

**GOVERNMENT OF INDIA
MINISTRY OF POWER**

**LOK SABHA
UNSTARRED QUESTION NO.2193
ANSWERED ON 12.02.2026**

ELECTRICITY (RIGHTS OF CONSUMERS) RULES, 2020

2193. SHRI P V MIDHUN REDDY:

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

- (a) the implementation status of guaranteed 24X7 electricity supply to consumers under the Electricity (Rights of Consumers) Rules, 2020 and the specific penalties prescribed for Distribution Companies (DISCOMs) for failure to comply with the said standards;**
- (b) the measures taken by the Government to ensure that State Electricity Regulatory Commissions are effectively establishing the average number and duration of outages per consumer on an annual basis; and**
- (c) the anticipated impact of the said regulations on consumer satisfaction and the overall performance of DISCOMs in providing reliable power supply across the country?**

A N S W E R

THE MINISTER OF STATE IN THE MINISTRY OF POWER

(SHRI SHRIPAD NAIK)

(a) : As per Sub-Rule (1) of Rule (10) of the Electricity (Rights of Consumers) Rules, 2020, the distribution licensee shall supply 24x7 power to all consumers. However, the State Electricity Regulatory Commission may specify lower hours of supply for some categories of consumers like agriculture. The Rules are applicable across all states and for all areas including urban and rural areas. During 2025-26 (Till December, 2025), the annual average daily power supply hours on monitored urban and rural feeders of the country was 23.4 hours and 22.6 hours per day, respectively.

The Electricity (Rights of Consumers) Rules, 2020 prescribe payment of compensation to consumers in the event of violation of Standards of Performance specified by the respective State Electricity Regulatory Commissions (SERCs).

(b) : Under Rule 10 of the Electricity (Rights of Consumers) Rules, 2020 the SERCs have been mandated to specify the total duration and frequency of outages per consumer per year in form of System Average Interruption Duration Index (SAIDI) and System Average Interruption Frequency Index (SAIFI). These Rules also mandate that SERCs shall have an online mechanism for reviewing and monitoring of reliability indices of the distribution licensees.

(c): The Electricity (Rights of Consumers) Rules, 2020 mandate SERCs to specify Standards of Performance for distribution licensees and to determine the compensation payable to consumers in the event of non-compliance. The Rules also prescribe enforceable obligations on distribution licensees relating to the quality and reliability of power supply, along with corresponding compensation mechanisms for violations of the Standards of Performance specified by the respective SERCs. Further, the Rules provide that for certain specified violations, compensation shall be paid to consumers automatically.

The Electricity (Rights of Consumers) Rules, 2020, along with the Regulations framed by the SERCs, are expected to significantly enhance the quality of electricity services and the operational efficiency of distribution companies by strengthening consumer rights, enforcing Standards of Performance, and ensuring time-bound delivery of services. By promoting reliable power supply, instituting robust compensation mechanisms, and establishing effective grievance redressal systems, these regulations are anticipated to improve accountability and performance outcomes of Distribution Companies, thereby leading to a more reliable and uninterrupted electricity supply across the country.
