



# AJMER VIDYUT VITRAN NIGAM LIMITED

(Commercial Deptt.)

Corporate Identification Number (CIN)-U40109RJ2000SGC016482

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

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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 2<sup>nd</sup> 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 2<sup>nd</sup> 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 2<sup>nd</sup> 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 1<sup>st</sup> half of FY 2015-16 is 94.59% & in 2<sup>nd</sup> half is 96.55% which is above the target of 90%.
4. The complete revised information of 2<sup>nd</sup> 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 1st Half Year of FY 2015-16**

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	AJMER (ACC)	1		0	One centralised Call Center established at Ajmer which receives complaints from consumer of all the circle. Toll free No. 1800-180-6565.	0	233522	233522
2	AJMER (ADC)	1		0		0	344154	344154
3	BHILWARA	1		0		0	468263	468263
4	CHITTORGARH	1		0		0	320300	320300
5	UDAIPUR	1		0		0	477545	477545
6	BANSWARA	1		0		0	193141	193141
7	NAGPUR	1		0		0	444270	444270
8	SIKAR	1		0		0	471932	471932
9	JHUNJHUNU	1		0		0	392594	392594
10	RAJASAMAND	1		0		0	226342	226342
11	DUNGARPUR	1		0		0	209376	209376
12	PRATAPGARH	1		0		0	141030	141030
	<b>Total</b>	<b>12</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>3922469</b>	<b>3922469</b>

Redressal of Consumer Complaints

A. Consumer Satisfaction

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	44	83056	83100	79268	95.39	3738	83026	74	99.91	95%
2	1.2	Overhead Line/Cable breakdowns	9	4365	4374	4062	92.87	305	4367	7	99.84	90%
3	1.3	Under ground cable break down	0	636	636	636	100.00	0	636	0	100.00	90%
4	1.4	Transformer Failure	23	9485	9508	9443	99.32	51	9494	14	99.85	90%
5	1.5	Scheduled outage	8	815	823	823	100.00	0	823	0	100.00	90%
6	2.1	Voltage variation	22	1437	1459	1424	97.60	30	1454	5	99.66	90%
7	3.1	Testing of meter	37	3550	3587	3430	95.62	129	3559	28	99.22	90%
8	3.2	Replacement of stopped/defective Meter	2751	33582	36333	27419	75.47	6949	34368	1965	94.59	90%
9	3.2	NO current complaint due to Meter	46	7754	7800	7693	98.63	98	7791	9	99.88	90%
10	4.1	Demand note	3	6425	6428	6159	95.82	111	6270	158	97.54	90%
11	4.2	shifting of meter	6	650	656	636	96.95	18	654	2	99.70	90%
12	4.3	shifting of service line	8	676	684	641	93.71	38	679	5	99.27	90%
13	5.1	Release of new connection/additional power	48	2489	2537	1974	77.81	497	2471	66	97.40	90%
14	6.1	Transfer of ownership or change in category	4	704	708	615	86.86	58	673	35	95.06	90%
15	7.1	Billing complainant resolution	29	23307	23336	21355	91.51	1981	23336	0	100.00	95%
16	8.1	Disconnection of supply	129	8503	8632	8402	97.34	177	8579	53	99.39	90%
17	8.2	Issur of no dues certificate	0	495	495	485	97.98	7	492	3	99.39	95%
18	9.1	Restoration of DC consumers	2	2548	2550	2438	95.61	101	2539	11	99.57	90%
19	10.1	System reliability (i.e. avoid heavy fluctuations or short circuiting of lines)	0	533	533	522	97.94	10	532	1	99.81	90%
20		<b>Total</b>	<b>3169</b>	<b>191010</b>	<b>194179</b>	<b>177425</b>	<b>91.37</b>	<b>14318</b>	<b>191743</b>	<b>2436</b>	<b>98.75</b>	

B. System Reliability

S.No	Ref no. of Sch.-3	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									91.45	90%
2	3.3	Transformers in working condition to the total number of transformer connected in service 1. Distribution Transformers 2. Power Transformers									99.93	90%
											100.00	



**Details of Compensation paid**

**SOP-3**  
For the 1st Half Year of FY 2015-16

**Name of Licensee:-Ajmer Discom**

S.No.	Name of Circle	Total 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	AJMER (ACC)	233522	26221	0	0	0	0
2	AJMER (ADC)	344154	22737	0	0	0	0
3	BHILWARA	468263	22231	0	0	0	0
4	CHITTORGARH	320300	317	0	0	0	0
5	UDAIPUR	477545	21522	0	0	0	0
6	BANSWARA	193141	1821	0	0	0	0
7	NAGAU	444270	12483	0	0	0	0
8	SIKAR	471932	20822	0	0	0	0
9	JHUNJHUNU	392594	22897	0	0	0	0
10	RAJASAMAND	226342	23354	0	0	0	0
11	DUNGARPUR	209376	9125	0	0	0	0
12	PRATAPGARH	141030	7509	0	0	0	0
	<b>Total</b>	<b>39222469</b>	<b>191039</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

