



# 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.

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வரிசை எண்	உறுப்பினர் பெயர் மற்றும் முகவரி	பிரதிநிதித்துவம் செய்யும் துறை
2	தலைவர் மற்றும் மேலாண்மை இயக்குநர், தமிழ்நாடு மின்சார வாரியம் லிமிடெட் மற்றும் தமிழ்நாடு மின் உற்பத்தி மற்றும் பகிர்மானக் கழகம் லிமிடெட், 144, அண்ணா சாலை, சென்னை-600 002	மின்பகிர்மான உரிமதாரர்
3	தலைவர் தமிழ்நாடு சிறு மற்றும் குறுந்தொழில்கள் சங்கம் (டான்ஸ்டியா), எண். 10, ஜி.எஸ்.டி. சாலை, கிண்டி, சென்னை-600 032	சிறு தொழில்கள்
4	தலைவர் இந்திய தொழில் கூட்டமைப்பு (தமிழ்நாடு) 98/1, வேளச்சேரி பிரதான சாலை, கிண்டி, சென்னை-600 032.	தொழில்
5	தலைமைப் பொறியாளர், தெற்கு இரயில்வே, சென்னை-600 003	போக்குவரத்து

(தமிழ்நாடு மின்சார ஒழுங்குமுறை ஆணையத்தின் ஆணைப்படி)

சென்னை-600 032,  
2024 பிப்ரவரி 1.

சி. வீரமணி,  
செயலாளர்,  
தமிழ்நாடு மின்சார ஒழுங்குமுறை ஆணையம்.

TAMIL NADU ELECTRICITY REGULATORY COMMISSION, CHENNAI.

**Amendments To Distribution Standards of Performance Regulations, 2004**

(Notification No. TNERC / DSOP / SPR 9 / 1-13 / dated 26.12.2023)

(Lr. No.TNERC/Legal/1363/D.No.175/2024.)

No.VI(2)/4/2024.

In exercise of the powers conferred by Section 181 read with Sections 57 and 86 (1) (i) of the Electricity Act, 2003 (Central Act 36 of 2003), and all other powers enabling in this behalf, 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,-

1.(a) In Regulation 2, after sub-regulation (ii), the following sub-regulations shall be inserted, namely;-

“(iii) **“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.”

(b) In Regulation 2, the sub-regulation (iii) shall be renumbered as sub-regulation (v).

2. For Regulation 4 and entries related thereto, the following Regulation and entries related thereto shall be substituted, namely;-

**“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. For Regulation 6 and entries related thereto, the following Regulation and entries related thereto shall be substituted, namely:-**

**“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 purpose 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 Licensee or consumer as specified in the Central Electricity Authority (Installation and Operation of Meters) Regulations as amended from time to time.”*

**4. For Regulation 9 and entries related thereto, the following Regulation and entries related thereto shall be substituted, namely:-**

**“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.”

**5. For Regulation 11, the following shall be substituted, namely:-**

**“11. Replacement of defective or burnt Meter**

Wherever the Licensee receives complaints from consumers 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.”

**6. In Regulation 12, after sub-regulation (V) the following sub-regulation shall be 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.”

**7. In Regulation 21, the present table and entries related thereto, shall be substituted with the following table and entries related thereto, namely:-**

**“21. Compensation**

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

**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:	

Sl. No	Events	Payable to consumer for the delay beyond stipulated time
	(a) SAIDI in minutes per consumer as specified in the table under Regulation 25.	5 Paisa 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 Paisa 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/-

8. For Regulation 22 and entries related thereto, the following Regulation and entries related thereto shall be substituted, namely:-

**“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."

**9. For Regulation 24 and entries related thereto, the following Regulation and entries related thereto shall be substituted, namely; -**

**"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."

**10. For Regulation 25 and entries related thereto, the following Regulation and entries related thereto shall be substituted, 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 (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:

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

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

**Where**

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

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

$C_i$  = Number of consumers on  $i^{\text{th}}$  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 Despatch Centre / State Load Despatch 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.”

**11. In the said Regulations, in Annexure, the heading “Annexure” shall be read as “Appendix”.**

(By Order of the Tamil Nadu Electricity Regulatory Commission)

Chennai-600 032,  
7th February 2024.

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. Taking into account the provisions contained in the above Rules, following provisions are needed to be incorporated in the existing Distribution Standards of Performance Regulations, 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.

