

**BEFORE THE TAMIL NADU ELECTRICITY REGULATORY COMMISSION
CHENNAI**

Clarificatory Order No.3 –1 of 2010 dated, 08-11-2010

In the matter of: Issue of clarification in the order on Determination of tariff for generation, intra-state transmission and distribution

The Commission clarifies that the following category of services are covered under each group of Information Technology Services.

1. **System integration** includes
 - a. Network Management Services
 - b. Application Integration
2. **Processing services** includes
 - a. Outsourced services in Banking, HR, Finance, Technology and other areas
 - b. Outsourced Back office support for Business transformation and process consulting services.
3. **Information Services Outsourcing** includes
 - a. Outsourced Global Information Support Services
 - b. Knowledge Process Outsourcing
 - c. Outsourced Global Contact Centre Operations
 - d. Outsourced Process Consulting Services
4. **Packaged Software Support and Installation** includes
 - a. Software design and Development, Support and Maintenance
 - b. Application installation, support & maintenance
 - c. Application testing
5. **Hardware Support and Installation** includes
 - a. Technical and network operations support
 - b. Hardware installation, administration and management
 - c. Hardware infrastructure maintenance and support

**Sd/-
(S.Nagalsamy)
Member II**

**Sd/-
(K.Venugopal)
Member I**

**Sd/-
(S.Kabilan)
Chairman**