

Distribution Standard of Performance

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DATE	Code/ Amendment No	Subject	Gazette No
21.07.2004	SPR 9/1	Distribution Standard of Performance Regulations	01-09-2004
31.08.2005	SPR 9/1-2	Postponement of Regulation mechanism till 1.6.2006	07-12-2005
31.05.2006	SPR 9/1-3	Postponement of Regulation mechanism till 1.12.2006	16-08-2006
25.07.2006	SPR 9/1-4	Fixing time frame for effecting HT/LT Services	
13.12.2006	SPR 9/1-5	Regulation standards coming in to force from 1.1.07 with exceptions	03-01-2007
02.05.2007	SPR 9/1-6	Regarding Shifting of services, etc	23-05-2007
09.07.2007	SPR 9/1-7	Regarding Regulations 21 &22 of Distribution standard of performance Regulations	25-07-2007
03.10.2007	Order No. 1	Commission's orders on TNEB's request on enforcement of Distribution standard of performance	
03.12.2007	SPR 9/1-8	Refund of deposit	19-12-2007
31.07.2008	SPR 9/1-9	Distribution standards of performance code with all amendments incorporated up to 31.07.2008	20-08-2008



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**Part VI --- Section 2
(Supplement)**

NOTIFICATIONS BY HEADS OF DEPARTMENTS, ETC.

Tamil Nadu Electricity Regulatory Commission

**TAMIL NADU ELECTRICITY DISTRIBUTION
STANDARDS OF PERFORMANCE REGULATIONS**

Notification No. TNERC/SPR/9/1 Dated 21.07.2004

WHEREAS under section 86 of the Electricity Act, 2003 (Central Act 36 of 2003) the State Electricity Regulatory Commission shall, among others, specify or enforce standards with respect to quality, continuity and reliability of service by Licensees;

AND WHEREAS under section 57 and 58 of the said Act the State Electricity Regulatory Commission may, after consultation with the Licensees and persons likely to be affected, specify different standards of performance for a class or classes of Licensees subject to previous publication:

NOW, THEREFORE under section 57 read with section 181 of the said Act, and all other provisions enabling in that behalf and after previous publication, the Tamil Nadu Electricity Regulatory Commission hereby makes the following Regulations.

CHAPTER I

Preliminary

1. Short Title and Commencement

- (i) These regulations may be called the “**Tamil Nadu Electricity Regulatory Commission- Tamil Nadu Electricity Distribution Standards of Performance Regulations 2004**”

- (ii) All these Regulations except provisions under regulations 21 and 22 shall come into force from the date of their publication in the Tamil Nadu Government gazette.
- (iii) The provisions under regulations 21 and 22 shall come into force after one year from the date of their publication in the Tamil Nadu Government gazette.

2. Definitions

In these Regulations unless the context otherwise requires: -

- (i) “**Act**” means the Electricity Act 2003 (Act 36 of 2003)
- (ii) “**Commission**” means the Tamil Nadu Electricity Regulatory Commission.
- (iii) Words and expressions used in these Regulations but not defined either in these Regulations or in the Act shall have the same meanings as understood in the engineering and commercial circles.

CHAPTER 2

Distribution Standards Of Performance

3. Quality of Service

Quality of service means providing uninterrupted, reliable electric supply at stipulated voltage and frequency, which will be the end result of its planning, designing of network, operation and service management to ensure stability in supply and prompt compliance of consumers' complaints on metering and billing. The supply with frequent power failure, fuse of calls, voltage fluctuations will not ensure continuity in supply. These factors determine the degree of satisfaction of the consumers.

4. Duties of the Licensees to Supply on Request

Section 43 of the Act deals with duty to supply and read as below:

"43. (1) Every distribution licensee, shall, on an application by the owner or occupier of any premises, give supply of electricity to such premises, within one month after receipt of the application requiring such supply:

Provided that where such supply requires extension of distribution mains, or commissioning of new sub-stations, the distribution licensee shall supply the electricity to such premises immediately after such extension or commissioning or within such period as may be specified by the Appropriate Commission.

Provided further that in case of a village or hamlet or area wherein no provision for supply of electricity exists, the Appropriate Commission may extend the said period as it may consider necessary for electrification of such village or hamlet or area.

(2) It shall be the duty of every distribution licensee to provide, if required, electric plant or electric line for giving electric supply to the premises specified in sub-section (1):

Provided that no person shall be entitled to demand, or to continue to receive, from a licensee a supply of electricity for any premises having a separate supply unless he has agreed with the licensee to pay to him such price as determined by the Appropriate Commission.

(3) If a distribution licensee fails to supply the electricity within the period specified in sub-section (1), he shall be liable to a penalty which may extend to one thousand rupees for each day of default."

The Licensees shall endeavor to give supply within a week but not exceeding 30 days wherever no extension or improvement works are involved in giving supply.

The Licensees shall observe the following time schedule for supply of electricity involving extension of distribution lines, etc.

Category	Time Schedule
a) Extension and improvement without transformers:	60 days
b) Extension and improvement with transformers.	90 days

Note: This time schedule is also applicable for additional loads.

5. Exceptions on Duty to Supply for Agricultural and Hut Services:

The provision under section 43 of the Act is however not applicable in the case of agricultural and hut services, which shall be governed by the directives issued by the Commission from time to time, on the basis of the guidance on this matter by the National Electricity Policy (as

stipulated in section 86(4)) of the Act and the policy directions in public interest by the State Government (as stipulated in section 108 of the Act)

6. Temporary Supply

The intending consumers may require temporary services for construction of residential houses, complexes, commercial complexes, industrial premises and also for illumination during festivals, etc.

Such temporary services shall be effected as per the time schedule specified for the new and additional loads.

The Licensees shall refund the balance deposit if any within 3 months from the date of disconnection of service after temporary supply period is over.

7. Shifting of Service Connection / Deviation of Lines and Shifting of Equipments

Wherever the consumers request for shifting the service connection as specified in the Supply Code, or for deviation of the existing lines at their cost the following time schedule shall be observed for completing these works after getting the expenses as specified in the Distribution Code / Supply Code.

- | | |
|---------------------------------------|---------|
| 1. Shifting of meter / service | 15 days |
| 2. Shifting of LT / HT lines | 60 days |
| 3. Shifting of Transformer structures | 90 days |

The time schedule given above includes the time required for preparation of estimates, collection of deposits, etc.

The accounts should be settled within three months from the date of completion of shifting work by recovery of excess expenditure or refunding the balance deposit.

8. Transfer of Service Connection

The transfer of service connection shall be effected within 7 days from the date of receipt of complete application.

9. Change of Tariff

A consumer can utilize a service connection given to him for a purpose different from the purpose for which he originally obtained the service connection, only if the same tariff is applicable to the new purpose also. If a different tariff is applicable to the new purpose, the consumer shall apply to the Licensee before changing the purpose and a revised Test Report will be taken indicating the change in the tariff.

The Licensee shall effect change of tariff within seven days from the date of receipt of application from the consumer.

However no consumer shall be permitted to change the tariff of the service connection from any Low Tension Tariff (other than agriculture) to Low Tension Tariff for agriculture.

10. Complaints in Billing, etc.

Wherever the Licensees receive complaints from consumers that there is error in billing, etc. the Licensee shall resolve such disputes regarding quantum of commercial transaction involved within the due date for payment, provided the complaint is lodged three days prior to the due date for payment. Such of those complaints received during the last three days period shall be resolved before the next billing along with refunds / adjustments if any. However, the consumer shall not, on the plea of incorrectness of the charges, withhold any portion of the charges.

11. Replacement of Meter

Wherever the Licensees receive complaints or the Licensee found during inspection / meter reading, that the meter in a service connection is not correct or defective or burnt, the Licensee shall replace the meter after collecting the charges as applicable and within 30 days.

12. Interruptions and Restoration of Supply

(I). The Licensee may, for reasons of testing or forced outage or maintenance, temporarily discontinue the supply for such period as may be necessary, provided that in case of planned shut down for improvement / periodical maintenance of distribution network, the Licensee will, wherever possible give advance notice in this behalf and notify through local newspapers in advance.

(II) In case of interruptions to individual or a group of consumers due to breakdown, the Licensee shall restore supply as per the time schedule furnished below:

Interruption due to	Power restoration time	
	Urban	Rural
High Tension supply failure	1 hour	6 hours
Fault in pillar boxes or transformer structures	2 hours	4 hours
Failure of distribution transformer	24 hours	48 hours
Individual service connection faults	3 hours	9 hours

Failure / Interruption in Corporation limits and certain special areas declared by the Commission from time to time shall be attended to round the clock within the time limit specified for urban areas. Complaints of failure/ interruption at consumer premises in rural areas and urban areas other than corporation limits shall be attended to between 8.00 AM and 6.00 PM. Individual complaints of consumers received during night hours i.e., from 6.00 PM to 8.00 AM shall be considered to have been received at the start of working hours on the next day and attended to within the time limit as specified above. The restoration time specified in respect of individual service connection faults in rural areas shall exclude the time period of 6.00 PM to 8.00 AM. However the complaints from essential services like Water supply, Hospitals, and other important Govt. services shall be attended to immediately, round the clock

(III) In case of interruptions, it is the responsibility of the affected consumer to inform the same to the Licensee's local office or nearest fuse off call center by Telephone / written communication in person, etc.

Provided that in case failure / break down due to natural calamities like cyclone, etc. the Licensee shall take every action to restore supply within the least possible time.

Note: The Licensee shall arrange to keep the consumers informed of the progress of rectification of faults.

(IV) The Licensee shall maintain un-interrupted supply of power to Railways and in case of any interruption restore the supply on top priority.

(V) In case of interruption due to line fault/ failure of transformer/ equipment, the Licensee shall inform the complainant (subject to availability of communication at both ends) within one hour from receipt of complaint, the reasons for interruption and the likely time by which the power supply will be restored.

13. Quality of Supply

Quality of supply means providing uninterrupted, reliable and quality electric supply at stipulated voltage and frequency (within the permissible limits) without sags or spikes to the consumer. When a consumer makes a complaint regarding quality of power supply, an

authorized representative of the Licensee shall visit the consumer's premises within 48 hours of receipt of complaint and convey in writing within 10 days, the action proposed to be taken for attending to the complaint and the time by which it would be attended.

14. Permissible Limits for Voltage and Frequency Variations

The limits of permissible variations in voltages at various levels have to be fixed on the basis of existing network, spare capacity etc., and can always be improved with system improvements, capacity generation and various other related factors. Hence, even though the ideal situations would be different, the bandwidth of variations has to reflect the actual condition and has to be specified after periodical reviews. Accordingly, the Commission from time to time will order the permissible limits for voltage variations.

The frequency variations shall be governed by the National / State Grid Code and hence not specified under this regulation

15. Voltage Complaints

The voltage complaints shall be attended to within 48 hours if no system upgradation is required. Wherever system upgradation is required to improve the status it shall be attended to within 180 days.

16. Failure of Equipments

The incidents such as failure of equipments, viz. failure of power transformer, breakers, measuring transformers, lightning arresters and capacitor banks would affect the distribution system causing aberrations, deviations in system voltage and frequency levels. The Licensees shall maintain the equipments as per the schedule of maintenance so as to minimise the failure rate and thereby increase the level of performance.

17. Responding to Consumer's Complaint

If any consumer makes a complaint in writing, the Licensee shall reply to the consumer within 10 days after receipt of the letter. In case the Licensee requires to visit the site or consult any other officer to give a comprehensive reply, the Licensee shall explain to the consumer as to why a substantive response cannot be sent immediately and intimate the name address and telephone number of the Licensee's employee dealing with the complaint.

The Licensee shall also ensure that a substantive response is sent to the consumer within 20 days of receiving the complaint letter.

18. Making and Keeping Appointments

Wherever the Licensee make an appointment in writing to visit a consumer on a particular day, the Licensee shall keep such appointment. When the appointment has to be cancelled the Licensee shall give a 24 hours notice of its cancellation to the consumer.

19. Grievance Handling

The Licensee shall make arrangement to receive complaints from consumers at appointed date and time at appropriate offices. This information shall be suitably made known to the consumers. The Licensee's representative shall receive the complaints on the appointed dates and time.

Wherever the Licensee is unable to comply with the above requirement, the Licensee shall inform the consumers, to the extent feasible, in advance giving reasons for the inability and the time when it will be complied with. In spite the above or due to failure to inform the cancellation, if a consumer turns up with a complaint on the appointed day and registers his presence, he is eligible for compensation at the specified rate.

