



TAMIL NADU ELECTRICITY REGULATORY COMMISSION

TAMIL NADU ELECTRICITY DISTRIBUTION STANDARDS OF PERFORMANCE REGULATIONS, 2004 (As amended upto 31-03-2024)

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

- (1) TNE Distribution Standards Of Performance (Amendment) Regulations, 2004
(Notification No.TNERC/SPR/9/1, dated 21.07.2004)
- (2) TNE Distribution Standards of Performance (Amendment) Regulations, 2005
(Notification No.TNERC/SPR/9/1-2, dated 31.08.2005)
- (3) TNE Distribution Standards of Performance (Amendment) Regulations, 2006
(Notification No.TNERC/SPR/9/1-3, dated 31.05.2006)
- (4) TNE Distribution Standards of Performance (Amendment) Regulations, 2006
(Notification No.TNERC/SPR/9/1-4, dated 25.07.2006)
- (5) TNE Distribution Standards of Performance (Amendment) Regulations, 2006
(Notification No.TNERC/SPR/9/1-5, dated 13.12.2006)
- (6) TNE Distribution Standards of Performance (Amendment) Regulations, 2007
(Notification No.TNERC/SPR/9/1-6, dated 02.05.2007)
- (7) TNE Distribution Standards of Performance (Amendment) Regulations, 2007
(Notification No.TNERC/SPR/9/1-7, dated 09.07.2007)
- (8) TNE Distribution Standards of Performance (Amendment) Regulations, 2007
(Notification No.TNERC/SPR/9/1-8, dated 03.12.2007)
- (9) TNE Distribution Standards of Performance (Amendment) Regulations, 2008
(Notification No.TNERC/SPR/9/1-9, dated 31.07.2008)

(10)TNE Distribution Standards of Performance (Amendment) Regulations, 2013
(Notification No.TNERC/SPR/9/1-10, dated 14.08.2013)

(11)TNE Distribution Standards of Performance (Amendment) Regulations, 2015
(Notification No.TNERC/SPR/9/1-12, dated 30.06.2015)

(12)TNE Distribution Standards of Performance (Amendment) Regulations, 2015
(Notification No.TNERC/SPR/9/1-13, dated 26.12.2023)

TAMIL NADU ELECTRICITY DISTRIBUTION STANDARDS OF PERFORMANCE REGULATIONS, 2004

Sl. No.	Notification		Description	Regulation amended		Gazette
	Number	Date		Number	Date	
1	SPR 9/1	21-07-2004	Principal Regulation	Tamil Nadu Electricity Distribution Standards of Performance Code	34A	09-01-2004
2	SPR 9/1-2	31-08-2005	Postponement of Regulation mechanism till 1.6.2006	Nil	47	07-12-2005
3	SPR 9/1-3	31-05-2006	Postponement of Regulation mechanism till 1.12.2006	Nil	32A	16-08-2006
4	SPR 9/1-4	25-07-2006	Duties of the Licensees to Supply on Request , Shifting of Service Connection / equipments and lines, Complaints in Billing, Restoration time for supply, Quality of Supply, Consumer's Complaint, Service Reliability & Exemption	4,7,10,12,13, 17,25 & 27	32A	16/08/2006
5	SPR 9/1-5	13-12-2006	Implementation of compensation clause from 01.01.2007 in most service areas.	21,22	1	03-01-2007
6	SPR 9/1-6	02-05-2007	Duties of the Licensees to Supply on Request , Shifting of Service Connection / equipments & Lines, Quality of Supply & Grievance Handling	4,7,13 & 19	20	23/05/2007
7	SPR 9/1-7	09-07-2007	Implementation of compensation in some service areas postponed upto 31.07.2007	21,22	29A	25-07-2007
8	SPR 9/1-8	03-12-2007	Refund of deposit for temporary supply included in the compensation clause.	21	49	19/12/2007
9	SPR 9/1-9	31-07-2008	Distribution standards of performance code as amended upto 31.07.2008	Consolidated Regulation	33A	20/08/2008

Sl. No.	Notification		Description	Regulation amended		Gazette
	Number	Date		Number	Date	
10	SPR 9/1-10	14-08-2013	Permissible Limits for Voltage and Frequency Variations, Voltage Complaints & Compensation	14, 15 & 21	41	23/10/2013
11	SPR 9/1-12	30-06-2015	The sub-heading expression 'Note' substituted with 'Explanation'	7,12 & 25	29	22/07/2015
12	SPR 9/1-13	26/12/2023	Incorporations of provisions in consideration of Electricity (Rights of consumer) Rules 2020 and other amendments	2,4,6,9,11,12,21,22,24 & 25	8	21/02/2024

