

Key Answer**Answer to Q.No.1**

- (i) a - 0.9
- (ii) b - LTCT Metering
- (iii) c - 60 days
- (iv) a - Commission
- (v) b - 12-09-2016
- (vi) c - 7 days
- (vii) a - Rs2000
- (viii) d - Rs.100000
- (ix) b - 60 days
- (x) c - Charged to capital works
- (xi) d) - All the above
- (xii) a) - 2000 sq.ft.
- (xiii) a) - 22%
- (xiv) b) - Straight line method
- (xv) d) - Tariff V
- (xvi) d) - HT I B
- (xvii) c) - Rs.30
- (xviii) a) - 10-6-2003
- (xix) a) - State Commission
- (xx) c) - 0.746

Key AnswerAnswer to Q.No.2

- (i) b - 1985
- (ii) a - Inter Unit Accounts
- (iii) c - 7.6%
- (iv) a - Board Level Tender Committee
- (v) c - Audit Branch

- (vi) b - 10 Lakh Units
- (vii) a - 1-7-2018
- (viii) d - 15%
- (ix) a - 20%
- (x) a - 5%
- (xi) d) - None of above
- (xii) c) - Letter of Authority.
- (xiii) b) - Capital Expenditure
- (xiv) b) - Transfer Debit Advice
- (xv) b) - 0.10 paise/unit
- (xvi) c) - 2005
- (xvii) c) - 1-7-2018
- (xviii) c) - 44
- (xix) b) - High Tension Service Connection Current Consumption Charges
- (xx) a) Application Fee, HT Meter Rent, Shifting & Labour Charges

Answer to Q.No.2.a

Assessment of Billing in cases where there is no meter or meter is defective

As per regulation 11 of T.N.E. Supply Code, the quantity of electricity shall be determined by taking the average of the electricity supplied during the preceding four months in respect of both HT and LT SCs, provided that the conditions in regard to use of electricity during the said four months were not different from those prevailed during the period in question.

In case of HT SCs, where the meter fixed for measuring the maximum Demand becomes defective, the maximum Demand shall be assessed by computation on the basis of the average of the recorded demand during the previous four months.

Where the meter becomes defective immediately after the service connection is effected, the quantity will be determined by taking the average of the electricity supplied during the succeeding four months periods after installation of a correct meter, provided the conditions are not different.

If the conditions in regard to use of electricity during the periods were different, assessment will be made on the basis of any consecutive four months period during the preceding twelve months when the conditions were similar to those in the period covered by the billing.

Where it is not possible to select a set of four months, the quantity of electricity will be assessed in case of LT SCs by the Engineer in charge and in case of HT SCs. by the next higher level officer on the basis of connected load and the hours of usage of electricity.

Answer to Q.No.2.b

Work Order

Work Order means an order containing a description and the estimated cost of a proposed work and conveying the executive approval to proceed with the proposed work.

1.Capital work order (Extension/Improvement/Replacement etc) to be obtained for all capital works.

2. Token Work Order: Opened for a face value of Rs.1000/- to be regularized within a period of one month from the date of issue of work order by preparing a regular estimate. This is required to draw material on emergency situation to restore power supply to the consumers rectification works during floods etc.,

3. Temporary Supply Work Order: This is to be obtained for drawn materials to give service connection for construction activities. Advance current consumption for 90 days along with cost of the estimate is to be collected as deposit before effecting service connection.

4. DCW work order: To be prepared based on the request of the consumer. Estimate to be prepared and communicated to the applicant with a request to make the estimate cost as deposit duly fixing due date for payment. Commencing the execution of work after receipt of Deposit amount towards the cost of works. Work Order to be closed and the consumer is either to make additional payment if any or to get refund. Transfer the total actual expenditure as asset through journalisation.

5. Stock Work Order – This work is applicable for the manufacturing of RCC/PSC poles at yards of TANGEDCO and at Mettur work shop. The materials such as cement, steel etc., are drawn this work order. The poles/tower parts manufactured/are devoluted into stores through work order. This is to be closed.

Answer to Q.No.3.a

Kinds of grievances that can be taken by CGRF

The forum shall take up any kind of grievances/complaints as defined in clause 2(f) of these Regulations. However, the consumer's grievances concerned with

- (i) Unauthorized use of electricity as detailed u/s 126 and
- (ii) Offences and penalties as detailed u/s 135 to 141 of the Electricity Act, 2003 and excluded from the purview of this forum.

Answer to Q.No.3.b

Jurisdiction of the CGRF

Subject to the other provisions of these Regulations, the forum shall have jurisdiction to entertain the complaints within the jurisdiction of the distribution licensee. If there is more than one forum in the same Licensee's area, then the area of jurisdiction may be decided by the Licensee in accordance with sub-Clause 3(2).

