



AJMER VIDYUT VITRAN NIGAM LIMITED

(Commercial Deptt.)

Corporate Identification Number (CIN)-U40109RJ2000SGC016482

Regd. Off. Vidyut Bhawan, Panchsheel Nagar, Makarwali Road, Ajmer-305004

Phone No. 0145-2644501, Fax-2644502 E-Mail:- cecomavvn@gmail.com Website-www.avvn.com

NO. AVVNL/CE (C)/ XEN-I /F. /2016-17/D **975** Ajmer Dated **24-06-16**

The Secretary,
RERC,
Vidyut Viniyamak Bhawan,
Sahkar Marg, Jaipur 302001.

Sub:- SOP Reports as per the RERC (Standards of Performance for Distribution Licensees) Regulations, 2014.

Ref.:- Letter No. RERC/Secy./Dir (Engg)/F-519/D. 441 dated 23.06.2016. - 84/6

In reference to above the following is submitted:-

1. The revised information, in prescribed format, in respect of Call Centre establishment for 2nd half of FY 2014-15 & both halves of FY 2015-16 is enclosed herewith.
2. The information in SOP-2 & SOP -2 (B) is revised, in consonance with prescribed format for 2nd half of FY 2014-15 & for both halves of FY 2015-16 which is enclosed herewith.
3. Due to lack/ non availability of meters, in 2nd half of FY 2014-15 the achievement percentage under replacement of defective meters remained 87.20% against targeted 90%. The exercise of replacing defective meter was taken on war footing in FY 2015-16 due to which the achievement in 1st half of FY 2015-16 is 94.59% & in 2nd half is 96.55% which is above the target of 90%.
4. The complete revised information of 2nd half of FY 2014-15 and both halves of FY 2015-16 is enclosed herewith.

Encl.:- As above.


(B.M. Bhamu)
Chief Engineer (Comml.)

Establishment of Call-Centres

Name of Licensee:-Ajmer Discom

SOP-1

For the 2nd Half Year of FY 2014-15

S.No	Name Of Circle	Total No. of Call Centres to be established	No. of Call Centres previously established	No. of Call Centres established during the period	Total No. of Call Centres established	Call centres yet to be established	No. of consumers connected with call centres	Total No. of consumers in the area
1	2	3	4	5	6	7	8	9
1	AJMER (ADC)	1		0		0	341092	341092
2	AJMER (ACC)	1		0		0	201777	201777
3	BHILWARA	1		0		0	419466	419466
4	CHITTORGARH	1		0		0	320300	320300
5	UDAIPUR	1		0		0	497540	497540
6	BANSWARA	1		0		0	182719	182719
7	NAGAU	1		0		0	428150	428150
8	SIKAR	1		0		0	461990	461990
9	JHUNJHUNU	1		0		0	379259	379259
10	RAJASAMAND	1		0		0	220698	220698
11	DUNGARPUR	1		0		0	196073	196073
12	PRATAPGARH	1		0		0	141030	141030
	Total	12	1	0	1	0	3790094	3790094

One centralised Call Center established at Ajmer which receives complaints from consumer of all the circle Toll free No. 1800-180-6565.

S.No	Ref no. of Sch.-1	SOP Parameters	Complaints brought forward.	Received during period	Total complaints	Redressed in time	Redressal in (%)	Redressed beyond time	Total complaints redressed	complaints pending	Total Redressal (%)	Target fixed
1	2	3	4	5	6	7	8	9	10	11	12	13
1	1.1	NO current complaint	167	62033	62200	61877	99.48	279	62156	44	99.93	95%
2	1.2	Overhead Line/Cable breakdowns	97	3086	3183	2990	93.94	184	3174	9	99.72	90%
3	1.3	Under ground cable break down	1	95	96	75	78.13	21	96	0	100.00	90%
4	1.4	Transformer Failure	123	9395	9518	9113	95.74	382	9495	23	99.76	90%
5	1.5	Scheduled outage	1	797	798	781	97.87	9	790	8	99.00	90%
6	2.1	Voltage variation	18	744	762	724	95.01	16	740	22	97.11	90%
7	3.1	Testing of meter	76	3402	3478	3216	92.47	225	3441	37	98.94	90%
8	3.2	Replacement of stopped/defective Meter	1976	19510	21486	15619	72.69	3116	18735	2751	87.20	90%
9	3.2	NO current complaint due to Meter	496	4103	4599	4152	90.28	401	4553	46	99.00	90%
10	4.1	Demarc meter	949	4235	5184	4986	96.18	195	5181	3	99.94	90%
11	4.2	shifting of meter	40	567	607	547	90.12	54	601	6	99.01	90%
12	4.3	shifting of service line	56	870	926	870	87.04	112	918	8	99.14	90%
13	5.1	Release of raw connective/additional power	67	2620	2687	2326	86.56	313	2639	48	98.21	90%
14	6.1	Transfer of ownership or change in category	4	426	430	376	87.44	50	426	4	99.07	90%
15	7.1	Billing complaint resolution	321	18378	18699	18119	96.90	551	18670	29	99.84	95%
16	8.1	Disconnection of supply	70	6668	6738	6522	96.79	87	6609	129	98.09	90%
17	8.2	Issue of no dis certificate	0	288	288	270	93.75	18	288	0	100.00	95%
18	9.1	Restoration of DC consumers	2	2650	2652	2595	97.85	55	2650	2	99.92	90%
19	10.1	System reliability to avoid heavy fluctuations or short circuiting of lines	0	135	135	129	95.56	6	135	0	100.00	90%
20		Total	4464	140002	144466	135223	93.60	6074	141297	3169	97.81	

B. System Reliability

S.No	Ref no. of Sch.-1	SOP Parameters	Complaints brought forward.	Received during period	Total complaints	Redressed in time	Redressal in (%)	Redressed beyond time	Total complaints redressed	complaints pending	Total Redressal (%)	Target fixed
1	3.2	Correct meters to the total number of meters installed									96.06	90%
2	3.3	Transformers in working condition to the total number of Transformer connected in service 1. Distribution Transformers 2. Power Transformers									99.72	90%
											100.00	90%

6

Details of Compensation paid

Name of Licensee:-Ajmer Discom **SOP-3**
For the 2nd Half Year of FY 2014-15

S.No.	Name of Circle	No. of consumers in the area	No. of Complaints received during the Half Year	Compensation Complaints lodged		Compensation Paid	
				No. of Consumers	Amount (Rs)	No. of Consumers	Amount (Rs)
1	2	3	4	5	6	7	8
1	AJMER (ADC)	341092	16334	0	0	0	0
2	AJMER (ACC)	201777	24398	0	0	0	0
3	BHILWARA	419466	13844	0	0	0	0
4	CHITTORGARH	320300	718	0	0	0	0
5	UDAIPUR	497540	3547	0	0	0	0
6	BANSWARA	182719	1215	0	0	0	0
7	NAGAU	428150	16542	0	0	0	0
8	SIKAR	461990	14069	0	0	0	0
9	JHUNJHUNU	379259	10748	0	0	0	0
10	RAJASAMAND	220698	22892	0	0	0	0
11	DUNGARPUR	196073	9144	0	0	0	0
12	PRATAPGARH	141030	6551	0	0	0	0
	Total	3790094	140002	0	0	0	0

