



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 (CI)
Date 1/11

31/10
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 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 (Comm)

Asstt. AVVNL Ajmer

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Establishment of Call-Centres

Name of Licensee:-Ajmer Discom

SOP-1

For the IInd 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	244249	244249
2	AJMER (ACC)			0		0	362351	362351
3	BHILWARA			0		0	483410	483410
4	CHITTORGARH			0		0	331460	331460
5	UDAIPUR			0		0	507776	507776
6	BANSWARA			0		0	251538	251538
7	NAGAU	1		0		0	517534	517534
8	SIKAR			0		0	501172	501172
9	JHUNJHUNU			0		0	409890	409890
10	RAJASAMAND			0		0	235911	235911
11	DUNGARPUR			0		0	239159	239159
12	PRATAPGARH			0		0	155650	155650
	Total	1	0	0	0	0	4240100	4240100

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

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A. Consumer Satisfaction

5. 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	1607	36751	38359	36277	94.57	1898	38176	183	99.52	95%
2	1.2	Overhead Line/Cable breakdowns	93	1905	1998	1866	93.39	110	1976	22	98.88	90%
3	1.3	Under ground cable break down	14	259	273	265	97.14	1	267	6	97.68	90%
4	1.4	Transformer Failure	306	6727	7033	6958	98.93	37	6995	38	99.46	90%
5	1.5	Scheduled outage	18	291	309	302	97.78	1	303	6	98.10	90%
6	2.1	Voltage variation	32	497	530	498	94.08	16	514	15	97.14	90%
7	3.1	Testing of meter	102	1770	1872	1779	95.01	56	1835	37	98.02	90%
8	3.2	Replacement of stopped/ defective Meter	3170	33556	36726	34148	92.98	916	35064	1662	95.47	90%
9	3.2	NO current complaint due to Meter	136	3074	3210	3134	97.64	58	3193	17	99.46	90%
10	4.1	Demand note	211	1893	2104	1844	87.63	94	1938	166	92.10	90%
11	4.2	shifting of meter	13	210	223	211	94.31	7	218	5	97.60	90%
12	4.3	shifting of service line	16	259	275	250	91.02	18	268	7	97.45	90%
13	5.1	Release of new connection/additional power	195	3184	3379	2985	88.33	304	3289	90	97.33	90%
14	6.1	Transfer of ownership or change in category	30	284	314	243	77.48	20	263	51	83.73	90%
15	7.1	Billing complaint resolution	512	11229	11741	11378	96.90	288	11666	76	99.36	95%
16	8.1	Disconnection of supply	245	2744	2989	2829	94.67	39	2869	120	95.99	90%
17	8.2	Issue of no dues certificate	11	121	132	123	93.17	0	123	9	93.17	95%
18	9.1	Restoration of D/C consumers	303	6766	7070	7019	99.28	16	7035	35	99.51	90%
19	10.1	System reliability to avoid heavy fluctuations or short circuiting of lines	16	236	252	240	94.99	2	242	10	95.96	90%
		Total	7031	111759	118789	112350	94.58	3883	116232	2557	97.85	90%

B. System Reliability

5.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 1. Distribution Transformers 2. Power Transformers	99.98 100.00	90%

Details of Compensation paid

Name of Licensee:-Ajmer Discom

For the IInd Quarter of FY 2016-17

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)	244249	11468	0	0	0	0
2	AJMER (ACC)	362351	6972	0	0	0	0
3	BHILWARA	483410	7008	0	0	0	0
4	CHITTORGARH	331460	116	0	0	0	0
5	UDAIPUR	507776	10060	0	0	0	0
6	BANSWARA	251538	1075	0	0	0	0
7	NAGAU	517534	37260	0	0	0	0
8	SIKAR	501172	8034	0	0	0	0
9	JHUNJHUNU	409890	11260	0	0	0	0
10	RAJASAMAND	235911	7650	0	0	0	0
11	DUNGARPUR	239159	3933	0	0	0	0
12	PRATAPGARH	155650	6924	0	0	0	0
	Total	4240100	111759	0	0	0	0

