TAMIL NADU ELECTRICITY BOARD

PROCEEDINGS OF THE CHAIRMAN

PRESENT:

Thiru Dr. J. Radhakrishnan, IAS
Chairman, TNEB Ltd. &
Chairman and Managing Director, TNPDCL

Proceedings Date:9.6.2026

Sub:Power Distribution – Monitoring of Power Interruptions and Restoration Activities – Constitution of Special Monitoring Teams to support Field Maintenance and Mobile Restoration Teams – Orders Issued.

Ref:Follow up of the review meeting held on 09.06.2026 under the Chairmanship of the Hon'ble Minister for Electricity and Law in the presence of the Chief Secretary to Government.

ORDER

Though adequate power is available in the State at the Grid level, at the transmission, operation and distribution ends interruptions especially in the night times are reported in certain urban and peri-urban areas, particularly in Chennai Region, due to cable faults, transformer failures, feeder trippings, equipment failures, weather-related incidents and other network issues. To strengthen monitoring, coordination and restoration, it has been decided to constitute Special Monitoring Teams to support existing field maintenance and mobile restoration teams.

Accordingly, the following Monitoring Teams are constituted with immediate effect.

1. CONSTITUTION OF MONITORING TEAMS

i. Team 1 – MD, TNGECL (Head)

ii. Team 2 – MD, TNPGCL (Head)

iii. Team 3 – Director/Technical, TNPGCL (Head)

iv. Team 4 – MD TANTRANSCO Incharge and Director/Operation (Head)

v. Team 5 – Director/Transmission Planning (Head)

vi. Team 6 – Director/Technical, TNGECL (Head)

vii. Team 7 – Director Finance (TANTRANSCO)

viii. Team 8 – Chief Engineer/MM (Head)

ix. Team 9 – Chief Engineer/System Operation (Head)

x. Team 10 – Chief Engineer (Hydel)

The teams shall be assisted by additional Superintending Engineers and Executive Engineers identified and co-opted from other Regions as decided by CMD/TNPDCL. The teams would be provided field staff and the coordinates of the mobile restoration teams and all factual information by the regional, circle and section staff and work in close coordination with them. The CMD/TNPDCL shall oversee the teams and conduct field inspections as required. The Director Distribution, Director (Planning) Incharge and CE grid and the grid and PPA teams will render required assistance.

2. OBJECTIVES

The Monitoring Teams shall provide supervisory and coordination support to field maintenance, operation and restoration teams without altering the existing chain of command. This arrangement supplements existing operational procedures and measures for strengthening field response.

3. FUNCTIONS OF MONITORING TEAMS

The Monitoring Teams shall:

i. Monitor major interruptions and breakdowns in real time.

ii. Ensure prompt reporting of major faults, outages and equipment failures.

iii. Track restoration progress and facilitate restoration through alternate supply arrangements and emergency maintenance.

iv. Coordinate with Distribution, Transmission, Generation and System Operation wings.

v. Ensure availability of manpower, vehicles, materials and maintenance gangs.

vi. Review availability of critical spares and equipment.

vii. Monitor consumer grievance redressal through Minnagam and complaint centres.

viii. Ensure effective communication with consumers on restoration activities.

ix. Identify recurring failure locations and recommend preventive measures.

x. Submit daily feedback on operational and systemic issues.

xi. Monitor prolonged outages and major consumer complaints, including those reported through media and social media, and ensure timely communication of factual updates to the Communication Wing.

4. **KEY AREAS FOR MONITORING**

Special attention shall be given to:

i. Repeated cable faults and prolonged outages.

ii. Distribution transformer failures.

iii. Jumper and conductor failures.

iv. Feeder trippings and repeated fuse-off calls.

v. Substation equipment failures.

vi. Delays in back-feeding.

vii. Interruptions affecting essential services.

viii. Delays in mobilizing staff or contractors.

ix. Any delay in accessibility of critical spares.

x. Communication gaps between field offices and consumers.

xi. Areas with recurring complaints through Minnagam, social media or public representations.

xii. Areas with high complaint concentration during peak summer periods.

13. **REPORTING**

The Monitoring Teams shall ensure:

i. Immediate reporting of major interruptions to the Control Centre.

ii. Simultaneous sharing of information with Minnagam, the Social Media Team and higher officers.

iii. Timely updates on affected consumers, feeders and restoration status.

iv. Documentation of breakdowns and restoration activities through photographs.

v. Submission of daily reports to CMD/TNPDCL.

14. **LOGISTICS AND SUPPORT**

Required vehicles, tools, testing equipment, communication facilities and additional manpower shall be provided as necessary.

