

SEZ BIOTECH SERVICES PVT. LTD.

Poonawalla Biotechnology Park SEZ
Cyrus Poonawalla Group

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SEZ Bio-Tech/DL/2025/134

Date: - 05th Jan 2026

To,
The Secretary,
Maharashtra Electricity Regulatory Commission,
13th Floor, Centre No.1, World Trade Centre,
Cuffe Parade, Mumbai-400005
[Fax: 22163976 E-Mail: mercindia@merc.gov.in]

Subject :- Submission of Quarterly report (Oct-25 to Dec-25) as per Maharashtra Electricity Regulatory Commission (Standards of Performance of Distribution Licensees, Period for Giving Supply and Determination of Compensation) Regulations, 2021 & Amendment thereof

Respected Sir,

We are submitting following Quarterly reports for the Q3 (FY 25-26) i.e., Oct-25 to Dec-25 of SEZ Biotech Services Private Limited Manjari SEZ & are attached herewith this letter.

1. Quarterly Reports for Q3 (FY 25-26) Annexure I to Annexure V

This submission is in compliance of Clause 27 of Maharashtra Electricity Regulatory Commission (Standards of Performance of Distribution Licensees, Period for Giving Supply and Determination of Compensation) Regulations, 2021 & Amendment thereof

This is for your kind information please.

Thanking You,


Authorized Signatory
SEZ Biotech Services Private Limited Manjari SEZ



Enclosures:

1. Quarterly Reports for Q3 (FY 25-26) Annexure I to Annexure V



SEZ BIOTECH SERVICES PRIVATE LIMITED MANJARI SEZ
Manjari SEZ, 212/2 off Soli Poonawala Road, Hadapsar, Pune, Maharashtra, India.

Oct-25 to Dec-25

Annexure-I
Standards of Performance Level by the Distribution Licensee

Sr. No.	Parameters	Area	Pending complaint nos. (previous Quarter)	Complaints in current Qtr.	Total complaints e=c+d	No. of complaints addressed			Pending complaints at end of Qtr. i= e-h
						Within Standards of performance f	More than stipulated time g	Total complaints redressed h=f+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
2	New connection / add. load where supply from existing line.		0	0	0	0	0	0	0
3	New connection / add. Load where supply after extension / augmentation.		0	0	0	0	0	0	0
4	New connection / add. Load where supply after commissioning of sub-station.		0	0	0	0	0	0	0
5	Shifting of Meter / service Line	Urban	0	0	0	0	0	0	0
6	Reconnection of supply after payment of dues.	Urban	0	0	0	0	0	0	0
7	Change of Name		0	0	0	0	0	0	0
8	Change of category		0	0	0	0	0	0	0
9	Fuse off call	Urban	0	0	0	0	0	0	0
10	Break down of Over head Line	Urban	0	0	0	0	0	0	0
11	Underground Cable fault /Bus Riser Fault	Urban	0	0	0	0	0	0	0
12	Transformer and Associated Switchgear Failure	Urban	0	0	0	0	0	0	0
13	Meter Reading		0	0	0	0	0	0	0
14	Replacement of Faulty Meter	Urban	0	0	0	0	0	0	0
15	Replacement of Burnt Meter	Urban	0	0	0	0	0	0	0
16	Billing Complaint		0	0	0	0	0	0	0
17	Quality of Supply (Specify the Parameter)		0	0	0	0	0	0	0





SEZ BIOTECH SERVICES PRIVATE LIMITED MANJARI SEZ

Manjari SEZ, 212/2 off Soli Poonawala Road, Hadapsar, Pune, Maharashtra, India.

Oct-25 to Dec-25

Annexure-II

Report of individual Complaints where Compensation has been paid

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)
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)
1	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL





SEZ BIOTECH SERVICES PRIVATE LIMITED MANJARI SEZ

Manjari SEZ, 212/2 off Soli Poonawala Road, Hadapsar, Pune, Maharashtra, India.

Oct-25 to Dec-25

Annexure-III Report of action on Faulty Meters (1 Phase/ 3 Phase)

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)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
1	SEZ BIOTECH SERVICES PRIVATE LIMITED MANJARI SEZ	0	0	0	0	0	0





SEZ BIOTECH SERVICES PRIVATE LIMITED MANJARI SEZ

Manjari SEZ, 212/2 off Soli Poonawala Road, Hadapsar, Pune, Maharashtra, India..

Oct-25 to Dec-25

Annexure-IV Report of Installation of Meters

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.)	Pending complaints at end of Qtr.	Total Agriculture Connections at end of the Quarter (Nos.)
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9=6+7-8)	(10=4+5+8)	(9+10)
1	SEZ BIOTECH SERVICES PRIVATE LIMITED MANJARI SEZ	NA	NA	NA	NA	NA	NA	NA	NA	NA





SEZ BIOTECH SERVICES PRIVATE LIMITED MANJARI SEZ

Manjari SEZ, 212/2 off Soli Poonawala Road, Hadapsar, Pune, Maharashtra, India.

