



**TAMIL NADU ELECTRICITY REGULATORY COMMISSION**  
**DRAFT AMENDMENT TO DISTRIBUTION STANDARDS OF PERFORMANCE**  
**REGULATIONS, 2004**

Notification No. TNERC / DSOP /                      / dated xx.04.2023

**(Comments invited by 26.05.2023)**

The following draft of amendments to the Distribution Standards of Performance Regulations, 2004, which is proposed to be made in exercise of the powers conferred by section 181 read with section 57 and 86(1)(i) of the Electricity Act, 2003 (Central Act 36 of 2003) and all other powers enabling it in this behalf, is hereby published for information of all persons likely to be affected thereby, as required by subsection (3) of section 181 of the said Act.

Notice is hereby given that the draft amendment will be taken into consideration after expiry of thirty days from the date of publication of this Notification in the TNERC website and that any objection or suggestion, which may be received from any person before the expiry of the aforesaid period, will be considered by the Commission.

Objection or suggestion, if any, should be addressed in duplicate along with a soft copy to the Secretary, Tamil Nadu Electricity Regulatory Commission, 4th Floor, SIDCO Corporate Office Building, Thiru Vi Ka Industrial Estate, Guindy, Chennai-600032 (email id- tnerc@nic.in).

## AMENDMENTS

In the said Regulations,-

1. The existing regulation 4 shall be substituted with the following, namely:-

***“4. Duties of the Licensee to supply on request***

*(1) The duty of Licensee to supply electricity is as below:*

*(a) 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 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, as required by the distribution licensee, along with documents showing payment of necessary charges and other compliances.*

*(b) 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.*

(c) If a distribution licensee fails to supply the electricity within the period specified, he shall be liable to pay penalty as specified in 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.

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

**TABLE I**

<b>Category (1)</b>	<b>Time Schedule for LT (2)</b>
<i>(a) Involving no extension or Improvement work</i>	<i>Preferably within 3 days but not exceeding 7 days.</i>
<i>(b) Involving Extension and Improvement work without distribution transformers</i>	<i>60 days</i>
<i>(c) Involving Extension and Improvement work with distribution transformers</i>	<i>90 days</i>

**TABLE II**

<b>Category (1)</b>	<b>Time Schedule for HT/ EHT (2)</b>	
	<b>HT</b>	<b>EHT</b>
<i>(a) Involving Extension &amp; Improvement</i>	<i>60 days</i>	<i>150 days</i>
<i>(b) Involving the enhancement of Power Transformer/ Addition of Power Transformers</i>	<i>120 days</i>	<i>180 days</i>
<i>(c) Involving the commissioning of new sub-station</i>	<i>270 days</i>	<i>365 days</i>

*(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 with proper acknowledgement.*

*(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 for the delay in giving supply, will not be covered in the above time schedule.*

*(v) The time schedule is also applicable for additional loads.”*

**2. The existing regulation 6 shall be substituted with the following, namely:-**

**“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.*

*Temporary services shall be not later than forty eight hours and as per the time schedule specified for the new service connection in case augmentation of distribution system is required. The temporary connection shall be through a pre-payment meter supplied either by consumer or by licensee as opted by the consumer. For existing temporary supplies with post paid services, the Licensees shall refund the balance*

*deposit if any within seven days from the date of disconnection of service on expiry of temporary supply period.*

*Such refund shall be either adjusted with the security deposit for the new service connection to be obtained by the same consumer or transferred to any other service of the consumer or refunded to the consumer as per the option of the consumer.*

*The pre-payment meter shall be in conformity with the standards and specifications of the Central Electricity Authority (Installation and Operation of Meters) Regulations as amended from time to time.”*

**3. After regulation 9, the following shall be inserted, namely:-**

*“The Distribution Licensee shall effect seasonal reduction of demand dynamically effective from the date of application.*

*Permanent reduction of demand shall be effected within seven days from the date of application.”*