Answer to Q.No.4.b

The formula to assess the quantum of energy in case of Theft of Electricity:

$$U = \frac{L \times LF \times H \times D}{DF}$$

Where, U---quantum of energy assessed in units

L---Load/demand in kw

LF---Load Factor

H---Number of hours the load is considered to be used in a day

D---Duration of assessment in days

DF---Diversity Factor

Answer to Q.No.5.a**Temporary Supply**

The intending consumers may require temporary services for construction of residential houses, complexes, commercial complexes, industrial premises and also for illumination during festivals etc.,

- a) Extension and improvement without transformers: 60 days,
- b) Extension and improvement with transformers: 90 days

Note: This time schedule is also applicable for additional loads.

Shifting of Service Connection/Deviation of Lines and shifting of equipments

Wherever the consumers request for shifting the service connection as specified in the Supply Code, or for deviation of the existing lines at their cost the following time schedule shall be observed for completing these works after getting the expenses as specified in the Distribution Code/Supply Code.

- 1 Shifting of meter/service 1 (25) days.

Answer to Q.No.3.c

LT Roof Top Net Metering

1. "Net Meter" is a type of meter which records the energy exported from the Roof top solar generators and also records the consumption of energy (i.e. imported energy from TANGEDCO).
2. The energy imported (i.e. consumption) is adjusted with the energy exported and Net energy quantum is arrived.
3. This Net energy consumed is billed at the applicable slab rate by TANGEDCO.
4. The settlement period of this export and import adjustment is for the year period from August/September to June/July.
5. If the energy exported is more than the energy consumed, the balance energy exported is available for adjustment in the next bill month.
6. The adjustment of captive solar energy is available only during the settlement period.
7. The energy exported is adjusted only to the extent of 90% of the consumption.

Answer to Q.No.4.a

The formula to assess the quantum of misused energy in the case whoever dishonestly uses electricity for the purpose other than for which the usage of electricity was authorized as referred in Section 135 (1)(e) of the Electricity Act, 2003:

Quantum of misused energy, $U = aX(b/c)$ kwh, where

a---Total consumption recorded during the preceding period of existence of such violations limited to a specified period

b---Misused load found at the time of inspection n

c---Total connected load found at the time of inspection

The formula to calculate the Penal charges for the misused energy:

$= (2 \times U \times d) - (U \times e)$, where

U---Quantum of misused energy, kwh

d---Tariff of unauthorized use

e---Tariff of authorized use

Answer to Q.No.4.b

The formula to assess the quantum of energy in case of Theft of Electricity:

$$U = \frac{L \times LF \times H \times D}{DF}$$

Where, U---quantum of energy assessed in units

L---Load/demand in kw

LF---Load Factor

H---Number of hours the load is considered to be used in a day

D---Duration of assessment in days

DF---Diversity Factor

Answer to Q.No.5.a

Temporary Supply

The intending consumers may require temporary services for construction of residential houses, complexes, commercial complexes, industrial premises and also for illumination during festivals etc.,

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Shifting of Service Connection/Deviation of Lines and shifting of equipments

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1. Shifting of meter/service 1 (25) days

2. Shifting of LT/HT lines 60 days

3. Shifting of Transformer structures 90 days

The time schedule given above includes the time required for preparation of estimates, collection of deposits, etc., The accounts should be settled within three months from the date of completion of shifting work by recovery of excess expenditure or refunding the balance deposit.

(Note: 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. 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).

Answer to Q.No.5.b

Section 152. (1) Notwithstanding anything contained in the Code of Criminal Procedure 1973, the Appropriate Government or any officer authorized by it in this behalf may accept from any consumer or person who committed or who is reasonably suspected of having committed an offence of theft of electricity punishable under this Act, a sum of money by way of compounding of the offence as specified in the table below.

Nature of service	Rate at which the sum of money for Compounding to be collected
	Per kilowatt (KW) Horse Power (HP) or part thereof for Low Tension (LT) supply and per Kilo Volt Ampere (KVA) of contracted Demand for High Tension

(1)	(2)
1. Industrial Service	twenty thousand rupees;
2. Commercial Service	ten thousand rupees;
3. Agricultural service	two thousand rupees;
4. Other Services	four thousand rupees;

Provided that the Appropriate Government may, by notification in the official gazette amend the rates specified in the Table above.

(2) On payment of the sum of money in accordance with sub-section (1), any person in custody in connection with that offence shall be set at liberty and no proceedings

shall be instituted or continued against such consumer or person in any criminal court.