TAMIL NADU ELECTRICITY REGULATORY COMMISSION

TAMIL NADU ELECTRICITY DISTRIBUTION STANDARDS OF PERFORMANCE REGULATIONS, 2004

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) ¹“**System Average Interruption Duration Index**” (SAIDI) means the average duration of sustained interruptions per consumer occurring during the reporting period, determined by dividing the sum of all sustained consumer interruptions durations, in minutes, by the total number of consumers;
- (iv) “**System Average Interruption Frequency Index**” (SAIFI) means the average frequency of sustained interruptions per consumer occurring during the reporting period, determined by dividing the total number of all sustained consumer interruption by the total number of consumers.]
- (v) ²[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.

¹[Inserted as per Commission’s Notification No. TNERC / DSOP / SPR 9 / 1-13 / dt 26.12.2023 (w.e.f.21-02-2024)]

²[sub-regulation (iii) shall be renumbered as sub-regulation (v) as per Commission’s Notification No. TNERC / DSOP / SPR 9 / 1-13 / dt 26.12.2023, (w.e.f.21-02-2024)]

³[4. Duties of the Licensee to supply on request

The duty of Licensee to supply electricity is as below:

(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 week (seven working days) 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 specified in this Regulation as amended.

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

Explanation:- For the purposes of this sub-regulation, 'application' means the application complete in all respects in the appropriate form along with documents showing payment of necessary charges and other compliances.

(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 requiring such supply.

Provided that no person shall be entitled to demand or to continue to receive, from a Licensee the supply of electricity for any premises owned or being enjoyed by him unless he has agreed and paid to the Licensee such price and charges as determined by the Commission from time to time.

(3) If a Distribution Licensee fails to supply the electricity within the period specified, the Licensee shall be liable to pay to the applicant in compliance with the stipulations specified in Regulation 21 of this Regulation as amended.

Provided that the Licensee will refuse to supply electricity to an intending consumer who had defaulted payment of any dues to the Licensee in respect of any other service connection in his name.

(4) The Licensees shall comply with the following time schedule for supply of electricity:

TABLE I

Category	Time Schedule for LT
(a) Involving no extension or Improvement work	Preferably within 3 days but not exceeding 7 days.
(b) Involving Extension and Improvement work without Distribution Transformers	60 days
(c) Involving Extension and Improvement work with Distribution 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 Transformers	120 days	180 days
(c) Involving the commissioning of new sub-station	270 days	365 days

(i) For every payment of charges, the Licensee shall issue advice slip / notice / letter to the applicant indicating the prescribed charges payable and due date for payment. For applications received in person, advice slip / notice shall be issued with proper acknowledgement. For online applications, system generated demand / acknowledgement is sufficient.

(ii) The applicant 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 applicant beyond the prescribed fifteen days for EHT / HT and LT services respectively.

(iv) The time taken by the applicant to remit the prescribed charges from the date of receipt of demand notice or rectification of defects as communicated by the Licensee or for production of any specified documents or on account of any other reasons attributable to the applicant and the time taken on account of force majeure conditions or reasons not attributable to Licensee for the delay in giving supply, shall not be covered in the above time schedule.

(v) The time schedule is also applicable for additional demand.]

³ [Substituted as per Commission's Notification No. TNERC / DSOP / SPR 9 / 1-13 / dt 26.12.2023, (w.e.f.21-02-2024) which before substitution stood as under:

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 work without ² [Distribution Transformers].	60 days
(c) Involving Extension and Improvement work 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 sub-station	180 days	270 days

(l) 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.^{1]}

^{1]} Substituted as per Commission's Notification No.TNERC/SPR/9/1-4, dated 25.7.2006 (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.]

^{2]} Substituted 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)

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).

¹[6. Temporary Supply

(1) The intending consumers may require temporary services for construction of residential houses, residential complexes / apartments, commercial complexes, industrial premises etc., to be converted into permanent supply after the construction is over.

(2) Temporary supply may also be required purely for temporary purposes like circus, construction of bridge, illumination during a temporary event etc.,

(3) Temporary supply purely for temporary supply shall be given not later than forty-eight hours where no augmentation of distribution system is required. Wherever the augmentation of distribution system is required, the time schedule shall be as specified in the table I and table II of Regulation 4.