**4. The existing regulation 11 shall be substituted with the following, namely:-**

***“11. Replacement of 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.”*

**5. In Regulation 12, after sub-regulation (V), the following is inserted, namely:-**

*“(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.”*

6. In regulation 21, the existing table, shall be substituted with the following, namely:-

**Table**

<b>Sl.No.</b>	<b>Events</b>	<b>Compensation payable</b>
1	<i>Duty to give supply on request</i>	<i>Rs.100/-per day of delay subject to a maximum of Rs.1000/-</i>
	a) <i>New Service connection.</i>	
	b) <i>Additional Load.</i>	
	c) <i>Temporary Supply.</i>	
	d) <i>Shifting of service connection.</i>	
	e) <i>Transfer of service connection.</i>	
	f) <i>Change of tariff.</i>	
2	<i>Complaints in billing.</i>	<i>Rs.150/- for non-reply within the period.</i>
3	<i>Replacement of meters.</i>	<i>Rs.100/- for each day of delay subject to a maximum of Rs.1000/-</i>
4	<i>Interruption of supply.</i>	<i>Rs.50/- for each six hours (or part thereof) of delay in restoration of supply subject to a maximum of Rs.1000/-</i>
5	<i>Voltage fluctuations and complaints.</i>	<i>Rs.250/- for failure to visitor convey findings within the stipulated period.</i>
5A	<i>Rectification of Voltage Complaints</i>	
	(a) <i>Where no expansion or enhancement of net work is involved.</i>	<i>Rs.50/- for each day of delay subject to a Maximum of Rs. 1000/-</i>
	(b) <i>Where up- gradation of LT network, transformers or installation of Capacitors is involved.</i>	<i>Rs.50/- for each day of delay subject to a maximum of Rs.1000/-</i>
(c) <i>Involving up- gradation of HT Network.</i>	<i>Rs.50/- for each day of delay subject to a maximum of Rs.1000/-</i>	

6	<i>Responding to consumer's complaint</i>	<i>Rs.25/- for each day of delay subject to a maximum of Rs.250/-</i>
7	<i>Making and keeping appointments.</i>	<i>Rs.50/- for failure to keep appointment.</i>
8	<i>Grievance handling.</i>	<i>Rs.50/- for failure of grievance handling.</i>
9	<i>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) of the Tamil Nadu Electricity Supply Code or in the regulation 33 (5) of the Tamil Nadu Electricity Distribution Code.</i>	<i>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.</i>
10	<i>Time line specified in GISS Regulation of the Commission for various activities from receipt of application to Commissioning and connecting the GISS to Grid.</i>	<i>Rs.500/- per day or part thereof delay subject to a maximum of Rs.1000/-</i>

**7. The Existing regulation 22 shall be substituted with the following, namely:-**

***“22. Procedure for Payment of Compensation***

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

*1. 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.*

*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.*

*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.*

*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."*

**8. In regulation 24, after the existing expression, the following shall be inserted, namely: -**

*"The Licensee shall endeavor to establish centralised 24x7 toll-free call centre for common services like new connection, disconnection, reconnection, shifting of connection, change in name and particulars, load change, replacement of meter, etc., While other modes to provide services like paper application, email, mobile, website, etc., may continue, the licensees shall also endeavour 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.*

*The CRM shall have facilities for SMS, email alerts, notifications to consumers and officers for events like receipt of application, completion of service, change in status of*



application, etc; online status tracking and auto escalation to higher level, if services are not provided within the specified time period.”

**9. The existing regulation 25 shall be substituted with the following, namely:-**

**“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 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:*

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

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

**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**

(4)

<b>Reliability Indices</b>	<b>Monthly limits</b>	
	<b>Urban</b>	<b>Rural</b>
SAIDI	300 Minutes per consumer	600 Minutes per consumer
SAIFI	15 interruptions per consumer	25 interruptions per consumer

*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 put up, 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.,*

*The distribution licensee shall put in place a mechanism, preferably with automated tools to the extent possible, for monitoring and restoring outages.*

*The Distribution Licensee shall create an allied supplementing mechanism to the above, for reviewing and monitoring of reliability indices of Circle wise consumers.*

*On establishing an online mechanism for reviewing and monitoring of reliability indices, a separate reliability charge may be considered for the Distribution Company, if they require funds for investment in the infrastructure for ensuring the reliability of supply to the consumers.”*

(By order of the Tamil Nadu Electricity Regulatory Commission)

-Sd- 26.04.2023

**(Dr.C.VEERAMANI)**

Secretary,

Tamil Nadu Electricity Regulatory Commission.

