

**GOVERNMENT OF INDIA
MINISTRY OF POWER**

**LOK SABHA
UNSTARRED QUESTION NO.2641
TO BE ANSWERED ON 27.12.2018**

SHORTAGE OF STAFF IN POWER SECTOR

†2641. SHRI BHAIRON PRASAD MISHRA:

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

- (a) whether the Union Government has formulated any new action plan collaborating with the State Governments to enhance the man-power in order to overcome shortage of staff in power sector along with improving anomalies in power bills and rectifying faults in power transmission lines;**
- (b) if so, the details thereof and if not, the reasons therefor; and**
- (c) whether the Government proposes to formulate any action plan to increase man-power in order to resolve the problems being faced by consumers at the earliest 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 (c) : The manpower requirements of the State owned Distribution Utilities is managed by the State Governments and their Distribution Utilities.

Under Integrated Power Development Scheme, funds have been sanctioned to the States for better consumer services, including Supervisory Control and Data Acquisition Systems (SCADA) for 59 Towns; billing and collection softwares; creation of Customer care centers for grievance redressal; single short code telephone number 1912 for consumer grievances; Smart metering for consumers for easier billing and Enterprise Resource Planning (ERP) softwares for 34 utilities for better workflows in their systems. These measures aim at quick restoration of power faults, better billing & collection and better service delivery to consumers.

Recently, Ministry of Power has advised states to engage dedicated service providers for designated areas for performing various activities on behalf of DISCOM viz. metering, billing and collection services, attending consumer complaints etc.