(4) For existing temporary supplies with postpaid services, on expiry of temporary supply period, the refund of balance deposit if any shall be either adjusted with the security deposit for the permanent service connection to be obtained by the same consumer or transferred to any other service of the same consumer or transferred to the consumer's account as per the option of the consumer.

(5) If transfer to other service(s) is preferred, the same shall be carried out by Licensee within seven days from the date of receipt of such option or from the date of disconnection whichever is later. If transfer to bank account is preferred, the same shall be carried out by the Licensee within seven days from the date of disconnection of service or from the date of receipt of bank account details of the consumer

whichever is later.

(6) The temporary supply purely for temporary purpose shall be given through a pre-payment meter supplied by the Licensee or consumer as specified in the Central Electricity Authority (Installation and Operation of Meters) Regulations as amended from time to time.]

¹[Substituted as per Commission's Notification No. TNERC/SPR/9/1-13 dated 26.12.2023(w.e.f 21.02.2024) which before substitution stood as under:

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 | 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 ³[**Explanation**]: 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]

¹ Substituted 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)

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

³ Substituted for the expression "Note" as per Commission's Notification No. TNERC/SPR/9/1-12 dated 30.06.2015 (w.e.f. 22.07.2015).

8. Transfer of Service Connection

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

¹[9. Change of Tariff / consumer details and reduction of demand

(1) 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.

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

(3) 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.

(4) The Distribution Licensee shall effect dynamic reduction of demand on application by the consumer to suit consumer's seasonal requirement as specified in the Supply Code.

(5) Permanent reduction of demand shall be effected

- (i) within seven days when no change in metering system is necessary.
- (ii) within four weeks when change in metering system is necessary.

(6) Changes / corrections in consumer details such as address, phone number, e-mail id etc., as requested by consumer with due supporting documents shall be complied within seven days by the designated authority of the Licensee.]

¹ Substituted as per Commission's Notification No. TNERC / DSOP / SPR 9 / 1-13 / dt 26.12.2023, (w.e.f. 21-02-2024) which before substitution stood as under:

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 serviceconnection 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. ²[Replacement of defective or burnt Meter:

Wherever the Licensee receives complaints or the Licensee finds during inspection or meter reading, that the meter in a service connection is not functioning properly or defective or burnt, the Licensee shall replace the meter within seven days.

Non-availability of meter shall not be a reason for delay in restoration of supply.]

¹ Substituted 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.

² Substituted as per Commission's Notification No. TNERC / DSOP / SPR 9 / 1-13 / dt 26.12.2023, (w.e.f. 21-02-2024) which before substitution stood as under:

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:

¹[Table

Interruption Due To (1)	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 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[landslides in hill areas,] etc. the Licensee shall take every action to restore supply within the least possible time.

²[Explanation]: 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.

³[(VI) The Licensee shall restore the supply to the disconnected service immediately and in any case not exceeding six working hours on receipt of electricity charges or such other dues and other charges as applicable.]

² Substituted for the expression "Note" as per Commission's (Notification No. TNERC / DSOP / SPR 9 / 1-12 / dated 30.06.2015 (w.e.f. 22.07.2015).

³ Inserted as per Commission's Notification No. TNERC / DSOP / SPR 9 / 1-13 / dt 26.12.2023, (w.e.f.21-02-2024)

¹ Substituted as per Commission's Notification dated 25.07.2006 w.e.f.16.8.2006) which before substitution stood as under:

Table

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

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 [***] 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.

³[Provided that when the grid supply voltage is maintained at its permissible limits the Distribution Licensee shall ensure that voltage variation (for a minimum duration of at least seven continuous days) at the point of commencement of supply to consumer shall not vary from the declared voltage as below:—

Type of supply and declared voltage	Variation maximum limit %	Variation minimum limit %
(1)	(2)	(3)
240 Volts single phase 50 Hz AC supply	6% of declared voltage	10% of declared voltage
415 Volts three phase 50 Hz AC supply	6% of declared voltage	10% of declared voltage
11000/22000 Volts three phase 50 Hz AC supply	6% of declared voltage	10% of declared voltage

¹ Substituted 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)

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

³Inserted as per Commission's Notification No. TNERC/SPR/9/1-10 dt. 14.08.2013 (w.e.f. 23.10.2013)

¹**[15. Voltage Complaints**

On receipt of a voltage fluctuation complaint, the Licensee shall verify if the voltage fluctuation is exceeding the limits specified in regulation 14 and if confirmed, the Licensee shall undertake rectification works as per the following time schedule:--

Sl.No	Nature of Complaint	Time Schedule
1.	Where no expansion or enhancement of network is involved	48 hours
2.	Where up-gradation of LT network, transformers or installation of capacitors is involved	Within 60 days
3.	Involving up-gradation of HT network	Within 120 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 minimize the failure rate and thereby increase the level of performance.