## **Explanatory statement**

The Ministry of Power, Govt. of India has made Electricity (Rights of Consumers) Rules, 2020 as amended. In view of the existing provisions and taking into account the provisions contained in the above Rules, following provisions are needed to be incorporated in the existing Distribution standards of Performance Regulation 2004, as amended.

The maximum time period for giving new service connections requires to be fixed as seven days where no augmentation of distribution system is required.

The time schedule for works involving erection of substations needs to be reviewed and re-fixed, realistically.

The procedure for giving temporary supply, need to be simplified and expedited.

The time limit for reduction of demand needs to be prescribed.

The time limit for replacement of defective meter needs to be reduced from the existing limit along with the revision of process involved.

The time limit specified in the GISS Regulation and the methodology to be devised for compensation for non-compliance both by automatic and upon claim, needs to be incorporated in the DSOP Regulation, besides accounting procedure of such compensation.

The establishment of Call centre and Customer Relation Manager System need to be specified, to improve customer service.

The service Reliability Indices and the computing methodology are to be specified/ revised, to ensure better service and quality supply to the consumers.

Accordingly, this amendment seeks to incorporate the above provisions in the Regulations of the Commission.

(By order of the Tamil Nadu Electricity Regulatory Commission)

-Sd- 26.04.2023  
**(Dr.C.VEERAMANI)**  
Secretary,  
Tamil Nadu Electricity Regulatory Commission.

**ANNEXURE**

**DISTRIBUTION STANDARDS OF PERFORMANCE REGULATIONS**

Sl. No	Existing regulation	Proposed Regulation
1.	<p><b>4. Duties of the Licensees to Supply on Request</b> Section 43 of the Act deals with duty to supply and read as below:</p> <p>“43. (1) Save as otherwise provided in this Act, Every distribution license, 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:</p> <p>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.</p> <p>Provided further that in case of village or hamlet or area wherein no provision for supply of electricity exists, the Appropriate Commission may extend the said period as 9it may consider necessary for electrification of such village or hamlet or area.</p> <p>Explanation: Fort the purposes of this sub section, ‘application’ means the application complete in all respects in the appropriate form, as required by the distribution licensee, along with documents showing payment of necessary charges and other compliances.</p>	<p><b>“4. Duties of the Licensee to supply on request</b> <i>(1) the duty of Licensee to supply electricity is as below:</i></p> <p><i>(a) 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 after receipt of the application requiring such supply.</i></p> <p><i>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 as amended.</i></p> <p><i>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.</i></p> <p><i>Explanation:- For the purposes of this sub-regulation, ‘application’ means the application complete in all respects in the appropriate form, as required by the distribution licensee, along with documents showing payment of necessary charges and other compliances.</i></p>

(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 subsection(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 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.

**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 distribution transformers.	60 days

*(b) 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.*

*(c) If a distribution licensee fails to supply the electricity within the period specified, he shall be liable to pay penalty as specified in 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.*

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

**TABLE I**

Category (1)	Time Schedule for LT (2)
(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

*(c) Involving Extension and Improvement work with 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

**TABLE II**

Category (1)	Time Schedule for HT/ EHT (2)	
	<i>HT</i>	<i>EHT</i>
(a) Involving Extension & Improvement	<i>60 days</i>	<i>150 days</i>
(b) Involving the enhancement of Power Transformer/ Addition of Power Transformers	<i>120 days</i>	<i>180 days</i>
(c) Involving the commissioning of new sub-station	<i>270 days</i>	<i>365 days</i>

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

*(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 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.

*(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 Consumer beyond the prescribed fifteen Days for HT/EHT and LT services respectively.

