



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-1 /F./2016-17/D

4/537

Ajmer Dated

12-1-17

The Secretary,

Rajasthan Electricity Regulatory Commission,

Vidyut Viniyamak Bhawan Sahkar Marg,

Near State Motor Garage, Jaipur.

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Handwritten initials

2429
23/1/17

Sub:- Regarding submission of Revised Half Yearly Report for the period of April-16 to Sept-16 on Standards Of Performance Regulations-2014 by the distribution licensee in the revised SoP-1 to SoP-5 formats.

Ref:- RERC letter No.1287 dated 02.1.2017

Handwritten note: 1303/c

In reference to above please find enclosed herewith the Revised Half Yearly Report for the period of April-16 to Sept-16 in the revised SoP-1 to SoP-5 formats alongwith soft copy for information and needful action please.

AD/T-I
✓
24/1/17

Encl:- As above.

Handwritten signature
Superintending Engineer (Comml.)

AVVNL Ajmer

Name of Licensee:-Ajmer Discom

Establishment of Call-Centres

SOP-1
For the 1st Half Year of FY 2016-17

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	244249	244249
2	AJMER (ADC)	1		0		0	362351	362351
3	BHILWARA	1		0		0	483410	483410
4	CHITTORGARH	1		0		0	331460	331460
5	UDAIPUR	1		0		0	507776	507776
6	BANSWARA	1		0		0	251538	251538
7	NAGPUR	1		0		0	517534	517534
8	SIKAR	1		0		0	501172	501172
9	JHUNJHUNU	1		0		0	409890	409890
10	RAJASAMAND	1		0		0	235911	235911
11	DUNGARPUR	1		0		0	239159	239159
12	PRATAPGARH	1		0		0	155650	155650
	Total	1	1	0	1	0	4240100	4240100

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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	186	75003	75189	71132	94.60	3874	75006	183	99.76	95%
2	1.2	Overhead Line/Cable breakdowns	17	3888	3905	3659	93.69	224	3883	22	99.43	90%
3	1.3	Under ground cable break down	1	528	529	520	98.23	3	523	6	98.80	90%
4	1.4	Transformer Failure	28	13729	13757	13643	99.17	76	13719	38	99.72	90%
5	1.5	Scheduled outage	6	594	600	592	98.69	2	594	6	99.02	90%
6	2.1	Voltage variation	10	1015	1025	977	95.30	33	1010	15	98.52	90%
7	3.1	Testing of meter	27	3613	3640	3488	95.82	115	3603	37	98.98	90%
8	3.2	Replacement of stopped/defective Meter	2006	68482	70488	66957	94.99	1869	68826	1662	97.64	90%
9	3.2	NO current complaint due to Meter	9	6273	6282	6146	97.83	119	6265	17	99.72	90%
10	4.1	Demand note	163	3864	4027	3669	91.10	192	3861	166	95.87	90%
11	4.2	shifting of meter	4	429	433	413	95.30	15	428	5	98.76	90%
12	4.3	shifting of service line	5	528	533	490	91.93	36	526	7	98.69	90%
13	5.1	Release of new connection/additional power	66	6498	6564	5853	89.17	621	6474	90	98.63	90%
14	6.1	Transfer of ownership or change in category	35	549	584	493	84.41	40	533	51	91.26	90%
15	7.1	Billing complaint resolution	56	22917	22973	22309	97.11	588	22897	76	99.67	95%
16	8.1	Disconnection of supply	148	5600	5748	5548	96.52	80	5628	120	97.91	90%
17	8.2	Issue of no dues certificate	3	247	250	241	96.39	0	241	9	96.39	95%
18	9.1	Restoration of DC consumers	21	13809	13830	13763	99.52	32	13795	35	99.75	90%
19	10.1	System reliability to avoid heavy fluctuations or short circuiting of lines	3	482	485	470	96.87	5	475	10	97.90	90%
20		Total	2796	228048	230844	220363	95.46	7924	228287	2557	98.89	

B. System Reliability

S.No	Ref no. of Sch.-1	SOP Parameters	Actual achievement (%)	Target fixed
1	3.2	Correct meters to the total number of meters installed	89.21	90%
2	3.3	Transformers in working condition to the total number of transformer connected in service 1. Distribution Transformers 2. Power Transformers	99.98	90%
			100.00	

Remark:- A minor shortfall of 0.79 % remained in 1st Half, vis a vis target, which will be achieved in 2nd Half

Details of Compensation paid

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)	244249	23399	0	0	0	0
2	AJMER (ADC)	362351	14228	0	0	0	0
3	BHILWARA	483410	14302	0	0	0	0
4	CHITTORGARH	331460	236	0	0	0	0
5	UDAIPUR	507776	20525	0	0	0	0
6	BANSWARA	251538	2193	0	0	0	0
7	NAGAU	517534	76034	0	0	0	0
8	SIKAR	501172	16396	0	0	0	0
9	JHUNJHUNU	409890	22965	0	0	0	0
10	RAJASAMAND	235911	15613	0	0	0	0
11	DUNGARPUR	239159	8026	0	0	0	0
12	PRATAPGARH	155650	14131	0	0	0	0
	Total	4240100	228048	0	0	0	0

Reliability Indices
System Average Interruption Frequency Index (SAIFI)

Name of Licensee:-Ajmer Discom

SOP-4
For the 1st Half Year of FY 2016-17

S.No.	Name of Circle	Total number of consumers served (1)	Total number of sustained interruptions to consumers (2)	SAIFI = (2) / (1) (Number of interruptions/ consumer)	Target specified by the Commission
1	AJMER (ACC)	244249	2100271	8.60	
2	AJMER (ADC)	362351	4576845	12.63	
3	BHILWARA	483410	2548726	5.27	
4	CHITTORGARH	331460	1943031	5.86	
5	UDAIPUR	507776	2533667	4.99	
6	BANSWARA	251538	1583698	6.30	
7	NAGAUR	517534	2842766	5.49	
8	SIKAR	501172	5534817	11.04	
9	JHUNJHUNU	409890	2648158	6.46	
10	RAJASAMAND	235911	969594	4.11	
11	DUNGARPUR	239159	1500237	6.27	
12	PRATAPGARH	155650	2346000	15.07	
	Total	4240100	31127810	7.34	