20. Handling of Complaints on Non-compliance

The Licensee is required to maintain standards of performance for supply of Electricity to all consumers in a manner prescribed. The time limit prescribed in these standards refer to the maximum time required to be taken to perform different activities of consumer service. It shall be the endeavour of the Licensee to provide best possible service well within time limits specified in these regulations.

- (i) The Licensee shall register every complaint made by a consumer whether orally or in writing regarding failure/meter board /service lines, payment of bills and other services relating to supply of power, in the registers exclusively maintained under the following categories:
 - Supply related complaints register
 - Meter related complaints register
 - Billing and payment related complaints register
- (ii) A unique number shall be allotted to each complaint and conveyed to the consumer. In case of complaints which are supply related and restoration of supply, authorized persons of Licensee shall prepare an acknowledgment slip in duplicate after attending to the complaint and get the consumer signature. Where the consumer refuses to sign the acknowledgment slip, the fact shall be recorded and a copy handed over to the consumer. As a measure of precaution and proof of having visited the consumer's service location, the Licensee's employee shall also record the meter reading of the respective service and any one of the adjoining service connection in the acknowledgement slip. The designated officer shall entertain any complaints from the consumer for non-compliance, only if the complaint is accompanied with a copy of acknowledgment slip. The Licensee shall ensure redressal of all complaints promptly
- (iii) Complaints in respect of supply of electricity, its metering, billing and payment thereof, shall be made at the offices specified by the Licensee. The Licensee shall publish through public notices, local News Paper, TV, Radio, printing in the bills and receipts etc., the name of the office(s) its address(s), telephone number where the consumer can lodge complaints. The phone services for recording complaints when outsourced by the Licensee, the phone numbers of such call centers shall be incorporated in electricity bills and also displayed at the concerned offices of the Licensee.
- (iv) The office where a complaint is registered shall dispose it and if any instruction/sanction is to be obtained from higher authority, it shall be obtained by the complaint registering office. The higher authority may also directly communicate the decision. The complainant should not be required to approach such higher authority. Similarly in case an outsourced phone service is opted for, the complaint shall be forwarded to the concerned officer by such center itself and the Licensee shall ensure proper compliance by the outsourced service, including posting of its officers at such centers to streamline responses.
- (v) Complaints against non-registration of complaints and failure to perform within the time limits and/or to meet the performance targets, as specified in this regulation, shall be made to the concerned officers of the Licensee. The Licensee shall nominate the officers to whom the consumers can lodge their complaints initially and also the next level higher officer.
- (vi) In case a consumer is not satisfied with the disposal of the complaint even after taking the issue at the higher level, the consumer can approach the consumer grievance redressal forum

21. Compensation

The Licensee is expected to achieve the performance prescribed. If a Licensee fails to meet the standards specified for various service areas, the affected consumer is entitled for compensation by the Licensees as stipulated in the Act. The compensation payables are as follows:

S.No.	Events	Compensation payable
1	Duty to give supply on request a) New Service connection b) Additional Load c) Temporary Supply d) Shifting of service connection e) Transfer of service connection f) Change of tariff	Rs.100/- per day of delay subject to maximum of Rs.1000/-
2	Complaints in billing	Rs.150/- for non-reply within the period.
3	Replacement of meters	Rs.100/- for each day of delay subject to a maximum of Rs.1000/-
4	Interruption of supply	Rs.50/- for each six hours (or part thereof) of delay in restoration of supply subject to a maximum of Rs.2000/-
5	Voltage fluctuations and complaints	Rs.250/- for failure to visit or convey findings within the stipulated period
6	Responding to consumer's complaints	Rs.25/- for each day of delay subject to a maximum of Rs.250/-
7	Making and keeping appointments	Rs.50/- for failure of keeping appointment
8	Grievance handling	Rs.50/- for failure of grievance handling

22. Procedure for Payment of Compensation

The claim for compensation shall be dealt with in the following manner

I. Automatic- This mode of payment requires the Licensee to pay the compensation amount to the affected consumer automatically, following the non-compliance to a particular standard in the next billing cycle through credit entry in the consumption bill

II. Upon claim: An aggrieved consumer has the right to claim the compensation for non-compliance of the standards if the Licensee fails to pay the compensation in the next billing period by representing to the designated employee of the Licensee.

23. Level of Performance

The standards specified in previous clauses set the levels of performances, which the Licensees are required to achieve in specific service areas. In order to assess the overall performance level of the Licensee, the following targeted performances in individual areas are specified:

Sl. No.	Service area covered under this standard	Targeted performance within the stipulated period
1	Restoration of supply during interruption due to HT break down, fault in pillar box or transformer structure and fault in individual service connections	Licensee shall achieve 75% of the standards specified. Out of the balance, 20% shall be achieved within 24 hours from the time of complaint.
2	Replacement of failed Distribution Transformers	95%
3	Giving new supply / additional load	95%
4	Refund of balance deposit in temporary supply	90%
5	Shifting of service	95%
6	Change of Tariff	95%
7	Transfer of service connection	95%
8	Complaints in billing	95%
9	Replacement of meters	95%
10	Voltage fluctuation and voltage complaints	90%
11	Responding to consumer complaints	90%
12	Making and keeping appointments	95%
13	Grievances handling	100%

24. Information on Standard of Performance

The Licensees shall furnish the information on the level of performances achieved, number of cases in which compensations were paid and the aggregate amount of compensation paid, once in six months in the format prescribed as per sub-section (1) of section 59 of the Act, so as to facilitate the Commission to approve the same for publication by the Licensee as per sub-section (2) of section 59 of the Act.

25. Service Reliability

Reliability of the distribution system operated by the distribution Licensee shall be computed on the basis of number and duration of interruptions in a year. Reliability standards shall be judged by two indices namely Consumer's average interruption frequency index (CAIFI), Consumer's average interruption duration index (CAIDI)

Each Distribution Licensee shall formulate a suitable model on the basis of his geographical spread of the network to reveal the reality of the situation on the above two indices and set standards of performance. The model shall be got approved by the Commission and can be distinct for each Licensee.

26. Regulation to be read with Supply Code, Distribution Code, etc.,

- (1) As these Regulations are intended to enforce quality, continuity and reliability of service, these Regulations shall be read along with Supply code, Distribution code, Grid code and other relevant provisions of the Act, Rules and Regulations made there under pertaining to supply and consumption of Electricity.
- (2) Where any of the provisions in these Regulations is found to be inconsistent with those of the Act, Rules or Regulations made there under, notwithstanding such inconsistency, the remaining provisions in these regulations shall remain operative.
- (3) Where any dispute arises as to the applications or interpretations of any provisions of these regulations, it shall be referred to the Commission whose decision shall be final and binding on the parties concerned.

27. Exemption

- I. The Commission may relax adherence by the Licensee to any specific standard of performance during force majeure condition such as War, Mutiny, Civil commotion, riot, Flood, Cyclone, Storm, Lightning, Earth Quake, Grid Failure and Strike / Curfew, Lock out, Fire affecting the Licensee's installations and activities and also under wind or rainy conditions where safety of electrical equipment and personnel is not possible.
- II. Commission under specific circumstances may relax provisions of Regulations in general or in specific cases for the period specified in these Regulations.

28. Power to Remove Difficulties

- I. If any difficulty arises in giving effect to any of the provisions of these Regulations, the Commission may, by general or special order, direct the Licensee to do anything not being inconsistent with the provisions of the Act, which appears to it to be necessary or expedient for the purpose of removing the difficulties.
- II. The Licensee may make an application to the Commission and seek suitable orders to remove any difficulty that may arise in implementation of these Regulations.

29. Savings.

Nothing contained in these Regulations shall affect the rights and privileges of the consumers under any other law including the Consumer Protection Act 1986 (Act 68 of 1986)

Annexure

Format for Furnishing Information on Achieving Level of Performance and Compensation Paid

Sl. No.	Service area covered under this standard	Targeted performance	Performance achieved	Aggregate Compensation paid & nr of consumers
1	Restoration of supply during interruption due to HT break down, fault in pillar box or transformer structure and fault in individual service connections	Licensee shall achieve 75% of the standards specified. Out of the balance, 20% shall be achieved within 24 hours from the time of complaint.		
2	Replacement of failed distribution transformer	95%		
3	Giving supply / additional load	95%		
4	Refund of balance deposit in temporary supply	90%		
5	Shifting of service	90%		
6	Change of Tariff	95%		
7	Transfer of service connection	95%		
8	Complaints in billing	95%		
9	Replacement of meters	95%		
10	Voltage fluctuation and voltage complaints	90%		
11	Responding to consumer complaints	90%		
12	Making and keeping appointments	95%		
13	Grievances handling	100%		

(By Order of Tamil Nadu Electricity Regulatory Commission)

**R.Balasubramanian
Secretary**



**TAMIL NADU
GOVERNMENT GAZETTE
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No. 47

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Karthigai 22, Parthiba, Thiruvalluvar Aandu - 2036**

Part VI --- Section 2

NOTIFICATIONS BY HEADS OF DEPARTMENTS, ETC.

Notification No. TNERC/SPR/9/1-2 dated 31.8.2005

**Sub: TNERC – Electricity Distribution Standards of Performance -
postponement of Enforcement Mechanism – Notified.**

The Commission specified Tamil Nadu Electricity Distribution Standards of Performance Regulations under section 57 of the Electricity Act 2003. The Regulations have been published in the Tamil Nadu Government Gazette dated 01.09.2004 from which date all regulations except regulation 21 and 22 have come into force.

(2) The regulation 21 prescribes the compensation payable by the licensees for failure to achieve the performance and regulation 22 prescribes the procedure for payment of compensation. Since TNEB required time to equip itself with the requirement to meet the standards and also to change the attitude and approach of its employees to the new environment, it was specified that the provision under the regulation 21 and 22 shall come into force after one year from the date of publication in the Gazette. Thus the provision of these regulations will come into effect from 01.09.2005.

(3) The TNEB in their letter No. CE/Comml/EE3/AEE1/F.TNERC/D 264/2005 dated 10.6.2005 represented the following:

- (i) The difficulties in implementation of the various standards prescribed by TNERC have been studied by the Task Force along with Field Officers and Board.
 - (ii) The Board is running with dearth of staff, material and with retirement of officers / staff every year. It will take few more years to set right all the above and mind setting of the employees to the new environment.
 - (iii) Hence the Enforcement Mechanism prescribed in the Standards of Performance Regulations may be postponed for two more years.
- (4) The Commission in letter dated 01.07.2005 directed the TNEB to furnish a detailed status report on the progress made so far in the implementation of the standards, in view of the fact that the regulations have been notified after previous publication and hence the request for postponement requires in depth examination. The TNEB was also asked to make a presentation to the Commission on the progress so far made in the implementation of the standards.
- (5) The TNEB in their letter dated 29-8-2005 reiterated their original request for postponement of the enforcement provision by two more years and appeared before the Commission on 31.08.2005 for a detailed presentation of the measures they have taken so far to achieve the standards of performance. The presentation covered the following aspects:
- a. Action taken so far to ensure quality supply at Chennai metropolitan city, with details on (i) regular reviews done by top level offices, (ii) meeting with the major HT consumers to know and solve their grievances, (iii) appointing of nodal officers to co-ordinate with other agencies and reduce the breakdowns due to external causes, (iv) establishment of computerized LT billing and computer based power failure redressal centers.
 - b. Difficulties encountered by them due to (i) Dearth of staff and difficulties to change the mind set of the employees to the new assignment, (ii) more than 65 % posts of Section Officers are vacant and recruitment of new employees required Government

concurrency, (iii) delay in land acquisition resulting in delay in establishment of new Sub-stations to solve the problem of voltage fluctuation and (iv) infra structural constraints on account of age and maintenance issues.

c. Short term, medium and long term measures proposed to achieve the required standards.

(6) The Commission, in this context , passed the following comments ::

➤ The standards of performance are based on the Citizens' Charter of TNEB and were finalized after due deliberations with all stakeholders including TNEB. Hence there cannot be any difficulty in implementing the same.

➤ The presentation by TNEB is highly generalized and did not address the action taken in the past one year, to achieve the set standards of performance. They should have itemized with facts and figures, the works carried out and planned. Simply stating that they propose to install new sub stations etc., does not quantify the measures executed / planned. There seems to be no seriousness in the approach of TNEB in this regard and the Commission can consider the request of TNEB for postponement of the enforcement mechanism only if they provide :

a. An action plan with definite milestones within one month for the various works proposed by them to achieve the various standards of performance within a specific period.

b. TNEB shall furnish a monthly progress report before 5th of every month.

c. The progress will be reviewed in the second week of every month.

d. Regarding dearth of staff, the TNEB should take immediate action to fill up the posts within its purview and the general public will not accept TNEB's internal problem

- e. Adequate training to be imparted to change the mind set of its employees.

