



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. — P4/6

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 (Comm.)

Establishment of Call-Centres

Name of Licensee:-Ajmer Discom

SOP-1

For the 2nd 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		0	211141	211141
2	AJMER (ADC)	1	One centralised Call Center established at Ajmer which receives complaints from consumer of all the circle. Toll free No. 1800-180-6565.	0	One centralised Call Center established at Ajmer which receives complaints from consumer of all the circle. Toll free No. 1800-180-6565.	0	344154	344154
3	BHILWARA	1		0		0	474791	474791
4	CHITTORGARH	1		0		0	321400	321400
5	UDAIPUR	1		0		0	497540	497540
6	BANSWARA	1		0		0	197608	197608
7	NAGAUR	1		0		0	464867	464867
8	SIKAR	1		0		0	489698	489698
9	JHUNJHUNU	1		0		0	392594	392594
10	RAJASAMAND	1		0		0	234159	234159
11	DUNGARPUR	1		0		0	209376	209376
12	PRATAPGARH	1		0		0	141030	141030
	Total	12	1	0	1	0	3978358	3978358

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	74	79664	79738	76962	96.52	2590	79552	186	99.77	95%
2	1.2	Overhead Line/Cable breakdowns	7	4295	4302	4103	95.37	182	4285	17	99.60	90%
3	1.3	Under ground cable break down	0	694	694	645	92.94	48	693	1	99.81	90%
4	1.4	Transformer Failure	14	13402	13416	13320	99.28	68	13388	28	99.79	90%
5	1.5	Scheduled outage	0	879	879	871	99.09	2	873	6	99.33	90%
6	2.1	Voltage variation	5	1181	1186	1153	97.22	23	1176	10	99.14	90%
7	3.1	Testing of meter	28	3786	3814	3668	96.17	119	3787	27	99.29	90%
8	3.2	Replacement of stopped/detected Meter	1965	56096	58061	48368	83.31	7687	56055	2006	96.55	90%
9	3.2	NO current complaint due to Meter	9	5521	5530	5314	96.09	207	5521	9	99.83	90%
10	4.1	Demand note	158	3618	3776	3578	94.76	35	3613	163	95.67	90%
11	4.2	shifting of meter	2	578	580	554	95.52	22	576	4	99.25	90%
12	4.3	shifting of service line	5	574	579	549	94.82	25	574	5	99.14	90%
13	5.1	Release of new connection/additional power	66	8285	8351	7787	93.25	498	8285	66	99.21	90%
14	6.1	Transfer of ownership or change in category	35	480	515	442	85.79	38	480	35	93.20	90%
15	7.1	Billing complaint resolution	0	22720	22720	21492	94.60	1172	22664	56	99.75	95%
16	8.1	Disconnection of supply	53	7003	7056	6835	96.87	73	6908	148	97.90	90%
17	8.2	Issue of no dues certificate	3	270	273	268	98.13	2	270	3	98.90	95%
18	9.1	Restoration of DC consumers	11	1915	1926	1832	95.12	73	1905	21	98.91	90%
19	10.1	System reliability to avoid heavy fluctuations or short circuiting of lines	1	213	214	200	93.46	11	211	3	98.50	90%
20		Total	2436	211174	213610	197941	92.66	12873	210814	2796	98.69	

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									92.16	90%
2	3.3	Transformers in working condition to the total number of transformer connected in service 1. Distribution Transformers 2. Power Transformers									99.63	90%
											100.00	

Details of Compensation paid

SOP-3
For the 2nd 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)	211141	23749	0	0	0	
2	AJMER (ADC)	344154	21177	0	0	0	
3	BHILWARA	474791	19977	0	0	0	
4	CHITTORGARH	321400	282	0	0	0	
5	UDAIPUR	497540	15421	0	0	0	
6	BANSWARA	197608	2024	0	0	0	
7	NAGOUR	464867	26702	0	0	0	
8	SIKAR	489698	18238	0	0	0	
9	JHUNJHUNU	392594	39440	0	0	0	
10	RAJASAMAND	234159	22955	0	0	0	
11	DUNGARPUR	209376	9335	0	0	0	
12	PRATAPGARH	141030	11874	0	0	0	
	Total	3978358	211174	0	0	0	