(3) The acceptance of the sum of money for compounding an offence in accordance with sub-section (1) by the Appropriate Government or an officer authorized in this behalf empowered in this behalf shall be deemed to amount to an acquittal within the meaning of section 300 of the Code of Criminal Procedure, 1973.

(4) The compounding of an offence under sub-section (1) shall be allowed only once for any person or consumer.

Answer to Q.No.6.a

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:-

Sl.No.	Event	Compensation payable
	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/-
	Complaints in billing	Rs.150/- for non-reply within the period.
	Replacement of meters	Rs.100/- for each day of delay subject to a maximum of Rs.1000/-
	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/-
	Voltage fluctuations and complaints	Rs.250/- for failure to visit or convey findings within the stipulated period.
	Responding to consumer's complaints	Rs.25/- for each day of delay subject to a maximum of Rs.250/-
	Making and keeping appointments	Rs.50/- for failure of keeping appointment
	Grievance handling	Rs.50/- for failure of grievance handling

	(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 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)	(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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Answer to Q.No.6.b

Work Order Closing

Certificate of closure of Work Order alongwith estimate card to be sent to the Work Order Section of Central Office. Postings verified, Devolutions checked and closed.

Revalidation: T&P items valid for three years, get extension thereafter.

Balance Work Order: Every work order to be closed on 31st of March every year for completed portion of works. For Non-completed works, balance work order to be obtained by a separate requisition.

Extension W.O.:

The work order issued is valued upto 31st March of every year. To operate the work order for a limited period (say for 3 months) in the next financial year extension work order is to be obtained from competent authority.

Initial Accounts relating to Works (Para 614 of TNEB Manual Vol-I)

In order to facilitate the closing of work orders field officer should maintain an initial account in respect of each work in a simple form. The form should provide the materials and labour.

1. Drawal of material is to be posted with date, number and quantity
2. Devolution of material with date, number and quantity is to be posted as minus

3. Labour charges, transport charges, bills for petrol, drivers expenses etc., should be posted with reference to chit/K2 agreement, imprest account, temporary advance voucher.

This account is to maintain an account as accurately as possible of the expenditure on work and to record final measurement and check measure the erected quantities and surplus remaining on completion of the work.

Completion report

A report of completion or works is to be prepared and sent to the central office along with the work order for closing the work orders.

Answer to Q.No.7

Restoration of Supply of Electricity (Supply Code Chapter 3(22))

- (1) The Licensee shall restore the supply to the service immediately and in any case not exceeding twelve hours in the case of urban areas and twenty four hours in the case of rural areas on recovery of electricity charges or such other sums together with any expenses incurred by the Licensees in cutting off and reconnecting the supply.
- (2) In the case of a service connection remaining disconnected for six months or more the consumer's installation will be tested, revised test report obtained and the resting charges collected from the consumer before the same is restored. Such revised test report shall be signed by the consumer or legal owner or legal occupant of the premises.
- (3) To restore supply to a High Tension service connection which remains disconnected for one year or more, approval of the competent authority with regard to safety and security of the installation shall be obtained.
- (4) In the case of service connections, which have been disconnected, the Licensee shall have the power to allow installment payments of all arrears in deserving cases.
- (5) The Licensee shall restore the disconnected service before issue of termination of agreement Notice and also during the notice period for termination of agreement on recovery of total arrears due till the date of restoration.
- (6) (i) When a service connection remains disconnected for non-payment of electricity charges beyond the notice period of three months, if the consumer comes forward within the period mentioned below to pay the actual dues and

agrees to remit the charges in clause (ii) below, the official authorized by the Licensee may grant extension of time beyond the notice period and revoke the termination of agreement provided that the lines feeding the service connection have not been dismantled, so as to facilitate reconnection of the disconnected service.

Category	Period of reconnection of disconnected service
HT Consumers	Within five years from the date of Disconnection
LT Agricultural consumers	-do-
Other LT consumers	Within two years from the date of Disconnection

(iii) In accordance with sub-regulation (4), the authorized officer of the Licensee may permit such consumer to pay the outstanding in installments and to avail reconnection on receipt of 40% of the total arrears outstanding after closing of account due to the licensee, which include.

- (a) Arrears on the date of reconnection.
- (b) Tariff minimum and meter rent for the period of six months from the date of disconnection (including the notice period).
- (c) The applicable BPSC/Interest upto the date of payment.
- (d) The balance 60% of the amount shall be collected in ten monthly installments.
- (e) In addition to the above, the full amount of Security Deposit adjusted while closing account shall be collected in one lumpsum before effecting new service connection.

(7) If the consumers of the disconnected service come forward for reconnection after the period mentioned in sub-regulation (6)(i), the licensee shall treat them as new applicants and supply effected after recovering all charges applicable to a new service connection and all other arrears with BPSC.

