

**LIST OF IMPORTANT DIRECTIONS / INSTRUCTIONS ISSUED BY TNERC AND  
THE STATUS OF COMPLIANCE BY TNEB  
(AS ON 31.12.2009)**

<b>Sl. No.</b>	<b>Directions/Instructions issued by the Commission</b>	<b>Date of issue of Direction/ Instruction / Reminder</b>	<b>Status of Compliance by TNEB</b>
1(i)	<b>Master Metering Plan</b> – Metering of Agricultural and hut services – Extension of time for installation of meters.	22-10-2009	TNEB shall furnish the roadmap for installation of meters in existing hut and agricultural services including SFS category by 01-01-2010 so as to facilitate procurement of required number of meters in time and to commence installing meters from 01-10-2012. TNEB has not yet furnished any roadmap.
(ii)	<b>LT Line Losses:</b> The results of the 2 consultancy works in progress under the <b>World Bank</b> assisted <b>Water Resources Consolidation Project</b> shall be submitted and the necessary follow up made.	16.03.2003 and subsequent reminders with latest on 22.05.2009	Results of the <b>sample study</b> on the following have been furnished by TNEB vide letter dated 14.8.2007: (i) <b>Improving Efficiency of Agricultural Pumpsets</b> (ii) <b>Raheja Study for Estimation of energy consumption by Unmetered Consumers.</b> The percentage of HT & LT line loss is found to be around <b>4.5% and 7.99%</b> (on sample study) respectively.
(iii)	TNEB to improve the level of Metering to assess the T&D losses in each voltage and conduct more energy audits in 11 KV level.	22.05.2009	The 93,101 number of Distribution Transformers have been provided with meters out of the total numbers of 1,86,636 DTs available as on 31-03-2009. Further, TNEB in their letter dated 19-06-2009 has stated that the requirements of meters for the remaining DTs is being assessed and proposed to take up the installation of meters in a phased manner.

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			TNEB in their quarterly return letter dated 13.04.2009 has stated that energy audit has been conducted in 8 nos. 11 kV feeders in Chengalpattu EDC and the line loss has been reduced considerably after completion of improvement works.
2	<b>Open Access:</b> Theory and Practice	21-07-2009	As per the recommendations of FOR, Commission has issued directions regarding implementation of Open Access in the State. It was partly complied by TNEB.
3	<b>Commission's order on reduction of AT&amp;C losses by the Distribution Licensee</b>	21-07-2009	TNEB in its letter dated 01-10-2009 has stated that they are taking various steps under R-APDRP programme to reduce the losses.
4	<b>Fixing of AT&amp;C loss reduction targets</b>	06.11.2008 With latest reminder on 30.04.2009	Commission has fixed the following year wise AT&C loss reduction targets. 2008-09 – 19.30% 2009-10 – 18.90% 2010-11 – 18.50% 2011-12 – 18.10%. TNEB has furnished action plans vide letter dated 10-06-2009 to achieve the above AT&C loss targets.
5	<b>Information on level of performance achieved by TNEB</b>	22.10.2009	TNEB vide their letter dated 30-09-2009 have furnished the level of performance achieved during the period 1.10.2008 to 31.3.2009. (Enclosed in the annexure)
6(i)	<b>Quality of Supply:</b> As per Section 5.13.2 of the National Electricity Policy, the State Electricity Regulatory Commissions should draw up roadmap and declare the Reliability Index for all the	15.4.2008	The Commission have drawn up roadmap for declaration of the Reliability Index for all the cities, towns up to district headquarters and rural areas vide letter dated