(7) TNEB have agreed to submit action plan etc as desired by the Commission.

(8) Under the circumstances, as per para (ii) of Regulation 27 of Tamil Nadu Electricity Distribution Standards of Performance Regulations, the Commission approves to extend the period specified in clause (ii) of regulation 1 by 9 months so that the provision of regulation 21 and 22 shall come into force from 1.6.2006, subject to the following conditions:

- i. TNEB shall submit an action plan with milestone within one month for all the works proposed by them to achieve the various standards of performance within a specific period.
- ii. TNEB shall furnish a monthly progress report before 5th of every month.
- iii. Regarding dearth of staff, the TNEB should take immediate action to fill up the posts within its purview
- iv. Adequate training shall be imparted to bring in attitudinal change of its employees.

R. Balasubramanian
Secretary

TAMIL NADU ELECTRICITY REGULATORY COMMISSION

Notification No. TNERC/SPR/9/1-3 dated 31/05/2006

Sub: TNERC – Electricity Distribution Standards of Performance Regulations.

The Commission specified Tamil Nadu Electricity Distribution Standards of Performance Regulations under section 57 of the Electricity Act 2003. The Regulations have been published in the Tamil Nadu Government Gazette dated 01.09.2004 from which date all regulations **except 21 and 22** have come into force.

(2) The regulation 21 prescribes the compensation payable by the licensees for failure to achieve the performance and regulation 22 prescribes the procedure for payment of compensation.

(3) Considering the time that might be required by the TNEB to equip itself with the requirement to meet the standards and also to change the attitude and approach of their employees to the new environment, it was specified in regulation 1 (iii) that the provision under the Regulation 21 and 22 shall come into force after 1 year from the date of the publication of the Regulation in the Gazette.

(4) Thus the provisions under Regulations 21 and 22 of the Tamil Nadu Electricity Standards of Performance Regulations would have come into effect from 01.09.2005.

(5) The TNEB represented that they were running with dearth of men and material and hence finding it difficult to implement the various standards prescribed by the Commission. They had requested that the Enforcement Mechanism prescribed in the Regulations may be postponed for two years so as to set right the dearth of men and material and also to change the mind setting of the employees.

(6) The TNEB also made a presentation before the Commission on the measures taken by them to achieve the standards of performance.

(7) The Commission considered the request of the TNEB and approved to extend the period specified in clause (iii) of Regulation 1 by nine months so that the provision of Regulations 21 and 22 shall come into effect from 01.06.2006 subject to the condition that the TNEB submit an action plan with milestone to achieve the standards, etc.

(8) The postponement of Enforcement Mechanism upto 31.5.2006 was notified on 31.08.2005.

(9) Now, the TNEB in their letter dated 26.5.2006 have stated the following:

- (a) The TNEB is currently facing huge load growth beyond the expectation warranting vast improvement to the existing infrastructure.
- (b) Improvement / new work, etc. could not be taken up as planned as it is based on the availability of the line clearance of 110 KV / 230 KV lines, which could be availed only without any interruption to the consumer.
- (c) Road cutting approval on newly laid roads for laying of cables takes long time as such approval is given after one year period time.
- (d) The amendment to the time schedules in the Standards of Performance Regulations proposed by the TNEB is to be considered by the Commission.
- (e) The TNEB have been facing calamities like tsunami, flood and vagaries of summer.
- (f) The consumers are adding more unlimited and unintimated loads.

- (g) There are major infrastructure impediment on land acquisition, way leave, court case, tree cutting, transformer and other SS equipment.
 - (h) Enforcement Mechanism is not implemented in the neighbouring States.
 - (i) Hence the Enforcement Mechanism may be postponed for another **two years**.
- (10) In this context, the following were considered by the Commission.
- (i) The difficulties / impediments stated by the TNEB are perennial in a utility serving for a dynamic society. They cannot ask for postponement of Enforcement Mechanism for indefinite period on this ground.
 - (ii) The amendment to the time schedule prescribed in the regulations proposed by the TNEB are being approved and notified separately.
 - (iii) The TNEB have come before the Commission to order postponement of Enforcement Mechanism on the penultimate day of extended period. Such last minute approach by TNEB is noted with displeasure.

(11) Considering the genuine difficulties like dearth of staff, time required to impart training for attitudinal change of their employees, the Commission orders that the Enforcement Mechanism be postponed by another **six months** so that the provision of Regulations 21 and 22 shall come into force on **1.12.2006** subject to the condition that the progress are reported monthly and the TNEB prepare themselves to meet the standards positively from **1.12.2006**.

(By order of the Tamil Nadu Electricity Regulatory Commission)

**R.Balasubramanian
Secretary**



**TAMIL NADU
GOVERNMENT GAZETTE**

PUBLISHED BY AUTHORITY

No.32A] CHENNAI WEDNESDAY, AUGUST 16,2006

Aadi 31, Thiruvalluvar Aandu-2037

**Part VI --- Section 2
(Supplement)**

NOTIFICATIONS BY HEADS OF DEPARTMENTS, ETC.

**TAMIL NADU ELECTRICITY REGULATORY COMMISSION
CHENNAI**

Notification No. TNERC / SPR / 9 / 1 - 4 dated 25.07.2006

WHEREAS the Tamil Nadu Electricity Regulatory Commission specified and notified in the Tamil Nadu Government Gazette dated the 1st September 2004, the Tamil Nadu Electricity Distribution Standards of Performance Regulations 2004 under section 86 of the Electricity Act 2003 (Central Act 36 of 2003), providing for enforcement of standards with respect to quality, continuity and reliability of service by licensees.

AND WHEREAS the Distribution licensee (Tamil Nadu Electricity Board) expressed certain difficulties in implementing certain provisions of the above regulations.

AND WHEREAS it is considered necessary to issue Amending Regulations to the above Regulations for removing the difficulties and the Amending Regulations providing for the above purposes shall be subject to the condition of the previous publication and accordingly undergone such previous publication.

NOW, THEREFORE, in exercise of the powers conferred on it by section 181 read with section 86 of the Electricity Act, 2003 (Central Act 36 of 2003) and all other powers enabling it in this behalf, the Tamil Nadu Electricity Regulatory Commission hereby specifies the following Amending Regulations to the Tamil Nadu Electricity Distribution Standards of Performance Regulations 2004 issued under Notification No. TNERC /SPR/9/1 / Dated 21st July 2004 and published in Part VI –Section 2 (supplement) of the Tamil Nadu Government Gazette dated the 1st September 2004.

Amending Regulations

1.0. Short Title and Commencement

(a). These regulations may be called the “**Tamil Nadu Electricity Distribution Standards of Performance (Amendment) Regulations 2006**”

(b). They shall come into force on the date of their publication in the Tamil Nadu Government Gazette.

(2) In the Tamil Nadu Electricity Distribution Standards of Performance Regulations 2004,

(i) **in regulation 4,** for the existing table along with the note, the following tables shall be substituted, namely:

“Table I :

Category	Time Schedule for LT
(a) Involving no extension or improvement work	Preferably within a week but not exceeding 30 days
(b) Involving Extension and Improvement without Power Transformers	60 days
(c) Involving Extension and Improvement with Power Transformers	90 days

Table II :

Category	Time Schedule for HT / EHT	
	HT	EHT
(a) Involving Extension & Improvement	60 days	150 days
(b) Involving the enhancement of Power Transformer/Addition of Power Transformer	120 days	180 days
(c) Involving the Commissioning of new substation	180 days	270 days

- (I) **The Licensee shall issue advice slip/notice/letter indicating the prescribed charges payable with proper acknowledgement.**
- (II) **The Consumer shall remit the above charges within the stipulated period but not exceeding fifteen Days from the date of receipt of advice slip/notice/letter.**

- (III) In exceptional / deserving cases, permission may be granted by the respective Chief Engineer and Superintending Engineer or the person designated for this purpose by the Licensee for remittance of charges by the Consumer beyond the prescribed fifteen Days for HT/EHT and LT services respectively.
- (IV) The time taken by the Consumer to remit the prescribed charges from the date of receipt of demand notice will not be covered in the above time schedule.
- (V) The time schedule is also applicable for additional loads.”

(ii) In regulation 7, the following note shall be added, namely:

“Note: The time taken by the Consumer to remit the prescribed charges from the date of receipt of demand notice will not be covered in the above time schedule.

In exceptional / deserving cases, permission may be granted by the respective Chief Engineer and Superintending Engineer (or the person designated for this purpose by the Licensee) for remittance of charges by the Consumer beyond the prescribed fifteen Days for HT/EHT and LT services respectively.”

(iii) For regulation 10, the following regulation shall be substituted, namely

“10. Complaints in Billing, etc.

(i) Any complaints in billing received prior to the due date for payment shall be resolved before the next billing along with refund / adjustments, if any. However, the complaints in respect of arithmetic error if any received three days prior to the due date for payment shall be set right within the due date for payment.

(ii) **The consumer shall not, on the plea of incorrectness, withhold any portion of the amount billed.”**

(iv) In **regulation 12**, for the existing table under Clause (II) the following table may be substituted, namely

“Table

Interruption Due To	Power Restoration Time			
	Corporation	Urban Municipalities	Rural	Hill Area
HT Supply failure	1 hour	3 hours	6 hours	12 hours
Fault in Transformer Structure or LT Line or Pillar Box	2 hours	4 hours	6 hours	12 hours
Fault of Distribution Transformer	24 hours	48 hours	48 hours	48 hours
Individual Service Connection fault	3 hours	9 hours	12 hours	24 hours

“

and in the proviso under **sub-regulation (III)** of **regulation 12**, the words **“land slides in hill areas”** shall be added after the word **“cyclone,”**.

(v) In **regulation 13**, for the expression **“uninterrupted, reliable and quality”** the expression **“uninterrupted and reliable”** shall be substituted.

(vi) For **regulation 17**, the following regulation shall be substituted, namely:

“ 17. Responding to Consumer’s Complaint

If any consumer makes a complaint in writing to the **Territorial Engineer** of the concerned licensee then, the **Territorial Engineer** concerned shall reply to the consumer within ten days after receipt of the letter. In case the **Territorial Engineer** requires to visit the site or consult any other officer to give a comprehensive reply, the **Territorial Engineer** shall explain to the consumer as to why a substantive response cannot be sent immediately and intimate the

name address and telephone number of the Officer dealing with the complaint. The **Territorial Engineer** shall also ensure that a substantive response is sent to the consumer within twenty days of receiving the complaint letter.”

(vii) For **regulation 25**, the following regulation shall be substituted, namely:

“25. Service Reliability

The following reliability/outage indices are prescribed by the **Institute of Electrical and Electronics Engineers (IEEE) Standard 1366 of 1998**. The Licensee shall compute and report the value of these indices as per the formula and methodology specified below:

- (a) **System Average Interruption Frequency Index (SAIFI)**
- (b) **System Average Interruption Duration Index (SAIDI)**

Method to compute Distribution System Reliability Indices:

The Indices shall be computed for the Distribution Licensee as a whole by stacking, for each month, all the 11KV/22KV feeders in the supply area, excluding those serving predominantly agricultural loads, and then aggregating the number and duration of all interruptions in that month for each feeder. The Indices would then be computed using the following formulae:

1. **SAIFI** =
$$\frac{\sum_{i=1}^n (A_i * N_i)}{N_t}$$
 Where,

A_i = Total number of sustained interruptions (each longer than 5 minutes) on ith feeder for the month

N_i = Connected load of ith feeder affected due to each interruption

N_t = Total connected load at 11/22 KV in the Distribution Licensee’s supply area

n = number of 11/22 KV feeders in the licensed area of supply (excluding those serving predominantly agricultural loads)

2. **SAIDI** =
$$\frac{\sum_{i=1}^n (B_i * N_i)}{N_i}$$
 Where,

B_i = Total duration of all sustained interruptions on ith feeder for the month.

Note : The feeders must be segregated into rural and urban and the value of the indices must be reported separately for each month.

(i) The Licensee shall compute the value of these indices separately for feeders serving predominantly agricultural loads. The methodology for computation of indices shall remain the same as in the case of other feeders.

(ii) Based on the information provided by the Licensees, the Commission would notify the target levels for these indices annually.”