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 quantum of compensation requires to be revised based on remarks of stakeholders.

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

The service Reliability Indices based on the Model Regulations of Forum of Regulators and National average of Indices specified in the consumer service rating of Discoms for FY 2021-22 published by Ministry of Power need to be fixed. Also the computing methodology of the Indices are to be specified / revised for effective implementation to ensure better service and quality supply to the consumers.

The necessity of GIS ( Geographical Information System ) mapping of Assets and consumers need to be mandated in the Regulation for automated Distribution Management System, Outage Management System and other consumer related services specified in the Regulation.

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

(By Order of the Tamil Nadu Electricity Regulatory Commission)

Chennai-600 032,  
7th February 2024.

C.VEERAMANI,  
Secretary,  
Tamil Nadu Electricity Regulatory Commission.

#### ANNEXURE

#### DISTRIBUTION STANDARDS OF PERFORMANCE REGULATIONS, 2004

Sl. No	Existing Regulation	Regulation as amended
1.	<p><b>2. Definitions:</b></p> <p>In these Regulations unless the context otherwise requires: -</p> <p>(i) <b>“Act”</b> means the Electricity Act 2003 (Act 36 of 2003)</p> <p>(ii) <b>“Commission”</b> means the Tamil Nadu Electricity Regulatory Commission.</p> <p>(iii) Words and expressions used in these Regulations but not defined either in these Regulations or in the Act shall have the same meanings as understood in the engineering and commercial circles.</p>	<p><b>2. Definitions:</b></p> <p><i>In these Regulations unless the context otherwise requires: -</i></p> <p>(i) <b>“Act”</b> means the Electricity Act 2003 (Act 36 of 2003)</p> <p>(ii) <b>“Commission”</b> means the Tamil Nadu Electricity Regulatory Commission.</p> <p>(iii) <b>“System Average Interruption Duration Index” (SAIDI)</b> 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;</p> <p>(iv) <b>“System Average Interruption Frequency Index” (SAIFI)</b> 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;</p> <p>(v) 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.</p>
(a)		
(b)		

Sl. No	Existing Regulation	Regulation as amended
2.	<p><b>4. Duties of the Licensees to Supply on Request</b></p> <p>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 it may consider necessary for electrification of such Village or hamlet or area.</p> <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):</p> <p>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.</p> <p>(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.”</p> <p>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.</p> <p>The Licensees shall observe the following time schedule for supply of electricity involving extension of distribution lines, etc.</p>	<p><b>4. Duties of the Licensee to supply on request</b></p> <p><i>The duty of Licensee to supply electricity is as below:</i></p> <p><i>(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.</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 Regulation 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 along with documents showing payment of necessary charges and other compliances.</i></p> <p><i>(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.</i></p> <p><i>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.</i></p> <p><i>(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.</i></p> <p><i>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.</i></p> <p><i>(4) The Licensees shall comply with the following time schedule for supply of electricity:</i></p>

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	(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. 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 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.																													

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	<p>(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.</p> <p>(V) The time schedule is also applicable for additional loads.</p>	<p>(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.</p> <p>(v) The time schedule is also applicable for additional demand.”</p>
3.	<p><b>6. Temporary Supply</b></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. 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><b>6. Temporary Supply</b></p> <p>(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.</p> <p>(2) Temporary supply may also be required purely for temporary purposes like circus, construction of bridge, illumination during a temporary event etc.,</p> <p>(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.</p> <p>(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.</p> <p>(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.</p> <p>(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.</p>

Sl. No	Existing Regulation	Regulation as amended
4.	<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 / consumer details and reduction of demand</b></p> <p>(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.</p> <p>(2) The Licensee shall effect change of tariff within seven working days from the date of receipt of application from the consumer.</p> <p>(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.</p> <p>(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.</p> <p>(5) Permanent reduction of demand shall be effected</p> <p>(i) within seven days when no change in metering system is necessary.</p> <p>(ii) within four weeks when change in metering system is necessary.</p> <p>(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.</p>
5.	<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 replace the meter after collecting the charges as applicable and within 30 days.</p>	<p><b>11. Replacement of defective or burnt Meter:</b></p> <p>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.</p> <p>Non-availability of meter shall not be a reason for delay in restoration of supply.</p>
6.	<p><b>12. Interruptions and restoration of supply:</b></p> <p>(I) to (V) xxx</p>	<p><b>12. Interruptions and restoration of supply:</b></p> <p>(I) to (V) xxx</p> <p>(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.</p>

