



# TAMIL NADU ELECTRICITY REGULATORY COMMISSION

19-A, Rukmini Lakshmipathy Salai (Marshalls Road), Egmore, Chennai - 600 008.

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EE/R&C	EET	EE3	APO
AEE I/II	AEE I/II	AEE I/II/III	ASST I/II/III/IV

2791

The Chairman and Managing Director,  
TANGEDCO,  
144, Anna Salai,  
Chennai – 600 002.



Lr. No.TNERC/D(E)/DD/E-I/F. DSOP/D. 87 /17, Dt. 14-07-2017.

Sir,

Sub : TNERC – Distribution Standards of Performance – Publication of Level of  
Performance – Approval – Regarding.

Ref.: Lr.No.CE/Comml/SE/EE3/AEE1/F.LP/D.135/17, dt 20.05.2017.

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With reference to the letter cited, Commission approves publication of the Level  
of Performance achieved by TANGEDCO furnished for the period from 1.10.2016 to  
31.3.2017.

*S. Chinnarajalu*  
(S.CHINNARAJALU) 14/7/17  
Secretary 3/3

✓ Copy to the Chief Engineer/Commercial, TANGEDCO, Chennai -02.

Car-on  
294  
8/7/17

STANDARDS OF PERFORMANCE FOR THE PERIOD 01.10.2016 to 31.03.2017.

STANDARDS OF PERFORMANCE FOR THE PERIOD 01.10.2016 to 31.03.2017.														
Service area covered under this standard														
Description	1	2	3	4	5	6	7	8	9	10	11	12	13	14
	Restoration of Supply during interruption	Replacement of failed Distn. Transformer	Giving new supply/ additional load	Refund of balance deposit in temporary supply	Shifting of service	Change of Tariff	Transfer of service connection	Complaints in billing	Replacement of meters	Voltage fluctuation / voltage complaints	Responding to consumer complaints	Making and keeping appointments	Grievances handling	Aggregate compensation paid
Target	95%	95%	95%	90%	90%	95%	95%	95%	95%	90%	90%	95%	100%	Rs
Achieved	98.42	99.03	97.07	95.19	98.53	98.56	98.51	98.41	96.95	97.10	97.78	98.53	100.00	0

Chief Engineer/Commercial

*Signature*  
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