(viii) In **regulation 27**, the following may be substituted:

(a) For **clause (I)** the following clause shall be substituted, namely:

“(I) The standards of performance specified in this regulation shall remain suspended during Force-majeure conditions or cause beyond the control of the Licensee”.

(b) **Re-number clause (II) as clause (III)** and before the said clause as so re-numbered, the following **clause** may be inserted namely:

“(II) “Non-compliance of the Standards contained in this regulation by the licensee shall not be treated as violation and the Distribution Licensee shall not be required to pay any compensation to affected consumers if such violation is caused due to grid failure, or a fault on the Transmission Licensee’s network, or on account of the instructions given by the SLDC/SSLDC, over which the Distribution Licensee has no reasonable control”.

(By Order of the Tamil Nadu Electricity Regulatory Commission)

**R.BALASUBRAMAINAN
SECRETARY**



**TAMIL NADU
GOVERNMENT GAZETTE**

PUBLISHED BY AUTHORITY

No.1] CHENNAI WEDNESDAY, JANUARY 3,2007
Panguni 9, Thiruvalluvar Aandu-2037

Part VI --- Section 2
(Supplement)

NOTIFICATIONS BY HEADS OF DEPARTMENTS, ETC.

Tamil Nadu Electricity Regulatory Commission

Notification No. TNERC/SPR/9/1- 5 dated 13.12.2006

**Sub: TNERC – Tamil Nadu Electricity Distribution
Standards of Performance Regulations.**

* * * * *

(1) The Commission specified Tamil Nadu Electricity Distribution Standards of Performance Regulations under section 57 of the Electricity Act 2003. The Regulations have been published in the Tamil Nadu Government Gazette dated 01.09.2004 from which date all regulations except 21 and 22 have come into force.

(2) The regulation 21 prescribes the compensation payable by the licensees for failure to achieve the performance and regulation 22 prescribes the procedure for such payment of compensation.

(3) Considering the time that might be required by the TNEB to equip themselves with the requirement to meet the standards and also to change the attitude and approach of their employees to the new environment, it was specified in regulation 1 (iii) that the provision under the Regulation 21 and 22 shall come into force after 1 year from the date of the publication of the Regulation in the Gazette. Thus the provisions under Regulations 21 and 22 of the Tamil Nadu Electricity Standards of Performance Regulations would have come into effect from 01.09.2005.

(4) The TNEB represented that they were running with dearth of men and material and hence finding it difficult to implement the various standards prescribed by the Commission. They had requested that the compensation payable in case the licensee fails to meet the standards prescribed in the Regulations may be postponed for two years so as to set right the dearth of men and material and also to change the mind setting of the employees. The TNEB

also made a presentation before the Commission on the measures taken by them to achieve the standards of performance.

(5) The Commission considered the request of the TNEB and approved to extend the period specified in clause (iii) of Regulation 1 by **nine months** so that the provision of Regulations 21 and 22 shall come into effect from **01.06.2006** subject to the condition that the TNEB submit an action plan with milestone to achieve the standards, etc. and the postponement of compensation payable for failure to meet the standards **upto 31.5.2006 was notified on 31.08.2005.**

(6) Further, TNEB in their letter dated 26.5.2006 once again requested that the Enforcement Mechanism may be postponed for another two years citing various difficulties such as huge load growth beyond the expectation warranting vast improvement to the existing infrastructure, natural calamities like tsunami, flood and vagaries of summer, etc.

(7) The Commission considered the request of the TNEB and approved to extend the period specified in clause (iii) of Regulation 1 by **six months** so that the provision of Regulations 21 and 22 shall come into effect from **01.12.2006** subject to the condition that the progress are reported monthly and the TNEB prepare themselves to meet the standards positively from 1.12.2006 and the postponement of compensation payable for failure to meet the standards **upto 30.11.2006 was notified on 31.05.2006.**

(8) Now, the TNEB in their letter dt. 7.11.2006 have stated the following:

(1) Huge number of vacancies exist in all initial level categories in TNEB, it will take atleast 6 months for filling up the post as it involves Govt. Policy.

(2) Improvement / new works, etc. could not be taken up as planned since it is based on the availability of the line clearance of 110 KV / 230 KV lines, which could be availed only without any interruption to the consumers.

(3) Road cutting on newly laid roads for laying of cables takes long time since road cutting approval is given only after one year time period.

(4) There are major infrastructure impediment on land acquisition, way leave, court case, transformer and other SS equipment.

Hence the compensation payable for failure to meet the standard may be postponed for **one more year from 30.11.2006.**

(9) Based on the directions of the Commission the TNEB also made a presentation on 04.12.2006 explaining the difficulties faced by them to achieve the standards of performance.

(10) In this context, the following were considered by the Commission.

- a) The difficulties / impediments stated by the TNEB are incessant and TNEB cannot repeatedly request for postponement of compensation payable for failure to meet the standards on the same ground. The Commission have given ample time to attend to their difficulties and implement the compensation payable for failure to meet the standards as per the regulation.
- b) The Commission have also amended the regulations taking in to account the genuine difficulties expressed by the TNEB. Further, the Commission has also agreed in principle to incorporate the amendments proposed during the meeting held on 4.12.2006 based on the field difficulties as put forth by TNEB. Hence, TNEB shall be in a better position now to implement the regulation both in letter and in spirit.
- c) Further, the vision statement of TNEB envisages '**making TNEB synonymous with availability of quality and reliable power at competitive rates**'. As the fulfillment of the vision statement warrants **quality and reliable power**, it is doubtless that TNEB shall make every possible endeavour to implement all the provisions of the Distribution Standard of Performance in letter and in spirit.

- d)** The TNEB achieved a better “Level of Performance” than that set by the Commission in the regulation in the last two consecutive years as per their compliance report and most importantly showing an enhanced improvement in the current year over that of previous year. Level of performance is the most important parameter and the achievements made by TNEB in this context indicate that time is ripe for the implementation of the requisite standards as per the regulation in toto.
- e)** The Distribution Standards of Performance Regulations was notified on 1.09.2004 itself and it is the prime role of the Commission to see that the same is implemented by the distribution licensee so as to play a fair part in protecting the interest of all the stakeholders. Therefore, the Commission is of the view that unless the enforcement is brought in to full-fledged implementation wherever possible, ensuring of Distribution standards would never become a reality.
- f)** An issue wise detailed discussion with TNEB officials during the above meeting has revealed that the compensation payable for failure to meet the requisite standards can be implemented in most cases from **1.01.2007**.
- g)** In respect of few cases, based on the real time field difficulties as expressed by TNEB, exemption may be considered for seven months subject to condition that the TNEB prepare themselves to meet the standards positively in those few cases also from **1.07.2007**.

(11) Considering the above, the Commission orders that

- (i) the implementation of the provision of Regulations 21 and 22 of Tamil Nadu Distribution Standards of Performance Regulations**

shall come into force with effect from **1.1.2007** in respect of the following service areas:

S. No. 1 of Table of Regulation 21: Duty to give supply on request
a) New Service connection
b) Additional Load
c) Temporary Supply
d) Shifting of service connection
e) Transfer of service connection
f) Change of tariff

S. No. 2 of Table of Regulation 21: Complaints in billing

S. No. 3 of Table of Regulation 21: Replacement of meters

S. No. 6 of Table of Regulation 21: Responding to consumer's complaints

S. No. 7 of Table of Regulation 21: Making and keeping appointments

S. No. 8 of Table of Regulation 21: Grievance handling

However, in respect of regulation 4, (Duties of the Licensee to supply on request) the implementation of the provisions of regulations 21 and 22 of Tamil Nadu Distribution Standards of Performance Regulations is applicable only for the following items of Table I and II, viz.

Table I item (a) Involving no extension or improvement work

Table II item (a) Involving Extension & Improvement

And

(ii) the postponement up to 30.06.2007 for the implementation of the provision of Regulations 21 and 22 of Tamil Nadu Distribution Standards of Performance Regulations in respect the following service areas:

S. No. 4 of Table of Regulation 21: Interruption of supply

S. No. 5 of Table of Regulation 21: Voltage fluctuations and complaints

However in respect of regulation 4, exemption up to 30.06.2007 is granted only to the following items of Table I and II, viz.

Table I item (b) Involving Extension and Improvement without Transformers

Table I item (c) Involving Extension and Improvement with Transformers

Table II item (b) Involving the enhancement of Power Transformer/Addition of Power Transformer

Table II item (c) Involving the Commissioning of new substation

(By Order of the Tamil Nadu Electricity Regulatory Commission)

**R.BALASUBRAMANIAN
SECRETARY**



**TAMIL NADU
GOVERNMENT GAZETTE**

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Vaikasi 9,Sarvajith Thiruvalluvar Aandu-2038

Part VI --- Section 2
(Supplement)

NOTIFICATIONS BY HEADS OF DEPARTMENTS, ETC.

TAMIL NADU ELECTRICITY REGULATORY COMMISSION

CHENNAI

Notification No. TNERC / SPR / 9 / 1 - 6 dated 02.05.2007

WHEREAS the Tamil Nadu Electricity Regulatory Commission under section 86 of the Electricity Act 2003 (Central Act 36 of 2003) specified and notified in the Tamil Nadu Government Gazette dated the 1st September 2004, the Tamil Nadu Electricity Distribution Standards of Performance Regulations 2004 under section 86 of the Electricity Act 2003 (Central Act 36 of 2003), providing for enforcement of standards with respect to quality, continuity and reliability of service by licensees.

AND WHEREAS the Distribution licensee (Tamil Nadu Electricity Board) have expressed certain difficulties in implementing certain provisions of the above regulations.

AND WHEREAS it is considered necessary to issue Amending Regulations to the above Regulations for removing the difficulties and the Amending Regulations providing for the above purposes shall be subject to the condition of the previous publication and accordingly undergone such previous publication.

NOW, THEREFORE, under section 57 read with section 181 of the said Act and all other powers enabling it in this behalf, the Tamil Nadu Electricity Regulatory Commission hereby specifies the following Amending Regulations to the Tamil Nadu Electricity Distribution Standards of Performance Regulations 2004 issued under Notification No. TNERC /SPR/9/1 / Dated 21st July 2004 and published in Part VI –Section 2 (supplement) of the Tamil Nadu Government Gazette dated the 1st September 2004, read along with Tamil Nadu Electricity Distribution Standards of Performance (Amendment) Regulations 2006 issued under Notification No. TNERC/SPR/9/1-4 dated 25.7.2006 and published in Tamil Nadu Government gazette dated 16.8.2006.

Amending Regulations

1. Short Title and Commencement

(a). These regulations may be called the **Tamil Nadu Electricity Distribution Standards of Performance (First Amendment) Regulations 2007**

(b). This shall come into force on the date of their publication in the Tamil Nadu Government Gazette.

2. Amendment of regulation 4 of Tamil Nadu Electricity Distribution Standards of Performance Regulations 2004,-

In the Tamil Nadu Electricity Distribution Standards of Performance Regulations 2004(herein after referred to as the Principal Regulation), read with amending regulations dated 25.7.2006,

in the items **(b) and (c) of Table I**, in **regulation 4**, for the expression "**Power Transformers**" the expression "**Distribution Transformers**" shall be substituted.

3. Amendment of regulation 7 of the Principal Regulation,-

In **regulation 7** of the Principal Regulation, in item1, for the expression "**15 days**" the expression "**25 days**" shall be substituted.

4. Amendment of regulation 13 of the Principal Regulation,-

In **regulation 13** of the Principal Regulation, in the second sentence, the expression "**within 48 hours of receipt of complaint**" shall be **omitted**.

5. Amendment of regulation 19 of the Principal Regulation,-

In **regulation 19** of the Principal Regulation, for the second sentence, starting with "Inspite the above or due to ..." in para 2, the following sentence shall be substituted, namely:

“Due to failure to inform the cancellation, if a consumer turns up with a complaint on the appointed day and registers his presence, he is eligible for compensation at the specified rate.”

**Secretary
Tamil Nadu Electricity Regulatory Commission**



**TAMIL NADU
GOVERNMENT GAZETTE**

PUBLISHED BY AUTHORITY

No.29A] CHENNAI WEDNESDAY, JULY 25,2007
Aadi 9, Thiruvalluvar Aandu-2038

Part VI --- Section 2
(Supplement)

NOTIFICATIONS BY HEADS OF DEPARTMENTS, ETC.

Notification No. TNERC/SPR/9/1- 7 dated 9.7.2007

**Sub: TNERC – Electricity Distribution Standards of
Performance Regulations - Reg.**

* * * * *

(1) The Commission specified Tamil Nadu Electricity Distribution Standards of Performance Regulations under section 57 of the Electricity Act 2003. The Regulations have been published in the Tamil Nadu Government Gazette dated 01.09.2004 from which date all regulations except 21 and 22 have come into force.