Sl. No	Existing Regulation		Regulation as amended		
7.	<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:-  <b>Table I</b>		<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>  <b>Table I</b>		
Sl. No	Events	Compensation Payable	Sl. No	Events	Payable to consumer for the delay beyond stipulated time
1	Duty to give supply on request	Rs.100/-per day of delay subject to a maximum of Rs.1000/-	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 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.	f)	Change of tariff / consumer details and reduction of demand.	
3	Replacement of meters.	Rs.100/- for each day of delay subject to a maximum of Rs.1000/-	g)	Disconnection	
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.1000/-	2	Serving of bills (as specified in Supply Code)	Rs.10/- per day of delay subject to a maximum of Rs.500/-
5	Voltage fluctuations and complaints.	Rs.250/- for failure to visit or convey findings within the stipulated period.	3	Reconnection	Rs.10/- per hour of delay subject to a maximum of Rs.500/-
5A	Rectification of Voltage Complaints		4	Complaints in billing.	Rs.300/- for non-compliance within the period.
	(a) Where no expansion or enhancement of net work is involved	Rs.50/- for each day of delay subject to a Maximum of Rs. 1000/-	5	Replacement of meters.	Rs.200/- for each day of delay subject to a maximum of Rs.2000/-

Sl. No	Existing Regulation		Regulation as amended			
	(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/-	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/-
	(c)	Involving up-gradation of HT Network	Rs.50/- for each day of delay subject to a Maximum of Rs. 1000/-	7	Non-Compliance of Reliability Indices:	
6		Responding to consumer's complaint	Rs.25/- for each day of delay subject to a maximum of Rs.250/-	(a)	SAIDI in minutes per consumer as specified in the table under Regulation 25.	5 Paisa per minute per consumer connected on the HT feeder for which SAIDI was beyond the specified limits.
7		Making and keeping appointments.	Rs.50/- for failure to keep appointment.	(b)	SAIFI in interruption per consumer as specified in the table under Regulation 25.	50 Paisa per interruption per consumer connected on the HT feeder for which SAIFI was beyond the specified limits.
8		Grievance handling.	Rs.50/- for failure of grievance handling.	8	Voltage related complaints.	Rs.500/- for failure to visit or convey findings within the stipulated period.
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 5 (6) (viii) 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.	9	Rectification of Voltage related Complaints:	
	(a)				Where no expansion or enhancement of network 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/-

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		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 GISS Regulation 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/-
8.	<p><b>22. Procedure for Payment of Compensation</b></p> <p>The claim for compensation shall be dealt with in the following manner</p> <p>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.</p> <p>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.</p>	<p><b>22. Procedure for Payment of Compensation</b></p> <p><i>The claim for compensation shall be dealt with in the following manner</i></p> <p><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></p> <p><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 designated employee of the Licensee or registering online in Licensee's web portal.</i></p>		

Sl. No	Existing Regulation	Regulation as amended
		<p>(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.</p> <p>(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.</p> <p>(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.</p> <p>(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.</p>
9	<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 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><b>24. Information on Standard of Performance and upkeep of asset / consumer mapping through GIS:</b></p> <p>(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.</p> <p>(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.</p> <p>(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.</p>

Sl. No	Existing Regulation	Regulation as amended
		<p>(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.</p> <p>(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.</p> <p>(6) All the legacy assets shall be geo-tagged and properly recorded in the Fixed Asset Register to be maintained by the Distribution Licensee.</p>
10	<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><u>Method to compute Distribution System Reliability Indices:</u></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, 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:</p> $SAIFI = \frac{\sum_{i=1}^n (A_i * N_i)}{N_t} \quad \text{Where,}$ <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><b>25. Service Reliability</b></p> <p>(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:</p> <p>i. System Average Interruption Frequency Index (SAIFI);</p> <p>ii. System Average Interruption Duration Index (SAIDI);</p> <p>(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.</p> <p>The Indices shall be d using the following formulae:</p> $SAIFI = \frac{\sum_{i=1}^n (N_i * C_i)}{C_t}$ $SAIDI = \frac{\sum_{i=1}^n (T_i * C_i)}{C_t} \quad , \text{Where}$ <p><math>N_i</math> = Total Number of sustained interruptions (each longer than 5 minutes) on <math>i^{th}</math> feeder for the month</p> <p><math>T_i</math> = Total duration in minutes of all sustained interruptions (longer than 5 min) on <math>i^{th}</math> feeder for the month;</p>

