



# AJMER VIDYUT VITRAN NIGAM LIMITED

(Commercial Deptt.)

Corporate Identification Number (CIN)-U40109RJ2000SGC016482

Regd. Off. Vidyut Bhawan, Panchsheel Nagar, Makarwali Road, Ajmer-305004

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NO. AVVNL/ACE (HQ)/SE(C)/XEN-I /F. /2017-18/D. 2758

Ajmer Dated 27/10-2017

✓ The Secretary,  
Raj. Electricity Regulatory Commission,  
Jaipur.

AD (CFI)  
Date 1/11

Dr. K. P. Dube  
31/10

Sub: - Time bound activities mandated for the Discoms, for improvement in the Standards of Performances as per SOP Regulations, 2014 for the period ~~April-2016~~, April-2016 to September 2016.

Sir,

It is submitted that the half yearly SOP information for the period April-16 to September 16, in prescribed SOP-1 to SOP-5 formats has already been sent vide this office No.4537 dated 12.01.2017.

Further, in reference to implementation of BRAP (Business Resource Action Plan) of GOR, the aforesaid SOP information for Quarter April-2016 to June-2016 & July-2016 to September-2017 is enclosed herewith for publishing/Uploading on Hon'ble Commission's website.

Encl: As above

(K. P. Dube)

Superintending Engineer (Comml)

Ashutosh AVVNL Ajmer

(A)

## Establishment of Call-Centres

Name of Licensee:-Ajmer Discom

SOP-1

For the 1st 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)			0		0	325485	325485
2	AJMER (ACC)			0		0	212964	212964
3	BHILWARA			0		0	436968	436968
4	CHITTORGARH			0		0	280400	280400
5	UDAIPUR			0		0	512481	512481
6	BANSWARA			0		0	205729	205729
7	NAGAU	1		0		0	471138	471138
8	SIKAR			0		0	498386	498386
9	JHUNJHUNU			0		0	407961	407961
10	RAJASAMAND			0		0	235911	235911
11	DUNGARPUR			0		0	206678	206678
12	PRATAPGARH			0		0	132533	132533
	<b>Total</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3926634</b>	<b>3926634</b>

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

Name of Licensee:-Almer Discom

SOP-2  
For the 1st Quarter of FY 2016-17

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	186	38252	38438	34855	90.68	1976	36830	1607	95.82	95%
2	1.2	Overhead Line/Cable breakdowns	17	1983	2000	1793	89.63	114	1907	93	95.35	90%
3	1.3	Under ground cable break down	1	269	271	255	94.15	2	256	14	94.72	90%
4	1.4	Transformer failure	28	7002	7030	6685	95.09	39	6724	306	95.64	90%
5	1.5	Scheduled outage	6	303	309	290	93.93	1	291	18	94.26	90%
6	2.1	Voltage variation	10	518	528	479	90.70	17	496	32	93.89	90%
7	3.1	Testing of meter	27	1843	1870	1709	91.41	59	1768	102	94.55	90%
8	3.2	Replacement of stopped/defective Meter	2006	34926	36932	32809	88.84	953	33762	3170	91.42	90%
9	3.2	NO current complaint due to Meter	9	3199	3209	3012	93.86	61	3072	136	95.75	90%
10	4.1	Demand note	163	1971	2134	1825	85.52	98	1923	211	90.11	90%
11	4.2	shifting of meter	4	219	223	202	90.68	8	210	13	94.11	90%
12	4.3	shifting of service line	5	269	274	240	87.54	18	258	16	94.23	90%
13	5.1	Release of new connection/additional power	66	3314	3380	2868	84.85	317	3185	195	94.22	90%
14	6.1	Transfer of ownership or change in category	35	265	300	250	83.33	20	270	30	90.13	90%
15	7.1	Billing complaint resolution	56	11688	11743	10931	93.09	300	11231	512	95.64	95%
16	8.1	Disconnection of supply	148	2856	3004	2719	90.50	41	2759	245	91.86	90%
17	8.2	Issue of no dues certificate	3	126	129	118	91.55	0	118	11	91.55	95%
18	9.1	Restoration of DC consumers	21	7043	7064	6744	95.47	16	6760	303	95.71	90%
19	10.1	System reliability to avoid heavy fluctuations or short circuiting of lines	3	246	249	230	92.48	3	233	16	93.51	90%
		<b>Total</b>	<b>2796</b>	<b>116289</b>	<b>119085</b>	<b>108013</b>	<b>90.70</b>	<b>4041</b>	<b>112055</b>	<b>7031</b>	<b>94.10</b>	

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	89.21	90%
2	3.3	Transformers in working condition to the total number of transformer connected in service	99.98	90%
		1. Distribution Transformers		
		2. Power Transformers	100.00	

**Details of Compensation paid**  
**For the 1st Quarter of FY 2016-17**  
**SOP-3**

**Name of Licensee:-Ajmer Discom**

S.No.	Name of Circle	No. of consumers in the area	No. of Complaints received during the period	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)	325485	11933	0	0	0	0
2	AJMER (ACC)	212964	7256	0	0	0	0
3	BHILWARA	436968	7294	0	0	0	0
4	CHITTORGARH	280400	120	0	0	0	0
5	UDAIPUR	512481	10461	0	0	0	0
6	BANSWARA	205729	1118	0	0	0	0
7	NAGPUR	471138	38775	0	0	0	0
8	SIKAR	498386	8362	0	0	0	0
9	JHUNJHUNU	407961	11707	0	0	0	0
10	RAJASAMAND	235911	7963	0	0	0	0
11	DUNGARPUR	206678	4093	0	0	0	0
12	PRATAPGARH	132533	7207	0	0	0	0
	Total	<b>3926634</b>	<b>116289</b>	0	0	0	0