(2) The regulation 21 prescribes the compensation payable by the licensees for failure to achieve the performance and regulation 22 prescribes the procedure for payment of compensation.

(3) Considering the time that might be required by the TNEB to equip itself with the requirement to meet the standards and also to change the attitude and approach of their employees to the new environment, it was specified in regulation 1 (iii) that the provisions under the Regulations 21 and 22 shall come into force after 1 year from the date of the publication of the Regulations in the Gazette. Thus the provisions under Regulations 21 and 22 of the Tamil Nadu Electricity Standards of Performance Regulations would have come into effect from 01.09.2005.

(4) The TNEB represented that they were running with dearth of men and material and hence finding it difficult to implement the various standards prescribed by the Commission. They had requested that the Enforcement Mechanism prescribed in the Regulations may be postponed for two years so as to set right the dearth of men and material and also to change the mind setting of the employees. The TNEB also made a presentation before the Commission on the measures taken by them to achieve the standards of performance.

(5) The Commission considered the request of the TNEB and approved to extend the period specified in clause (iii) of Regulation 1 by **nine months** so that the provisions of Regulations 21 and 22 shall come into effect from **01.06.2006** subject to the condition that the TNEB submit an action plan with milestone to achieve the standards, etc. and the postponement of Enforcement Mechanism **up to 31.5.2006** was notified on **31.08.2005**.

(6) Further, TNEB in their letter dated 26.5.2006 once again requested that the Enforcement Mechanism may be postponed for another two years citing various difficulties such as huge load growth beyond the expectation warranting vast improvement to the existing infrastructure, natural calamities like tsunami, flood and vagaries of summer, etc.

(7) The Commission considered the request of the TNEB and approved to extend the period specified in clause (iii) of Regulation 1 by **six months** so that the provisions of Regulations 21 and 22 shall come into effect from **01.12.2006** subject to the condition that the progress are reported monthly and the TNEB prepare themselves to meet the standards positively from 1.12.2006 and the postponement of Enforcement Mechanism **upto 30.11.2006** was notified on **31.05.2006**.

(8) Yet again the TNEB in their letter dt. 7.11.2006 had expressed certain field level difficulties to implement the Tamil Nadu Distribution Standards of Performance Regulations which falls due from 1.12.2006 and hence requested for postponement of Enforcement mechanism prescribed in Regulations 21 & 22 for another **one year and TNEB also made a presentation of their genuine difficulties before the Commission on 4.12.2006 so as to assess its merits and demerits.**

(9) After careful consideration of the field difficulties put forth by TNEB, the Commission ordered the following vide notification no. TNERC/SPR/9/1-5 dt. 12.12.2006:

(i) to implement the provisions of Regulations 21 and 22 of Tamil Nadu Distribution Standards of Performance Regulations (Enforcement

Mechanism) with effect from 1.1.2007 in respect of the following service areas:

- 1 Duty to give supply on request**
 - a) New Service connection }
 - b) Additional Load }
 - c) Temporary Supply }
 - d) Shifting of service connection
 - e) Transfer of service connection
 - f) Change of tariff
- 2 Complaints in billing**
- 3 Replacement of meters**
- 4 Responding to consumer's complaints**
- 5 Making and keeping appointments**
- 6 Grievance handling**

However, in respect of regulation 4, enforcement mechanism is applicable only for the following items of Table I and II, viz.

- (a) Involving no extension or improvement work **for LT (Table I)**
- (a) Involving Extension & Improvement **for HT / EHT (Table II)**

and

(ii) to consider an extension of time for seven months up to 30.06.2007 to implement the provision of Regulations 21 and 22 of Tamil Nadu Distribution Standards of Performance Regulations in respect the following service areas:

- 1 Interruption of supply**
- 2 Voltage fluctuations and complaints**

However in respect of regulation 4, exemption up to 30.06.2007 is granted only to the following items of Table I and II, viz.

- (b) Involving Extension and Improvement without Transformers **for LT**
- (c) Involving Extension and Improvement with Transformers **for LT**
- (b) Involving the enhancement of Power Transformer/Addition of Power Transformer **for HT/EHT**
- (c) Involving the Commissioning of new substation **for HT/EHT**

(10) Further, based on the difficulties expressed by TNEB during the presentation cited in Para 8 above, amendment to the Distribution Standards of Performance for Tamil Nadu Electricity Board was issued viz. **"Tamil Nadu Electricity Distribution**

Standards of Performance (First Amendment) Regulations 2007” vide Notification dated 2.5.2007.

(11) Subsequently, TNEB in their letter dt. CE/Comml./EE3/AEE1/F.DSOP/D.67/2007 dt. 14.6.2007 have now requested that the enforcement mechanism for certain items of works (currently extended up to 30.6.2007) be postponed up to 30.6.2008 in respect of services such as giving supply, Restoration of supply and Voltage complaints for various reasons some of which are said to be beyond the control of TNEB such as filling up of huge number of vacancies which involves Govt. Policy, delay in land acquisition, public objections, etc. Therefore the TNEB have requested the postponement of enforcement mechanism from 30.6.2007 to 30.6.2008 in respect of the works relating to certain category of new services/additional load, interruption of supply and voltage fluctuations and complaints.

(12) In this context, the following were considered by the Commission.

12.1 The Commission have given ample time to TNEB, initially by one year and a further period of 16 months in total through two extensions to prepare themselves with necessary infrastructure to implement the standards. Further extension for six months have also been given, vide Commission’s notification dt. 27.12.2006, to the services for which TNEB is now requesting further postponement up to one year.

12.2 Most of the TNEB’s requirements for amendments of the DSOP Regulations have been accepted as such by the Commission and necessary amendments have also been incorporated in the regulation. One of the main requests of TNEB **is to provide more time to issue new service connection or to attend to the fault.** In this connection, the period within which the service connection will be given or fault will be attended by the TNEB as given in TNEB’s website was compared with the duration permitted by the Commission in the DSOP Regulations. The above comparison showed that **the Commission have given equal or more time (after categorization of the services) to attend to the fault or to give service connections than the time assured by the TNEB in their website.** Therefore, the TNEB’s request for more time is not reasonable considering their own declared standards.

12.3 The Commission shall have to play a fair role to protect the interests of all the stakeholders as provided in the Electricity Act.

(13) However, as there are only few days left for the implementation of the Enforcement Mechanism for the remaining standards, to enable TNEB to give necessary official instruction to the filed and to give additional time to the TNEB field officials to prepare themselves to implement some of the important Distribution Standards, the Commission orders the postponement up to **31.07.2007** for the implementation of the compensation provisions of Regulations 21 and 22 of Tamil Nadu Distribution Standards of Performance Regulations in respect the following service areas:

- (i) S. No. 4 of Table of Regulation 21: Interruption of supply
- (ii) S. No. 5 of Table of Regulation 21: Voltage fluctuations and complaints
- (iii) In respect of regulation 4, postponement up to **31.07.2007** is granted only to the following items of Table I and II, viz.

Table I item (b) Involving Extension and Improvement without Distribution Transformers for LT

Table I item (c) Involving Extension and Improvement with Distribution Transformers for LT

Table II item (b) Involving the enhancement of Power Transformer/Addition of Power Transformer for HT/EHT

Table II item (c) Involving the Commissioning of new substation for HT/EHT

(By order of the Tamil Nadu Electricity Regulatory Commission)

R.BALASUBRAMANIAN
Secretary

Order No. 1/2007/TNERC/D(E)/AD/SA/SPR dated 3.10.2007

Sub: TNERC – Tamil Nadu Electricity Distribution Standards of Performance Regulations.

* * * * *

(1) The Commission formulated the Tamil Nadu Electricity Distribution Standards of Performance Regulations under Section 57 of the Electricity Act 2003. The Regulations were published in the Tamil Nadu Government Gazette on 01.09.2004, from which date, all regulations except 21 and 22 came into force.

(2) Regulation 21 prescribes the compensation payable by the licensees for failure to achieve the performance and Regulation 22 prescribes the procedure for payment of compensation.

(3) Considering the preparation time that might be required by the TNEB, it was specified in regulation 1 (iii) that the provisions under the **Regulations 21 and 22 shall come into force after 1 year** from the date of the publication of the Regulations in the Gazette. Thus, the provisions under Regulations 21 and 22 of the Tamil Nadu Electricity Standards of Performance Regulations were enforced from 01.09.2005.

(4) The TNEB represented that they were facing dearth of men and material and hence finding it difficult to implement the various standards prescribed by the Commission. They had requested that the enforcement mechanism prescribed in the Regulations be postponed for **two years**. The Commission considered the request of the TNEB and approved the extension of the period specified in clause (iii) of Regulation 1 by **nine months** up to 31.5.2006 subject to the condition that the TNEB submit an action plan with milestone to achieve the standards, etc. The postponement of enforcement mechanism **up to 31.5.2006** was notified on **31.08.2005**.

(5) Further, TNEB in their **letter dated 26.5.2006** once again requested that the enforcement mechanism may be postponed by another **two years** citing various difficulties such as huge load growth beyond expectation warranting vast improvement to the existing infrastructure, natural calamities like tsunami, flood and vagaries of summer, etc. The Commission considered the request of the TNEB and approved extension of the period specified in clause (iii) of Regulation 1 by **six months** up to 30.11.2006. The postponement of enforcement mechanism **upto 30.11.2006** was notified on **31.05.2006**.

(6) Yet again the TNEB in their letter dated **7.11.2006** had expressed certain field level difficulties to implement the enforcement mechanism in Tamil Nadu Distribution Standards of Performance Regulations and requested for postponement of enforcement mechanism prescribed in Regulations 21 & 22 by another **year**. After careful consideration of the field difficulties put forth by TNEB, the Commission ordered the following vide notification no. **TNERC/SPR/9/1-5 dt. 12.12.2006**:

(i) to implement the provisions of Regulations 21 and 22 of Tamil Nadu Distribution Standards of Performance Regulations (Enforcement Mechanism) with effect from 1.1.2007 in respect of the following service areas:

- 1 Duty to give supply on request
 - a) New Service connection }
 - b) Additional Load }
 - c) Temporary Supply }
 - d) Shifting of service connection
 - e) Transfer of service connection
 - f) Change of tariff
- 2 Complaints in billing
- 3 Replacement of meters
- 4 Responding to consumer's complaints
- 5 Making and keeping appointments
- 6 Grievance handling

However, in respect of regulation 4, enforcement mechanism was applicable only for the following items of Table I and II, viz.

- (a) Involving no extension or improvement work **for LT (Table I)**
- (a) Involving Extension & Improvement **for HT / EHT (Table II)**

and

(ii) to consider an **extension of time for seven months** up to **30.06.2007** to implement the provision of Regulations 21 and 22 of Tamil Nadu Distribution Standards of Performance Regulations in respect the following service areas:

- 1 Interruption of supply
- 2 Voltage fluctuations and complaints

However in respect of regulation 4, exemption up to 30.06.2007 was granted only to the following items of Table I and II, viz.

- (b) Involving Extension and Improvement without Transformers **for LT**
- (c) Involving Extension and Improvement with Transformers **for LT**
- (b) Involving the enhancement of Power Transformer/Addition of Power Transformer **for HT/EHT**
- (c) Involving the Commissioning of new substation **for HT/EHT**

(7) Subsequently, TNEB in their letter No. CE/Comml./EE3/AEE1/F.DSOP /D.67/2007 dated **14.6.2007** requested that the enforcement mechanism for the items of works currently extended up to 30.6.2007 be postponed up to 30.6.2008 viz. effecting of service connection, restoration of supply and voltage complaints citing reasons beyond the control of TNEB such as filling up of huge number of vacancies which involves Govt. Policy, delay in land acquisition, public objections, etc. Taking into consideration the various extensions granted earlier (initially by **one year** with a further period of **16 months** in total through three extensions for most service areas and a further extension for **six months** for specific service areas) and considering the fact that the Commission is obligated to play a fair role to protect the interests of all the stakeholders as provided in the Electricity Act, the Commission approved the postponement up to **31.07.2007** for the implementation of the compensation provisions of Regulations 21 and 22 of Tamil Nadu Distribution Standards of Performance Regulations in respect the following service areas :

- (i) S. No. 4 of Table of Regulation 21: Interruption of supply
- (ii) S. No. 5 of Table of Regulation 21: Voltage fluctuations and complaints
- (iii) In respect of regulation 4, postponement up to **31.07.2007** is granted only to the following items of Table I and II, viz.

