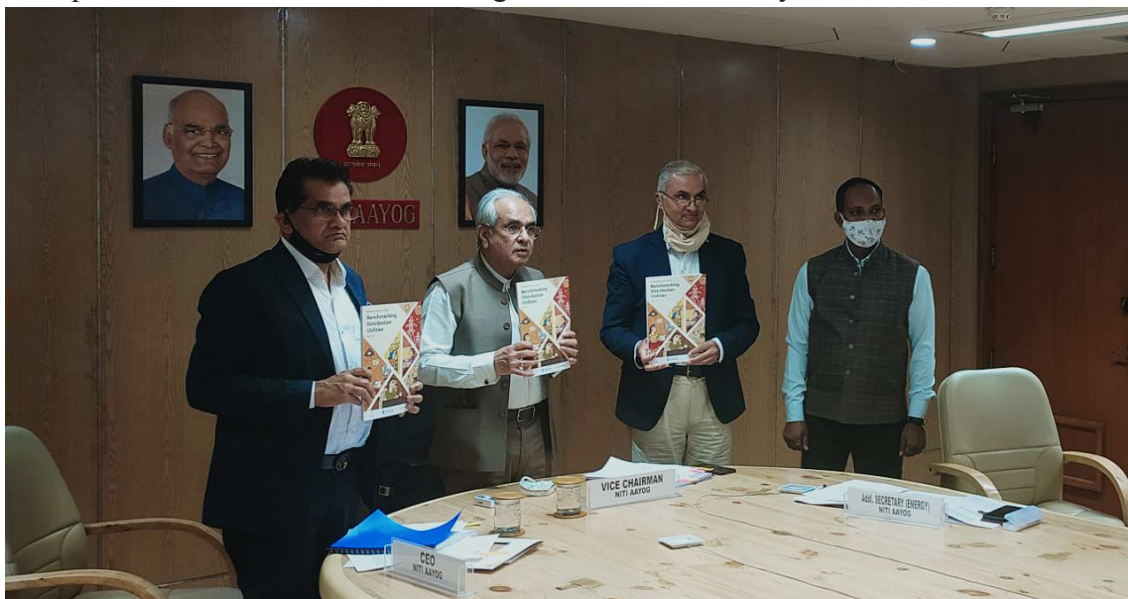


## **NITI Aayog, Rockefeller Foundation & Smart Power India along with Ministry of Power Launched Electricity Access & Utility Benchmarking Report**

Senior officials from NITI Aayog, Ministry of Power, Rockefeller Foundation, and Smart Power India were present during launch of the study report on ‘Electricity Access in India and Benchmarking Distribution Utilities’ on 28<sup>th</sup> October, 2020. Dr. Rajiv Kumar, Vice Chairman, Sh. Amitabh Kant, CEO and Dr. Rakesh Sarwal, Additional Secretary of NITI Aayog along with Sr. Officials of Ministry of Power and Rockefeller Foundation jointly launched the report.

Rockefeller Foundation & Smart Power India conducted primary survey across 10 states—representing about 65% of the total rural population of India and with a sample size of more than 25,000, including households, commercial enterprises and institutions—the report assesses 25 distribution utilities with the following three objectives:

- Evaluate the status of electricity access in India across different 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:**

- As much as 92% of customers reported the overall availability of electricity infrastructure within 50 metres of their premises; however, not all have the 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.

