



# 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/ACE (HQ)/SE(C)/XEN-I /F./2017-18/D. 651

Dated

13-6-17

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

ORC/AVVNL  
922  
21/6

833  
21.6.017  
ADIT-1  
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Sub:- Regarding submission of Half Yearly Report for the period of Oct-16 to March-17 on Standards Of Performance Regulations-2014 by the distribution licensee in the revised SoP-1 to SoP-5 formats.

Kindly find enclosed herewith the Half Yearly Report for the period Oct-16 to March-17 in revised Sop-1 to Sop-5 formats with soft copy for kind consideration of the Hon'ble Commission.

In reference to RERC letter No 1647 dated 03.03.2017, it is submitted that the revised Sop half yearly information for the period April 16 to Sept-16 was already submitted to Hon,ble Commission vide this office letter no.4537 dated 12.01.2017 in which the redressal % in case of replacement of stopped/defective meters in Part A of Sop-2 format was 97.64% which was above the target fixed. Actual achievement (%) in case of correct meters to the total number of meters installed as per Part B of Sop-2 format was below the target level by modest 0.79% & all was submitted that the shortfall will be covered in 2<sup>nd</sup> half which is duly achieved in 2<sup>nd</sup> half as.

Encl:- As above.

(J.S. Manjoo)  
Superintending Engineer (Comml.)  
AVVNL Ajmer

*Copy to the Electricity Ombudsman, Raj, Jaipur  
for information & needful action*

*sd -*

*Superintending Engineer (Comml.)  
AVVNL Ajmer*

Establishment of Call-Centres

Name of Licensee:-Ajmer Discom

SOP-1  
2nd 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	216644	216644		
2	AJMER (ADC)	1		0		0	337568	337568		
3	BHILWARA	1		0		0	451739	451739		
4	CHITTORGARH	1		0		0	291876	291876		
5	UDAIPUR	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	520918	520918		
6	BANSWARA	1		0		209055	209055			
7	NAGAU	1		0		526655	526655			
8	SIKAR	1		0		514618	514618			
9	JHUNJHUNU	1		0		417364	417364			
10	RAJASAMAND	1		0		243044	243044			
11	DUNGARPUR	1		0		218409	218409			
12	PRATAPGARH	1		0		133462	133462			
	<b>Total</b>	<b>1</b>		<b>0</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>4081352</b>	<b>4081352</b>

**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	183	76306	76489	73707	96.36	2748	76455	34	99.96	95%
2	1.2	Overhead Line/Cable breakdowns	22	3802	3824	3658	95.66	143	3801	23	99.40	90%
3	1.3	Under ground cable break down	6	556	562	549	97.69	3	552	10	98.22	90%
4	1.4	Transformer Failure	38	15728	15766	15543	98.59	208	15751	15	99.90	90%
5	1.5	Scheduled outage	6	408	414	404	97.58	8	412	2	99.52	90%
6	2.1	Voltage variation	15	1040	1055	993	94.12	60	1053	2	99.81	90%
7	3.1	Testing of meter	37	4982	5019	4928	98.19	79	5007	12	99.76	90%
8	3.2	Replacement of stopped/defective Meter	1662	92679	94341	88486	93.79	4475	92961	1380	98.54	90%
9	3.2	NO current complaint due to Meter	18	8957	8975	8872	98.85	91	8963	12	99.87	90%
10	4.1	Demand note	167	9667	9834	8725	88.72	1108	9833	1	99.99	90%
11	4.2	shifting of meter	5	390	395	377	95.44	16	393	2	99.49	90%
12	4.3	shifting of service line	7	396	403	358	88.83	41	399	4	99.01	90%
13	5.1	Release of new connection/additional power	90	18917	19007	17662	92.92	1321	18983	24	99.87	90%
14	6.1	Transfer of ownership or change in category	51	357	408	369	90.44	36	405	3	99.26	90%
15	7.1	Billing complaint resolution	76	19143	19219	18559	96.57	638	19197	22	99.89	95%
16	8.1	Disconnection of supply	120	2090	2210	1950	88.24	253	2203	7	99.68	90%
17	8.2	Issue of no dues certificate	9	62	71	70	98.59	0	70	1	98.59	95%
18	9.1	Restoration of DC consumers	35	23430	23465	23320	99.38	134	23454	11	99.95	90%
19	10.1	System reliability to avoid heavy fluctuations or short circuiting of lines	10	433	443	419	94.58	3	422	21	95.26	90%
		<b>Total</b>	<b>2557</b>	<b>279343</b>	<b>281900</b>	<b>268949</b>	<b>95.41</b>	<b>11365</b>	<b>280314</b>	<b>1586</b>	<b>99.44</b>	

**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	91.50%	90%
2	3.3	Transformers in working condition to the total number of transformer connected in service 1. Distribution Transformers 2. Power Transformers	99.09%	90%
			100.00%	90%

**Details of Compensation paid**

SOP-3  
2nd Half Year of FY 2016-17

**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)	216644	17641	0	0	0	0
2	AJMER (ADC)	337568	13034	0	0	0	0
3	BHILWARA	451739	6225	0	0	0	0
4	CHITTORGARH	291876	218	0	0	0	0
5	UDAIPUR	520918	22178	0	0	0	0
6	BANSWARA	209055	2193	0	0	0	0
7	NAGAU	526655	76428	0	0	0	0
8	SIKAR	514618	29280	0	0	0	0
9	JHUNJHUNU	417364	63152	0	0	0	0
10	RAJASAMAND	243044	11625	0	0	0	0
11	DUNGARPUR	218409	7128	0	0	0	0
12	PRATAPGARH	133462	30241	0	0	0	0
	<b>Total</b>	<b>4081352</b>	<b>279343</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