Table I item (b) Involving Extension and Improvement without Distribution Transformers for LT

Table I item (c) Involving Extension and Improvement with Distribution Transformers for LT

Table II item (b) Involving the enhancement of Power Transformer/Addition of Power Transformer for HT/EHT

Table II item (c) Involving the Commissioning of new substation for HT/EHT

(8) Now, TNEB in their letter dated 20.8.2007, have requested the Commission **not to implement the enforcement mechanism for effecting new service connections for six months as special case**. In this regard, it may be noted that for the item, "duty to supply on request for **Table I item (a)** involving no extension or improvement work for LT and **Table II item (a)** involving extension and improvement for HT/EHT", the enforcement mechanism **had already come into force from 1.1.2007**. Under the stated circumstance, **the request of TNEB vide their letter dated 20.8.2007 requesting the Commission not to implement the enforcement mechanism for six months which had been already been implemented from 1.1.2007 has no relevance**. Even in the preceding request for postponement of enforcement mechanism made by TNEB vide letter dated 14.6.2007, this item has not been included and **the request has now been made much later than seven months**. Enforcement mechanism for **all the items** came into force on **1.8.2007** and the order to that effect had already been **hosted in the website on 9.7.2007**. Any request for further extension should have been made by TNEB well in advance. Further, the enforcement mechanism has been implemented in several other States such as Maharashtra, Andhra Pradesh, Karnataka (Limited Licensees), Delhi and Orissa.

(9) Therefore, the plea of TNEB to defer the enforcement mechanism for new service connections beyond 1.8.2007 is rejected.

(By order of the Tamil Nadu Electricity Regulatory Commission)

**R. Balasubramanian
Secretary**

To
The Chairman / Tamil Nadu Electricity Board, Chennai 600 002.



**TAMIL NADU
GOVERNMENT GAZETTE
PUBLISHED BY AUTHORITY**

**No. 49] CHENNAI, WEDNESDAY, DECEMBER 19, 2007
Margazhi 3, Sarvajith, Thiruvalluvar Aandu - 2038**

Part VI --- Section 2

**Notifications of interest to a section of the public
Issued by Heads of Departments, etc.**

NOTIFICATIONS BY HEADS OF DEPARTMENTS, ETC.

TAMILNADU ELECTRICITY REGULATORY COMMISSION

**Notification No. TNERC / SC/7 - 6 dated 3.12.2007
Notification No. TNERC / DC/8 - 7 dated 3.12.2007
Notification No. TNERC / SPR /9/1- 8 dated 3.12.2007**

WHEREAS the Tamil Nadu Electricity Regulatory Commission under section 181 of the Electricity Act, 2003 (Central Act 36 of 2003) specified and notified in the Tamil Nadu Government Gazette (Supplement) dated the 1st September 2004, the Tamil Nadu Electricity Supply Code, the Tamil Nadu Electricity Distribution Code and the Tamil Nadu Electricity Distribution Standard of Performance Regulations 2004;

AND WHEREAS it is considered necessary to issue a consolidated Amending Regulations providing suitable amendments to the above Codes and Regulations 2004 referred to above and the said Amending Regulations shall be subject to the condition of previous publication and accordingly undergone such previous publication ;

NOW, THEREFORE, in exercise of the powers conferred under section 181 of the said Act and all other powers enabling it in this behalf, the Tamil Nadu Electricity

Regulatory Commission hereby specifies the consolidated Amending Regulations to the aforesaid Supply Code, Distribution Code and the Regulations 2004 published in part VI – Section 2 (Supplement) of the Tamil Nadu Government Gazette dated the 1st September 2004.

Chapter 1 Preliminary

1. (1) Short title and Commencement

(1) These Regulations may be called the Tamil Nadu Electricity Supply Code, Distribution Code and Standard of Performance (Amendment) Regulations 2007.

(2) These Regulations shall come into force on the date of their publication in the Tamil Nadu Government Gazette.

Chapter 2 – Amendment of the Tamil Nadu Electricity Supply Code

2. Amendment of regulation 17 of the Tamil Nadu Electricity Supply Code:-

In regulation 17 of the Tamil Nadu Electricity Supply Code, after sub – regulation (6) the following sub – regulation shall be added, namely:-

“ (7) The licensee shall on receipt of the notice referred to in sub – regulation (3) make such adjustment of the dues due to him from the consumer as may be necessary to clear the dues from the consumer against the security deposit or additional security deposit or any other deposit made by the consumer, and after making such adjustment, refund the balance deposit, if any, to the consumer within three months from the date of expiry of the notice period referred to in sub – regulation (3).”

Chapter 3 – Amendment of the Tamil Nadu Electricity Distribution Code

3. Amendment of regulation 33 of the Tamil Nadu Electricity Distribution Code:-

In regulation 33 of the Tamil Nadu Electricity Distribution Code, after sub – regulation (4), the following sub – regulation shall be added namely:-

“ (5) In the case of termination of the agreement either by the consumer under sub – regulation (3) or by the licensee under sub – regulation (4), as the case may be, the licensee shall recover the dues if any due from the consumer after making such adjustment of the dues, due to him by the consumer as may be necessary to clear

the dues from the consumer against the security deposit or additional security deposit or any other deposit made by the consumer and after making such adjustment, refund the balance deposit, if any, to the consumer within three months from the date of termination of the agreement."

Chapter 4 – Amendment of the Tamil Nadu Electricity Distribution Standard of Performance Regulations 2004

4. Amendment of regulation 21 of the Tamil Nadu Electricity Distribution Standard of Performance Regulations 2004

In regulation 21 of the Tamil Nadu Electricity Distribution Standard of Performance Regulations 2004,-

- (i) for the last sentence in the opening paragraph the following sentence shall be substituted, namely:-

"The compensation payable is set out in the table below, namely:-

Table"

- (ii) In the table under the said regulation as amended in Clause(i),-

- (a) in the first column under the caption "S.No" after the figure "8", add the figure "9".

- (b) in the second column under the caption "Events", after the expression "Grievance handling" add the following expression namely:-

"Refund of deposit in respect of temporary supply after the expiry of the temporary supply period and refund of balance deposit within the period as stipulated in regulation 6 of Distribution Standards of Performance Regulations or in the regulation 17 (6) of the Tamil Nadu Electricity Supply Code or in the regulation 33 (5) of the Tamil Nadu Electricity Distribution Code."

- (c) in the third column under the caption "Compensation payable", after the expression "Rs.50/- for failure of grievance handling", add the following

expression "Rs.100/- per week or part thereof of delay in addition to the interest at the rate specified by the Commission till the date of refund."

(By order of the Tamil Nadu Electricity Regulatory Commission)

**Secretary
Tamil Nadu Electricity Regulatory Commission**



Tamil Nadu Electricity Regulatory Commission

Notification No. TNERC/SPR/9/1-9 dated 31.7.2008

WHEREAS the Tamil Nadu Electricity Regulatory Commission have published in the Tamil Nadu Government Gazette on different dates the following, namely:-

- (1) The Tamil Nadu Electricity Distribution Standards of Performance Regulations, 2004 (DSOP)
(Notification No.TNERC/SPR/9/1, dated 21.07.2004)
- (2) The Tamil Nadu Electricity Distribution Standards of Performance Regulations (Notification No.TNERC/SPR/9/1-2, dated 31.08.2005)
- (3) The Tamil Nadu Electricity Distribution Standards of Performance Regulations (Notification No.TNERC/SPR/9/1-3, dated 31.05.2006)
- (4) The Tamil Nadu Electricity Distribution Standards of Performance (Amendment) Regulations, 2006
(Notification No.TNERC/SPR/9/1-4, dated 25.07.2006)
- (5) The Tamil Nadu Electricity Distribution Standards of Performance (First Amendment) Regulations, 2007
(Notification No.TNERC/SPR/9/1-6, dated 02.05.2007)
- (6) The Tamil Nadu Electricity Distribution Standards of Performance Regulations, 2007 (Notification No.TNERC/SPR/9/1-7, dated 09.07.2007)
- (7) The Tamil Nadu Electricity Supply Code, Distribution Code and Standards of Performance (Amendment) Regulations, 2007
(Notification No.TNERC/SC/7-6, dated 03.12.2007)
(Notification No.TNERC/DC/8-7, dated 03.12.2007)
(Notification No.TNERC/SPR/9/1-8, dated 03.12.2007)

AND WHEREAS, the Commission considers it necessary that the above Regulations with the amendments incorporated therein should be re-published in the Tamil Nadu Government Gazette so as to afford an effective and efficient upto date information to the Public, to enable them to have a better understanding of the said Regulation along with the Amendments incorporated therein;

Now, the Commission hereby re-publishes the Tamil Nadu Electricity Distribution Standards of Performance Regulations as amended upto 31.7.2008 in the ensuing Part VI – Section 2 of the Tamil Nadu Government Gazette.



Tamil Nadu Electricity Regulatory Commission

TAMIL NADU ELECTRICITY DISTRIBUTION STANDARDS OF PERFORMANCE REGULATIONS

Notification No. TNERC/SPR/9/1 Dated 21.07.2004

WHEREAS under section 86 of the Electricity Act, 2003 (Central Act 36 of 2003) the State Electricity Regulatory Commission shall, among others, specify or enforce standards with respect to quality, continuity and reliability of service by Licensees;

AND WHEREAS under section 57 and 58 of the said Act the State Electricity Regulatory Commission may, after consultation with the Licensees and persons likely to be affected, specify different standards of performance for a class or classes of Licensees subject to previous publication:

NOW, THEREFORE under section 57 read with section 181 of the said Act, and all other provisions enabling in that behalf and after previous publication, the Tamil Nadu Electricity Regulatory Commission hereby makes the following Regulations.

CHAPTER I

Preliminary

1. Short Title and Commencement

- (i) These regulations may be called the **“Tamil Nadu Electricity Regulatory Commission - Tamil Nadu Electricity Distribution Standards of Performance Regulations 2004”**
- (ii) All these Regulations except provisions under regulations 21 and 22 shall come into force from the date of their publication in the Tamil Nadu Government gazette.

- (iii) The provisions under regulations 21 and 22 shall come into force after one year from the date of their publication in the Tamil Nadu Government gazette.

2. Definitions

In these Regulations unless the context otherwise requires: -

- (i) **“Act”** means the Electricity Act 2003 (Act 36 of 2003)
- (ii) **“Commission”** means the Tamil Nadu Electricity Regulatory Commission.
- (iii) Words and expressions used in these Regulations but not defined either in these Regulations or in the Act shall have the same meanings as understood in the engineering and commercial circles.

CHAPTER 2

Distribution Standards Of Performance

3. Quality of Service

Quality of service means providing uninterrupted, reliable electric supply at stipulated voltage and frequency, which will be the end result of its planning, designing of network, operation and service management to ensure stability in supply and prompt compliance of consumers' complaints on metering and billing. The supply with frequent power failure, fuse of calls, voltage fluctuations will not ensure continuity in supply. These factors determine the degree of satisfaction of the consumers.

4. Duties of the Licensees to Supply on Request

Section 43 of the Act deals with duty to supply and read as below:

"43. (1) Every distribution licensee, shall, on an application by the owner or occupier of any premises, give supply of electricity to such premises, within one month after receipt of the application requiring such supply:

Provided that where such supply requires extension of distribution mains, or commissioning of new sub-stations, the distribution licensee shall supply the electricity to such premises immediately after such extension or commissioning or within such period as may be specified by the Appropriate Commission.

Provided further that in case of a village or hamlet or area wherein no provision for supply of electricity exists, the Appropriate Commission may extend the said period as it may consider necessary for electrification of such village or hamlet or area.

(2) It shall be the duty of every distribution licensee to provide, if required, electric plant or electric line for giving electric supply to the premises specified in sub-section (1):

Provided that no person shall be entitled to demand, or to continue to receive, from a licensee a supply of electricity for any premises having a separate supply unless he has agreed with the licensee to pay to him such price as determined by the Appropriate Commission.

(3) If a distribution licensee fails to supply the electricity within the period specified in sub-section (1), he shall be liable to a penalty which may extend to one thousand rupees for each day of default.”

The Licensees shall endeavor to give supply within a week but not exceeding 30 days wherever no extension or improvement works are involved in giving supply.

The Licensees shall observe the following time schedule for supply of electricity involving extension of distribution lines, etc.