Annexure-V

Performance Report regarding Reliability Indices

Oct-25 to Dec-25

(1) System Average Interruption Duration Index (SAIDI)

Sr. No.	Month	Ni = Number of consumers who experienced a sustained interruption on ith feeder	Ri = Restoration time for each interruption event on ith feeder (minutes)	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	Oct-25	0	0	7	0	0.000
2	Nov-25	0	0	7	0	0.000
3	Dec-25	0	0	7	0	0.000
Q3 TD 2025-26		0	0	7	0	0.000
Till Q3 TD 2025-26		0	0	7	0	0.000
YTD 2025-26		0	0	7	0	0.000





SEZ BIOTECH SERVICES PRIVATE LIMITED MANJARI SEZ

Manjari SEZ, 2/12/2 off Soli Poonawala Road, Hadapsar, Pune, Maharashtra, India.

Annexure-V
Performance Report regarding Reliability Indices

Oct-25 to Dec-25

(2) System Average Interruption Frequency Index (SAIFI)

Sr. No.	Month	Ni = Number of consumers who experienced a sustained interruption on ith feeder	Sum of consumers of i feeders which had experienced interruptions = Sum Ni.	N (= Total number of consumers of the distribution Licensees area	SAIFI = (4)/(5)
1	2	3	4	5	6
1	Oct-25	0	0	7	0.000
2	Nov-25	0	0	7	0.000
3	Dec-25	0	0	7	0.000
Q3 TD 2025-26		0	0	7	0.000
Till Q3 TD 2025-26		0	0	7	0.000
YTD 2025-26		0	0	7	0.000

(3) Customer Average Interruption Duration Index (CAIDI)

Sr. No.	Month	SAIDI	SAIFI	SAIDI / SAIFI
1	2	3	4	5
1	Oct-25	0.000	0.000	0.000
2	Nov-25	0.000	0.000	0.000
3	Dec-25	0.000	0.000	0.000
Q3 TD 2025-26		0.000	0.000	0.000
Till Q3 TD 2025-26		0.0000	0.000	0.000
YTD 2025-26		0.0000	0.000	0.000

Manjari



SEZ BIOTECH SERVICES PRIVATE LIMITED MANJARI SEZ

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Annexure- V

Performance Report regarding Reliability Indices

Oct-25 to Dec-25

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

Sr. No.	Month	Ni = Number of consumers who experienced a sustained interruption on ith feeder	Ri= Restoration time for each interruption event on ith feeder (minutes)	Sum (Ri*Ni) for all feeders (excluding agri. Feeders)	CAIDI = (5)/(3)
1	2	3	4	5	6
1	Oct-25	0.000	0.000	0	0.000
2	Nov-25	0.000	0.000	0	0.000
3	Dec-25	0.000	0.000	0	0.000
Q3 TD 2025-26		0.000	0.000	0	0.000
Till Q3 TD 2025-26		0.000	0.000	0	0.000
YTD 2025-26		0.000	0.000	0	0.000

(5) Customer Average Interruption Frequency Index (CAIFI)

Sr. No.	Month	Ni = Total number of customer interruptions	Cn=Total number of customers interrupted	CAIFI = (3)/(4)
1	2	3	4	5
1	Oct-25	0	0	0.000
2	Nov-25	0	0	0.000
3	Dec-25	0	0	0.000
Q3 TD 2025-26		0	0	0.000
Till Q3 TD 2025-26		0	0	0.000
YTD 2025-26		0	0	0.000

Manjari
SEZ BIOTECH SERVICES PVT. LTD.



SEZ BIOTECH SERVICES PRIVATE LIMITED MANJARI SEZ

Manjari SEZ, 21/2/2 off Soli Poonawala Road, Hadapsar, Pune, Maharashtra, India.

Annexure-V

Performance Report regarding Reliability Indices

Oct-25 to Dec-25

(6) Momentary Average Interruption Frequency Index (MAIFI)

Sr. No.	Month	Mi = Number of momentary Interruptions (< 5min)	Ci=Number of consumers on the interrupted feeders	Ct=Total Number of consumers in the feeders in the area	MAIFI = $(3*4)/(5)$
1	2	3	4	5	6
1	Oct-25	0	0	7	0.000
2	Nov-25	0	0	7	0.000
3	Dec-25	0	0	7	0.000
Q3 TD 2025-26		0	0	7	0.000
Till Q3 TD 2025-26		0	0	7	0.000
YTD 2025-26		0	0	7	0.000

