

CINU40104RJ2015SGC048738

RAJASTHAN URJA VIKAS NIGAM LIMITED
Office of the Superintending Engineer (RA)
Room No.149, Old Power House, Near Ram Mandir, Jaipur.
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No.RUVN/SE(RA)/TA/F. /D. 513

Dated: 03.01.17

The Secretary,
Raj. Electricity Regulatory Commission,
Jaipur.

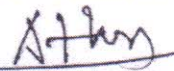
Sub:- Time bound activities mandated for the Discoms, for
improvement in the Standards of Performances as per
SOP Regulations, 2014 for the period April' 16 to September'16.

Sir,

Please find enclosed herewith the information of half yearly time bound activities of Standards of Performances as per SOP Regulations, 2014, in prescribed formats SOP-1 to SOP-5 alongwith the report indicating measures taken to improve performance and reasons for not achieving specific targets for the period **April'16 to September'16** in respect of Jaipur Discom for kind perusal and further needful of the commission.

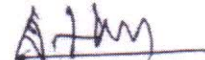
Encl.:- As above.

Yours faithfully,


(S.T.Hussain)

Superintending Engineer(RA)

Copy submitted to Electricity Ombudsman of Rajasthan, Jaipur.


Superintending Engineer(RA)

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S.T. Hussain

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Distribution SOP Reporting Format

Establishment of Call - Centres

Name of Licensee- Jaipur Discom

SOP-1

For the 1st Half Year ending :2016--2017

S.No.	Name of Circle	Total No. of Call centres to be established	Nos. of call centres previously established	Total nos. of call centres established during this period	Total nos. 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	JCC							795242
2	JPDC							645191
3	DAUSA							251221
4	ALWAR							601258
5	TONK							201724
6	BHARATPUR							308812
7	SAWAI MADHOPUR							176857
8	DHOLPUR							123882
9	KARALI							158253
10	KOTA							324331
11	BARAN							197109
12	BUNDI							160903
13	JHALAWAR							204536
	TOTAL							4149319

Jaipur Discom has established a centralized call centre for redressal of consumer grievances through which all the consumers of Jaipur Discom may register their complaint on a toll free no. 1800-180-6507.

Distribution SOP Reporting Formate
Redressal of Consumer of Complaints

SOP-2

For the 1st Half year ending: 2016-17

Name of Licensee- Jaipur Discom

S.No.	Ref. no. of Sch.-1	SOP Parameters	Complaint brought forward	Received during period	Total complaints	Redressed in time	Redressal in time(%)	Redressed beyond time	Total complaints redressed	Complaints Pending	Total Redressal(%)	Target Fixed(%)
A Consumer Satisfaction												
1	1.1	No. Current complaint	1025	319959	320984	200722	62.53	119428	320150	834	99.74	95
2	1.2	Overhead line/cable breakdowns	207	25495	25702	24061	93.62	1638	25699	3	99.99	90
3	1.3	Under ground cable breakdown	0	2508	2508	1727	68.86	781	2508	0	100.00	90
4	1.4	Transformer Failure	15	13728	13743	13647	99.30	96	13743	0	100.00	90
5	1.5	Scheduled outage	7	5605	5612	5608	99.93	4	5612	0	100.00	90
6	2.1	Voltage variation	10	1518	1528	1487	97.32	39	1526	2	99.87	90
7	3.1	Testing of Meter	95	4095	4190	4030	96.18	121	4151	39	99.07	90
8	3.2	Replacement of stopped/defective meter	14684	62732	77416	60363	77.97	2220	62583	14833	80.84	90
9	3.2	No-current complaint due to meter	8	2830	2838	2803	98.77	35	2838	0	100.00	90
10	4.1	Demand note	200	3994	4194	3964	94.52	179	4143	51	98.78	90
11	4.2	Shifting of meter	0	900	900	839	93.22	54	893	7	99.22	90
12	4.3	Shifting of Service line	21	531	552	508	92.03	38	546	6	98.91	90
13	5.1	Release of new connection/additional power	161	5908	6069	5568	91.74	358	5926	143	97.64	90
14	6.1	Transfer of ownership or change of category	0	121	121	121	100.00	0	121	0	100.00	90
15	7.1	Billing Complaint resolution	0	13432	13432	13214	98.38	169	13383	49	99.64	95
16	8.1	Disconnection of supply	7	3952	3959	3856	97.40	18	3874	85	97.85	90
17	8.2	Issue of no dues certificate	0	172	172	172	100.00	0	172	0	100.00	95
18	9.1	Restoration of DC consumers	87	5013	5100	4900	96.16	116	5020	80	98.43	90
19	10.1	System reliability to avoid heavy fluctuations or short circuiting of lines	0	212	212	210	99.06	2	212	0	100.00	90
TOTAL Complaints (A)			16527	472705	489232	347804	71.09	125296	473100	16132	96.70	

S.No.	Ref. no. of Sch.-1	SOP Parameters	Actual achievement (%)	Target Fixed(%)
B. System Reliability				
1	3.2	Correct meters to the total number of meters installed	77.23%	90%
2	3.3	Transformers in working condition to the total number of transformers connected in service	99.69%	90%
		(i) Distribution Transformer		
		(ii) Power Transformer	100%	90%

Distribution SOP Reporting Format
Details of Compensation Paid

Name of Licensee- Jaipur Discom

SOP-3

For the 1st Half Year ending :2016-2017

S.No.	Name of Circle	No. of Consumers in the Circle	No. of complaints received during the Half year	Compensation complaints lodged		Compensation Paid	
				No. of Consumers	Amount(Rs.)	No. of Consumers	Amount(Rs.)
1	JCC	795242	221016	0	0	0	0
2	JPDC	645191	45672	0	0	0	0
3	DAUSA	251221	2048	0	0	0	0
4	ALWAR	601258	4353	0	0	0	0
5	TONK	201724	14898	0	0	0	0
6	BHARATPUR	308812	24226	0	0	0	0
7	SAWAI MADHOPUR	176857	22817	0	0	0	0
8	DHOLPUR	123882	13579	0	0	0	0
9	KARAUJI	158253	6843	0	0	0	0
10	KOTA	324331	63452	0	0	0	0
11	BARAN	197109	28451	0	0	0	0
12	BUNDI	160903	11720	0	0	0	0
13	JHALAWAR	204536	13630	0	0	0	0
	TOTAL	4149319	472705	0	0	0	0