²**[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]

¹ Substituted as per Commission's Notification No. TNERC/SPR/9/1-10 dated 14.08.2007 (w.e.f.23-10-2013) which before substitution stood as under:

[15. Voltage complaints

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

² *Substituted 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.]

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].

¹ *Substituted 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.]

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. ²[The compensation payable is set out in the table below, namely:-]²

¹[Table - I

Sl. No	Events	Payable to consumer for the delay beyond stipulated time
1	Duty of Licensee to comply on request.	Rs.200/- per day of delay subject to a maximum of Rs.2000/-
a)	New Service connection.	
b)	Additional Demand.	

	c)	Temporary Supply.	
	d)	Shifting of service connection.	
	e)	Name transfer of service connection.	
	f)	Change of tariff / consumer details and reduction of demand.	
	g)	Disconnection	
2		Serving of bills (as specified in Supply Code)	Rs.10/- per day of delay subject to a maximum of Rs.500/-
3		Reconnection	Rs.10/- per hour of delay subject to a maximum of Rs.500/-
4		Complaints in billing.	Rs.300/- for non-compliance within the period.
5		Replacement of meters.	Rs.200/- for each day of delay subject to a maximum of Rs.2000/-
6		Interruption of supply.	Rs.100/- for each six hours (or part thereof) of delay in restoration of supply subject to a maximum of Rs.2000/-
7		Non-Compliance of Reliability Indices:	
	a)	SAIDI in minutes per consumer as specified in the table under Regulation 25.	5 Paise per minute per consumer connected on the HT feeder for which SAIDI was beyond the specified limits.
	b)	SAIFI in interruption per consumer as specified in the table under Regulation 25.	50 Paise per interruption per consumer connected on the HT feeder for which SAIFI was beyond the specified limits.
8		Voltage related complaints.	Rs.500/- for failure to visit or convey findings within the stipulated period.
9		Rectification of Voltage related Complaints:	
	a)	Where no expansion or enhancement of net work is involved.	Rs.100/- for each day of delay subject to a Maximum of Rs. 2000/-
	b)	Where up- gradation of LT network or installation of equipment is involved.	Rs.100/- for each day of delay subject to a maximum of Rs.2000/-
	c)	Involving up- gradation of HT Network.	Rs.100/- for each day of delay subject to a maximum of Rs.2000/-
10		Responding to consumer's complaint	Rs.50/- for each day of delay subject to a maximum of Rs.500/-
11		Making and keeping appointments.	Rs.100/- for failure to keep

		appointment.
12	Grievance handling.	Rs.100/- for failure of grievance handling.
13	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 5 (6) (viii) (DCW related works) of the Tamil Nadu Electricity Supply Code or in the Regulation 33 (5) (Closure of Accounts after termination of agreement) of the Tamil Nadu Electricity Distribution Code.	Rs.200/- per week or part thereof of delay in addition to the interest at the rate specified by the Commission till the date of refund, subject to a maximum of Rs.2000/-.
14	Time line specified in Grid Interactive Solar Photo Voltaic Energy Generating Systems (GISS) Regulations of the Commission for various activities from receipt of application to Commissioning and connecting the GISS to Grid.	Rs.500/- per day or part thereof delay subject to a maximum of Rs.2000/-

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¹ Table-I substituted as per Commission's Notification No. TNERC / DSOP / SPR 9 / 1-13 / dt 26.12.2023, (w.e.f.21-02-2024) which before substitution as under :

Table I

S.No	Events	Compensation payable
1	Duty to give supply on request	Rs.100/- per day of delay subject to a maximum of Rs. 1000/-
	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	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
5	Voltage fluctuations and complaints	Rs.250/- for failure to visit or convey findings within the stipulated period
	Rectification of Voltage Complaints	

