



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)
16/10
15/10

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 2nd 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	265090	265090
2	JODHPUR, DC	1	One centralised call centre established at Jodhpur	0	One centralised call centre established at Jodhpur	0	409820	409820
3	PALI	1	One centralised call centre established at Jodhpur	0	One centralised call centre established at Jodhpur	0	482355	482355
4	SIROHI	1	One centralised call centre established at Jodhpur	0	One centralised call centre established at Jodhpur	0	206239	206239
5	BARMER	1	One centralised call centre established at Jodhpur	0	One centralised call centre established at Jodhpur	0	346844	346844
6	JALORE	1	One centralised call centre established at Jodhpur	0	One centralised call centre established at Jodhpur	0	301231	301231
7	JAISALMER	1	One centralised call centre established at Jodhpur	0	One centralised call centre established at Jodhpur	0	93039	93039
8	BIKANER, DC	1	One centralised call centre established at Jodhpur	0	One centralised call centre established at Jodhpur	0	213884	213884
9	HANUMANGARH	1	One centralised call centre established at Jodhpur	0	One centralised call centre established at Jodhpur	0	341247	341247
10	GANGANAGAR	1	One centralised call centre established at Jodhpur	0	One centralised call centre established at Jodhpur	0	355830	355830
11	CHURU	1	One centralised call centre established at Jodhpur	0	One centralised call centre established at Jodhpur	0	348905	348905
	TOTAL DISCOM	11	1	0	1	0	3364484	3364484
1	BKESL (BIKANER CC)	1		1		0	148996	148996
	GRAND TOTAL						3513480	3513480

Note : Number of consumers shown are regular consumers only.

Redressal of Consumer Complaints
Total of Jodhpur Discom

JODHPUR VIDHYUT VITRAN NIGAM LIMITED

For the 2nd quarter of FY 2017-18
SOP-2

A. Consumer Satisfaction												
S. No.	Ref No. of Sch.-I	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	1.1	No current complaint	241	124252	124493	120338	96.66%	3939	124277	216	99.83%	95%
2	1.2	Overhead Line/Cable breakdowns	16	2681	2697	2574	95.44%	104	2678	19	99.30%	90%
3	1.3	Under ground cable break down	8	690	698	649	92.98%	42	691	7	99.00%	90%
4	1.4	Transformer Failure	43	6250	6293	5773	91.74%	451	6224	69	98.90%	90%
5	1.5	Schedule outage	4	1468	1472	1404	95.38%	58	1462	10	99.32%	90%
6	2.1	Voltage Variation	25	2479	2504	2394	95.61%	83	2477	27	98.92%	90%
7	3.1	Testing of meter	27	2666	2693	2515	93.39%	143	2658	35	98.70%	90%
8	3.2	Replacement of stopped/defective Meter	913	16224	17137	15113	88.19%	1341	16454	683	96.01%	90%
9	3.2	No current complaint due to meter	21	2551	2572	2354	91.52%	184	2538	34	98.68%	90%
10	4.1	Demand note	13	7539	7552	7391	97.87%	150	7541	11	99.85%	90%
11	4.2	Shifting of Meter	17	458	475	426	89.68%	26	452	23	95.16%	90%
12	4.3	Shifting of Service Line	18	677	695	634	91.22%	51	685	10	98.56%	90%
13	5.1	Release of new connection/additional power	129	11714	11843	11024	93.08%	662	11686	157	98.67%	90%
14	6.1	Transfer of ownership or change of category	9	708	717	668	93.17%	39	707	10	98.61%	90%
15	7.1	Billing complaint resolution	65	13741	13806	13025	94.34%	698	13723	83	99.40%	95%
16	8.1	Disconnection of supply	10	3306	3316	3208	96.74%	95	3303	13	99.61%	90%
17	8.2	Issue of no dues certificate	0	314	314	314	100.00%	0	314	0	100.00%	95%
18	9.1	Restoration of DC consumers	73	2957	3030	2871	94.75%	107	2978	52	98.28%	90%
19	10.1	System reliability to avoid heavy fluctuation or short circuiting of lines	2	30	32	27	84.38%	4	31	1	96.88%	90%

B. System Reliability
Total of Jodhpur Discom

JODHPUR VIDHYUT VITRAN NIGAM LIMITED

For the 2nd quarter of FY 2017-18
SOP-2

B. System Reliability			Actual Achievement (%)		Target Fixed	
S. No.	Ref No. of Sch.-3	SOP Parameters	Actual Achievement (%)	Actual Achievement (%)	Target Fixed	Target Fixed
1	3.2	Correct meters to the total numbers of meters installed	95.14%			90%
2	3.3	Transformers in working condition to the total number of transformers connected in service	99.88%			90%
		i. Distribution Transformers	99.47%			90%
		ii. Power Transformers				