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(ii)	<p>cities, towns up to district headquarters and rural areas.</p> <p>TNEB shall also submit an <b>action plan to release the overloaded Distribution transformers</b> in each circle.</p>		<p>15.4.2008. TNEB furnishes the details of the reliability index in quarterly return.</p> <p>Action plan submitted. But Implementation has been made only partially. As per the quarterly report furnished by TNEB for the quarter ending on 30.06.2009, there are about 4628 DTs overloaded in 14 circles.</p>
7(i)	<p><b>Performance Benchmarking:</b> TNEB shall initiate action to obtain ISO certification to its Transmission and Distribution wings. TNEB shall, to begin with, obtain <b>ISO Certification for at least one circle in each region, with Trichy Metro on pilot basis, which is pending for more than 4 years.</b></p>	<p>16.03.2003 and subsequent reminders with latest on 06.07.2009</p>	<p>TNEB in their letter dated 12.8.2009 have stated that obtaining ISO certification to distribution circles on pilot basis will be initiated after the formation of TANGEDCO.</p>
(ii)	<p>TNEB shall strive to achieve the <b>efficiency parameters of the Generating stations</b> stipulated in the Tariff Regulations</p>		<p>Efficiency Parameters are mostly complied with except in ETPS (Ennore Thermal Power Station)</p>
8	<p><b>Power Purchase Cost:</b> TNEB should strictly follow the <b>principle of merit order despatch</b> in its power procurement process</p>	<p>25.11.2009</p>	<p>Complied by TNEB on most occasions. The details of power purchase up to 9/2009 have been furnished by TNEB.</p>
9	<p><b>Management Information System:</b> (i) TNEB shall <b>maintain consumption and revenue data</b> strictly as per the slab-wise tariff categories.</p> <p>(ii) TNEB shall furnish quarterly report on <b>Performance</b></p>	<p>16.03.2003</p>	<p>Complied by TNEB. Slab-wise consumption and revenue details are maintained and furnished for all categories of tariff. 100% computerisation for all sections under phase I &amp; II have been completed.</p> <p>TNEB has furnished quarterly report on</p>



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	<p>of the following methods:</p> <p><b>(a) Spot Billing</b></p> <p><b>(b)(i)</b> Collection through bank</p> <p><b>(ii)</b> Collection through Post Offices</p>	<p>10.4.2007</p> <p>9.5.2007</p>	<p>Complied by TNEB</p> <p>'Any Time Payment System' (ATPS) of CanBank Computer Services Ltd., Bangalore, has been installed in the headquarters office premises in TNEB, Chennai</p> <p>-2. Collection in this facility is being made from 1.4.2008 onwards in the first instance as a trail measure and it is functioning satisfactorily. Additionally, 3 machines were installed in the following places in Chennai City.</p> <ol style="list-style-type: none"> <li>1. Pondy Bazaar collection centre – Functioning from 13-08-2008,</li> <li>2. Walaja Road collection centre – Functioning from 14-08-2008</li> <li>3. Seven Wells collection centre – Functioning from 01-09-2008.</li> </ol> <p>Collection of current consumption charges relating to LT services through post offices has been arranged for Chennai city and it will be implemented as soon as the postal department gets a lease line to capture the TNEB data to their server. This facility is optional to the consumers. First batch of training has also been given to the postal department employees for the collection of CC</p>

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	<p>(c) Introduction of <b>Electronic Clearance System</b> by TNEB</p> <p>(d) <b>Holiday Collection Centre</b></p>		<p>charges by them.</p> <p>The ECS system has been introduced for the HT consumers of Chennai EDC central during 3/2008 and Chennai EDC/North from 5/2008, Chennai EDC/South from 01-09-2008 onwards as a trial measure. This facility is being extended to LT consumers also. The data entry screens for LT billing ECS payment has been completed and are available in the DFC user of concerned circles. Payment of energy charges by the LT domestic consumers through internet has been introduced with effect from 15-09-2008 with Axis Bank in the Chennai city and this will be gradually introduced in other Metro/Corporation areas in Tamil Nadu. On-line payment through payment gateway is being introduced with M/s.ICICI Bank and M/s.Indian bank with effect from 04.01.09. Also the internet payment for the domestic consumers are being introduced with Indian Overseas Bank, Canara Bank, SBI. Meeting held with the above banks regarding net banking payment.</p> <p>Under consideration by TNEB</p>
12	Details on <b>Creation of profit centres</b> by TNEB for better accountability and a	16.03.2006 and subsequent reminders with latest	Complied by TNEB. The profit/loss statements are received from filed SEs,

