

**GOVERNMENT OF INDIA
MINISTRY OF POWER**

**LOK SABHA
STARRED QUESTION NO.551
TO BE ANSWERED ON 05.04.2018**

POWER SUPPLY TO DOMESTIC CONSUMERS

†*551. SHRI PANKAJ CHAUDHARY:

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

- (a) whether the Government has taken any steps to ensure better power supply to domestic consumers;**
- (b) if so, the details thereof;**
- (c) whether the Government is aware of the problems being faced by the people such as power cuts, irregularities in electricity bills and difficulties in getting new power connections and if so, the details thereof; and**
- (d) whether the Government is taking any effective steps to address the said problems and if so, the details thereof?**

A N S W E R

**THE MINISTER OF STATE (INDEPENDENT CHARGE) FOR POWER AND
NEW & RENEWABLE ENERGY**

(SHRI R. K. SINGH)

(a) to (d) : A Statement is laid on the Table of the House.

STATEMENT

STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (d) OF STARRED QUESTION NO.551 TO BE ANSWERED IN THE LOK SABHA ON 05.04.2018 REGARDING POWER SUPPLY TO DOMESTIC CONSUMERS.

(a) & (b) : Electricity is in the concurrent list. Government of India in conjunction with the State Governments has taken several steps to ensure reliable electricity supply. Power plants have been established in the Central Sector through Central Public Sector Undertakings (CPSUs), and power is allocated to the states from them. As on 28.02.2018, power allocated to various States/UTs from Central Generating Stations is 82,214 MW. In addition, the State Governments have set up their own Generating Stations.

Further, to ensure better power supply to consumers, Government of India is assisting States through schemes like Deendayal Upadhyaya Gram Jyoti Yojana (DDUGJY), Integrated Power Development Scheme (IPDS) and Pradhan Mantri Sahaj Bijli Har Ghar Yojana (Saubhagya) for strengthening of sub-transmission and distribution networks, electrification of villages and providing access of electricity to all unelectrified households.

(c) & (d) : Distribution of electricity is a licensed activity. Distribution licenses are issued by respective State Electricity Regulatory Commission (SERC). SERC's have issued Standard of Performance (SOP) and supply code to be followed by the distribution company to address the various problems being faced by consumers.

As per Section 57 of Electricity Act, 2003, Consumer Grievances Redressal Forum and Ombudsman are in place in most of the States to protect the interest of consumers.

Further, recognizing the requirement and importance of addressing consumer grievances, Govt. of India has provided financial assistance to Distribution Utilities under Restructured Accelerated Power Development Reforms Programme (RAPDRP), now subsumed under IPDS to set up dedicated consumers care centers, also accessible at short code telephone number 1912. So far, 47 States owned utilities and 10 Private Utilities are providing services on this short code telephone number.
