



**TAMIL NADU
GOVERNMENT GAZETTE**

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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.

TAMIL NADU ELECTRICITY REGULATORY COMMISSION

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

Notification No. TNERC/SPR/9/1-10 / Dated 14.8.2013

NOTIFICATION

- 1. In exercise of the powers conferred by clause(za) of sub-section (2) of section 181 of the Electricity Act, 2003 (Central Act 36 of 2003), Tamil Nadu Electricity Regulatory Commission hereby makes the following amendments to the TAMIL Nadu Electricity Distribution Standards of Performance Regulations 2004, the draft**

of the same having been previously published as required by sub-section (3) of section 181 of the said Act.

2. It shall come into force on the date of publication in the Tamil Nadu Government Gazette.

AMENDMENTS

In the said Regulations, -

- (i) to regulation 14, the following proviso shall be added, namely :-

“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 (1)	Variation maximum limit % (2)	Variation minimum limit % (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

”;

(ii) for regulation 15, the following shall be substituted, namely :-

“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:

S.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 upgradation of HT network	Within 120 days

”,

(iii) in regulation 21, in the Table, after item 5, the following shall be inserted, namely :-

“

5-A	<u>Rectification of Voltage Complaints</u>	
(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 up-gradation 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 Rs. 1000

(By Order of Tamil Nadu Electricity Regulatory Commission)

**S. Gunasekaran
(Secretary)**

EXPLANATORY STATEMENT

In the Distribution Standards of Performance Regulations, 2004, the permissible voltage limits have not been specified at present. The Commission, therefore, proposes to specify the permissible limits for voltage variation. The Commission also proposes to set the time limit for rectification of voltage complaints depending on the nature of the complaints and the work involved. Further, it is proposed to specify the compensation payable by the licensee for failure to meet the standards within the time limit set.

(By order of the Tamil Nadu Electricity Regulatory Commission)

S. Gunasekaran
Secretary

STATEMENT SHOWING THE EXISTING PROVISION AND THE PROVISION

AS AMENDED

Existing provision (1)	Provision as amended (2)												
(i)	(i)												
<p>14. Permissible Limits for Voltage and Frequency Variations</p> <p><i>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, eventhough 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.</i></p> <p><i>The frequency shall be governed by the National/State grid Code and hence not specified in this regulation.</i></p>	<p>14. Permissible Limits for Voltage and Frequency Variations</p> <p align="center">xxxxx No change xxxxx</p> <p align="center"><i>“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:</i></p> <table border="1"> <thead> <tr> <th align="center">Type of supply and declared voltage (1)</th> <th align="center">Variation maximum limit % (2)</th> <th align="center">Variation minimum limit % (3)</th> </tr> </thead> <tbody> <tr> <td align="center">240 Volts single phase 50 Hz AC supply</td> <td align="center">6% of declared voltage</td> <td align="center">10% of declared voltage</td> </tr> <tr> <td align="center">415 Volts three phase 50 Hz AC supply</td> <td align="center">6% of declared voltage</td> <td align="center">10% of declared voltage</td> </tr> <tr> <td align="center">11000/22000 Volts three phase 50 Hz AC supply</td> <td align="center">6% of declared voltage</td> <td align="center">10% of declared voltage</td> </tr> </tbody> </table> <p align="center">”</p> <p align="center">xxxxx No change xxxxx</p>	Type of supply and declared voltage (1)	Variation maximum limit % (2)	Variation minimum limit % (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
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(ii)

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.

(ii)

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:

S. 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 upgradation of HT network	Within 120 days

”

(iii)

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 Licensee as stipulated in the Act. The compensation is set out in the table below, namely:-

Table

S. No	Events	Compensation payable
1.	Duty to give	Rs. 100/- per

(iii)

21. Compensation

Xxxx No change xxxx

TABLE

S. No	<u>Events</u>	Compensation payable
1.	No change	No change
2.	---do---	---do---
3.	---do---	---do---
4.	---do---	---do---

	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	day of delay subject to maximum of Rs. 1000/-	5	---do ---	---do ---
			5-A	<u>Rectification of Voltage Complaints</u>	
			(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 up-gradation of network, transformers or capacitors 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 Rs. 1000 "
2	Complaints in billing	Rs. 150/- for non-reply within the period	6	No change	No change
3	Replacement of meters	Rs. 100/- for each day of delay subject to a maximum of Rs. 1000/-	7	---do ---	---do ---
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/-	8	---do ---	---do ---
			9	---do ---	---do ---
5	Voltage fluctuations and complaints	Rs. 250/- for failure to visit or convey findings within the stipulated period.			
6	Responding to consumer complaints	Rs. 25/- for each day of delay subject to a maximum of Rs. 250/-			
7	Making and keeping appointments	Rs. 50/- for failure to keep appointment			
8	Grievance handling	Rs. 50/- for failure of			

		grievance handling	
9	Refund of deposit in respect of 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 date of refund.	

(By order of the Tamil Nadu Electricity Regulatory Commission)

S. Gunasekaran
Secretary