4 [5A]	(a)	Where no expansion or enhancement of network is involved	Rs. 50/- for each day of delay subject to a maximum of Rs. 1000/-
	(b)	Where upgradation of LT network, transformers or installation of capacitors is involved	Rs. 50/- for each day of delay subject to a maximum of Rs. 1000/-
	(c)	Involving upgradation of HT network	Rs. 50/- for each day of delay subject to a maximum of 4 Rs. 1000/-]
6	Responding to consumer's		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
3 [9]	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]		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] ³

² Substituted 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)

³ Item 9 Inserted as per Commission's Notification No. TNERC/SPR/9/1-8 dated 3.12.2007 (w.e.f. 19.12.2007)

⁴ Inserted as per Commission's Notification No. TNERC/SPR/9/1-10 dated 14.08.2013 (w.e.f.23.10.2013)

¹[22. Procedure for Payment of Compensation

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

I. Automatic – Consumer shall be automatically compensated for those parameters which can be monitored remotely when it can be successfully established that there is a default in performance of the Distribution Licensee.

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 or registering online in Licensee’s web portal.

(1) The Licensee shall establish a remote monitoring mechanism to establish whether or not the parameters specified in this Regulation are fulfilled by their performance to enable automatic payment of compensation.

(2) The Distribution Licensee, within six months from the date of notification of this sub-regulation shall create an online facility on which consumers may register and claim the compensation amount. The information in this regard shall be widely circulated among consumers through appropriate means including mass media, bills, SMS, e-mails or by uploading on Licensee’s website.

(3) The Distribution Licensee shall design, improvise and maintain the system in such a way that there is gradual increase from list of parameters which can be monitored remotely.

(4) In all cases of compensation, the payment of compensation shall be made by adjustment against current or future bills within next two billing cycles. If the compensation amount is more than the billed amount covered under the said two billing cycles, the balance shall be adjusted in the subsequent bill.]

¹ Substituted as per Commission’s Notification No. TNERC / DSOP / SPR 9 / 1-13 / dt 26.12.2023, (w.e.f.21-02-2024) which before substitution as under :

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%

¹[24. Information on Standard of Performance and upkeep of asset / consumer mapping through GIS:

(1) The Licensees shall furnish the information on the level of performances achieved as per sub-section (1) of section 59 of the Act, number of cases in which compensations were paid and the aggregate amount of compensation paid. This information shall be furnished once in six months in the format prescribed by the Commission 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.

(2) The Licensee shall endeavor to establish centralized 24x7 toll-free Call Centre for common services like new connection, disconnection, reconnection, shifting of connection, change in name and particulars, demand change, replacement of meter, etc. While other modes to provide services like paper communication, e-mail, mobile, website, etc., may continue, the Licensees shall also endeavor to provide all services through a common Customer Relation Manager (CRM) System to get a unified view of all the services requested, attended and pending, at the backend for better monitoring and analytics.

(3) The CRM shall have facilities for SMS, e-mail alerts, notifications to consumers and officers for events like receipt of application, completion of service, change in status of application, etc. The CRM also shall have the facilities for online status tracking and auto escalation to higher level, if services are not provided within the specified time period.

(4) The details of scheduled power outages shall be informed to the consumers with specific mention of the area of power outages. In case of unplanned outage or fault, immediate intimation shall be given to the consumers through SMS or by any other electronic mode along with estimated time for restoration. This information shall also be available in the above Call Center of the Distribution Licensee.

(5) The Distribution Licensee shall maintain the GIS (Geographical Information System) based Asset / Consumer mapping sub-station wise, feeder wise and Distribution Transformer wise for all distributions, Sections, Divisions, Circles and Regions. The GIS software shall be integrated with billing software, Energy Audit software and sub-station

related software for identical and error free data generation from all platforms of data base. The GIS mapping shall also be integrated with SCADA system, feeder monitoring / Distribution Management System, Outage Management System, Call Centre system and other related modules for effective distribution / supply maintenance, outage management and seamless communication with consumers / officials / operators.

(6) All the legacy assets shall be geo-tagged and properly recorded in the Fixed Asset Register to be maintained by the Distribution Licensee.]

¹ *Substituted as per Commission's Notification No. TNERC / DSOP / SPR 9 / 1-13 / dt 26.12.2023, (w.e.f.21-02-2024) which before substitution as under :*

[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

(1) The Distribution Licensee shall calculate the reliability of its distribution system on the basis of number and duration of sustained interruptions (longer than 5 min) in a reporting period, using the following indices:

- i. System Average Interruption Frequency Index (SAIFI);
- ii. System Average Interruption Duration Index (SAIDI);

(2) The Indices shall be computed for the Distribution Licensees for each month for all 11kV, 22kV and 33kV feeders (except 33kV in coming feeders feeding 33 / 11kV SS) in the supply area, and then aggregating the number and duration of all interruptions in that month for each feeder.

