

**GOVERNMENT OF INDIA
MINISTRY OF POWER**

**LOK SABHA
UNSTARRED QUESTION NO.4431
ANSWERED ON 27.03.2025**

SLOW ADAPTATION OF SMART METERS

4431. SHRI VISHALDADA PRAKASHBAPU PATIL:

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

- (a) whether any digital platforms are available to facilitate easy recharge and complaint registration for smart meters and if so, the details thereof;
- (b) whether the Government is aware of the slow adaptation of smart meters in certain regions, where progress has been slow, with only 14.5 million meters installed out of the 117.7 million as of October 2024; and
- (c) if so, the steps taken/being taken by the Government to ensure robust implementation and wider adaptation especially in district like Sangli?

A N S W E R

THE MINISTER OF STATE IN THE MINISTRY OF POWER

(SHRI SHRIPAD NAIK)

(a) to (c): Government of India, in July 2021, launched the Revamped Distribution Sector Scheme (RDSS) with the objective of improving the quality and reliability of power supply to consumers through a financially sustainable and operationally efficient Distribution Sector in the country. Under the scheme, projects have been sanctioned for loss reduction infrastructure & smart metering works.

Out of the total target of 20.33 crore Smart meters sanctioned under Revamped Distribution Sector Scheme (RDSS), approximately 1.36 crore (6.7%) Smart meters have been installed in the country. Ministry of Power is regularly reviewing the progress of installation of Smart meters by various Distribution Utilities and is taking necessary steps.

The installation of Smart meters has been affected due to the following reasons:

- Smart meter being a new concept, there were delays in issue of tenders and establishment of direct debit facility mechanism for payment.
- Collection and validation of data for Consumer Indexing.
- Time taken in Testing and approvals like Field installation and integration test, Factory acceptance test and likewise.

Smart meters are required to adhere to relevant technical and quality standards and need to have valid tests and BIS (Bureau of Indian Standards) certificate. For complaint redressal, a helpline number has been provided by the distribution utilities.

Govt has issued the Standard Bidding Document (SBD) for engaging services of Advanced Metering Infrastructure Service Provider for smart meter installation and providing necessary services. The Clause 2.5 Section 6 of the SBD provides for creating user interface for providing easy recharge option and for lodging/resolution of consumer complaints. For reference, for the district of Sangli, the mobile app-'MAHA VIDYUT' has been provided for easy recharge and complaint lodging.

The following steps have been taken or are being taken by the Ministry to expedite installation of the Smart meters in the country, including the district of Sangli, Maharashtra:

- Standard operating procedures (SoPs) has been issued for smart meters which include provisions for providing multiple recharge options, having consumer feedback mechanism, effective complaint resolution mechanism and comprehensive consumer engagement campaign, etc.**
- Directions have been issued for establishment of smart meter feedback collection units.**
- Distribution Utilities have been asked to ensure readiness of Smart meter mobile apps for regular tracking of consumption of electricity and for providing multiple recharge.**
- In order to promote pre-paid smart metering, States have been advised to provide rebate of upto 5% to pre-paid consumers.**
- Regular review of progress with the States and Distribution Utilities on the tendering and award of smart meter works and their installation.**
- Distribution Utilities have been advised for Installation of check meters for up-to 5% of the Smart meters installed and mandatorily in case of complaints related to Smart meters.**
- Advisory has been issued for prioritizing installation of Smart meter in Government Establishments, Government colonies and Industrial and commercial category of consumers and other high load consumers. Based on successful demonstration in above category of consumers, Smart meter installation may be rolled out for other consumers. Also, advisory prescribes for regular consumer engagement exercise in respect of Smart meters so as to build consumer confidence.**
