21st August 2025
CFI-LRA-LRA-RGWR-001375

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

Dear Sir,

Sub: **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 – Q1 FY 2025-26**

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

In compliance with the above, we are submitting the reports for Q1 FY 2025-26 in the prescribed formats as **Appendix**. Further, we would like to submit that the quarterly report in the prescribed formats would 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 Wagle)**
**Chief – Regulatory**

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

**Enclosure: Appendix**

## SOP Report for Q1_FY26 Apr-25 To Jun-25

### 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 | | | h=f+g | i= e-h | |
| 1 | Intimation of charges where supply to dedicated or after extension / augmentation | Urban | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| | | Rural | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| 2 | New connection / add. load where supply from existing line. | New Connection | 3 | 1,414 | 1,417 | 1,414 | 0 | 1,414 | 3 | |
| | | Additional Load | 2 | 28 | 30 | 16 | 0 | 16 | 14 | |
| 3 | New connection / add. Load where supply after extension / augmentation. | New Connection | 15,027 | 2,507 | 17,534 | 1,184 | 0 | 1,184 | 16,350 | |
| | | Additional Load | 257 | 184 | 441 | 187 | 0 | 187 | 254 | |
| 4 | New connection / add. Load where supply after commissioning of sub-station. | New Connection | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| | | Additional Load | 3 | 2 | 5 | 2 | 0 | 2 | 3 | |
| 5 | Shifting of Meter / service Line | Urban | 309 | 83 | 392 | 114 | 0 | 114 | 278 | |
| | | Rural | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| 6 | Reconnection of supply after payment of dues. | Urban | 0 | 9,158 | 9,158 | 9,158 | 0 | 9,158 | 0 | |
| | | Rural | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| 7 | Change of Name | Urban | 231 | 8,697 | 8,928 | 8,550 | 0 | 8,550 | 378 | |
| 8 | Change of category | Urban | 49 | 102 | 151 | 139 | 0 | 139 | 12 | |
| 9 | Fuse off call | Urban | 0 | 5,366 | 5,366 | 5,356 | 10 | 5,366 | 0 | 5 Complaints are of Welcome Consumers of all Zones for Q1 of FY-26  5 Complaints are of Direct Consumers of City(1), Metro(3), North(1) Zones for Q1 of FY-26 |
| | | Rural | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| 10 | Break down of Over head Line | Urban | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| | | Rural | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |

## Annexure III- Standards of Performance Level to be submitted to 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 | | Total complaints redressed | Pending complaints at end of Qtr. | Remark |
|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | Within Standards of performance | More than stipulated time | | | |
| | a | b | c | d | e=c+d | f | g | h=f+g | i= e-h | |
| 11 | Underground Cable fault/Bus Riser Fault | Urban | 0 | 11195 | 11195 | 11064 | 131 | 11195 | 0 | 40 Complaints are of Welcome Consumers of all Zones for Q1 of FY-26 and 91 Complaints are of Direct Consumers for East(90), North(1) zone due to Double cable fault for Q1 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 | 2379307 | 2379307 | 2379307 | 0 | 2379307 | 0 | Estimated Readings due to 1. Meter Cabin Locked - 2489 2. Meter Cabin not accessible - 769 |
| 14 | Replacement of Faulty Meter | Urban | 0 | 19 | 19 | 19 | 0 | 19 | 0 | |
| | | Rural | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| 15 | Replacement of Burnt Meter | Urban | 0 | 241 | 241 | 241 | 0 | 241 | 0 | |
| | | Rural | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| 16 | Billing Complaint | All Zones | 0 | 235 | 235 | 235 | 0 | 235 | 0 | |
| a | About electricity bills regarding non receipt of bill or inadequate time for payment | All Zones | 0 | 224 | 224 | 224 | 0 | 224 | 0 | |
| b | In case of other complaints | All Zones | 0 | 11 | 11 | 11 | 0 | 11 | 0 | |
| 17 | Quality of Supply* | | 0 | 227 | 227 | 227 | 0 | 227 | 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 | Unblance Voltage | Urban | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| d | Number of Voltage Dips | Urban | 0 | 227 | 227 | 227 | 0 | 227 | 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 | |

## 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 (Rs) | Date of payment of Compensation (DD/MM/YYYY) |
|---|---|---|---|---|---|---|---|---|
| | | | | | Nil | | | |

## Annexure-V- Report of action on Faulty Meters (1 Phase/ 3 Phase).

Format for quarterly return to be submitted to the Commission by the Distribution Licensee

| 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 | 324 | 3827 | 4151 | 2350 | 1801 |

## 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 Connectionsrelea sedduring 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 | Apr-25 | 19840 | 11.13 | 262304 | 220819.20 | 0.84 |
| 2 | May-25 | 2910 | 10.75 | 264370 | 31282.50 | 0.12 |
| 3 | Jun-25 | 5099 | 10.47 | 265564 | 53386.53 | 0.20 |
| Total | | 27849 | 10.97 | 265564 | 305488.23 | 1.15 |

### 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 | Apr-25 | 19840 | 19840 | 262304 | 0.08 |
| 2 | May-25 | 2910 | 2910 | 264370 | 0.01 |
| 3 | Jun-25 | 5099 | 5099 | 265564 | 0.02 |
| Total | | 27849 | 27849 | 265564 | 0.10 |

### 3) Customer Average Interruption Duration Index (CAIDI)

| Sr. No. | Month | SAIDI | SAIFI | SAIDI / SAIFI |
|---|---|---|---|---|
| 1 | 2 | 3 | 4 | 5 |
| 1 | Apr-25 | 0.84 | 0.08 | 11.13 |
| 2 | May-25 | 0.12 | 0.01 | 10.75 |
| 3 | Jun-25 | 0.20 | 0.02 | 10.47 |
| Total | | 1.15 | 0.10 | 10.97 |

### 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 | Apr-25 | 12 | 6.67 | 80 | 6.67 |
| 2 | May-25 | 24 | 5.46 | 131 | 5.46 |
| 3 | Jun-25 | 18 | 1.72 | 31 | 1.72 |
| Total | | 54 | 4.62 | 242 | 4.62 |

| CAIFI | | | | |
|---|---|---|---|---|
| Sr. No. | Month | No = Number of interruptions | Ni = Number of consumers who experienced a sustained interruption on ith feeder | CAIFI |
| 1 | Apr-25 | 32 | 19840 | 0.002 |
| 2 | May-25 | 15 | 2910 | 0.005 |
| 3 | Jun-25 | 17 | 5099 | 0.003 |
| Total | | 64 | 27849 | 0.002 |

| MAIFI | | | | | |
|---|---|---|---|---|---|
| Sr. No. | Month | $\sum Mi$ =Total Number of momentary interruptions (< 5 min) | $\sum MiCi = \sum$(individual Mi x individual Ci) | Ct=Total number of consumers in the feeders in the circle/area | MAIFI |
| 1 | Apr-25 | 30 | 42827 | 262304 | 0.163 |
| 2 | May-25 | 30 | 6740 | 264370 | 0.025 |
| 3 | Jun-25 | 24 | 27984 | 265564 | 0.105 |
| Total | | 84 | 77551 | 265564 | 0.292 |

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

$$SAIDI = \sum ri \times Ni / Nt$$

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

$$SAIFI = \sum Ni / Nt$$

Where,

$i$ = an interruption event;

$ri$ = restoration time for each interruption event;

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

$Nt$ = total number of Consumers of Distribution Licensee

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

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

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.