



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. 2759

Ajmer Dated 27-10-2017

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

ADCFI
18/11/17

3/11/17

Sub: - Time bound activities mandated for the Discoms, for improvement in the Standards of Performances as per SOP Regulations, 2014 for the period April-2017 to September 2017.

Sir,

In reference to implementation of BRAP (Business Resource Action Plan) of GOR, the SOP information for Quarter April-2017 to June-2017 & July-2017 to September-2017, in Sop-1 to Sop-5 formats is enclosed herewith for publishing/Uploading on Hon'ble Commission's website.

Encl: As above

(K. P. Dube)

Superintending Engineer (Comml)

Asnk AVVNL Ajmer

Establishment of Call-Centres

Name of Licensee:-Ajmer Discom

SOP-1
1st Qtr. Apr. 2017 to June 2017 (FY 2017-18)

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	AJMER (ACC)			0		0	80818	80818
2	AJMER (ADC)			0		0	341953	341953
3	BHILWARA			0		0	454133	454133
4	CHITTORGARH			0		0	293577	293577
5	UDAIPUR			0		0	524927	524927
6	BANSWARA			0		0	210656	210656
7	NAGOUR	1	One centralised Call Center established at Ajmer which receives complaints from consumer of all the circle. Toll Free No. 1800-180-6565	0	1	0	529305	529305
8	SIKAR			0		0	520482	520482
9	JHUNJHUNU			0		0	420603	420603
10	RAJASAMAND			0		0	244540	244540
11	DUNGARPUR			0		0	223355	223355
12	PRATAPGARH			0		0	134225	134225
	Total	1	0	0	0	0	3978574	3978574

Note:- Ajmer (ACC) Circle No. of consumers are excluding the consumers under the distribution franchisee area of TATA Power Ajmer Distribution Limited.

Redressal of Consumer Complaints

Name of Licensee- Ajmer Discom

SOP-2

1st Quarter Apr. 2017 to June 2017 (2017-18)

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	12	27773	27785	25434	91.54	2246	27680	105	99.62	95%
2	1.2	Overhead Line/Cable breakdowns	24	1523	1547	1475	95.35	45	1520	27	98.25	90%
3	1.3	Under ground cable break down	12	226	238	232	97.48	0	232	6	97.48	90%
4	1.4	Transformer Failure	16	7169	7185	7117	99.05	66	7183	2	99.97	90%
5	1.5	Scheduled outage	2	154	156	154	98.72	0	154	2	98.72	90%
6	2.1	Voltage variation	3	462	465	451	96.99	12	463	2	99.57	90%
7	3.1	Testing of meter	13	1508	1521	1486	97.70	18	1504	17	98.88	90%
8	3.2	Replacement of stopped/defective Meter	1284	24415	25699	24467	95.21	1055	25522	177	99.31	90%
9	3.2	NO current complaint due to Meter	12	7481	7493	7428	99.13	52	7480	13	99.83	90%
10	4.1	Demand note	1	4105	4106	3876	94.40	228	4104	2	99.95	90%
11	4.2	shifting of meter	3	234	237	217	91.56	16	233	4	98.31	90%
12	4.3	shifting of service line	5	197	202	189	93.56	9	198	4	98.02	90%
13	5.1	Release of new connection/additional power	24	10205	10229	9960	97.37	245	10205	24	99.77	90%
14	6.1	Transfer of ownership or change in category	5	72	77	75	97.40	0	75	2	97.40	90%
15	7.1	Billing complaint resolution	22	8346	8368	8174	97.68	172	8346	22	99.74	95%
16	8.1	Disconnection of supply	108	2616	2724	2552	93.69	61	2613	111	95.93	90%
17	8.2	Issue of no dues certificate	0	20	20	20	100.00	0	20	0	100.00	95%
18	9.1	Restoration of DC consumers	18	9527	9545	9492	99.44	40	9532	13	99.86	90%
19	10.1	System reliability to avoid heavy fluctuations or short circuiting of lines	22	183	205	190	92.68	0	190	15	92.68	90%
		Total	1586	106216	107802	102989	95.54	4265	107254	548	99.49	

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	91.85%	90%
2	3.3	Transformers in working condition to the total number of transformer connected in service 1. Distribution Transformers 2. Power Transformers	97.80%	90%
			98.22%	90%

Note:- Ajmer (ACC) Circle No. of consumers are excluding the consumers under the distribution franchisee area of TATA Power Ajmer Distribution Limited.

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Details of Compensation paid

1st Qtr. Apr. 2017 to June 2017 (FY 2017-18) SOP-3

Name of Licensee:-Ajmer Discom

S.No.	Name of Circle	Total 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	AJMER (ACC)	80818	885	0	0	0	0
2	AJMER (ADC)	341953	4590	0	0	0	0
3	BHILWARA	454133	355	0	0	0	0
4	CHITTORGARH	293577	86	0	0	0	0
5	UDAIPUR	524927	10943	0	0	0	0
6	BANSWARA	210656	581	0	0	0	0
7	NAGAU	529305	24910	0	0	0	0
8	SIKAR	520482	19355	0	0	0	0
9	JHUNJHUNU	420603	32957	0	0	0	0
10	RAJASAMAND	244540	3094	0	0	0	0
11	DUNGARPUR	223355	5521	0	0	0	0
12	PRATAPGARH	134225	2939	0	0	0	0
	Total	3978574	106216	0	0	0	0

Note:- Ajmer (ACC) Circle No. of consumers are excluding the consumers under the distribution franchisee area of TATA Power Ajmer Distribution Limited.

