

CINU40104RJ2015SGC048738

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JAIPUR VIDYUT VISTRAN NIGAM LIMITED
Office of the Superintending Engineer (RM&DF)

No. JVVNL/SE(RM&DF)/XEN(RM)/F./D. 135

Dated: 9-10-2017

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 October' 16 to March'17.

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 for the period **October'16 to March'17** in
respect of Jaipur Discom for kind perusal and further needful of the
commission.

It is also submitted that for implementation of BRAP (Business
resource action plan) of GOR, quarterly information of frequency and total
duration of outages in format SOP-4 and SOP-5 from (Oct'16 to Dec'16 &
Jan'17 to Mar'17) is also being enclosed to be published on Commission's
website.

Encl.:- As above.

Yours faithfully,



(S.T.Hussain)
Executive Engineer(RM)

AD(T-1)
Director (E)
11/10

RRM
1495
11/16/17

- 1.- Jaipur Discom has established a centralized call center working 24*7) for redressal of consumer grievance through which all the Consumers of Jaipur Discom may register their complaints of a toll free No. 1800-180-6507.
- 2.- High risk point of electrical system has been identified and appropriate measures are being taken accordingly which will eventually reduce the electrical accidents & compensation amount.
- 3.- Consumer grievances are being redressed by conducting Time bound activities as per citizen charter.
- 4.- Replacement of failed DTs and defective meters is being carried out by maintaining proper stock of materials in each; sub – division.
- 5.- The single phase supply and block supply in rural areas is being maintained regularly.
- 6.- The consumer grievances are being redressed by conducting monthly meeting settlement committee and VCR monitoring committee.
- 7.- Training and workshop have been conducted by the Nigam employees regarding safety issues as per schedule programme.
- 8.- For consumer awareness regarding compensation payable by Nigam on non-fulfillment of standard Performance, Manual of SOP regulation in PDF has been uploaded on the website of Jaipur Discom
- 9.- No consumers have claimed any compensation, amount paid during the period is nil as per record.
- 10.- Report indicates that performance on selective parameters are above satisfactory level. Even then efforts are being made to improve it further in coming time.

REASONS FOR NOT ACHIEVING THE SPECIFIED TARGETS

All the achievements are being made as per the targets specified .

The progress regarding replacement of defective meters by installing correct meter is poor than given target by RERC due to non availability of meters at Sub divisions in Kota Zone specifically. In most of the circles, targets has been achieved, where targets have not been achieved, efforts are being made and balanced will be achieved shortly.

Distribution SOP Reporting Format

Establishment of Call -Centres

Name of Licensee- Jaipur Discom

SCP-1

For the Second 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							796242
2	JPDC							669866
3	DAUSA							260399
4	ALWAR							622049
5	TONK							206354
6	BHARATPUR							317798
7	SAWAI MADHOPUR							190435
8	DHOLPUR							133642
9	KARALI							165125
10	KOTA							334681
11	BARAN							198309
12	BUNDI							163468
13	JHALAWAR							207311
	TOTAL							4265679

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 second Half year ending: 2016-17

Name of Licensee- Jaijpur Discom		SOP Parameters										
S.No.	Ref. no. of Sch.-1	Consumer Satisfaction	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												
1	1.1	No. Current complaint	834	254547	255381	138038	54.44	115523	254561	820	99.68	95
2	1.2	Overhead line/cable breakdowns	3	2785	2788	2594	93.04	190	2784	4	99.86	90
3	1.3	Under ground cable breakdown	0	250	250	180	72.00	68	248	2	99.20	90
4	1.4	Transformer Failure	0	16774	16774	16653	99.28	116	16769	5	99.97	90
5	1.5	Scheduled outage	0	447	447	421	94.18	24	445	2	99.55	90
6	2.1	Voltage variation	2	1500	1502	1457	97.00	40	1497	5	99.67	90
7	3.1	Testing of Meter	39	2286	2325	2148	92.39	116	2264	61	97.38	90
8	3.2	Replacement of stopped/defective meter	14833	58389	73222	57453	78.46	963	58416	14806	79.78	90
9	3.2	No-current complaint due to meter	0	3113	3113	3040	97.65	71	3111	2	99.94	90
10	4.1	Demand note	51	3980	4031	3881	96.28	86	3967	64	98.41	90
11	4.2	Shifting of meter	7	312	319	268	84.01	43	311	8	97.49	90
12	4.3	Shifting of Service line	6	394	400	357	89.25	36	393	7	98.25	90
13	5.1	Release of new connection/additional power	143	6673	6816	6234	91.46	389	6623	193	97.17	90
14	6.1	Transfer of ownership or change of category	0	270	270	251	92.96	19	270	0	100.00	90
15	7.1	Billing Complaint resolution	49	18056	18105	17577	97.08	460	18037	68	99.62	95
16	8.1	Disconnection of supply	85	5164	5249	4997	95.20	165	5162	87	98.34	90
17	8.2	Issue of no dues certificate	0	250	250	241	96.40	9	250	0	100.00	95
18	9.1	Restoration of DC consumers	80	3205	3285	3125	95.13	90	3215	70	97.87	90
19	10.1	System reliability to avoid heavy fluctuations or short circuiting of lines	0	300	300	290	96.67	10	300	0	100.00	90
TOTAL Complaints (A)			16132	378695	394827	260205	65.90	118418	378623	16204	95.90	

B. System Reliability

S.No.	Ref. no.	SOP Parameters	Actual	Target
1	3.2	Correct meters to the total number of meters installed	74.39%	90%
2	3.3	Transformers in working condition to the total number of transformers connected in service	99.66%	90%
		(i) Distribution Transformer		
		(ii) Power Transformer	100%	90%

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