

28<sup>th</sup> July 2020  
CREG/MUM/MERC/2020/265  
**By Hand / By Email Delivery**

To,  
The Secretary  
Maharashtra Electricity Regulatory Commission  
13<sup>th</sup> Floor, Centre No 1, World Trade Centre  
Cuffe Parade, Colaba  
Mumbai 400 005

Dear Sir,

**Sub: Compliance to MERC, Standards of Performance Regulations, 2014 – Q1 FY 2020-21**

This is with reference to the information required to be submitted by the Distribution Licensees under Regulation 13 of Maharashtra Electricity Regulatory Commission (Standards of Performance of Distribution Licensees, Period for Giving Supply and Determination of Compensation) Regulations, 2014 notified on 20<sup>th</sup> May 2014.

In compliance with the above, we are hereby submitting the reports for Q1 FY 2020-21 in the prescribed formats as **Annexure I** (Standards of Performance Level for Quarterly Return), **Annexure III** (Report of action on Faulty Meters) and **Annexure IV** (Performance regarding Reliability Indices).

Further, it is also pertinent to mention that there is no case of payment of compensation for non-observance of Standards of Performance for this Quarter as per **Annexure II** i.e. Report of individual Complaints where Compensation has been paid.

Additionally, we would like to submit that the quarterly reports in the prescribed formats is also displayed on the Tata Power website as directed by the Hon'ble Commission.

We trust the same is in order.

Yours faithfully,

Sd/-  
**Prashant Kumar**  
**Group Head- Regulatory**  
**Tata Power Company Limited**