.

Further, a robust, multi-tier consumer grievance redressal mechanism has been established under the Electricity (Rights of Consumers) Rules, 2020. As per the framework, consumers may initially approach the internal grievance redressal system of the Distribution Utility, and in case of any dissatisfaction, the Consumer Grievance Redressal Forum (CGRF), and thereafter the Electricity Ombudsman, may be approached for resolution of grievances.

\*\*\*\*\*