*(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 HT / EHT and LT services respectively.*

(IV) The time taken by the Consumer to

*(iv) The time taken by the applicant to remit*

	<p>remit the prescribed charges from the date of receipt of demand notice will not be covered in the above time schedule.</p> <p>(V) The time schedule is also applicable for additional loads.</p>	<p><i>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 for the delay in giving supply, will not be covered in the above time schedule.</i></p> <p><i>(v) The time schedule is also applicable for additional loads.”</i></p>
<p>2.</p>	<p>6. Temporary Supply</p> <p>The intending consumers may require temporary services for construction of residential houses, complexes, commercial complexes, industrial premises and also for illumination during festivals, etc.</p> <p>Such temporary services shall be effected as per the time schedule specified for the new and additional loads.</p> <p>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.</p>	<p><i>6. Temporary Supply</i></p> <p><i>The intending consumers may require temporary services for construction of residential houses, complexes, commercial complexes, industrial premises and also for illumination during festivals, etc.</i></p> <p><i>Temporary services shall be not later than forty-eight hours and as per the time schedule specified for the new service connection in case augmentation of distribution system is required. The temporary connection shall be through a pre-payment meter or through consumer meters. For existing temporary supplies with postpaid services, the Licensees shall refund the balance deposit if any within seven days from the date of disconnection of service on expiry of temporary supply period.</i></p> <p><i>Such refund shall be either adjusted with the security deposit for the new service connection to be obtained by the same consumer or transferred to any other service of the consumer or refunded to the consumer as per the option of the consumer.</i></p> <p><i>The temporary connection shall be through a</i></p>

		<p><i>pre-payment meter or through a consumer meters as defined in the Central Electricity Authority (Installation and Operation of Meters) Regulations as amended from time to time.</i></p>
<p>3.</p>	<p><b>9. Change of Tariff</b></p> <p>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.</p> <p>The Licensee shall effect change of tariff within seven days from the date of receipt of application from the consumer.</p> <p>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.</p>	<p><b>9. Change of Tariff / demand</b></p> <p>xxx.</p> <p>xxx</p> <p>xxx</p> <p><i>The Distribution Licensee shall effect seasonal reduction of demand dynamically effective from the date of application. Permanent reduction of demand shall be effected within seven days from the date of application.</i></p>
<p>4.</p>	<p><b>11. Replacement of Meter</b></p> <p>Wherever the Licensees receive complaints or the Licensee found during inspection/ meter reading, that the meter in a service connection is not corrector defective or burnt, the Licensee shall</p>	<p><b>11. Replacement of Meter</b></p> <p><i>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</i></p>