15. **DELEGATION OF FINANCIAL POWERS**

In addition to already available funds and delegations, For emergency maintenance and immediate field interventions, the following expenditure limits are authorized to the field personnel:

i. Chief Engineer – Rs.1,00,000/-

ii. Superintending Engineere - Rs. 75,000/-

iii. Executive Engineer – Rs.50,000/-

iv. Assistant Divisional Engineer – Rs.25,000/-

v. Assistant Engineer/ Junior Engineer – Rs.10,000/-

These powers may be used for urgent operational requirements, including unforeseen expenditure related to restoration activities, subject to proper accounting and reporting. Depending on the requirement the funds would be replenished as per the field needs.

16. **SPECIAL FOCUS AREAS**

Initial focus shall be on locations reporting repeated interruptions and other locations identified through complaint analysis.

17. **REGIONAL STRIKING FORCE**

Each Region shall establish a Striking Force comprising experienced personnel, vehicles and equipment for deployment during major contingencies and emergencies.

The Monitoring Teams shall function until further orders.

(By Order of the Chairman)

Chairman and Managing Director
Tamil Nadu Electricity Board

ANNEXURE – I

BACKGROUND NOTE ON MONITORING OF POWER INTERRUPTIONS, RESTORATION ACTIVITIES AND CONSUMER SERVICE RESPONSE

1. **Background**

Tamil Nadu continues to have adequate power availability and there is no shortage of power in the State. The daily peak demand in May and June months has generally remained around 20,000 MW and the morning, solar and lighting peak are being met through available generation, long-term power arrangements, renewable energy sources and market purchases whenever required.

The cause of the interruptions reported in certain locations recently have been identified and are largely attributable to local network and equipment-related issues rather than shortage of power availability.

Tamil Nadu operates one of the largest electricity networks in the country and presently serves approximately 351.73 lakh consumers through:

✓1,910 substations in operation across various voltage levels.

✓283 substations under implementation.

✓39,763 circuit kilometres of EHV transmission lines.

✓2,11,948 kilometres of HT lines.

✓6,66,429 kilometres of LT lines.

✓4,47,603 distribution transformers.

✓8,312 Ring Main Units (RMUs).

The Chennai Region alone serves approximately **38.80 lakh consumers** through an extensive urban power distribution network comprising **253 substations, about 40,798 distribution transformers, approximately 16,582 kilometres of HT lines, around 55,000 kilometres of LT distribution lines and several thousand Ring Main Units (RMUs), underground cable systems and associated distribution infrastructure spread across Chennai North, Chennai Central, Chennai West, Chennai South-I and Chennai South-II Distribution Circles.** The network caters to a high-density urban population and supports critical installations including hospitals, Metro Water facilities, sewerage systems, transport infrastructure, IT establishments, commercial centres and

major industrial consumers. Given the scale, density and complexity of the urban network, even localized equipment failures can affect a significant number of consumers and require immediate coordinated restoration efforts.

Given the scale and complexity of the network, even a small percentage of equipment failures can result in localized interruptions affecting a large number of consumers. In recent months, certain areas have witnessed repeated interruptions due to cable faults, transformer failures, feeder trippings, equipment failures and other network-related causes.

To strengthen field monitoring, improve restoration speed, enhance consumer communication and identify systemic issues requiring intervention, Special Monitoring Teams have been constituted to supplement the existing field maintenance and mobile restoration teams.

2. **Typical Causes of Interruptions**

The Monitoring Teams shall review interruptions arising from the following illustrative causes:

✓Underground cable faults.

✓Cable damage due to third-party excavation and road works.

✓Distribution transformer failures.

✓Feeder trippings.

✓Jumper snapping and conductor failures.

✓Fuse-off calls arising out of overload conditions.

✓Ring Main Unit (RMU) failures.

✓Switchgear and breaker failures.

✓Substation equipment failures.

✓Transmission-related interruptions.

✓Rare Weather-related damage due to wind, rain and lightning.

✓Tree branch interference and external factors.

✓Overloaded feeders and transformers.

✓Aging infrastructure requiring replacement or augmentation.

3. Strategic Objectives of Monitoring Teams

The Monitoring Teams have been constituted to:

✓Reduce restoration time.

✓Improve field-level supervision and accountability.

✓Strengthen coordination between Distribution, Transmission, Generation and System Operation wings.

✓Ensure immediate escalation of major interruptions.

✓Facilitate prompt deployment of manpower, materials and equipment.

✓Improve communication with consumers and stakeholders.

✓Monitor recurring fault locations.

✓Support preventive maintenance and network strengthening initiatives.

✓Identify systemic issues requiring immediate, medium-term and long-term interventions.

4. Illustrative Issues Requiring Monitoring

The Teams shall pay special attention to the following:

4.1 Operational Issues

✓Repeated cable faults in the same locality.

✓Recurring feeder trippings.

✓Frequent fuse-off calls.

✓Repeated distribution transformer failures.

✓Repeated RMU and switchgear failures.

✓Substation outages and equipment failures.

✓Delays in fault localization.

✓Delays in mobilization of maintenance teams.

✓Delays in contractor response.

✓Delays in restoration despite availability of alternate source arrangements.