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	sense of competition	on 5.12.2008	<p>and analysed. Based on this the circle SE's are instructed to improve the profit/Reduce the loss. Further, the Erode EDC was taken for study purpose by providing metering at all the input, output, points, arriving at exact quantum of energy handled within the circle duly comparing with expenditure incurred and revenue received. The data received from distribution circles are being compiled and reviewed at Head Quarters of TNEB.</p> <p>TNEB has not furnished the compiled data to the Commission.</p>
13	<p><b>Transmission Planning</b> – TNEB shall furnish Short, Medium &amp; Long Term Plans for the Transmission Infrastructure. They shall also furnish Grid map, Peak load reached and transformer capacities of all EHV SS, spare capacity of substation, Transmission Lines, etc.</p>	02.05.2006 and subsequent reminders with latest on 22.05.2009.	TNEB in their letter dated 19.6.2009 have furnished the details of proposed SS, Power Transformers and transmission lines for the years upto 2011-12.
14	<p><b>Furnishing of Contingency Plan</b> by TNEB for improving / strengthening the Distribution network of Chennai so as to ensure availability of quality supply and consumer satisfaction.</p>	02.05.2006 and subsequent reminders with latest on 6.5.2008.	TNEB in their letter dated 12.2.2008 have furnished the contingency plan for Chennai Region for the 11 <sup>th</sup> Plan period ie. 2007 - 2012. On scrutiny, it is observed that the plan for Power Transformer addition / enhancement is commensurate with load growth. TNEB vide their letter dated 26-07-2008 have furnished the details of DTs programmed in Chennai city upto the year 2012.

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15	<b>Wind Power Evacuation</b> – TNEB shall furnish <b>Contingency Plan</b> with proposed substation and EHT lines so as to mitigate the existing bottleneck of power evacuation from the existing WEG's from Tirunelveli and other wind energy belt of Tamil Nadu	02.05.2006 and subsequent reminders with latest on 22.05.2009.	Contingency Plan for wind power evacuation, list of proposed SS and EHT lines furnished by TNEB vide letter dt. 13.2.2007. TNEB in their letter dated 29.4.2008 have furnished the details of proposed SS and transmission lines. Implementation status has been furnished by TNEB vide letter dated 19.06.2008.
16	TNEB shall furnish Compliance report on the Commission's order on <b>Purchase of power from NCES based Generating Plants and Order on Fossil Fuel Based CGP and Cogen Plants</b>	07.07.2006 and subsequent reminder with latest on 17.04.2009 for the CGP Order	TNEB in their letter dated 14.9.2007 and letter dated 19.9.2007 have stated that the Commission's order Nos. 3 & 4 dated 15.5.2006 have been implemented. TNEB has also stated vide their letter dated 24.04.2009 that notice have been issued to three companies for providing SEM meters.
17(i)	<b>Facility to be provided by TNEB for testing of suspected, defective, disputed energy meters of consumers through Third Party Meter Testing Arrangements.</b>	08.09.2009	Commission in its Order No M.P. 41 – 2 dated 08.09.2009 ordered that the challenge test shall be done either at Government Electrical Standards Laboratory (GESL) run by Chief Electrical Inspector to Government of Tamil Nadu or at National Accreditation Board for Testing and Calibration Laboratory (NABL) accredited laboratories and the place of such challenge test shall be left to the discretion of the consumer. The charges for challenge test shall be as per the rates in force at GESL and NABL accredited laboratories.

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(ii)	TNEB shall get NABL accreditation to their MRT Laboratories as stipulated in CEA's ' <b>Installation and Operation of Meters</b> ' Regulation 2006.	25.07.2006 and subsequent reminders with latest on 18.1.2008	TNEB in their letter dated 1.2.2008 have stated that TNEB has abolished all the MRT testing laboratories from 2000 onwards.
18	Adoption of <b>e-tendering</b> in TNEB as suggested by the Commission which is more scientific, simple and transparent so as to reduce the lead time	25.01.2006 and subsequent reminders with latest on 19.5.2008	<p>TNEB in their Letter dated 5.4.2008 have stated that e-tendering is being introduced in Govt. departments with a view to make tendering process more transparent and to enable the tenderers to download the tender documents and make on line submission without any hindrance in 2 stages namely:</p> <ol style="list-style-type: none"> <li>1. Phase I – uploading of tenders more than 10Lakhs in GoTN website and downloading of tenders by vendors free of cost.</li> <li>2. Phase II – Enabling online submission of bids by vendors and opening of tenders on line with further updating of various stages of tender.</li> </ol> <p>TNEB in their letter dated 6.6.2008 have stated that tenders are being posted in Govt. website for Phase II. All tenders will be posted in the Govt. website and e-tendering will be enabled.</p>
19	<b>RIMS Package</b> – Providing all important data and returns to the Commission by TNEB through the web based software <b>RIMS (Regulatory Information Management System)</b>	02.06.2006 and subsequent reminder with latest on 29.05.2009	Data entry is being made by TNEB.