	<p>replace the meter after collecting the charges as applicable and within 30 days.</p>	<p><i>Licensee shall replace the meter within seven days.</i> <i>Non-availability of meter shall not be a reason for delay in restoration of supply.</i></p>																																																																														
<p>5.</p>	<p><b>12. Interruptions and restoration of supply:</b> (I) to (V) xxx</p>	<p><b>12. Interruptions and restoration of supply:</b> (I) to (V) xxx</p> <p>(VI) <i>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</i></p>																																																																														
<p>6.</p>	<p><b>21. Compensation</b> 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 payable is set out in the table below, namely:-</p> <p style="text-align: center;">Table I</p> <table border="1" data-bbox="228 1262 805 1911"> <thead> <tr> <th>Sl No.</th> <th>Events</th> <th>Compensation Payable</th> </tr> </thead> <tbody> <tr><td>1</td><td>xxx</td><td>xxx</td></tr> <tr><td>2</td><td>xxx</td><td>xxx</td></tr> <tr><td>3</td><td>xxx</td><td>xxx</td></tr> <tr><td>4</td><td>xxx</td><td>xxx</td></tr> <tr><td>5</td><td>xxx</td><td>xxx</td></tr> <tr><td>5-A (a)</td><td>xxx</td><td>xxx</td></tr> <tr><td>(b)</td><td>xxx</td><td>xxx</td></tr> <tr><td>(c)</td><td>xxx</td><td>xxx</td></tr> <tr><td>6</td><td>xxx</td><td>xxx</td></tr> <tr><td>7</td><td>xxx</td><td>xxx</td></tr> <tr><td>8</td><td>xxx</td><td>xxx</td></tr> <tr><td>9</td><td>Refund of deposit in respect of temporary supply</td><td>Rs.100/- per week or part thereof of delay in addition to</td></tr> </tbody> </table>	Sl No.	Events	Compensation Payable	1	xxx	xxx	2	xxx	xxx	3	xxx	xxx	4	xxx	xxx	5	xxx	xxx	5-A (a)	xxx	xxx	(b)	xxx	xxx	(c)	xxx	xxx	6	xxx	xxx	7	xxx	xxx	8	xxx	xxx	9	Refund of deposit in respect of temporary supply	Rs.100/- per week or part thereof of delay in addition to	<p><b>21. Compensation</b> <i>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 payable is set out in the table below, namely:-</i></p> <p style="text-align: center;"><i>Table I</i></p> <table border="1" data-bbox="857 1255 1490 1911"> <thead> <tr> <th>Sl No.</th> <th>Events</th> <th>Compensation Payable</th> </tr> </thead> <tbody> <tr><td>1</td><td>xxx</td><td>xxx</td></tr> <tr><td>2</td><td>xxx</td><td>xxx</td></tr> <tr><td>3</td><td>xxx</td><td>xxx</td></tr> <tr><td>4</td><td>xxx</td><td>xxx</td></tr> <tr><td>5</td><td>xxx</td><td>xxx</td></tr> <tr><td>5-A (a)</td><td>xxx</td><td>xxx</td></tr> <tr><td>(b)</td><td>xxx</td><td>xxx</td></tr> <tr><td>(c)</td><td>xxx</td><td>xxx</td></tr> <tr><td>6</td><td>xxx</td><td>xxx</td></tr> <tr><td>7</td><td>xxx</td><td>Rs.50/- for failure to keep appointment.</td></tr> <tr><td>8</td><td>xxx</td><td>xxx</td></tr> <tr><td>9</td><td>Refund of deposit in respect of temporary supply</td><td>Rs.100/- per week or part thereof of delay in</td></tr> </tbody> </table>	Sl No.	Events	Compensation Payable	1	xxx	xxx	2	xxx	xxx	3	xxx	xxx	4	xxx	xxx	5	xxx	xxx	5-A (a)	xxx	xxx	(b)	xxx	xxx	(c)	xxx	xxx	6	xxx	xxx	7	xxx	Rs.50/- for failure to keep appointment.	8	xxx	xxx	9	Refund of deposit in respect of temporary supply	Rs.100/- per week or part thereof of delay in
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	<p>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.</p> <p>the interest at the rate specified by the Commission till the date of refund.”</p>	<p>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) of the Tamil Nadu Electricity Supply Code or in the regulation 33 (5) of the Tamil Nadu Electricity Distribution Code.</p> <p>addition to the interest at the rate specified by the Commission till the date of refund.</p> <p>10 Time line specified in GISS Regulation of the Commission for various activities from receipt of application to Commissioning and connecting the GISS to Grid.</p> <p>Rs.500/- per day or part thereof delay subject to a maximum of Rs.1000/-.</p>
<p>6.</p>	<p><b>22. Procedure for Payment of Compensation</b>  <i>The claim for compensation shall be dealt with in the following manner</i>  <i>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.</i>   <i>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</i></p>	<p><b>22. Procedure for Payment of Compensation</b>  <i>The claim for compensation shall be dealt with in the following manner</i>  <i>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.</i>   <i>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</i></p>

	<p><i>the designated employee of the Licensee.</i></p>	<p><i>designated employee of the Licensee or registering online in Licensee's web portal.</i></p> <p><i>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.</i></p> <p><i>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.</i></p> <p><i>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.</i></p>
7.	<p><b>24. Information on Standard of Performance</b></p> <p>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</p>	<p><b>24. Information on Standard of Performance</b></p> <p>xxx</p>