✓Delays in back-feeding.

✓Repeat failures after restoration.

4.2 Consumer Service Issues

✓High concentration of consumer complaints.

✓Repeated complaints from the same area.

✓Delays in complaint closure.

✓Complaints received through Minnagam.

✓Complaints received through social media.

✓Complaints raised by public representatives.

✓Complaints relating to non-responsiveness of field officers.

✓Complaints regarding inadequate communication on restoration progress.

4.3 Critical Infrastructure Issues

✓Interruptions affecting Government Hospitals.

✓Interruptions affecting drinking water supply systems.

✓Interruptions affecting sewerage pumping installations.

✓Interruptions affecting Metro Water facilities.

✓Interruptions affecting major transport and communication facilities.

✓Interruptions affecting educational institutions, industrial establishments and public utility services.

5. Communication and Reporting Deficiencies Observed

The following deficiencies have been observed in certain instances and shall receive focused attention:

✓Certain interruptions beyond acceptable restoration time limit are not always escalated immediately.

✓Details regarding affected streets, feeders and consumers are sometimes unavailable.

✓Restoration progress is not updated periodically.

✓Availability of back-feeding arrangements is not fully utilized.

✓Spot photographs of restoration activities are not shared promptly.

✓Restoration information does not always reach consumers in a timely manner.

✓Social media complaints continue even after restoration due to communication gaps.

✓Consumer calls are not always attended promptly.

✓In certain instances consumers have reported lack of accessibility or inadequate response from field personnel.

✓The Monitoring Teams shall ensure that all major interruptions are reported promptly to the Control Centre, Minnagam, Social Media Team and concerned officers and that factual updates are shared at regular intervals.

6. **Monitoring Indicators**

The Monitoring Teams shall review the following key indicators:

Operational Indicators

i. Number of interruptions.

ii. Duration of interruptions.

iii. Time taken for fault localization.

iv. Time taken for restoration.

v. Back-feeding utilization.

vi. Number of repeat faults.

vii. Chronic fault locations.

B. Consumer Service Indicators

i. Minnagam complaints.

ii. Complaint closure time.

iii. Consumer feedback.

iv. Social media complaints.

v. Accessibility of field officers.

vi. Communication effectiveness.

C. Resource Indicators

i. Availability of distribution transformers.

ii. Availability of cables and cable jointing kits.

iii. Availability of RMUs and switchgear.

iv. Availability of poles, conductors and jumpers.

v. Availability of vehicles.

vi. Availability of maintenance gangs.

vii. Availability of emergency spares.

7. **Immediate Corrective Measures**

The Monitoring Teams shall facilitate:

i. Immediate reporting and escalation of major interruptions.

ii. Rapid mobilization of maintenance personnel.

iii. Immediate deployment of mobile restoration teams.

iv. Prompt utilization of back-feeding arrangements wherever technically feasible.

v. Priority restoration of supply to essential services.

vi. Timely communication to consumers and stakeholders.

vii. Immediate deployment of additional manpower and equipment whenever required.

viii. Effective coordination between field officers and control centres.

8. **Medium-Term and Long-Term Issues for Review**

The Monitoring Teams shall identify and report requirements relating to:

i. Replacement of aging underground cables.

ii. Strengthening of overloaded feeders.

iii. Addition of distribution transformers.

iv. Installation of new substations.

v. Augmentation of existing substations.

vi. Modernization of RMUs and switchgear.

vii. Improvement of network redundancy.

viii. Deployment of additional maintenance infrastructure.

ix. Enhancement of digital monitoring and outage management systems.

x. Strengthening of emergency response arrangements.

9. **Human Resource Constraints**

The effectiveness of maintenance and restoration activities depends significantly on the availability of adequate field personnel.

Accordingly, in addition to readily available information on personnel at the Headquarters level the Monitoring Teams shall specifically assess and report:

i. Vacancies in operational posts.

ii. Availability of field assistants, Gangmen, Junior Engineers, Assistant Engineers, Assistant Executive Engineers, Executive Engineers and Superintending Engineers in field formations.

iii. Availability of other line staff.

iv. Availability of cable fault rectification teams.

v. Availability of skilled technical personnel.

vi. Contractor manpower deployment.

vii. Requirement of additional maintenance personnel.

viii. Requirement of additional vehicles and support infrastructure.

Shortage of field manpower shall be treated as a critical operational risk affecting preventive maintenance, restoration speed, consumer service delivery and overall network reliability.

10. **Expected Outcome**

The Monitoring Teams shall function as an additional layer of supervision and coordination with the objective of reducing interruption duration, improving consumer satisfaction, strengthening accountability, enhancing communication and supporting long-term improvements in network reliability and resilience.

The Monitoring Teams shall submit periodic feedback and recommendations for immediate, medium-term and long-term corrective action.

Chairman and Managing Director
Tamil Nadu Electricity Board