



TAMIL NADU GOVERNMENT GAZETTE

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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