01st May 2026
CFI-LRA-LRA-RGWR-001503

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 – Q4 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 **Q4 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

5/5/26
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 Q4_FY26 Jan-26 To Mar-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			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	
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	0	3,557	3,557	3,557	0	3,557	0	
		Additional Load	9	17	26	20	0	20	6	
3	New connection / add. Load where supply after extension / augmentation.	New Connection	16,572	816	17,388	2,425	0	2,425	14,963	Most of the connections could not be released due to pending payment of charges from the consumers side.
		Additional Load	263	190	453	239	0	239	214	
4	New connection / add. Load where supply after commissioning of sub-station.	New Connection	0	0	0	0	0	0	0	
		Additional Load	1	0	1	1	0	1	0	
5	Shifting of Meter / service Line	Urban	329	51	380	98	0	98	282	
		Rural	0	0	0	0	0	0	0	
6	Reconnection of supply after payment of dues.	Urban	0	18,633	18,633	18,633	0	18,633	0	
		Rural	0	0	0	0	0	0	0	
7	Change of Name	Urban	768	9,659	10,427	10,283	0	10,283	144	
8	Change of category	Urban	29	55	84	56	0	56	28	
9	Fuse off call	Urban	0	2,104	2,104	2,074	30	2,104	0	All 30 complaints are of Welcome Consumers across all Zones for Q4 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 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	7987	7987	7955	32	7987	0	All 32 complaints are of Welcome Consumers across all Zones for Q4 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	2385248	2385248	2385248	0	2385248	0	Estimated Readings due to 1. Meter Cabin Locked - 2264 2. Meter Cabin not accessible - 714
14	Replacement of Faulty Meter	Urban	0	15	15	15	0	15	0	
		Rural	0	0	0	0	0	0	0	
15	Replacement of Burnt Meter	Urban	0	212	212	212	0	212	0	
		Rural	0	0	0	0	0	0	0	
16	Billing Complaint	All Zones	0	200	200	200	0	200	0	
a	About electricity bills regarding non receipt of bill or inadequate time for payment	All Zones	0	172	172	172	0	172	0	
b	In case of other complaints	All Zones	0	28	28	28	0	28	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	Unblance 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								

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	403	2517	2920	2716	204

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 Connectionsreleasedduring 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 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	Jan-26	2660	10.659	271895	28353	0.104
2	Feb-26	5887	10.096	272797	59433	0.218
3	Mar-26	17288	10.338	273696	178724	0.653
	Total	25835	10.316	273696	266510	0.974

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	Jan-26	2660	2660	271895	0.010
2	Feb-26	5887	5887	272797	0.022
3	Mar-26	17288	17288	273696	0.063
	Total	25835	25835	273696	0.094

3) Customer Average Interruption Duration Index (CAIDI)

Sr. No.	Month	SAIDI	SAIFI	SAIDI / SAIFI
1	2	3	4	5
1	Jan-26	0.104	0.010	10.659
2	Feb-26	0.218	0.022	10.096
3	Mar-26	0.653	0.063	10.338
	Total	0.974	0.094	10.316

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	Jan-26	18	2.72	48.96	2.72
2	Feb-26	17	1.05	18	1.05
3	Mar-26	20	3.75	75	3.75
	Total	55	2.51	141.81	2.51

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	Jan-26	13	2660	0.005
2	Feb-26	12	5887	0.002
3	Mar-26	22	17288	0.001
	Total	47	25835	0.002

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	Jan-26	18	70689	271895	0.260
2	Feb-26	28	22557	272797	0.083
3	Mar-26	28	40508	273696	0.148
	Total	74	133754	273696	0.489

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:

$MAIFI = \Sigma Mi*Ci/Ct$

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.