

Electricity Access & Utility Bench-marking Report

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In news

Recently, **NITI Aayog, Ministry of Power, Rockefeller Foundation, and Smart Power India** launched the 'Electricity Access in India and Benchmarking Distribution Utilities' report.

Key highlights of the report

The report is aimed at capturing insights from both the demand (electricity customers) as well as supply-side (electricity distribution utilities), the report seeks to:

- **Evaluate the status of electricity access in India** across these states and distribution utilities along all dimensions that constitute meaningful access
- **Benchmark utilities'** capacity to provide electricity access and identify the drivers of sustainable access
- Develop recommendations for **enhancing sustainable electricity access**

Key findings of the report:

The report highlights the benefits of government-led schemes such as Pradhan Mantri Sahaj Bijli Har Ghar Yojana and Deen Dayal Upadhyaya Gram Jyoti Yojana, which have been well received in rural as well as urban areas

- Around **92% of customers reported the overall availability of electricity infrastructure within 50 metres of their premises**; however, **not all have connections**, the primary reason being the distance of households from the nearest pole.
- Overall, **87% of the surveyed customers have access to**

grid-based electricity.

- The remaining 13% either use non-grid sources or don't use any electricity at all.
- The hours of supply have improved significantly across the customer categories to nearly 17 hours per day.
- Nearly **85% of customers reported to have a metered electricity** connection.
- Access to electricity is observed in 83% of household customers.
- A satisfaction index was created to assess the overall satisfaction level of customers with utility services.
- The study suggested that a total of 66% of those surveyed were satisfied—74% of customers in urban areas and 60% in rural areas