

**GOVERNMENT OF INDIA
MINISTRY OF POWER**

**LOK SABHA
UNSTARRED QUESTION NO.2284
ANSWERED ON 12.02.2026**

GUIDELINES ISSUED TO IMPROVE CONSUMER SERVICE UNDER RDSS

†2284. SHRI BIDYUT BARAN MAHATO:

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

- (a) the national-level guidelines issued by the Government to improve consumer service, energy efficiency and financial discipline through phased installation of smart meters across the country under the Revamped Distribution Sector Scheme (RDSS); and
- (b) the mechanisms put in place for monitoring and grievance redressal to ensure consumer convenience and transparency at the central level?

A N S W E R

THE MINISTER OF STATE IN THE MINISTRY OF POWER

(SHRI SHRIPAD NAIK)

(a) : Government of India (GoI) 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.

Fund release under the scheme for distribution infrastructure is linked to performance of the distribution utilities against various parameters including financial parameters like AT&C losses and Gap between the Average Cost of Supply and Average Revenue Realised. This has helped improve financial discipline in the distribution utility.

Installation of pre-paid smart meters for consumers and system smart meters is also an important intervention under RDSS which provides enhanced services to consumers, improved financial discipline for DISCOMs through increased collection efficiency and better energy accounting of the distribution system.

The installation of pre-paid smart meters for consumer categories is being prioritised for Government establishments, commercial, industrial and high-load consumers and subsequently for other consumers based on demonstration of benefits.

Under the scheme, smart metering works for 19.79 crore consumers, 2.11 lakh feeders and 52.53 lakh Distribution Transformers (DTs), totaling 20.33 Cr smart meters, have been sanctioned based on the proposal submitted by the States/ distribution utilities and 4.19 crore smart meters have been installed. Smart meters have also been installed under other schemes including States' own schemes. In total, 5.59 crore smart meters have been installed across the country under various schemes.

To improve consumer experience and confidence for smart metering, the Ministry has issued various advisories and Standard Operating Procedures (SOPs) which include:

- i. Incentivising consumers for prepaid meter installation through rebates in bill;**
- ii. No penalty on consumer based on maximum demand recorded by smart meter;**
- iii. Mechanism for recovery of past arrears in easy installments;**
- iv. Installation of check meters for enhancing confidence in accuracy of smart meters.**

The following benefits have been envisaged for consumers:

- i. Accurate billing based on actual consumption, eliminating error and improving transparency.**
- ii. Mobile apps with consumer-specific dashboards providing data to optimize consumption and reduce expenses.**
- iii. Enablement of Time-of-Day consumption empowering consumers to shift loads to save expenses.**
- iv. Convenience of smart meter recharge with small recharges.**
- v. Facilitate net-metering for roof-top solar installation.**

The smart meters also help distribution utility in providing benefits like automatic energy accounting, improved load forecasting, use of data analytics for demand side management and facilitate an enabling ecosystem for energy transition. These benefits eventually get passed on to the consumers in the form of better services and lower costs.

(b): The works executed under RDSS are being monitored at the central level, through the Nodal Agencies namely Power Finance Corporation Ltd and REC Ltd, and an Inter Ministerial Monitoring Committee has been constituted at the Ministry level to sanction the projects and monitor their progress. At State level, Distribution Reforms Committee (DRC), chaired by Chief Secretary of the respective State, oversee and monitor the implementation the scheme.

Further, Ministry of Power has issued the Electricity (Rights of Consumers) Rules, 2020 to strengthen the Consumer Grievance Redressal System and enhance consumer services. As per these rules, Consumer Grievance Redressal Forums (CGRFs) have been established at different levels in the distribution utility. If a consumer is dissatisfied with the resolution provided by the utility, they can approach the CGRF and further the Ombudsman, for resolution.