Sl. No	Existing Regulation	Regulation as amended											
	<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 style="text-align: center;">2. SAIDI= <math>\sum_{i=1}^n (B_i * N_i)</math></p> <p style="text-align: center;"><math>N_t</math></p> <p>Where,</p> <p><math>B_i</math>= Total duration of all sustained interruptions on <math>i^{th}</math> Feeder for the month.</p> <p>Note: The feeders must be segregated into rural and urban and the value of the indices must be reported separately for each month.</p> <p>(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.</p> <p>(ii) Based on the information provided by the Licensees, the Commission would notify the target levels for these indices annually.</p>	<p><math>C_i</math>= Number of consumers on <math>i^{th}</math> feeder affected due to each sustained interruption;</p> <p><math>C_t</math>= Total number of consumers served by the Distribution Licensee connected to "n" feeders in the supply area;</p> <p><math>n</math>= number of 11kV, 22kV and 33kV feeders in the licensed area of supply;</p> <p>(3) The Distribution Licensee shall maintain the reliability on monthly basis within the limits specified in table below:</p> <p>Table: Limits for Reliability Indices for plain terrain</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th rowspan="2" style="text-align: center;">Reliability Indices</th> <th colspan="2" style="text-align: center;">Monthly limits</th> </tr> <tr> <th style="text-align: center;">Urban</th> <th style="text-align: center;">Rural</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">SAIDI</td> <td style="text-align: center;">600 Minutes per consumer</td> <td style="text-align: center;">1200 Minutes per consumer</td> </tr> <tr> <td style="text-align: center;">SAIFI</td> <td style="text-align: center;">15 interruptions per consumer</td> <td style="text-align: center;">25 interruptions per consumer</td> </tr> </tbody> </table> <p>(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.</p> <p>(i) While calculating the given Reliability Indices, the following types of interruptions shall not be taken into account:</p> <p>(a) Momentary outages of duration less than five minutes.</p> <p>(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;</p> <p>(c) Outages that are initiated by the National Load dispatch Centre / Regional Load Despatch Centre / State Load Despatch Centre during the occurrence of failure of their facilities;</p> <p>(ii) While calculating the given Reliability indices, the interruptions due to scheduled or planned outages shall be taken into account.</p> <p>(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.</p> <p>(iv) The Distribution Licensee shall maintain data on the Reliability Indices specified above for each Circle on a monthly basis.</p>	Reliability Indices	Monthly limits		Urban	Rural	SAIDI	600 Minutes per consumer	1200 Minutes per consumer	SAIFI	15 interruptions per consumer	25 interruptions per consumer
Reliability Indices	Monthly limits												
	Urban	Rural											
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Sl. No	Existing Regulation	Regulation as amended
		<p>(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.</p> <p>(vi) The format for submission of data shall be as specified by the Commission.</p> <p>(vii) These data format are required to be filled up separately for rural / urban areas / Circle wise.</p> <p>(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.</p> <p>(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.,</p> <p>(6) The Distribution Licensee shall put in place a mechanism, preferably with automated tools to the extent possible, for monitoring and restoring outages.</p> <p>(7) The Distribution Licensee shall create an allied supplementing mechanism to the above, for reviewing and monitoring of Reliability Indices of Circle wise consumers.</p>
11.	<p style="text-align: center;"><b>Annexure</b></p> <p style="text-align: center;">Format for Furnishing Information on Achieving Level of Performance and Compensation Paid</p> <p style="text-align: center;">xxx</p>	<p style="text-align: center;"><b>Appendix</b></p> <p style="text-align: center;">Format for Furnishing Information on Achieving Level of Performance and Compensation Paid</p> <p style="text-align: center;">xxx</p>

(By Order of the Tamil Nadu Electricity Regulatory Commission)

Chennai-600 032,  
7th February 2024.

C. VEERAMANI,  
Secretary,  
Tamil Nadu Electricity Regulatory Commission.