¹[Table I :

Category (1)	Time Schedule for LT (2)
(a) Involving no extension or improvement work	Preferably within a week but not exceeding 30 days
(b) Involving Extension and Improvement without ² [Distribution Transformers]	60 days
(c) Involving Extension and Improvement with ² [Distribution Transformers]	90 days

Table II :

Category (1)	Time Schedule for HT / EHT (2)	
	HT	EHT
(a) Involving Extension & Improvement	60 days	150 days
(b) Involving the enhancement of Power Transformer/Addition of Power Transformers	120 days	180 days
(c) Involving the Commissioning of new substation	180 days	270 days

(I) The Licensee shall issue advice slip/notice/letter indicating the prescribed charges payable with proper acknowledgement.

(II) The Consumer shall remit the above charges within the stipulated period but not exceeding fifteen Days from the date of receipt of advice slip/notice/letter.

- (III) In exceptional / deserving cases, permission may be granted by the respective Chief Engineer and Superintending Engineer or the person designated for this purpose by the Licensee for remittance of charges by the Consumer beyond the prescribed fifteen Days for HT/EHT and LT services respectively.
- (IV) The time taken by the Consumer to remit the prescribed charges from the date of receipt of demand notice will not be covered in the above time schedule.
- (V) The time schedule is also applicable for additional loads.]

5. Exceptions on Duty to Supply for Agricultural and Hut Services:

The provision under section 43 of the Act is however not applicable in the case of agricultural and hut services, which shall be governed by the directives issued by the Commission from time to time, on the basis of the guidance on this matter by the National Electricity Policy (as stipulated in section 86(4)) of the Act and the policy directions in public interest by the State Government (as stipulated in section 108 of the Act)

6. Temporary Supply

The intending consumers may require temporary services for construction of residential houses, complexes, commercial complexes, industrial premises and also for illumination during festivals, etc.

¹Substituted as per Commission’s Notification No. **TNERC/SPR/9/1-4 dated 25.07.2006** (w.e.f. **16.8.2006**) which before substitution as under:

Category	Time Schedule
a) Extension and improvement without transformers:	60 days
b) Extension and improvement with transformers.	90 days

Note: This time schedule is also applicable for additional loads.

²Substituted for the expression “**Power Transformers**” as per Commission’s Notification No. **TNERC/SPR/9/1-6 dated 2.5.2007** (w.e.f. **23.5.2007**)

Such temporary services shall be effected as per the time schedule specified for the new and additional loads.

The Licensees shall refund the balance deposit if any within 3 months from the date of disconnection of service after temporary supply period is over.

7. Shifting of Service Connection / Deviation of Lines and Shifting of Equipments

Wherever the consumers request for shifting the service connection as specified in the Supply Code, or for deviation of the existing lines at their cost the following time schedule shall be observed for completing these works after getting the expenses as specified in the Distribution Code / Supply Code.

- 1. Shifting of meter / service ¹[25] days
- 2. Shifting of LT / HT lines 60 days
- 3. Shifting of Transformer structures 90 days

The time schedule given above includes the time required for preparation of estimates, collection of deposits, etc.

The accounts should be settled within three months from the date of completion of shifting work by recovery of excess expenditure or refunding the balance deposit.

²[Note: The time taken by the Consumer to remit the prescribed charges from the date of receipt of demand notice will not be covered in the above time schedule.

In exceptional / deserving cases, permission may be granted by the respective Chief Engineer and Superintending Engineer (or the person designated for this purpose by the Licensee) for remittance of charges by the Consumer beyond the prescribed fifteen Days for HT/EHT and LT services respectively]

8. Transfer of Service Connection

The transfer of service connection shall be effected within 7 days from the date of receipt of complete application.

¹Substituted for the expression “15” as per Commission’s Notification No. **TNERC/SPR/9/1-6 dated 2.5.2007 (w.e.f. 23.5.2007)**

²Inserted as per Commission’s Notification No. **TNERC/SPR/9/1-4 dated 25.07.2006 (w.e.f. 16.8.2006)**

9. Change of Tariff

A consumer can utilize a service connection given to him for a purpose different from the purpose for which he originally obtained the service connection, only if the same tariff is applicable to the new purpose also. If a different tariff is applicable to the new purpose, the consumer shall apply to the Licensee before changing the purpose and a revised Test Report will be taken indicating the change in the tariff.

The Licensee shall effect change of tariff within seven days from the date of receipt of application from the consumer.

However no consumer shall be permitted to change the tariff of the service connection from any Low Tension Tariff (other than agriculture) to Low Tension Tariff for agriculture.

¹[10. Complaints in Billing, etc.

(i) Any complaints in billing received prior to the due date for payment shall be resolved before the next billing along with refund / adjustments, if any. However, the complaints in respect of arithmetic error if any received three days prior to the due date for payment shall be set right within the due date for payment.

(ii) The consumer shall not, on the plea of incorrectness, withhold any portion of the amount billed.]

11. Replacement of Meter

Wherever the Licensees receive complaints or the Licensee found during inspection / meter reading, that the meter in a service connection is not correct or defective or burnt, the Licensee shall replace the meter after collecting the charges as applicable and within 30 days.

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¹Substituted as per Commission's Notification No. **TNERC/SPR/9/1-4 dated 25.07.2006** (w.e.f. **16.8.2006**) which before substitution stood as under:

10. Complaints in Billing, etc.

Wherever the Licensees receive complaints from consumers that there is error in billing, etc. the Licensee shall resolve such disputes regarding quantum of commercial transaction involved within the due date for payment, provided the complaint is lodged three days prior to the due date for payment. Such of those complaints received during the last three days period shall be resolved before the next billing along with refunds / adjustments if any. However, the consumer shall not, on the plea of incorrectness of the charges, withhold any portion of the charges

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12. Interruptions and Restoration of Supply

(I). The Licensee may, for reasons of testing or forced outage or maintenance, temporarily discontinue the supply for such period as may be necessary, provided that in case of planned shut down for improvement / periodical maintenance of distribution network, the Licensee will, wherever possible give advance notice in this behalf and notify through local newspapers in advance.

(II) In case of interruptions to individual or a group of consumers due to breakdown, the Licensee shall restore supply as per the time schedule furnished below:

¹[**Table**

(1) Interruption Due To	Power Restoration Time			
	Corporation	Urban Municipalities	Rural	Hill Area
	(2)			
HT Supply failure	1 hour	3 hours	6 hours	12 hours
Fault in Transformer Structure or LT Line or Pillar Box	2 hours	4 hours	6 hours	12 hours
Fault of Distribution Transformer	24 hours	48 hours	48 hours	48 hours
Individual Service Connection fault	3 hours	9 hours	12 hours	24 hours

Failure / Interruption in Corporation limits and certain special areas declared by the Commission from time to time shall be attended to round the clock within the time limit specified for urban areas. Complaints of failure/interruption at consumer premises in rural areas and urban areas other than

¹Substituted as per Commission's Notification No. **TNERC/SPR/9/1-4 dated 25.07.2006** (w.e.f. **16.8.2006**) which before substitution stood as under:

Interruption due to	Power restoration time	
	Urban	Rural
High Tension supply failure	1 hour	6 hours
Fault in pillar boxes or transformer structures	2 hours	4 hours
Failure of distribution transformer	24 hours	48 hours
Individual service connection faults	3 hours	9 hours

corporation limits shall be attended to between 8.00 AM and 6.00 PM. Individual complaints of consumers received during night hours i.e., from 6.00 PM to 8.00 AM shall be considered to have been received at the start of working hours on the next day and attended to within the time limit as specified above. The restoration time specified in respect of individual service connection faults in rural areas shall exclude the time period of 6.00 PM to 8.00 AM. However the complaints from essential services like Water supply, Hospitals, and other important Govt. services shall be attended to immediately, round the clock

(III) In case of interruptions, it is the responsibility of the affected consumer to inform the same to the Licensee's local office or nearest fuse off call center by Telephone / written communication in person, etc.

Provided that in case failure / break down due to natural calamities like cyclone, ¹[land slides in hill areas,] etc. the Licensee shall take every action to restore supply within the least possible time.

Note: The Licensee shall arrange to keep the consumers informed of the progress of rectification of faults.

(IV) The Licensee shall maintain un-interrupted supply of power to Railways and in case of any interruption restore the supply on top priority.

(V) In case of interruption due to line fault/ failure of transformer/ equipment, the Licensee shall inform the complainant (subject to availability of communication at both ends) within one hour from receipt of complaint, the reasons for interruption and the likely time by which the power supply will be restored.

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¹Inserted as per Commission's Notification No. **TNERC/SPR/9/1-4 dated 25.07.2006 (w.e.f. 16.8.2006)**
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13. Quality of Supply

Quality of supply means providing ¹[uninterrupted and reliable] electric supply at stipulated voltage and frequency (within the permissible limits) without sags or spikes to the consumer. When a consumer makes a complaint regarding quality of power supply, an authorized representative of the Licensee shall visit the consumer's premises ²[within 48 hours of receipt of complaint] and convey in writing within 10 days, the action proposed to be taken for attending to the complaint and the time by which it would be attended.

14. Permissible Limits for Voltage and Frequency Variations

The limits of permissible variations in voltages at various levels have to be fixed on the basis of existing network, spare capacity etc., and can always be improved with system improvements, capacity generation and various other related factors. Hence, even though the ideal situations would be different, the bandwidth of variations has to reflect the actual condition and has to be specified after periodical reviews. Accordingly, the Commission from time to time will order the permissible limits for voltage variations.

The frequency variations shall be governed by the National / State Grid Code and hence not specified under this regulation

15. Voltage Complaints

The voltage complaints shall be attended to within 48 hours if no system upgradation is required. Wherever system upgradation is required to improve the status it shall be attended to within 180 days.

¹Substituted for the expression "**uninterrupted, reliable and quality**" as per Commission's Notification No. **TNERC/SPR/9/1-4 dated 25.07.2006 (w.e.f.16.8.2006)**

²The words "**within 48 hours of receipt of complaint**" omitted.as per Commission's Notification No. **TNERC/SPR/9/1-6 dated 2.5.2007 (w.e.f. 23.5.2007)**

16. Failure of Equipments

The incidents such as failure of equipments, viz. failure of power transformer, breakers, measuring transformers, lightning arresters and capacitor banks would affect the distribution system causing aberrations, deviations in system voltage and frequency levels. The Licensees shall maintain the equipments as per the schedule of maintenance so as to minimise the failure rate and thereby increase the level of performance.

¹[17. Responding to Consumer's Complaint

If any consumer makes a complaint in writing to the Territorial Engineer of the concerned licensee then, the Territorial Engineer concerned shall reply to the consumer within ten days after receipt of the letter. In case the Territorial Engineer requires to visit the site or consult any other officer to give a comprehensive reply, the Territorial Engineer shall explain to the consumer as to why a substantive response cannot be sent immediately and intimate the name address and telephone number of the Officer dealing with the complaint. The Territorial Engineer shall also ensure that a substantive response is sent to the consumer within twenty days of receiving the complaint letter]

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¹Substituted as per Commission's Notification No. **TNERC/SPR/9/1-4 dated 25.07.2006** (w.e.f. **16.8.2006**) which before substitution stood as under:

17. Responding to Consumer's Complaint

If any consumer makes a complaint in writing, the Licensee shall reply to the consumer within 10 days after receipt of the letter. In case the Licensee requires to visit the site or consult any other officer to give a comprehensive reply, the Licensee shall explain to the consumer as to why a substantive response cannot be sent immediately and intimate the name address and telephone number of the Licensee's employee dealing with the complaint.

The Licensee shall also ensure that a substantive response is sent to the consumer within 20 days of receiving the complaint letter.

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18. Making and Keeping Appointments

Wherever the Licensee make an appointment in writing to visit a consumer on a particular day, the Licensee shall keep such appointment. When the appointment has to be cancelled the Licensee shall give a 24 hours notice of its cancellation to the consumer.

19. Grievance Handling

The Licensee shall make arrangement to receive complaints from consumers at appointed date and time at appropriate offices. This information shall be suitably made known to the consumers. The Licensee's representative shall receive the complaints on the appointed dates and time.

Wherever the Licensee is unable to comply with the above requirement, the Licensee shall inform the consumers, to the extent feasible, in advance giving reasons for the inability and the time when it will be complied with. ¹[Due to failure to inform the cancellation, if a consumer turns up with a complaint on the appointed day and registers his presence, he is eligible for compensation at the specified rate].

20. Handling of Complaints on Non-compliance

The Licensee is required to maintain standards of performance for supply of Electricity to all consumers in a manner prescribed. The time limit prescribed in these standards refer to the maximum time required to be taken to perform different activities of consumer service. It shall be the endeavour of the Licensee to provide best possible service well within time limits specified in these regulations.

