



31st January 2026

CFI-LRA-LRA-RGWR-001450

Secretary
Maharashtra Electricity Regulatory Commission
13th Floor, Centre No 1, World Trade Centre
Cuffe Parade, Colaba
Mumbai 400 005

Dear Sir,

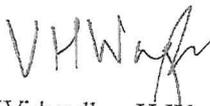
Subject: Compliance to MERC (Electricity Supply Code and Standards of Performance of Distribution Licensees including Power Quality) Regulations, 2021 and MERC (Electricity Supply Code and Standards of Performance of Distribution Licensees including Power Quality) (First Amendment) Regulations, 2024 – Q3 FY 2025-26.

This is with reference to the information required to be submitted by Distribution Licensees as per the *Maharashtra Electricity Regulatory Commission (Electricity Supply Code and Standards of Performance of Distribution Licensees including Power Quality) Regulations, 2021*, notified on **25th February 2021**, and the *First Amendment Regulations, 2024*, notified on **5th July 2024**.

In compliance with the above, we are submitting the reports for **Q3 of FY 2025-26** in the prescribed formats as **Appendix**. Further, we would like to inform that the quarterly reports in the prescribed formats shall also be displayed on the Tata Power website, as directed by the Hon'ble Commission.

We trust the same is in order.

Yours faithfully,


(Vidyadhar H Wagle)
Chief Regulatory - WR


OFFICE OF THE
MAHARASHTRA ELECTRICITY
REGULATORY COMMISSION
WTC, CUFFE PARADE, MUMBAI - 400 005.

Enclosure: Appendix

TATA POWER
The Tata Power Company Limited
Backbay Receiving Station Regulation Department 148 Lt Gen J Bhonsale Marg Nariman Point Mumbai - 400 021
Tel 91 22 6717 2947
Registered Office Bombay House 24 Homi Mody Street Mumbai 400 001
CIN:L28920MH1919PLC000567 Website : www.tatapower.com Email : tatapower@tatapower.com

Annexure III- Standards of Performance Level by the Distribution Licensee

Format for Quarterly Return to be submitted to the Commission by the Distribution Licensee

Sr. No.	Parameters	Area/Type	Pending complaint nos. (previous Quarter)	Complaints in current Qtr.	Total complaints	No. of complaints addressed			Pending complaints at end of Qtr.	Remark
						Within Standards of performance	More than stipulated time	Total complaints redressed		
a	b	c	d	e=c+d	f	g	h=f-g	i= e-h		
11	Underground Cable fault/Bus Riser Fault	Urban	0	4950	4950	4925	25	4950	0	25 Complaints are of Welcome Consumers of all Zones for Q3 of FY-26
		Rural	0	0	0	0	0	0	0	
12	Transformer and Associated Switchgear Failure	Urban	0	0	0	0	0	0	0	
		Rural	0	0	0	0	0	0	0	
13	Meter Reading		0	2382699	2382699	2382699	0	2382699	0	Estimated Readings due to 1. Meter Cabin Locked - 2490 2. Meter Cabin not accessible - 824
14	Replacement of Faulty Meter	Urban	0	26	26	26	0	26	0	
		Rural	0	0	0	0	0	0	0	
15	Replacement of Burnt Meter	Urban	0	187	187	187	0	187	0	
		Rural	0	0	0	0	0	0	0	
16	Billing Complaint	All Zones	0	188	188	188	0	188	0	
a	About electricity bills regarding non receipt of bill or inadequate time for payment	All Zones	0	183	183	183	0	183	0	
b	In case of other complaints	All Zones	0	5	5	5	0	5	0	
17	Quality of Supply*		0	130	130	130	0	130	0	
a	11kV Supply Variation	Urban	0	0	0	0	0	0	0	
b	Long term flicker severity	Urban	0	0	0	0	0	0	0	
c	Unbalance Voltage	Urban	0	0	0	0	0	0	0	
d	Number of Voltage Dips	Urban	0	130	130	130	0	130	0	
e	Number of Short Interruption	Urban	0	0	0	0	0	0	0	
f	Voltage THD (<8% at 11kV)	Urban	0	0	0	0	0	0	0	

As per Regulation 22.14 of the MERC (Supply Code and SoP including Power quality) Regulations, 2021, the Distribution Licensee shall install Power Quality (PQ) Meter on the secondary (LV) side of the Power Transformer in a phased manner within three years covering at least 33% of the 33kV substations in the first year and 33% each in subsequent two years. The power quality parameters presented above pertain to the meters installed as on today. As and when PQ meters shall be installed for 100% of the power transformers, power quality parameters pertaining to all meters shall be provided.

