



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.

903

Dt. 11/10/17

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

ADCT-1)
15/10
16/10

Sub.: Submission of quarterly report of SoP1 to SoP5 for the first & second quarter of FY 2017-18.

RRM
15/11
13/11/17

On the subject cited above, it is submitted that it has been desired by the Department of Industrial Policy and Promotion (DIPP), Ministry of Commerce and Industry that to comply the Business Reform Action Plan, 2017, SOP1 to SOP5 information shall be provided & uploaded on RERC website on quarterly basis.

As such, information for 1st and 2nd quarter of FY 2017-18 in respect of Jodhpur Discom is enclosed herewith, for further needful at your end.

Encl.: As above.

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

JODHPUR VIDHYUT VITRAN NIGAM LIMITED

Name of Licensee: **JODHPUR DISCOM**

SOP 1

For the 1st quarter of FY 2017-18

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	263693	263693
2	JODHPUR, DC	1	One centralised call centre established at Jodhpur	0	One centralised call centre established at Jodhpur	0	400476	400476
3	PALI	1	One centralised call centre established at Jodhpur	0	One centralised call centre established at Jodhpur	0	478293	478293
4	SIROHI	1	One centralised call centre established at Jodhpur	0	One centralised call centre established at Jodhpur	0	204491	204491
5	BARMER	1	One centralised call centre established at Jodhpur	0	One centralised call centre established at Jodhpur	0	344206	344206
6	JALORE	1	One centralised call centre established at Jodhpur	0	One centralised call centre established at Jodhpur	0	297683	297683
7	JAISALMER	1	One centralised call centre established at Jodhpur	0	One centralised call centre established at Jodhpur	0	90576	90576
8	BIKANER, DC	1	One centralised call centre established at Jodhpur	0	One centralised call centre established at Jodhpur	0	209749	209749
9	HANUMANGARH	1	One centralised call centre established at Jodhpur	0	One centralised call centre established at Jodhpur	0	338397	338397
10	GANGANAGAR	1	One centralised call centre established at Jodhpur	0	One centralised call centre established at Jodhpur	0	352385	352385
11	CHURU	1	One centralised call centre established at Jodhpur	0	One centralised call centre established at Jodhpur	0	345018	345018
	TOTAL DISCOM	11	1	0	1	0	3324967	3324967
1	BKESL	1		1		0	147115	147115
	GRAND TOTAL						3472082	3472082

Note : Number of consumers shown are regular consumers only.

Redressal of Consumer Complaints
Total of Jodhpur Discom

JODHPUR VIDHYUT VITRAN NIGAM LIMITED

For the 1st quarter of FY 2017-18
SOP-2

A. Consumer Satisfaction		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
S. No.	Ref No. of Sch.-1											
1	1.1	No current complaint	497	88321	88818	86600	97.50%	1977	88577	241	99.73%	95%
2	1.2	Overhead Line/Cable breakdowns	99	885	984	908	92.28%	60	968	16	98.37%	90%
3	1.3	Under ground cable break down	0	503	503	109	21.67%	386	495	8	98.41%	90%
4	1.4	Transformer Failure	138	4466	4604	4294	93.27%	267	4561	43	99.07%	90%
5	1.5	Schedule outage	102	1104	1206	1064	88.23%	138	1202	4	99.67%	90%
6	2.1	Voltage Variation	105	2231	2336	2115	90.54%	196	2311	25	98.93%	90%
7	3.1	Testing of meter	82	2259	2341	2074	88.59%	240	2314	27	98.85%	90%
8	3.2	Replacement of stopped/defective Meter	2166	13833	15993	13631	85.23%	1449	15080	913	94.29%	90%
9	3.2	No current complaint due to meter	94	1835	1929	1764	91.45%	144	1908	21	98.91%	90%
10	4.1	Demand note	15	7195	7210	6895	95.63%	302	7197	13	99.82%	90%
11	4.2	Shifting of Meter	14	378	392	352	89.80%	23	375	17	95.66%	90%
12	4.3	Shifting of Service Line	14	563	577	524	90.81%	35	559	18	96.88%	90%
13	5.1	Release of new connection/additional power	161	9967	10128	9397	92.78%	602	9999	129	98.73%	90%
14	6.1	Transfer of ownership or change of category	2	464	466	443	95.06%	14	457	9	98.07%	90%
15	7.1	Billing complaint resolution	80	12479	12559	12081	96.19%	413	12494	65	99.48%	95%
16	8.1	Disconnection of supply	4	3383	3387	3258	96.19%	119	3377	10	99.70%	90%
17	8.2	Issue of no dues certificate	0	278	278	266	95.68%	12	278	0	100.00%	95%
18	9.1	Restoration of DC consumers	167	2787	2954	2756	93.30%	125	2881	73	97.53%	90%
19	10.1	System reliability to avoid heavy fluctuation or short circuiting of lines	1	28	29	22	75.86%	5	27	2	93.10%	90%

B. System Reliability
Total of Jodhpur Discom

JODHPUR VIDHYUT VITRAN NIGAM LIMITED

For the 1st quarter of FY 2017-18
SOP-2

S. No.	Ref No. of Sch.-3	SOP Parameters	Actual Achievement (%)	Target Fixed
1	3.2	Correct meters to the total numbers of meters installed	95.06%	90%
2	3.3	Transformers in working condition to the total number of transformers connected in service	99.88%	90%
		i. Distribution Transformers	99.43%	90%
		ii. Power Transformers		

