

GOVERNMENT OF INDIA
MINISTRY OF POWER

RAJYA SABHA
UNSTARRED QUESTION NO.950
ANSWERED ON 27.07.2026

IMPLEMENTATION OF SMART ELECTRICITY METERING UNDER RDSS

950 SHRI SANJAY SINGH:

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

- (a) current status of the rollout of smart electricity meters under the Revamped Distribution Sector Scheme (RDSS), indicating the number of smart meters sanctioned, installed and made operational against fixed targets and reasons for delays, if any State-wise and Union Territory-wise;
- (b) whether Government has received complaints regarding inaccurate billing, excessive charges, technical malfunctions, faulty meter readings or other consumer grievances relating to smart electricity meters during the last three years, if so, the details thereof; and
- (c) steps taken by Government to enhance transparency, consumer confidence and accountability in implementation of the smart metering programme?

A N S W E R

THE MINISTER OF STATE IN THE MINISTRY OF POWER

(SHRI SHRIPAD NAIK)

(a): 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.

Under the scheme, smart metering works for 19.79 crore consumers, 52.53 lakh Distribution Transformers (DTs) and 2.05 lakh feeders, totaling 20.33 crore smart meters, have been sanctioned, based on the proposals submitted by the States/ distribution utilities. As on 30.06.2026, 5.73 crore smart meters have been installed under the scheme, comprising 5.53 crore consumer meters, 18.50 lakh DT meters and 1.85 lakh feeder meters. In addition, smart meters have also been installed by the States under their own State plans/ other schemes and, in total, 7.24 crore smart meters have been installed across the country. The State/ UT-wise details of smart metering works sanctioned and installed under RDSS as on 30.06.2026 are at **Annexure**.

Initially, there were some challenges in the implementation of smart metering works, which, inter alia, included time taken in tendering and award of works, sub-optimal consumer engagement, integration of the smart metering system with other digital systems of the distribution utilities, etc. Various steps have been taken to address these challenges, and the pace of installation has picked up significantly. The sunset date of the scheme is 31.03.2028.

(b) & (c): 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, including those relating to smart meters, are dealt with by the concerned distribution utilities, which function under the guidance of the respective State Electricity Regulatory Commission and the State Government.

The distribution utilities provide internal grievance redressal mechanisms to resolve complaints related to metering, billing, etc. In addition, a multi-tier structure for Consumer Grievance Redressal Forums (CGRFs) has been established by the distribution utilities/ States as per the provisions of the 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. The Electricity Regulatory Commissions are also required to notify standards of performance for the utilities in respect of consumer services.

Government of India has issued various advisories and Standard Operating Procedures (SOPs) to enhance transparency, consumer confidence and accountability in the implementation of the smart metering programme, which, inter alia, include the following:

- (i) Smart meters are required to adhere to the relevant technical and quality standards as per 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 of check meters 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) Incentivising consumers for prepaid meter installation through rebate in bills.
- (v) Smart meter mobile applications for near real-time consumption monitoring, convenience of recharge in small denominations, and advance alerts for low balance and emergency credit.
- (vi) Provisions for multiple recharge options, consumer feedback mechanisms, effective complaint resolution mechanisms and comprehensive consumer engagement campaigns.
- (vii) Prioritisation of installation of smart meters in Government establishments and for commercial, industrial and high load consumers for demonstration of benefits to other consumers.
- (viii) Consumer awareness programmes organised by the distribution utilities, and the Advanced Metering Infrastructure Service Providers (AMISPs), including distribution of pamphlets, banners and awareness canopies at high footfall areas, audio jingles in vernacular languages and social media outreach.

