

D-2/D-16/24
F. No.14/02(01)/2022-UR&SI-II-(E-259236)
Government of India
Ministry of Power

Shram Shakti Bhawan, Rafi Marg
New Delhi, Dated: 10th December, 2024

To
Additional Chief Secretary/ Principal Secretary/ Secretary (Energy/ Power) for all
States and UTs.

Subject: Smart Meter Installation under RDSS.

Sir/ Madam

Government of India launched the scheme of Revamped Distribution Sector Scheme (RDSS) in July 2021 to improve the operational efficiencies and financial sustainability of distribution sector so as to provide quality and reliable supply of power. One of the key initiatives under the scheme is consumer prepaid smart Metering.

2. In this regard, a comprehensive advisory is, hereby prescribed which the States/DISCOMs are advised to follow in order to ensure smooth roll-out of the smart meters:

i. Phasing of Smart Meter: The installation of prepaid smart meters may be prioritized in Government establishments including offices/ institutions/ Local Bodies as well as Government residential colonies/ buildings.

Subsequently, the prepaid smart meters may be installed for ~~all Commercial & Industrial consumers~~ and all other high load consumer with sanctioned load >10kW. States/ DISCOMs may consider providing suitable rebate to these category of consumers post installation of prepaid smart meter.

Based on feedback and successful demonstration for above categories, DISCOM may scale up installation activities for remaining consumer categories. This will help in building trust among consumers through showcasing of benefits of smart meters.

ii. All Government consumers to be brought on prepaid smart meter by March 2025. For the purpose of recharge, the States may put in place a mechanism of centralized payment of the expected Government Department dues in advance from the State Budget.

iii. Incentivising small consumers for installation of prepaid Smart Meters: To encourage consumers adopting prepaid smart metering and to share the benefits of improved efficiencies with them, States/ DISCOMs may consider providing rebate of up to 5% to the consumer on prepaid smart meter.

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The rebate may be tapered-off for all category of consumers over a period of time.

iv. Levy of penalty on discovery of higher connected load: No penalty should be imposed on Consumer based on maximum demand recorded by Smart meter for the period before installation date. In case maximum demand recorded by the smart meter exceeds the sanctioned load in a month, the bill, for that billing cycle, shall be calculated as per provisions of the Electricity (Rights of Consumers) Amendment Rules, 2023.

v. Deduction of arrears: If post conversion to prepaid, an appropriate system for recovery of arrears is not put in place, chances may arise that the Smart prepaid meters switch off even with the consumers regularly recharging their prepaid meters as the arrears may be higher than the recharge amount. For this purpose, the following is advised:

a. The monthly recovery schedule for the arrears should be so devised such that it is within 25% of the average monthly billing based on the consumption of the last three months.

b. The monthly payment for arrears may be deducted in equal daily installments.

c. Consumers may be routinely advised on the amount recovered as arrears through notification/SMS.

d. Consumers could also be provided an option to opt in for a one-time recovery, or part payment of the recovery.

vi. Installation of Check meters: In order to reinforce the accuracy of smart prepaid meters being deployed, check meters should be deployed by the implementing agencies as following:

a. The check meters shall be installed by AMISP/DISCOMs/ Power Departments for a minimum of 5% of the total smart meters deployed, under any of the on-going schemes.

b. Where complaints are received from consumers related to excess reading/billing, check meters may be compulsorily installed.

c. The check meters shall be installed for a continuous period of not less than three months and the reading, so registered should be reviewed for every billing cycle against the reading for the smart meter for the same period. Corrective action if required be ensured without delay.

d. Cost for installation of check meters shall not be passed on to the consumers.

vii. Consumer Engagement Plan: An effective consumer engagement plan involving onboarding of local representatives, RWA members, and eminent personalities along with demonstration of benefits of Smart Metering for consumers may be formulated well in advance by AMISP in consultation with DISCOM. DISCOMs to be the face of the program to strengthen consumer confidence in the initiative and hence DISCOM field employees may be sufficiently trained to handle issues and grievances related to smart

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meters. Consumer Grievance Redressal Mechanism to be in place to attend to Smart Metering related issues. Post installation consumer feedback to be ensured at regular intervals of 15 days, 1 month and 3 months.

viii. Readiness/ Installation of Mobile App: The DISCOM/ AMISP to ensure readiness of Mobile App in all respects. DISCOM to ensure that Mobile App is installed in consumer's mobile and demonstrated to the consumer at the time of Smart Meter Installation.

ix. Standard Operating Procedure (SoP): In order to provide convenience to consumers with prepaid smart meter installation, SoP has been issued with respect to by this Ministry vide letter dated 14.02.2024. The same may be complied by the DISCOMs. **(Copy enclosed)**

3. The above advisory may be implemented immediately in the State/ DISCOMs while rolling out Smart Meters. Consumers need to be educated well in advance about the rollout programs.

4. This issues with the approval of competent authority.

Encl.: As above

Jamiruddin Ansari
10/12/2024

(Jamiruddin Ansari)

Deputy Secretary to the Govt. of India

Tel: 011-23352913

Copy to:

1. CMD/ MD of DISCOMs of all States/ UTs- for compliance
2. CMD, REC Ltd.
3. CMD, PFC Ltd.

Also copy to:

PPS to Secretary (Power)/ PPS to Joint Secretary (Distribution)