



## JODHPUR VIDYUT VITRAN NIGAM LTD.

Corporate Identity Number (CIN) -U40109RJ2000SGC016483

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No.JdVVNL/ SE(RA&C)/JU/S.RA/ /2017-18/D. 213 Dt. 16.05.17


The Secretary,  
Rajasthan Electricity Regulatory Commission,  
Vidhyut Viniyamak Bhawan,  
Near State Motor Garage,  
Sahakar Marg,  
Jaipur.

**Sub.:** Submission of Half yearly report of SoP1 to SoP5 as per SOP Regulation 2014 for the first half of FY 2016-17.

**Ref.:** Letter No./EOR/F-110/Ajmer/D. 14 dtd. 17.04.17 of Ombudsman.

On the subject cited above, kindly find enclosed herewith the revised SOP1 to SOP5 information for the 1<sup>st</sup> half of FY 2016-17(i.e. April, 2016 to September, 2016) in respect of Jodhpur Discom in accordance with the letter under reference, for further needful at your end.

**Encl.:** As above.

  
(U. S. CHOUHAN)  
SUPERINTENDING ENGINEER(RA&C)  
JODHPUR DISCOM, JODHPUR

**JODHPUR VIDHYUT VITRAN NIGAM LIMITED**

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

Name of Licensee: JODHPUR DISCOM

**Establishment of Call Centres**

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	JODHPUR, CC	1	One centralised call centre established at Jodhpur	0	One centralised call centre established at Jodhpur	0	308818	308818
2	JODHPUR, DC	1	One centralised call centre established at Jodhpur	0	One centralised call centre established at Jodhpur	0	432705	432705
3	PALI	1	One centralised call centre established at Jodhpur	0	One centralised call centre established at Jodhpur	0	539384	539384
4	SIROHI	1	One centralised call centre established at Jodhpur	0	One centralised call centre established at Jodhpur	0	222314	222314
5	BARMER	1	One centralised call centre established at Jodhpur	0	One centralised call centre established at Jodhpur	0	373030	373030
6	JALORE	1	One centralised call centre established at Jodhpur	0	One centralised call centre established at Jodhpur	0	320223	320223
7	JAISALMER	1	One centralised call centre established at Jodhpur	0	One centralised call centre established at Jodhpur	0	97934	97934
8	BIKANER, CC	1	One centralised call centre established at Jodhpur	0	One centralised call centre established at Jodhpur	0	170377	170377
9	BIKANER, DC	1	One centralised call centre established at Jodhpur	0	One centralised call centre established at Jodhpur	0	249021	249021
10	HANUMANGARH	1	One centralised call centre established at Jodhpur	0	One centralised call centre established at Jodhpur	0	377549	377549
11	GANGANAGAR	1	One centralised call centre established at Jodhpur	0	One centralised call centre established at Jodhpur	0	418904	418904
12	CHURU	1	One centralised call centre established at Jodhpur	0	One centralised call centre established at Jodhpur	0	385041	385041
	<b>TOTAL</b>	<b>12</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>3895300</b>	<b>3895300</b>

Consumer Satisfaction Ref No. of Sch.-1	SOP Parameters	Complaints brought forward	Received during period	Total Complaints	Redressed in Time	Redressal in Time (%)	Redressal beyond Time	Total Complaints Redressed	Complaints pending	Total Redressal (%)	Target Fixed
1.1	No current complaint	1244	93952	95196	87221	91.62%	6928	94149	1047	98.90%	95%
1.2	Overhead Line/Cable breakdowns	58	3667	3725	3352	89.99%	313	3665	60	98.39%	90%
1.3	Under ground cable break down	3	27	30	23	76.67%	6	29	1	96.67%	90%
1.4	Transformer Failure	230	7228	7458	6679	89.55%	421	7100	358	95.20%	90%
1.5	Schedule outage	43	1158	1201	1117	93.01%	30	1147	54	95.50%	90%
2.1	Voltage Variation	69	2453	2522	2321	92.03%	122	2443	79	96.87%	90%
3.1	Testing of meter	216	4993	5209	4780	91.76%	292	5072	137	97.37%	90%
3.2	Replacement of stopped/defective Meter	1228	19695	20923	18516	88.50%	1255	19771	1152	94.49%	90%
3.2	No current complaint due to meter *	104	2331	2435	2148	88.21%	124	2272	163	93.31%	90%
4.1	Demand note	6	607	613	586	95.60%	17	603	10	98.37%	90%
4.2	Shifting of Meter	7	232	239	208	87.03%	23	231	8	96.65%	90%
4.3	Shifting of Service Line	7	313	320	290	90.63%	22	312	8	97.50%	90%
5.1	Release of new connection/additional power	166	8899	9065	8488	93.63%	403	8891	174	98.08%	90%
6.1	Transfer of ownership or change of category	2	109	111	104	93.69%	5	109	2	98.20%	90%
7.1	Billing complaint resolution	692	13430	14122	13286	94.08%	497	13783	339	97.60%	95%
8.1	Disconnection of supply	1	1764	1765	1639	92.86%	66	1705	60	96.60%	90%
8.2	Issue of no dues certificate	0	412	412	390	94.66%	18	408	4	99.03%	95%
9.1	Restoration of DC consumers	136	3879	4015	3597	89.59%	228	3825	190	95.27%	90%
9.1	System reliability to avoid heavy fluctuation or short circuiting of lines	0	35	35	31	88.57%	3	34	1	97.14%	90%