The Indices shall be computed using the following formulae:

$$\text{SAIFI} = \frac{\sum_{i=1}^n (N_i \times C_i)}{C_t}$$

$$\text{SAIDI} = \frac{\sum_{i=1}^n (T_i \times C_i)}{C_t}$$

Where

N_i = Total number of sustained interruptions (each longer than 5 minutes) on i^{th} feeder for the month;

T_i = Total duration in minutes of all sustained interruptions (longer than 5 min) on i^{th} feeder for the month;

C_i = Number of consumers on i^{th} feeder affected due to each sustained interruption;

C_t = Total number of consumers served by the Distribution Licensee connected to “n” feeders in the supply area;

n = number of 11kV, 22kV and 33kV feeders in the licensed area of supply;

(3) The Distribution Licensee shall maintain the reliability on monthly basis within the limits specified in table below:

Table: Limits for Reliability Indices for plain terrain

Reliability Indices	Monthly limits	
	Urban	Rural
SAIDI	600 Minutes per consumer	1200 Minutes per consumer
SAIFI	15 interruptions per consumer	25 interruptions per consumer

(4) The feeders must be segregated into rural and urban and the value of the indices must be calculated separately for each month, Circle wise.

- (i) While calculating the given Reliability Indices, the following types of interruptions shall not be taken into account:
 - (a) Momentary outages of duration less than five minutes.
 - (b) Outages due to Force Majeure events such as cyclone, floods, storms, war, mutiny, civil commotion, riots, lightning, earthquake, lockout, grid failure, fire affecting Licensee's installations and activities;
 - (c) Outages that are initiated by the National Load dispatch Centre / Regional Load Dispatch Centre / State Load Dispatch Centre during the occurrence of failure of their facilities;
- (ii) While calculating the given Reliability Indices, the interruptions due to scheduled or planned outages shall be taken into account.
- (iii) The Distribution Licensee shall capture Reliability Indices data directly from the Distribution / Feeder Monitoring System / Outage Management System and there should not be any manual interventions as far as possible.
- (iv) The Distribution Licensee shall maintain data on the Reliability Indices specified above for each Circle on a monthly basis.

- (v) The Distribution Licensee shall upload at the end of each month, such monthly information on Reliability Indices on website of the Distribution Licensee and shall submit such report quarterly to the Commission.
 - (vi) The format for submission of data shall be as specified by the Commission.
 - (vii) These data format are required to be filled up separately for rural / urban areas / Circle wise.
 - (viii) 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.
- (5) The Distribution Licensee shall supply 24x7 power to all consumers excluding scheduled maintenance and unforeseen interruptions. However, the Distribution Licensee shall periodically review the status of supply versus demand. In case lower hours of supply for some categories of consumers like agriculture is warranted on account of exigent grid conditions, the same shall be communicated to all affected consumers with due advance intimation with wide coverage through daily press, electronic media, SMS etc.,
- (6) The Distribution Licensee shall put in place a mechanism, preferably with automated tools to the extent possible, for monitoring and restoring outages.
- (7) The Distribution Licensee shall create an allied supplementing mechanism to the above, for reviewing and monitoring of Reliability Indices of Circle wise consumers.]¹

¹ Substituted as per Commission's Notification No. TNERC / DSOP / SPR 9 / 1-13 / dt 26.12.2023, (w.e.f.21-02-2024) which before substitution as under:

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:

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

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)

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

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

²[Explanation]²: 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.]

² Substituted for the expression "Explanation" as per Commission's Notification No. TNERC / DSOP / SPR 9 / 1-12 / dt 30.06.2015 (w.e.f.22-07-2015)

³ Substituted 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.

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

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.

(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”.]

²[(III) Commission under specific circumstances may relax provisions of Regulations in general or in specific cases for the period specified in these Regulations.]

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:

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.

² Clause II was renumbered as III vide Notification No. TNERC/SPR/9/1-4 dated 25.07.2006 we from 16.08.2006

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)

¹[Appendix]

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%		

¹Substituted for the expression "Annexure" as per Commission's (Notification No. TNERC / DSOP / SPR 9 / 1-13 / dt 26.12.2023, (w.e.f.21-02-2024)