

12. Interruptions and Restoration of Supply

(I). The Licensee may, for reasons of testing or forced outage or maintenance, temporarily discontinue the supply for such period as may be necessary, provided that in case of planned shut down for improvement / periodical maintenance of distribution network, the Licensee will, wherever possible give advance notice in this behalf and notify through local newspapers in advance.

(II) In case of interruptions to individual or a group of consumers due to breakdown, the Licensee shall restore supply as per the time schedule furnished below:

¹[Table

(1) Interruption Due To	Power Restoration Time			
	Corporation	Urban Municipalities	Rural	Hill Area
	(2)			
HT Supply failure	1 hour	3 hours	6 hours	12 hours
Fault in Transformer Structure or LT Line or Pillar Box	2 hours	4 hours	6 hours	12 hours
Fault of Distribution Transformer	24 hours	48 hours	48 hours	48 hours
Individual Service Connection fault	3 hours	9 hours	12 hours	24 hours

Failure / Interruption in Corporation limits and certain special areas declared by the Commission from time to time shall be attended to round the clock within the time limit specified for urban areas. Complaints of failure/interruption at consumer premises in rural areas and urban areas other than

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¹Substituted as per Commission's Notification No. **TNERC/SPR/9/1-4 dated 25.07.2006** (w.e.f. **16.8.2006**) which before substitution stood as under:

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

corporation limits shall be attended to between 8.00 AM and 6.00 PM. Individual complaints of consumers received during night hours i.e., from 6.00 PM to 8.00 AM shall be considered to have been received at the start of working hours on the next day and attended to within the time limit as specified above. The restoration time specified in respect of individual service connection faults in rural areas shall exclude the time period of 6.00 PM to 8.00 AM. However the complaints from essential services like Water supply, Hospitals, and other important Govt. services shall be attended to immediately, round the clock

(III) In case of interruptions, it is the responsibility of the affected consumer to inform the same to the Licensee's local office or nearest fuse off call center by Telephone / written communication in person, etc.

Provided that in case failure / break down due to natural calamities like cyclone, ¹[land slides in hill areas,] etc. the Licensee shall take every action to restore supply within the least possible time.

Note: The Licensee shall arrange to keep the consumers informed of the progress of rectification of faults.

(IV) The Licensee shall maintain un-interrupted supply of power to Railways and in case of any interruption restore the supply on top priority.

(V) In case of interruption due to line fault/ failure of transformer/ equipment, the Licensee shall inform the complainant (subject to availability of communication at both ends) within one hour from receipt of complaint, the reasons for interruption and the likely time by which the power supply will be restored.

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¹Inserted as per Commission's Notification No. **TNERC/SPR/9/1-4 dated 25.07.2006 (w.e.f. 16.8.2006)**
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of such call centers shall be incorporated in electricity bills and also displayed at the concerned offices of the Licensee.

- (iv) The office where a complaint is registered shall dispose it and if any instruction/ sanction is to be obtained from higher authority, it shall be obtained by the complaint registering office. The higher authority may also directly communicate the decision. The complainant should not be required to approach such higher authority. Similarly in case an outsourced phone service is opted for, the complaint shall be forwarded to the concerned officer by such center itself and the Licensee shall ensure proper compliance by the outsourced service, including posting of its officers at such centers to streamline responses.
- (v) Complaints against non-registration of complaints and failure to perform within the time limits and/or to meet the performance targets, as specified in this regulation, shall be made to the concerned officers of the Licensee. The Licensee shall nominate the officers to whom the consumers can lodge their complaints initially and also the next level higher officer.
- (vi) In case a consumer is not satisfied with the disposal of the complaint even after taking the issue at the higher level, the consumer can approach the consumer grievance redressal forum

21. Compensation

The Licensee is expected to achieve the performance prescribed. If a Licensee fails to meet the standards specified for various service areas, the affected consumer is entitled for compensation by the Licensees as stipulated in the Act. ¹[The compensation payable is set out in the table below, namely:-

Table]

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¹Substituted for the expression “**The compensation payables are as follows:**” as per Commission’s Notification No. **TNERC/SPR/9/1-8 dated 3.12.2007 (w.e.f. 19.12.2007)**

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S.No.	Events	Compensation payable
1	Duty to give supply on request a) New Service connection b) Additional Load c) Temporary Supply d) Shifting of service connection e) Transfer of service connection f) Change of tariff	Rs.100/- per day of delay subject to maximum of Rs.1000/-
2	Complaints in billing	Rs.150/- for non-reply within the period.
3	Replacement of meters	Rs.100/- for each day of delay subject to a maximum of Rs.1000/-
4	Interruption of supply	Rs.50/- for each six hours (or part thereof) of delay in restoration of supply subject to a maximum of Rs.2000/-
5	Voltage fluctuations and complaints	Rs.250/- for failure to visit or convey findings within the stipulated period
6	Responding to consumer's complaints	Rs.25/- for each day of delay subject to a maximum of Rs.250/-
7	Making and keeping appointments	Rs.50/- for failure of keeping appointment
8	Grievance handling	Rs.50/- for failure of grievance handling
¹ [9]	² [Refund of deposit in respect of temporary supply after the expiry of the temporary supply period and refund of balance deposit within the period as stipulated in regulation 6 of Distribution Standards of Performance Regulations or in the regulation 17 (6) of the Tamil Nadu Electricity Supply Code or in the regulation 33 (5) of the Tamil Nadu Electricity Distribution Code]	³ [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.]

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^{1,2,3} Inserted as per Commission's Notification No. **TNERC/SPR/9/1-8 dated 3.12.2007 (w.e.f. 19.12.2007)**

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22. Procedure for Payment of Compensation

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

I. Automatic- This mode of payment requires the Licensee to pay the compensation amount to the affected consumer automatically, following the non-compliance to a particular standard in the next billing cycle through credit entry in the consumption bill

II. Upon claim: An aggrieved consumer has the right to claim the compensation for non-compliance of the standards if the Licensee fails to pay the compensation in the next billing period by representing to the designated employee of the Licensee.

23. Level of Performance

The standards specified in previous clauses set the levels of performances, which the Licensees are required to achieve in specific service areas. In order to assess the overall performance level of the Licensee, the following targeted performances in individual areas are specified:

Sl. No.	Service area covered under this standard	Targeted performance within the stipulated period
1	Restoration of supply during interruption due to HT break down, fault in pillar box or transformer structure and fault in individual service connections	Licensee shall achieve 75% of the standards specified. Out of the balance, 20% shall be achieved within 24 hours from the time of complaint.
2	Replacement of failed Distribution Transformers	95%
3	Giving new supply / additional load	95%
4	Refund of balance deposit in temporary supply	90%
5	Shifting of service	95%
6	Change of Tariff	95%
7	Transfer of service connection	95%
8	Complaints in billing	95%
9	Replacement of meters	95%
10	Voltage fluctuation and voltage complaints	90%
11	Responding to consumer complaints	90%
12	Making and keeping appointments	95%
13	Grievances handling	100%