(8) The facility of payment in installments will be made available to the consumer on request. To avail of this facility, the consumer shall execute an undertaking in Form (5) in the Appendix to this Code.

Answer to Q.No.8

TENDER EVALUATION

Tender evaluation to be in accordance with evaluation criteria:

The Tender Accepting Authority shall cause the evaluation of tenders to be carried out strictly in accordance with the evaluation criteria indicated in the tender documents.

Time taken for evaluation and extension of tender validity:

- (1) The evaluation of tenders and award of contract shall be completed, as far as may be practicable within the period for which the tenders are held valid.
- (2) The Tender Accepting Authority shall seek extension of the validity of tenders for the completion of evaluation.
- (3) In case the evaluation of tenders and award of contract is not completed within extended validity period, all the tenders shall be deemed to have become invalid and fresh tenders may be called for.

Process of tender evaluation to be confidential until the award of the contract is notified:-

- (1) Subject to the provision of Section 12 and 13 of the Act, the Tender Inviting Authority shall ensure the confidentiality of the process of tender evaluation until orders on the tenders are passed.
- (2) The Tender Accepting Authority shall cause the information on orders passed on the tenders published in Tender Bulletin.
- (3) Tenderers shall not make attempts to establish unsolicited and unauthorized contact with the Tender Accepting Authority, Tender Inviting Authority or Tender Security Committee after opening of the Tender and prior to the notification of the Award and any attempt by any tenderer to bring to bear extraneous pressures on the Tender Accepting Authority shall be sufficient reason to disqualify the tenderer.
- (4) Notwithstanding anything contained in sub-rule (3), the Tender Inviting Authority or the Tender Accepting Authority may seek bonafide clarifications from tenderers relating to the tenders submitted by them during the evaluation of tenders.

Initial examination to determine substantial responsiveness:

- (1) The Tender Inviting Authority shall cause an initial examination of the tenders submitted to be carried out in order to determine their substantial responsiveness.
- (2) The initial examination shall consider the following factor, namely:-

- a) Whether the tenderer meets the eligibility criteria laid down in the tender documents;
 - b) Whether the crucial documents have been duly signed;
 - c) Whether the requisite earnest money deposit has been furnished;
 - d) Whether the tender is substantially responsive to the technical specifications, commercial conditions set out in the bidding documents including the testing of samples where required.
- (3) Tenders which on initial examination are found not to be substantially responsive under any of the clauses under sub-rule (2) may be rejected by the Tender Accepting Authority.

Determination of the lowest evaluated price:-

- (1) Out of the tenders found to be substantially responsive after the initial examination the tenderers who has bid the lowest evaluated price in accordance with the evaluation criteria or the tenderers scoring the highest on evaluation criteria specified as the case may be shall be determined.
- (2) In determining the lowest evaluated price, the following factors shall be considered, namely:
 - a) The quoted price shall be corrected for arithmetical errors;
 - b) In cases of discrepancy between the prices quoted in words and in figures, lower of the two shall be considered;
 - c) Adjustments to the price quoted shall be made for deviations in the commercial conditions such as the delivery schedules and minor variations in the payment terms which are quantifiable but deemed to be non-material in the context, of the particular tender;
 - d) The evaluation shall include all central duties such as customs duty and central excise duty as a part of the price, but shall exclude sales tax if the bidders are from other states and Tamil Nadu;
 - e) In the case of purchase of equipment, the operation and maintenance and spare part costs for appropriate periods as may be specified in bid documents may be quantified, where practicable and considered.
- (3) In order to secure the best possible procurement price, negotiations with tenderer determined as per clauses (1) and (2) above are permissible subject to provisions in Section 10 of the Act.

Preparation of evaluation report and award of tenders:-

- (1) The Tender Scrutiny Committee or the officer evaluating the tender shall prepare detailed evaluation report which shall be considered by the Tender Accepting Authority before taking a final decision on the tender.
- (2) The evaluation report shall be prepared in the standardized format as may be prescribed.
- (3) As soon as the tenderer qualified to perform the contract is identified, in accordance with section 10(6) of the Act, the Tender Accepting Authority shall pass orders accepting the tender and communicate the order of acceptance to the successful tenderer. The Tender Accepting Authority will also send to the Tender Bulletin Officer a Statement of evaluation of tenders with a comparative statement of tenders received and decision thereon for publication in the Tender Bulletin.
- (4) Within such reasonable time as may be indicated in the tender documents, the tenderer whose tender has been accepted will be required to execute the contract agreement in the prescribed format.
- (5) In case the successful tenderer fails to execute necessary agreements as prescribed within the period specified, then his Earnest Money Deposit shall be forfeited and his tender held as non-responsive.

