



AJMER VIDYUT VITRAN NIGAM LIMITED

OFFICE OF THE ADDL. CHIEF ENGINEER (H.Q.)

Corporate Identification Number (CIN) - U40109RJ2000SGC016482
Regd. Off. Vidyut Bhawan, Panchsheel Nagar, Makarwali Road, Ajmer-305004.
Tel.0145-2644501, Fax 0145-2644502
(Email - cecomavvnl@gmail.com Website - www.avvnl.com)

No: AVVNL/ACE (HQ)/XEN-I)/F.

/2017/D.

2438

AJMER: DATE

11-X-17

The Secretary,

Raj. Electricity Regulatory Commission,
Jaipur.

ADCT-II
Cde

11/10/17

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.

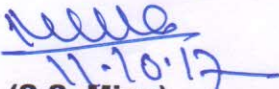
Sir,

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.

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.)

RPW
569
26/10/17

Establishment of Call-Centres

Name of Licensee:-Ajmer Discom

SOP-1

For the IVth 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	337568	337568
2	AJMER (ACC)	1		0		0	216644	216644
3	BHILWARA	1		0		0	451739	451739
4	CHITTORGARH	1		0		0	291876	291876
5	UDAIPUR	1		0		0	520918	520918
6	BANSWARA	1		0		0	209055	209055
7	NAGAU	1		0		0	526655	526655
8	SIKAR	1		0		0	514618	514618
9	JHUNJHUNU	1		0		0	417364	417364
10	RAJASAMAND	1		0		0	243044	243044
11	DUNGARPUR	1		0		0	218409	218409
12	PRATAPGARH	1		0		0	133462	133462
	Total	12	0	0	0	0	4081352	4081352

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

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

Redressal of Consumer Complaints

SOP-2
For the IVth Quarter of FY 2016-17

Name of Circle:-

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	109	38153	38262	36853	96.32	1397	38250	12	99.97	95%
2	1.2	Overhead Line/Cable breakdowns	23	1901	1924	1829	95.06	71	1900	24	98.75	90%
3	1.3	Under ground cable break down	9	278	287	274	95.47	1	275	12	95.82	90%
4	1.4	Transformer Failure	27	7864	7891	7771	98.48	104	7875	16	99.80	90%
5	1.5	Scheduled outage	4	204	208	202	97.12	4	206	2	99.04	90%
6	2.1	Voltage variation	9	520	529	496	93.76	30	526	3	99.43	90%
7	3.1	Testing of meter	25	2491	2516	2464	97.93	39	2503	13	99.40	90%
8	3.2	Replacement of stopped/defective Meter	1523	46339	47862	44243	92.44	2335	46578	1284	97.32	90%
9	3.2	NO current complaint due to Meter	15	4478	4493	4436	98.73	45	4481	12	99.73	90%
10	4.1	Demand note	84	4833	4917	4362	88.71	554	4916	1	99.98	90%
11	4.2	shifting of meter	4	195	199	188	94.47	8	196	3	98.49	90%
12	4.3	shifting of service line	6	198	204	179	87.75	20	199	5	97.55	90%
13	5.1	Release of new connection/additional power	57	9458	9515	8831	92.81	660	9491	24	99.75	90%
14	6.1	Transfer of ownership or change in category	19	178	197	178	90.36	14	192	5	97.46	90%
15	7.1	Billing complaint resolution	49	9571	9620	9279	96.46	319	9598	22	99.77	95%
16	8.1	Disconnection of supply	114	1045	1159	1035	89.30	16	1051	108	90.68	90%
17	8.2	Issue of no dues certificate	4	31	35	35	100.00	0	35	0	100.00	90%
18	9.1	Restoration of DC consumers	27	11718	11745	11660	99.28	67	11727	18	99.85	90%
19	10.1	System reliability to avoid heavy fluctuations or short-circuiting of lines	16	216	232	209	90.09	1	210	22	90.52	90%
		Total	2124	139671	141795	134524	94.87	5685	140209	1586	98.88	90%

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

Name of Licensee:-Ajmer Discom

For the IVth Quarter of FY 2016-17

S.No.	Name of Circle	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	2	3	4	5	6	7	8	
1	AJMER (ADC)	337568	8821	0	0	0	0	
2	AJMER (ACC)	216644	6517	0	0	0	0	
3	BHILWARA	451739	3113	0	0	0	0	
4	CHITTORGARH	291876	109	0	0	0	0	
5	UDAIPUR	520918	11089	0	0	0	0	
6	BANSWARA	209055	1097	0	0	0	0	
7	NAGOUR	526655	38214	0	0	0	0	
8	SIKAR	514618	14637	0	0	0	0	
9	JHUNJHUNU	417364	31576	0	0	0	0	
10	RAJASAMAND	243044	5813	0	0	0	0	
11	DUNGARPUR	218409	3564	0	0	0	0	
12	PRATAPGARH	133462	15121	0	0	0	0	
	Total	4081352	139671	0	0	0	0	