ANNEXURE

ANNEXURE REFERRED IN REPLY TO PART (a) OF UNSTARRED QUESTION NO. 950 ANSWERED IN THE RAJYA SABHA ON 27.07.2026

State/ UT-wise Smart Metering works under RDSS (as on 30.06.2026)

Sl. No .	State/ UT	Consumer Meters Sanctioned	Consumer Meters Installed	DT Meters Sanctioned	DT Meters Installed	Feeder Meters Sanctioned	Feeder Meters Installed	Total Meters Sanctioned	Total Meters Installed
1	Andaman & Nicobar Islands	83,573	-	1,148	-	114	-	84,835	-
2	Andhra Pradesh	56,08,846	31,35,016	2,93,140	1,33,766	17,358	11,016	59,19,344	32,79,798
3	Arunachal Pradesh	2,87,446	83,769	10,116	867	688	263	2,98,250	84,899
4	Assam	63,64,798	54,82,859	77,547	58,596	2,782	2,879	64,45,127	55,44,334
5	Bihar	23,50,000	20,93,830	2,50,726	2,02,386	6,427	6,163	26,07,153	23,02,379
6	Chhattisgarh	59,62,115	41,15,430	2,10,644	1,01,593	6,720	5,987	61,79,479	42,23,010
7	Delhi	-	-	766	-	2,755	-	3,521	-
8	Goa	7,41,160	28,629	8,369	2,775	827	827	7,50,356	32,231
9	Gujarat	1,64,87,100	50,17,480	3,00,487	1,84,016	-	-	1,67,87,587	52,01,496
10	Haryana	-	-	-	-	-	-	-	-
11	Himachal Pradesh	28,00,945	9,77,615	39,012	26,785	1,951	1,660	28,41,908	10,06,060
12	Jammu and Kashmir	14,07,045	9,36,905	88,037	32,419	2,608	1,452	14,97,690	9,70,776
13	Jharkhand	13,41,306	7,73,869	19,512	1,703	1,226	894	13,62,044	7,76,466
14	Kerala	1,32,89,361	1,74,871	87,615	15,130	6,025	2,941	1,33,83,001	1,92,942
15	Madhya Pradesh	1,29,80,102	39,56,106	4,19,396	2,06,561	29,708	27,514	1,34,29,206	41,90,181
16	Maharashtra	2,35,64,747	1,26,10,373	4,10,905	3,30,254	29,214	32,424	2,40,04,866	1,29,73,051
17	Manipur	1,54,400	62,244	11,451	1,917	357	238	1,66,208	64,399
18	Meghalaya	4,60,000	-	11,419	-	1,324	-	4,72,743	-
19	Mizoram	2,89,383	60,094	2,300	829	398	297	2,92,081	61,220
20	Nagaland	3,17,210	56,151	6,276	1,014	392	172	3,23,878	57,337
21	Puducherry	4,03,767	95,205	3,105	123	180	153	4,07,052	95,481
22	Punjab	87,84,807	-	1,84,044	2,099	12,563	12,563	89,81,414	14,662
23	Rajasthan	1,42,74,956	46,75,617	4,34,608	57,724	27,128	25,460	1,47,36,692	47,58,801
24	Sikkim	1,44,680	96,415	3,229	1,473	633	471	1,48,542	98,359
25	Tamil Nadu	3,00,00,000	-	4,72,500	-	18,274	9,746	3,04,90,774	9,746
26	Tripura	5,47,489	2,90,302	14,908	9,612	473	473	5,62,870	3,00,387
27	Uttar Pradesh	2,69,79,055	93,43,668	15,26,801	3,83,007	20,874	27,078	2,85,26,730	97,53,753
28	Uttarakhand	15,87,870	6,27,387	59,212	10,055	2,602	2,538	16,49,684	6,39,980
29	West Bengal	2,07,17,969	6,02,691	3,05,419	85,676	11,874	11,815	2,10,35,262	7,00,182
	Total (RDSS)	19,79,30,130	5,52,96,526	52,52,692	18,50,380	2,05,475	1,85,024	20,33,88,297	5,73,31,930

Note: As on 30.06.2026, 5.73 crore smart meters have been installed under RDSS and 7.24 crore smart meters have been installed across the country under various schemes including RDSS.