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20	<b>Establishment of Computer Based Power Failure Redressal System</b> in respect of the Corporations, townships and Municipalities	02.05.2006 and subsequent reminder with latest on 14.12.2007 and 02.06.2009.	As per TNEB Lr. dt. 2.1.2008, completed in Chennai, Madurai, Coimbatore, Erode, Tiruchy, Salem and Thiruppur. Work is under progress in Tirunelveli, Nagercoil and Vellore. Completion Report is awaited from TNEB.
21	<b>Aggregate Revenue Requirement</b> – TNEB shall file the <b>ARR</b> on or before 30 <sup>th</sup> November every year containing the details of expected aggregate revenue and the estimated expenditure so as to review the financial performance of TNEB as per section 5 of (Terms and Conditions for Determination of Tariff) Regulations 2005.	18.10.2006 and subsequent reminder with latest on 28.12.2007	TNEB has filed ARR before the Commission on 18-01-2010 for tariff revision.
22	<b>Business Plan :</b> TNEB shall furnish detailed business plan containing projections of all activities for five years for approval by the Commission as per section 16 of (Terms and Conditions for Determination of Tariff) Regulations 2005.	05.10.2006 and subsequent reminder with latest on 30.3.2007	TNEB is yet to comply with the directions
23	<b>Capital Investment Plan:</b> TNEB shall file a detailed Capital Investment Plan every year showing separately the ongoing projects and the new projects and get the approval of the Commission as per section 17 of (Terms and Conditions for Determination of Tariff) Regulations 2005.	04.10.2006 and subsequent reminder with latest on 26.5.2008	Capital Investment plan (CIP) for the year 2008-09, RE for 2009-10 and BE for 2010-11 were submitted by TNEB..
24	Establishment of <b>Common Collection Centre</b> by TNEB in other areas as has been established in Tirunelveli.	05.10.2006 and subsequent reminder with latest on 29.11.2007	Under consideration by TNEB in consultation with the Government.

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25	<p><b>Open Access:</b> TNEB shall furnish the following details with regard Open Access regulations in their Web site:</p> <p><b>(i)</b> Computation of capacity availability for open access <b>(ii)</b> Energy losses <b>(iii)</b> Information system</p>	25.04.2006 and subsequent reminder with latest on 20.11.2007	<p>TNEB in Lr. dt. 15.6.2007 have stated that posting of energy losses could be possible only after providing Automatic Data Logging System (ADLS) in all substations.</p> <p>TNEB in their letter dated 10-06-2007 have stated that Automatic Meter Reading (AMR) based ADLS is proposed to be implemented for feeders, distribution transformers and HT services under R-APDRP scheme. Time Plan for completion of ADLS is awaited from TNEB.</p>
26	<p>Provisions, related Consumers &amp; other stake holders, to be made available in the TNEB Website:</p> <ol style="list-style-type: none"> <li>1. Mail, e-mail address and phone numbers of Consumer Grievance Redressal Forum</li> <li>2. Contact numbers of all the consumer related TNEB officers</li> <li>3. Fuse of call numbers of all FOCs</li> <li>4. Right To Information manual of TNEB.</li> <li>5. Details of all Public Information officers (as per RTI Act 2005)</li> <li>6. Statistical data on Generation, Transmission, Distribution, Consumers, Finance, Personnel, etc.</li> <li>7. Procedure for getting TNEB's approval for tie up from IPP/CPP/NCES sources.</li> <li>8. Peak Load flows and capacity availbilty of</li> </ol>	31.07.2006	Partially complied by TNEB. Details for the points raised under (6) to (11) are pending to be hosted by TNEB