¹Substituted as per Commission's Notification No. **TNERC/SPR/9/1-6 dated 2.5.2007** (w.e.f.23.5.2007) which before substitution stood as under:

In spite the above or due to failure to inform the cancellation, if a consumer turns up with a complaint on the appointed day and registers his presence, he is eligible for compensation at the specified rate

- (i) The Licensee shall register every complaint made by a consumer whether orally or in writing regarding failure/meter board /service lines, payment of bills and other services relating to supply of power, in the registers exclusively maintained under the following categories:
- Supply related complaints register
 - Meter related complaints register
 - Billing and payment related complaints register
- (ii) A unique number shall be allotted to each complaint and conveyed to the consumer. In case of complaints which are supply related and restoration of supply, authorized persons of Licensee shall prepare an acknowledgment slip in duplicate after attending to the complaint and get the consumer signature. Where the consumer refuses to sign the acknowledgment slip, the fact shall be recorded and a copy handed over to the consumer. As a measure of precaution and proof of having visited the consumer's service location, the Licensee's employee shall also record the meter reading of the respective service and any one of the adjoining service connection in the acknowledgement slip. The designated officer shall entertain any complaints from the consumer for non-compliance, only if the complaint is accompanied with a copy of acknowledgment slip. The Licensee shall ensure redressal of all complaints promptly
- (iii) Complaints in respect of supply of electricity, its metering, billing and payment thereof, shall be made at the offices specified by the Licensee. The Licensee shall publish through public notices, local News Paper, TV, Radio, printing in the bills and receipts etc., the name of the office(s) its address(s), telephone number where the consumer can lodge complaints. The phone services for recording complaints when outsourced by the Licensee, the phone numbers

of such call centers shall be incorporated in electricity bills and also displayed at the concerned offices of the Licensee.

- (iv) The office where a complaint is registered shall dispose it and if any instruction/ sanction is to be obtained from higher authority, it shall be obtained by the complaint registering office. The higher authority may also directly communicate the decision. The complainant should not be required to approach such higher authority. Similarly in case an outsourced phone service is opted for, the complaint shall be forwarded to the concerned officer by such center itself and the Licensee shall ensure proper compliance by the outsourced service, including posting of its officers at such centers to streamline responses.
- (v) Complaints against non-registration of complaints and failure to perform within the time limits and/or to meet the performance targets, as specified in this regulation, shall be made to the concerned officers of the Licensee. The Licensee shall nominate the officers to whom the consumers can lodge their complaints initially and also the next level higher officer.
- (vi) In case a consumer is not satisfied with the disposal of the complaint even after taking the issue at the higher level, the consumer can approach the consumer grievance redressal forum

21. Compensation

The Licensee is expected to achieve the performance prescribed. If a Licensee fails to meet the standards specified for various service areas, the affected consumer is entitled for compensation by the Licensees as stipulated in the Act. ¹[The compensation payable is set out in the table below, namely:-

Table]

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¹Substituted for the expression “**The compensation payables are as follows:**” as per Commission’s Notification No. **TNERC/SPR/9/1-8 dated 3.12.2007 (w.e.f. 19.12.2007)**

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S.No.	Events	Compensation payable
1	Duty to give supply on request a) New Service connection b) Additional Load c) Temporary Supply d) Shifting of service connection e) Transfer of service connection f) Change of tariff	Rs.100/- per day of delay subject to maximum of Rs.1000/-
2	Complaints in billing	Rs.150/- for non-reply within the period.
3	Replacement of meters	Rs.100/- for each day of delay subject to a maximum of Rs.1000/-
4	Interruption of supply	Rs.50/- for each six hours (or part thereof) of delay in restoration of supply subject to a maximum of Rs.2000/-
5	Voltage fluctuations and complaints	Rs.250/- for failure to visit or convey findings within the stipulated period
6	Responding to consumer's complaints	Rs.25/- for each day of delay subject to a maximum of Rs.250/-
7	Making and keeping appointments	Rs.50/- for failure of keeping appointment
8	Grievance handling	Rs.50/- for failure of grievance handling
¹ [9]	² [Refund of deposit in respect of temporary supply after the expiry of the temporary supply period and refund of balance deposit within the period as stipulated in regulation 6 of Distribution Standards of Performance Regulations or in the regulation 17 (6) of the Tamil Nadu Electricity Supply Code or in the regulation 33 (5) of the Tamil Nadu Electricity Distribution Code]	³ [Rs.100/- per week or part thereof of delay in addition to the interest at the rate specified by the Commission till the date of refund.]

^{1,2,3} Inserted as per Commission's Notification No. **TNERC/SPR/9/1-8 dated 3.12.2007 (w.e.f. 19.12.2007)**

22. Procedure for Payment of Compensation

The claim for compensation shall be dealt with in the following manner

I. Automatic- This mode of payment requires the Licensee to pay the compensation amount to the affected consumer automatically, following the non-compliance to a particular standard in the next billing cycle through credit entry in the consumption bill

II. Upon claim: An aggrieved consumer has the right to claim the compensation for non-compliance of the standards if the Licensee fails to pay the compensation in the next billing period by representing to the designated employee of the Licensee.

23. Level of Performance

The standards specified in previous clauses set the levels of performances, which the Licensees are required to achieve in specific service areas. In order to assess the overall performance level of the Licensee, the following targeted performances in individual areas are specified:

Sl. No.	Service area covered under this standard	Targeted performance within the stipulated period
1	Restoration of supply during interruption due to HT break down, fault in pillar box or transformer structure and fault in individual service connections	Licensee shall achieve 75% of the standards specified. Out of the balance, 20% shall be achieved within 24 hours from the time of complaint.
2	Replacement of failed Distribution Transformers	95%
3	Giving new supply / additional load	95%
4	Refund of balance deposit in temporary supply	90%
5	Shifting of service	95%
6	Change of Tariff	95%
7	Transfer of service connection	95%
8	Complaints in billing	95%
9	Replacement of meters	95%
10	Voltage fluctuation and voltage complaints	90%
11	Responding to consumer complaints	90%
12	Making and keeping appointments	95%
13	Grievances handling	100%

24. Information on Standard of Performance

The Licensees shall furnish the information on the level of performances achieved, number of cases in which compensations were paid and the aggregate amount of compensation paid, once in six months in the format prescribed as per sub-section (1) of section 59 of the Act, so as to facilitate the Commission to approve the same for publication by the Licensee as per sub-section (2) of section 59 of the Act.

¹[25. Service Reliability

The following reliability/outage indices are prescribed by the Institute of Electrical and Electronics Engineers (IEEE) Standard 1366 of 1998. The Licensee shall compute and report the value of these indices as per the formula and methodology specified below:

- (a) System Average Interruption Frequency Index (SAIFI)
- (b) System Average Interruption Duration Index (SAIDI)

Method to compute Distribution System Reliability Indices:

The Indices shall be computed for the Distribution Licensee as a whole by stacking, for each month, all the 11KV/22KV feeders in the supply area, excluding those serving predominantly agricultural loads, and then aggregating the number and duration of all interruptions in that month for each feeder. The Indices would then be computed using the following formulae:

$$1. SAIFI = \frac{\sum_{i=1}^n (A_i * N_i)}{N_t} \quad \text{Where,}$$

A_i = Total number of sustained interruptions (each longer than 5 minutes) on i th feeder for the month

N_i = Connected load of i th feeder affected due to each interruption

N_t = Total connected load at 11/22 KV in the Distribution Licensee's supply area

n = number of 11/22 KV feeders in the licensed area of supply (excluding those serving predominantly agricultural loads)

$$2. SAIDI = \frac{\sum_{i=1}^n (B_i * N_i)}{N_t} \quad \text{Where,}$$

B_i = Total duration of all sustained interruptions on i^{th} feeder for the month.

Note : The feeders must be segregated into rural and urban and the value of the indices must be reported separately for each month.

(i) The Licensee shall compute the value of these indices separately for feeders serving predominantly agricultural loads. The methodology for computation of indices shall remain the same as in the case of other feeders.

(ii) Based on the information provided by the Licensees, the Commission would notify the target levels for these indices annually.]

26. Regulation to be read with Supply Code, Distribution Code, etc.,

(1) As these Regulations are intended to enforce quality, continuity and reliability of service, these Regulations shall be read along with Supply code, Distribution code, Grid code and other relevant provisions of the Act, Rules and Regulations made there under pertaining to supply and consumption of Electricity.

(2) Where any of the provisions in these Regulations is found to be inconsistent with those of the Act, Rules or Regulations made there under, notwithstanding such inconsistency, the remaining provisions in these regulations shall remain operative.

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¹Substituted as per Commission's Notification No. **TNERC/SPR/9/1-4 dated 25.07.2006** (w.e.f. **16.8.2006**) which before substitution stood as under :

25. Service Reliability

Reliability of the distribution system operated by the distribution Licensee Reliability standards shall be judged by two indices namely Consumer's average interruption frequency index (CAIFI), Consumer's average interruption duration index (CAIDI)

Each Distribution Licensee shall formulate a suitable model on the basis of his geographical spread of the network to reveal the reality of the situation on the above two indices and set standards of performance . The model shall be got approved by the Commission and can be distinct for each Licensee

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(3) Where any dispute arises as to the applications or interpretations of any provisions of these regulations, it shall be referred to the Commission whose decision shall be final and binding on the parties concerned.

27. Exemption

¹[(I) The standards of performance specified in this regulation shall remain suspended during Force-majeure conditions or cause beyond the control of the Licensee]

²[(II) “Non-compliance of the Standards contained in this regulation by the licensee shall not be treated as violation and the Distribution Licensee shall not be required to pay any compensation to affected consumers if such violation is caused due to grid failure, or a fault on the Transmission Licensee’s network, or on account of the instructions given by the SLDC/SSLDC, over which the Distribution Licensee has no reasonable control”.]

³[(III)]Commission under specific circumstances may relax provisions of Regulations in general or in specific cases for the period specified in these Regulations.

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¹Substituted as per Commission’s Notification No. **TNERC/SPR/9/1-4 dated 25.07.2006** (w.e.f. **16.8.2006**) which before substitution stood as under:

i. The Commission may relax adherence by the Licensee to any specific standard of performance during force majeure condition such as War, Mutiny, Civil commotion, riot, Flood, Cyclone, Storm, Lightning, Earth Quake, Grid Failure and Strike / Curfew, Lock out, Fire affecting the Licensee’s installations and activities and also under wind or rainy conditions where safety of electrical equipment and personnel is not possible

²Inserted as per Commission’s Notification No. **TNERC/SPR/9/1-4 dated 25.07.2006** (w.e.f. **16.8.2006**)

³Substituted for the expression (II) ie. renumbered as per Commission’s Notification No. **TNERC/SPR/9/1-4 dated 25.07.2006** (w.e.f. **16.8.2006**)

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28. Power to Remove Difficulties

- I. If any difficulty arises in giving effect to any of the provisions of these Regulations, the Commission may, by general or special order, direct the Licensee to do anything not being inconsistent with the provisions of the Act, which appears to it to be necessary or expedient for the purpose of removing the difficulties.
- II. The Licensee may make an application to the Commission and seek suitable orders to remove any difficulty that may arise in implementation of these Regulations.

29. Savings.

Nothing contained in these Regulations shall affect the rights and privileges of the consumers under any other law including the Consumer Protection Act 1986 (Act 68 of 1986)

Annexure

Format for Furnishing Information on Achieving Level of Performance and Compensation Paid

Sl. No.	Service area covered under this standard	Targeted performance	Performance achieved	Aggregate Compensation paid & nr of consumers
1	Restoration of supply during interruption due to HT break down, fault in pillar box or transformer structure and fault in individual service connections	Licensee shall achieve 75% of the standards specified. Out of the balance, 20% shall be achieved within 24 hours from the time of complaint.		
2	Replacement of failed distribution transformer	95%		
3	Giving supply / additional load	95%		
4	Refund of balance deposit in temporary supply	90%		
5	Shifting of service	90%		
6	Change of Tariff	95%		
7	Transfer of service connection	95%		
8	Complaints in billing	95%		
9	Replacement of meters	95%		
10	Voltage fluctuation and voltage complaints	90%		
11	Responding to consumer complaints	90%		
12	Making and keeping appointments	95%		
13	Grievances handling	100%		

(By Order of Tamil Nadu Electricity Regulatory Commission)

R.Balasubramanian
Secretary