

# 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