



01st August 2026

CFI-LRA-LRA-RGWR-001557

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

Dear Sir,

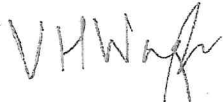
Subject: Compliance to MERC (Electricity Supply Code and Standards of Performance of Distribution Licensees including Power Quality) Regulations, 2021 and MERC (Electricity Supply Code and Standards of Performance of Distribution Licensees including Power Quality) (First Amendment) Regulations, 2024 – Q1 FY 2026-27.

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 **Q1 of FY 2026-27** 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

SOP Report for Q1_FY27 Apr-26 To Jun-26													
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		Total complaints redressed	Pending complaints at end of Qtr.	Remark		
					e=c+d	f	Within Standards of performance	More than stipulated time g					
	a	b	c	d	e=c+d	f	g	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	0			
2	New connection / add. load where supply from existing line.	New Connection	0	501	501	501	0	501	0				
		Additional Load	6	19	25	22	0	22	3				
3	New connection / add. Load where supply after extension / augmentation.	New Connection	14,963	266	15,229	901	0	901	14,328		Most of the connections could not be released due to pending payment of charges from the consumers side.		
		Additional Load	214	220	434	197	0	197	237				
4	New connection / add. Load where supply after commissioning of sub-station.	New Connection	0	0	0	0	0	0	0				
		Additional Load	0	1	1	0	0	0	1				
5	Shifting of Meter / service Line	Urban	282	86	368	90	0	90	278				
		Rural	0	0	0	0	0	0	0	0			
6	Reconnection of supply after payment of dues.	Urban	0	12,363	12,363	12,363	0	12,363	0				
		Rural	0	0	0	0	0	0	0	0			
7	Change of Name	Urban	144	9,727	9,871	9,579	0	9,579	292				
8	Change of category	Urban	28	95	123	89	0	89	34				
9	Fuse off call	Urban	0	11,815	11,815	11,766	49	11,815	0		49 Complaints are OT welcome Consumers of all Zones for Q1 of FY-27		
		Rural	0	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	0			

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	Within Standards of performance	More than stipulated time	Total complaints redressed	Pending complaints at end of Qtr.	Remark		
	a	b	c	d	e=c+d	f	g	h=f+g	i= e-h			
11	Underground Cable fault/Bus Riser Fault	Urban	0	18391	18391	18286	105	18391	0	105 Complaints are of Welcome Consumers of all Zones for Q1 of FY-27		
		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	2388983	2388983	2388983	0	2388983	0	Estimated Readings due to 1. Meter Cabin Locked - 2694 2. Meter Cabin not accessible - 479		
14	Replacement of Faulty Meter	Urban	0	21	21	21	0	21	0			
		Rural	0	0	0	0	0	0	0			
15	Replacement of Burnt Meter	Urban	0	239	239	239	0	239	0			
		Rural	0	0	0	0	0	0	0			
16	Billing Complaint	All Zones	0	160	160	160	0	160	0			
a	About electricity bills regarding non receipt of bill or inadequate time for payment	All Zones	0	149	149	149	0	149	0			
b	In case of other complaints	All Zones	0	11	11	11	0	11	0			
17	Quality of Supply*		0	221	221	221	0	221	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	221	221	221	0	221	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-VII- Performance Report regarding Reliability Indices.						
1) System Average Interruption Duration Index (SAIDI)						
Sr. No.	Month	Ni = Number of Consumers who experienced a sustained interruption on i th feeder.	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)
1	2	3	4	5	6	7
1	Apr-26	3477	12.436	277098	43240	0.156
2	May-26	7854	8.153	277520	64034	0.231
3	Jun-26	7358	11.084	277988	81556	0.293
	Total	18689	10.104	277988	188830	0.679

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-26	3477	3477	277098	0.013
2	May-26	7854	7854	277520	0.028
3	Jun-26	7358	7358	277988	0.026
	Total	18689	18689	277988	0.067

3) Customer Average Interruption Duration Index (CAIDI)				
Sr. No.	Month	SAIDI	SAIFI	SAIDI / SAIFI
1	2	3	4	5
1	Apr-26	0.156	0.013	12.436
2	May-26	0.231	0.028	8.153
3	Jun-26	0.293	0.026	11.084
	Total	0.679	0.067	10.104

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)
1	2	3	4	5	6
1	Apr-26	2	14.00	28	14.00
2	May-26	0	0	0	0.00
3	Jun-26	35	0.43	15.05	0.43
	Total	37	1.16	43	1.16

5) Customer Average Interruption Frequency Index (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	Apr-26	20	3477	0.006
2	May-26	14	7854	0.002
3	Jun-26	20	7358	0.003
	Total	54	18689	0.003

6) Momentary Average Interruption Frequency Index (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	Apr-26	45	40290	277098	0.145
2	May-26	49	37153	277520	0.134
3	Jun-26	44	57180	277988	0.206
	Total	138	134623	277988	0.484

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:

$$MAIFI = \sum M_i \times C_i / C_t$$

where,

M_i: Number of momentary Interruptions (< 5min)

C_i: Number of consumers on the interrupted feeders

C_t: 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.

$$CAIDI = SAIDI/SAIFI.$$