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	<b>AJMER VIDYUT VITRAN NIGAM LIMITED</b> <b>OFFICE OF THE ADDL. CHIEF ENGINEER (H.Q.)</b> Corporate Identification Number (CIN) - U40109RJ2000SGC016482 Regd. Off. Vidyut Bhawan, Panchsheel Nagar, Makarwall Road, Ajmer-305004. Tel.0145-2644501, Fax 0145-2644502 (Email - cecomavvnl@gmail.com Website - www.avvnl.com)
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No: AVVNL/ACE (HQ)/XEN-I)/F. 12017/D. 2438 AJMER: DATE 11-X-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 October 16 to March 17.**

Sir,

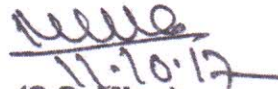
It is submitted that the half yearly SOP information for the period Oct.16 to March,17 in prescribed SOP-1 to SOP-5 formats has already been sent vide this office letter No.651 dated 13.06.2017.

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Further, in reference to implementation of BRAP (Business Resource Action Plan) of GOR, the aforesaid SOP information for quarter Oct.16 to Dec.16 & Jan.17 to March,17 is enclosed herewith for publishing/uploading on Hon'ble Commission's website.

**Encl:- As above.**

Yours faithfully

  
11.10.17  
(S.S. Mina)

**Addl. Chief Engineer (H.Q.)**

Establishment of Call-Centres

Name of Licensee:-Ajmer Discom

SOP-1  
For the IIIrd Quarter 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	2	3	4	5	6	7	8	9
1	AJMER (ADC)	1		0		0	332639	332639
2	AJMER (ACC)	1		0		0	215675	215675
3	BHILWARA	1		0		0	447259	447259
4	CHITTORGARH	1		0		0	286307	286307
5	UDAIPUR	1		0		0	523256	523256
6	BANSWARA	1		0		0	211366	211366
7	NAGAU	1		0		0	520810	520810
8	SIKAR	1		0		0	508669	508669
9	JHUNJHUNU	1		0		0	414351	414351
10	RAJASAMAND	1		0		0	240169	240169
11	DUNGARPUR	1		0		0	213706	213706
12	PRATAPGARH	1		0		0	132027	132027
	Total	12	0	0	0	0	4046234	4046234

One centralised Call Center established at Ajmer which receives complaints from consumer of all the circle. Toll Free No. 1800-180-6565

**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	38153	38336	36853	96.13	1374	38227	109	99.72	95%
2	1.2	Overhead Line/Cable breakdowns	22	1901	1923	1829	95.11	71	1900	23	98.80	90%
3	1.3	Under ground cable break down	6	278	284	274	96.48	1	275	9	96.83	90%
4	1.4	Transformer Failure	38	7864	7902	7771	98.34	104	7875	27	99.66	90%
5	1.5	Scheduled outage	6	204	210	202	96.19	4	206	4	98.10	90%
6	2.1	Voltage variation	15	520	535	496	92.71	30	526	9	98.32	90%
7	3.1	Testing of meter	37	2491	2528	2464	97.47	39	2503	25	99.01	90%
8	3.2	Replacement of stopped/defective Meter	1662	46339	48001	44243	92.17	2235	46478	1523	96.83	90%
9	3.2	NO current complaint due to Meter	18	4478	4496	4436	98.67	45	4481	15	99.67	90%
10	4.1	Demand note	167	4833	5000	4362	87.24	554	4916	84	98.32	90%
11	4.2	shifting of meter	5	195	200	188	94.00	8	196	4	98.00	90%
12	4.3	shifting of service line	7	198	205	179	87.32	20	199	6	97.07	90%
13	5.1	Release of new connection/additional power	90	9458	9548	8831	92.49	660	9491	57	99.40	90%
14	6.1	Transfer of ownership or change in category	51	178	229	192	83.84	18	210	19	91.70	90%
15	7.1	Billing complaint resolution	76	9571	9647	9279	96.19	319	9598	49	99.49	95%
16	8.1	Disconnection of supply	120	1045	1165	1035	88.84	16	1051	114	90.21	90%
17	8.2	Issue of no dues certificate	9	31	40	35	87.50	1	36	4	90.00	95%
18	9.1	Restoration of DC consumers	35	11719	11754	11660	99.20	67	11727	27	99.77	90%
19	10.1	System reliability to avoid heavy fluctuations or short circuiting of lines	10	216	226	209	92.48	1	210	16	92.92	90%
20		<b>Total</b>	<b>2557</b>	<b>139672</b>	<b>142229</b>	<b>134538</b>	<b>94.59</b>	<b>5567</b>	<b>140105</b>	<b>2124</b>	<b>98.51</b>	

**B. System Reliability**

S.No	Ref no. of Sch.	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%



Reliability Indices  
System Average Interruption Frequency Index (SAIFI)

SOP-4

For the IIIrd Quarter of FY 2016-17

Name of Licensee:-Ajmer Discom

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	2	3	4	5	6
1	AJMER (ADC)	332639	896000	2.69	
2	AJMER (ACC)	215675	2250600	10.44	
3	BHILWARA	447259	1294800	2.89	
4	CHITTORGARH	286307	932400	3.26	
5	UDAIPUR	523256	1261000	2.41	
6	BANSWARA	211366	862800	4.08	
7	NAGOUR	520810	1264027	2.43	
8	SIKAR	508669	2872000	5.65	
9	JHUNJHUNU	414351	1483500	3.58	
10	RAJASAMAND	240169	498215	2.07	
11	DUNGARPUR	213706	614953	2.88	
12	PRATAPGARH	132027	115800	0.88	
	<b>Total</b>	<b>4046234</b>	<b>14346095</b>	<b>3.55</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 interruptions shall be equal to the number of consumers affected.