Annexure-IV-Report of individual Complaints where Compensation has been paid								
Format for quarterly return to be submitted to the Commission by the Distribution Licensee								
Sr. No.	Complaint No	Date of Filing Complaint/Automatic Compensation	Consumer No	Name and address of Consumer	Nature of Complaint	Reference Standard of Performance	Amount of Compensation	Date of payment of Compensation
							(Rs)	(DD/MM/YYYY)
Nil								

Sr. No.	Name of Distribution Licensee	Reference to Overall Standards	Faulty Meters at start of the Quarter. (Nos.)	Faulty Meters added during Quarter. (Nos.)	Total Faulty Meters (Nos.)	Meters rectified / replaced (Nos.)	Faulty Meters pending at end of Quarter. (Nos.)
1	Tata Power-D	Annexure II (Sr. 3 ii) of Supply Code and SoP Regns, 2021	1210	3312	4522	4119	403

Annexure-VI- Report of Installation of Meters										
Format for quarterly return to be submitted to the Commission by the Distribution Licensee										
Sr. No.	Name of Distribution Licensee	Total Agriculture Connections at start of the Quarter (Nos.)	Metered Agriculture Connections at start of the Quarter (Nos.)	New Metered Agriculture Connections released during the Quarter (Nos.)	Unmetered Agriculture Connections at start of the Quarter (Nos.)	New Unmetered Agriculture Connections released during the Quarter (Nos.)	Meters Installed to unmetered connections during the Quarter. (Nos.)	Unmetered Agriculture Connections at end of the Quarter (Nos.)	Metered Agriculture Connections at end of the Quarter (Nos.)	Total Agriculture Connections at end of the Quarter (Nos.)
1	Nil									

Annexure-VII- Performance Report regarding Reliability Indices.

1) System Average Interruption Duration Index (SAIDI)

Sr. No.	Month	Ni = Number of Consumers who experienced a sustained	Ri= Restoration time for each interruption event on i th feeder	Nt=Total number of Consumers of the distribution Licensees area.	Sum. (Ri*Ni) for all feeders excluding agri. Feeders)	SAIDI=(6)/(5) (minutes)
1	2	3	4	5	6	7
1	Oct-25	7668	8.74	267703	67039	0.25
2	Nov-25	2662	12.06	268913	32102	0.12
3	Dec-25	6440	9.47	270245	60982	0.23
	Total	16770	9.55	270245	160123	0.59

2) System Average Interruption Frequency Index (SAIFI)

Sr. No.	Month	Ni = Number of Consumers who experienced a sustained interruption on i th feeder.	Sum of Consumers of i feeders which had experienced interruptions =Sum Ni	Nt=Total number of Consumers of the distribution Licensees area.	SAIFI=(4)/(5)
1	2	3	4	5	6
1	Oct-25	7668	7668	267703	0.029
2	Nov-25	2662	2662	268913	0.010
3	Dec-25	6440	6440	270245	0.024
	Total	16770	16770	270245	0.0624

3) Customer Average Interruption Duration Index (CAIDI)

Sr. No.	Month	SAIDI	SAIFI	SAIDI / SAIFI
1	2	3	4	5
1	Oct-25	0.25	0.029	8.74
2	Nov-25	0.12	0.010	12.06
3	Dec-25	0.23	0.024	9.47
	Total	0.59	0.0624	9.50

4) Customer Average Interruption Duration Index (CAIDI) for HT Consumers

Sr. No.	Month	Ni = Number of HT Consumers who experienced a sustained interruption	Ri= Restoration time for each interruption event of HT Consumers	Sum. (Ri*Ni) for all HT Consumers	CAIDI = (5)/(3) (minutes)
1	2	3	4	5	6
1	Oct-25	85	13.41	1140	13.41
2	Nov-25	4	15.25	61	15.25
3	Dec-25	36	1.27	46	1.27
	Total	125	9.98	1247	9.98

CAIFI				
Sr. No.	Month	No = Number of interruptions	Ni = Number of consumers who experienced a sustained interruption on ith feeder	CAIFI = 3/4
1	2	3	4	5
1	Oct-25	12	7668	0.002
2	Nov-25	17	2662	0.006
3	Dec-25	14	6440	0.002

MAIFI					
Sr. No.	Month	Mi = Number of momentary interruptions (< 5 min)	Ci = Number of consumers on the interrupted feeder	Ct=Total number of consumers in the feeders in the circle/area	MAIFI = (3*4)/5
1	2	3	4	5	6
1	Oct-25	21	15396	267703	0.058
2	Nov-25	22	72793	268913	0.271
3	Dec-25	33	34602	270245	0.128

SAIDI = It is average duration of sustained interruptions per Consumer.

$$SAIDI = \sum r_i \times N_i / N_t$$

SAIFI = It is average frequency of sustained interruptions per Consumer.

$$SAIFI = \sum N_i / N_t$$

Where,

i = an interruption event;

r_i = restoration time for each interruption event;

N_i = number of Consumers who have experienced a sustained interruption during the reporting period; and

N_t = total number of Consumers of Distribution Licensee

Momentary Average Interruption Frequency Index (MAIFI), calculated in accordance with the following formula:

$$MAIFI = \Sigma Mi * Ci / Ct$$

where,

Mi: Number of momentary Interruptions (< 5min)

Ci: Number of consumers on the interrupted feeders

Ct: Total Number of consumers (U/R) in the feeders in the circle/area

CAIDI = It is average interruption duration of sustained interruptions for those Consumers who had experienced interruptions.

CAIDI = SAIDI/SAIFI.