



I would like to express my sincere gratitude to Shri R. K. Singh, Hon'ble Minister of Power and New & Renewable Energy, for placing the trust in REC Limited and providing the opportunity to undertake this comprehensive exercise for measuring the level of consumer service with respect to electricity distribution in India.

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Last but not the least, untiring efforts of all personnel engaged in enabling this exercise are gratefully acknowledged.

(R. Lakshmanan)

REC Limited

(Formerly Rural Electrification Corporation Limited)
A Government of India Enterprise

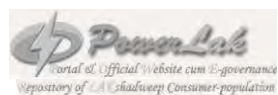
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प्रमाणित शक्ति सूर्ययोः



Ladakh Power
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(LPDD)





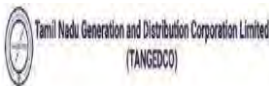
Power & Electricity Department, Govt. of Mizoram (MPED)



Department of Power, Nagaland (NPD)



Sikkim Power Development Corporation Limited (SPD)



TPCODL TP CENTRAL ODISHA DISTRIBUTION LIMITED



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EXECUTIVE SUMMARY

Government of India (GoI), through Ministry of Power (MoP), has made huge investments over the years through multiple schemes like APDRP, RAPDRP, DDUGJY, IPDS, SAUBHAGYA, UDAY to accord electricity access and attain improvement across key areas of state owned DISCOMs. The implementation of SAUBHAGYA enabled electrification of 2.63 crores households across rural and urban areas in India over a span of 18 months, fulfilling the GoI vision of attaining universal electricity access. The improved electricity access for households has been acknowledged by various independent sources. There are 30.7 crore consumers connected to electricity grid, mandate of serving whom rested upon the state and privately owned DISCOMs.

The offset of each of the reforms, schemes, interventions by central and state governments, brought about an incremental change across the sectors in terms of increased infrastructure density, consumer base, system complexities and service/performance parameters. Despite, numerous interventions, some of the key service parameter like power quality/reliability remains an area of concern.

Electricity right of consumer rules, 2020 introduced by MoP, is a turning point in the sector and thrusts upon bringing about a paradigm shift in bringing Consumers to Centre Stage. Recently, GoI has launched the Revamped Distribution Sector Scheme (RDSS) in 2021 with an objective to reduce impacts on quality, reliability and affordability of power supply by improving key operational parameters such as AT&C losses and ACS-ARR gap. The above stated objective thrusts upon the need to work with states for close monitoring of DISCOMs across critical operational parameters. The need for improved consumer service levels driven by enhanced consumer awareness, thrusts upon need to assess the service levels being accorded by DISCOMs. Accordingly, a Consumer Service Rating DISCOM (CSRDR) was conceptualized to carry out a rating exercise of DISCOMs based on various key service parameters which have direct or indirect impact on the existing as well as new potential consumers.

Though, numerous rating exercises for DISCOMs are undertaken with varying coverage of operational and financial parameters, this report specifically highlights the performance of DISCOMs across key performance parameters by gauging the strength of service levels and then rating DISCOMs on predefined scale(s).



Consumer Rules 2020:

“It is the right of consumer to have minimum standards of service for supply of electricity from the distribution licensee.”