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	EHV, HV Lines, substations, etc. 9. T&D Losses 10. Schedule of planned Load shedding 11. Unit Tripping and outages		
27	Conversion of over head lines to UG Cables – Provision of aerial bunched cables – Avoidance of accidents – Status Report called	16.8.2005 and subsequent reminders with latest on 21.1.2008 and 25.05.2009.	<p>TNEB in their letter dated 20.6.2009 has stated that 1019.12 Crores have been sanctioned by REC as loan for conversion of OH lines to UG cables in five Municipal Corporations. Salem has completed cabling works for a route length of 4.975 Kms.</p> <p>In respect of Chennai Metropolitan area, PFC has sanctioned under five schemes. However, the feasibility of including these schemes along with HVDS / Segregation of feeders under R-APDRP programme is also being considered.</p> <p>Provision of Aerial Bunched Cables is under study.</p>
28	Actions To Be Taken by TNEB for the Implementation of <b><u>National Electricity Policy:</u></b>  (i) Technological upgradation of <b>SLDCs</b> by June 2006	4.5.2006 and subsequent reminders with latest on 16.5.2008	<p>TNEB in their letter dt. 27.12.2008 have stated the following:</p> <p>(i) One SLDC at Chennai and three Sub SLDCs at Chennai, Madurai and Erode were established to collect data from 94 stations including Thermal, Hydro, Gas Power station and Grid substations under the unified Load Despatch and Communication (ULDC) scheme of SRLDC. Further, additional 16 Nos. Station Controllers procured are being</p>

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(ii)	Declaring the results of <b>Energy Accounting</b> for every defined unit, latest by March 2007	22.05.2009	installed in the balance hydro stations and grid sub-stations for integration into the ULDC scheme.
(iii)	Drawing up a time-bound programme for segregation of <b>technical and commercial losses</b> .		(ii) & (iii) Can be complied with only after completion of DT metering, metering of agricultural and Hut services.
(iv)	A time-bound programme for implementation of <b>SCADA and data management system</b>		Out of 1182 SS around 95 SS have been connected to Chennai DCC and are in service. Further, 17 sub-stations are being connected to this system. Similar system is envisaged for Madurai & Coimbatore area. TNEB is planning to collect data and implement SCADA in all its sub-stations under APDRP-II scheme.
29	<b>Kadamparai Power House</b> - Provision of lift since the cavern power house has only one exit route through the access tunnel and there are no alternate exits in case of emergencies.		18.5.2006 and subsequent reminders with latest on 20.2.2008 and 2.06.2009.
30	Furnishing of consolidated reports on accidents.  TNEB has been requested to furnish the consolidated quarterly accident report vide letter dated 16.5.2008	30.11.2007 and subsequent reminders dated 16.5.2008 and 2.06.2009.	Not yet received.

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31	Furnishing of report on failure of supply and transmission of electricity		Quarterly reports are being received from TNEB

**Information on Level of Distribution Performance achieved as reported by TNEB**

<b>Sl. No.</b>	<b>Service area covered under this standard</b>	<b>Targeted performance</b>	<b>Performance achieved by TNEB during 1.10.2008 to 31.3.2009</b>	<b>Aggregate Compensation paid &amp; number of consumers</b>
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.	99.86	<p>Nil.</p> <p>The level of performance report for the half year period ending on 30.9.2009 has not been furnished by TNEB.</p>
2	Replacement of failed distribution transformer	95%	99.81	
3	Giving supply / additional load	95%	98.48	
4	Refund of balance deposit in temporary supply	90%	98.23	
5	Shifting of service	90%	99.35	
6	Change of Tariff	95%	99.72	
7	Transfer of service connection	95%	99.75	
8	Complaints in billing	95%	100	
9	Replacement of meters	95%	98.90	
10	Voltage fluctuation and voltage complaints	90%	99.63	
11	Responding to consumer complaints	90%	99.35	
12	Making and keeping appointments	95%	99.48	
13	Grievances handling	100%	100	

**(By order of the Commission)**

**Secretary,  
Tamil Nadu Electricity Regulatory Commission.**