

**Level of Performance achieved by Tamil Nadu Electricity Board based on the
Tamil Nadu Electricity Regulatory Commission's Standards for the period
from 01.04.2008 to 31.03.2009 (Approved by TNERC)**

Sl. No.	Service area covered under this standard	Target stipulated by the Commission	Achieved by TNEB (%) 1.4.2008 to 30.9.2008	Achieved by TNEB (%) 1.10.2008 to 31.3.2009	Aggregate compensation paid & Nr. of Consumers
1	Restoration of Supply during interruption due to HT break down, fault in pillar box or transformer structure and fault in individual service connection.	95%	99.94	99.86	Nil
2	Replacement of failed Distribution Transformer	95%	99.79	99.81	
3	Giving supply/addtional load	95%	98.20	98.48	
4	Refund of balance deposit in temporary supply	90%	97.75	98.23	
5	Shifting of service	95%	99.46	99.35	
6	Change of Tariff	95%	99.75	99.72	
7	Transfer of service connection	95%	99.80	99.75	
8	Complaints in billing	95%	100	100	
9	Replacement of meters	95%	99.07	98.90	
10	Voltage fluctuation and voltage complaints	90%	99.50	99.63	
11	Responding to consumer complaints	90%	99.13	99.35	
12	Making and keeping appointments	95%	99.65	99.48	
13	Grievances handling	100%	100	100	