<p>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.</p>	<p><i>The Licensee shall endeavor to establish centralised 24x7 toll-free call centre for common services like new connection, disconnection, reconnection, shifting of connection, change in name and particulars, load change, replacement of meter, etc., While other modes to provide services like paper application, email, mobile, website, etc., may continue, the licensees shall also Endeavour 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.</i></p> <p><i>The CRM shall have facilities for SMS, email alerts, notifications to consumers and officers for events like receipt of application, completion of service, change in status of application, etc; online status tracking and auto escalation to higher level, if services are not provided within the specified time period.</i></p>
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<p>8</p>	<p><b>25. Service Reliability</b></p> <p>The following reliability/outage indices are prescribed by the Institute of 137 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:</p> <p>(a) System Average Interruption Frequency Index (SAIFI)</p> <p>(b) System Average Interruption Duration Index (SAIDI).</p> <p><b><u>Method to compute Distribution System Reliability Indices:</u></b></p> <p>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, <b>excluding those serving predominantly agricultural loads</b>, 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:</p> $1. SAIFI = \frac{\sum_{i=1}^n (A_i * N_i)}{N_t} \quad \text{Where,}$ <p><math>A_i</math> = Total number of sustained interruptions (each longer than 5 minutes) on <math>i^{th}</math> feeder for the month</p> <p><math>N_i</math>=Connected load of <math>i^{th}</math> feeder affected due to each interruption.</p> <p><math>N_t</math>=Total connected load at 11/22KV in the Distribution Licensee's supply area</p> <p><math>n</math> =number of 11/22KV feeders in the licensed area of supply (excluding those serving predominantly agricultural loads)</p>	<p><b>25. Service Reliability</b></p> <p>(1) <i>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></p> <ol style="list-style-type: none"> <li>i. <i>System Average Interruption Frequency Index (SAIFI);</i></li> <li>ii. <i>System Average Interruption Duration Index (SAIDI);</i></li> </ol> <p>(2) <i>The Indices shall be computed for the distribution licensees for each month for all 11kV, 22kV and 33kV feeders 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:</i></p> $SAIFI = \frac{\sum_{i=1}^n (N_i * C_i)}{C_t}$ $SAIDI = \frac{\sum_{i=1}^n (T_i * C_i)}{C_t}$ <p><i>Where</i></p> <p><math>N_i</math> = <i>Total number of sustained interruptions (each longer than 5 minutes) on <math>i^{th}</math> feeder for the month;</i></p> <p><math>T_i</math> = <i>Total duration in minutes of all sustained interruptions (longer than 5 min) on <math>i^{th}</math> feeder for the month;</i></p> <p><math>C_i</math> = <i>Number of consumers on <math>i^{th}</math> feeder affected due to each sustained interruption;</i></p> <p><math>C_t</math> = <i>Total number of consumers served by the Distribution Licensee connected to "n" feeders in the supply area;</i></p> <p><math>n</math> = <i>number of 11kV, 22kV and 33kV feeders in the licensed area of supply;</i></p>
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$$2. SAIDI = \frac{\sum_{i=1}^n (B_i * N_i)}{N_t} \quad \text{Where,}$$

$B_i$  = 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.

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

**Table: Limits for Reliability indices**

Reliability Indices	Monthly limits	
	Urban	Rural
SAIDI	300 Minutes per consumer	600 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;

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|  |  | <ul style="list-style-type: none"><li><i>(ii) While calculating the given reliability indices, the interruptions due to schedules or planned outages shall be taken into account.</i></li><li><i>(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.</i></li><li><i>(iv) The Distribution Licensee shall maintain data on the reliability indices specified above for each circle on a monthly basis.</i></li><li><i>(v) The Distribution Licensee shall put up, 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.</i></li><li><i>(vi) The format for submission of data shall be as specified by the Commission.</i></li><li><i>(vii) These data format are required to be filled up separately for rural/urban areas/ circle wise.</i></li><li><i>(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.</i></li><li><i>(5) The Distribution Licensee shall supply 24x7 power to all consumers excluding scheduled maintenance and unforeseen interruptions. However, the Distribution</i></li></ul> |
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*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.,*

*The distribution licensee shall put in place a mechanism, preferably with automated tools to the extent possible, for monitoring and restoring outages.*

*The Distribution Licensee shall create an allied supplementing mechanism to the above, for reviewing and monitoring of reliability indices of Circle wise consumers.*

*On establishing an online mechanism for reviewing and monitoring of reliability indices, a separate reliability charge may be considered for the Distribution Company, if they require funds for investment in the infrastructure for ensuring the reliability of supply to the consumers.”*

(By order of the Tamil Nadu Electricity Regulatory Commission)

-Sd- 26.04.2023

**(Dr.C.VEERAMANI)**

Secretary,

Tamil Nadu Electricity Regulatory Commission.