No.	Ref No. of SOP Parameters	Actual Achievement (%)	Target Fixed
1	Sch.-3 3.2 Correct meters to the total numbers of meters installed	94.59%	90%
2	Sch.-3 3.3 Transformers in working condition to the total number of transformers connected in service	99.71%	90%
	i. Distribution Transformers	99.84%	90%
	ii. Power Transformers		

Distribution SOP Reporting Formats

Details of Compensation Paid

SOP-3

Name of Licensee: JODHPUR DISCOM

For the 1st Half year of FY 2016-17

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	JODHPUR, CC	308818	43637	0	0	0	0
2	JODHPUR, DC	432705	10699	0	0	0	0
3	PALI	539384	19358	0	0	0	0
4	SIROHI	222314	8902	0	0	0	0
5	BARMER	373030	5974	0	0	0	0
6	JALORE	320223	6128	0	0	0	0
7	JALSALMER	97934	3234	0	0	0	0
8	BIKANER, CC	170377	46654	0	0	0	0
9	BIKANER, DC	249021	6183	0	0	0	0
10	HANUMANGARH	377549	2193	0	0	0	0
11	GANGANAGAR	418904	5836	0	0	0	0
12	CHURU	385041	6386	0	0	0	0
	<b>TOTAL</b>	<b>3895300</b>	<b>165184</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>



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Distribution SOP Reporting Formats

Reliability Indices

System Average Interruption Frequency Index (SAIFI)

SOP-4

Name of Licensee: JODHPUR DISCOM

For the 1st Half year of FY 2016-17

S.No.	Name of Circle	Total number of		SAIFI = (2)/(1) (Number of Interruptions/ consumer)	Target specified by the Commission
		consumers served	sustained interruptions to consumers		
		1	2		
1	JODHPUR, CC	308818	786325	2.55	
2	JODHPUR, DC	432705	7605487	17.58	
3	PALI	539384	5014568	9.30	
4	SIROHI	222314	2529513	11.38	
5	BARMER	373030	20125356	53.95	
6	JALORE	320223	4173168	13.03	
7	JAISALMER	97934	2468745	25.21	
8	BIKANER, CC	170377	466021	2.74	
9	BIKANER, DC	249021	13397995	53.80	
10	HANUMANGARH	377549	5886852	15.59	
11	GANGANAGAR	418904	3550017	8.47	
12	CHURU	385041	10554207	27.41	
	<b>TOTAL</b>	<b>3895300</b>	<b>76558254</b>	<b>19.65</b>	

Note:

An interruption in supply to a consumer shall be considered as one interruption to one consumer. In case of failure of a line or transformer number of interruption shall be equal to the number of consumers affected.

Distribution SOP Reporting Formats

Reliability Indices

SOP-5

System Average Interruption Duration Index (SAIDI)

For the 1st Half year of FY 2016-17

Name of Licensee: **JODHPUR DISCOM**

S.No.	Name of Circle	Total number of consumers served	Total minutes of sustained interruptions to consumers	SAIDI = (2)/(1) (Minutes/ consumer)	Target specified by the Commission
		1			
1	JODHPUR, CC	308818	1367852	4.43	
2	JODHPUR, DC	432705	12113123	27.99	
3	PALI	539384	6528742	12.10	
4	SIROHI	222314	2019275	9.08	
5	BARMER	373030	96129261	257.70	
6	JALORE	320223	2880923	9.00	
7	JAISALMER	97934	653534	6.67	
8	BIKANER, CC	170377	7551477	44.32	
9	BIKANER, DC	249021	90895865	365.01	
10	HANUMANGARH	377549	5421075	14.36	
11	GANGANAGAR	418904	3379261	8.07	
12	CHURU	385041	11330044	29.43	
	<b>TOTAL</b>	<b>3895300</b>	<b>240270432</b>	<b>61.68</b>	

Note:

An interruption in supply to a consumer shall be considered as one interruption to one consumer. In case of failure of a line or transformer number of interruption shall be equal to the number of consumers affected.



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