



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.

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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 (Comm)

Asmk AVVNL Ajmer

Establishment of Call-Centres

Name of Licensee:-Ajmer Discom

SOP-1
2nd Qtr. July 2017 to Sept. 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) | 1 | One centralised Call Center established at Ajmer which receives complaints from consumer of all the circle. Toll Free No. 1800-180-6565 | 0 | One centralised Call Center established at Ajmer which receives complaints from consumer of all the circle. Toll Free No. 1800-180-6565 | 0 | 81926 | 81926 |
| 2 | AJMER (ADC) | | | 0 | | 346812 | | |
| 3 | BHILWARA | | | 0 | | 461872 | | |
| 4 | CHITTORGARH | | | 0 | | 300201 | | |
| 5 | UDAIPUR | | | 0 | | 530842 | | |
| 6 | BANSWARA | | | 0 | | 211983 | | |
| 7 | NAGAU | | | 0 | | 537442 | | |
| 8 | SIKAR | | | 0 | | 530379 | | |
| 9 | JHUNJHUNU | | | 0 | | 430737 | | |
| 10 | RAJASAMAND | | | 0 | | 247013 | | |
| 11 | DUNGARPUR | | | 0 | | 229320 | | |
| 12 | PRATAPGARH | | | 0 | | 137660 | | |
| | Total | 1 | 0 | 0 | 0 | 0 | 4046187 | 4046187 |

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

(A)

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 | 105 | 25634 | 25739 | 23882 | 92.79 | 1620 | 25502 | 237 | 99.08 | 95% | |
| 2 | 1.2 | Overhead Line/Cable breakdowns | 27 | 1571 | 1598 | 1507 | 94.31 | 50 | 1557 | 41 | 97.43 | 90% | |
| 3 | 1.3 | Under ground cable break down | 6 | 214 | 220 | 212 | 96.36 | 2 | 214 | 6 | 97.27 | 90% | |
| 4 | 1.4 | Transformer Failure | 2 | 7283 | 7285 | 7266 | 99.74 | 19 | 7285 | 0 | 100.00 | 90% | |
| 5 | 1.5 | Scheduled outage | 2 | 130 | 132 | 131 | 99.24 | 1 | 132 | 0 | 100.00 | 90% | |
| 6 | 2.1 | Voltage variation | 2 | 480 | 482 | 469 | 97.30 | 9 | 478 | 4 | 99.17 | 90% | |
| 7 | 3.1 | Testing of meter | 17 | 1933 | 1950 | 1883 | 96.56 | 45 | 1928 | 22 | 98.87 | 90% | |
| 8 | 3.2 | Replacement of stopped/defective Meter | 177 | 44263 | 44440 | 43010 | 96.78 | 1403 | 44413 | 27 | 99.94 | 90% | |
| 9 | 3.2 | NO current complaint due to Meter | 13 | 6832 | 6845 | 6795 | 99.27 | 39 | 6834 | 11 | 99.84 | 90% | |
| 10 | 4.1 | Demand note | 2 | 20742 | 20744 | 20735 | 99.96 | 5 | 20740 | 4 | 99.98 | 90% | |
| 11 | 4.2 | shifting of meter | 4 | 223 | 227 | 215 | 94.71 | 7 | 222 | 5 | 97.80 | 90% | |
| 12 | 4.3 | shifting of service line | 4 | 206 | 210 | 199 | 94.76 | 6 | 205 | 5 | 97.62 | 90% | |
| 13 | 5.1 | Release of new connection/additional power | 24 | 21925 | 21949 | 21254 | 96.83 | 671 | 21925 | 24 | 99.89 | 90% | |
| 14 | 6.1 | Transfer of ownership/change in category | 2 | 68 | 70 | 67 | 95.71 | 1 | 68 | 2 | 97.14 | 90% | |
| 15 | 7.1 | Billing complaint resolution | 22 | 8217 | 8239 | 8136 | 98.75 | 75 | 8211 | 28 | 99.66 | 95% | |
| 16 | 8.1 | Disconnection of supply | 111 | 2453 | 2564 | 2445 | 95.36 | 2 | 2447 | 117 | 95.44 | 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 DG consumers | 13 | 5161 | 5174 | 5154 | 99.61 | 2 | 5156 | 18 | 99.65 | 90% | |
| 19 | 10.1 | System reliability to avoid heavy fluctuations or short circuiting of lines | 15 | 191 | 206 | 195 | 94.66 | 1 | 196 | 10 | 95.15 | 90% | |
| | | Total | 548 | 147546 | 148094 | 143575 | 96.95 | 3958 | 147533 | 561 | 99.62 | 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 | 92.49% | 90% |
| 2 | 3.3 | Transformers in working condition to the total number of transformer connected in service 1. Distribution Transformers 2. Power Transformers | 94.82% | 90% |
| | | | 96.29% | 90% |

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

Details of Compensation paid

Name of Licensee:-Ajmer Discom

2nd Qtr. July 2017 to Sept. 2017 (FY 2017-18)

SOP-3

| 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 | AIMER (ACC) | 81926 | 913 | 0 | 0 | 0 | 0 |
| 2 | AJMER (ADC) | 346812 | 4888 | 0 | 0 | 0 | 0 |
| 3 | BHILWARA | 461872 | 407 | 0 | 0 | 0 | 0 |
| 4 | CHITTORGARH | 300201 | 57 | 0 | 0 | 0 | 0 |
| 5 | UDAIPUR | 530842 | 11212 | 0 | 0 | 0 | 0 |
| 6 | BANSWARA | 211983 | 753 | 0 | 0 | 0 | 0 |
| 7 | NAGAUUR | 537442 | 28721 | 0 | 0 | 0 | 0 |
| 8 | SIKAR | 530379 | 17390 | 0 | 0 | 0 | 0 |
| 9 | JHUNJHUNU | 430737 | 62167 | 0 | 0 | 0 | 0 |
| 10 | RAJASAMAND | 247013 | 2597 | 0 | 0 | 0 | 0 |
| 11 | DUNGARPPUR | 229320 | 15020 | 0 | 0 | 0 | 0 |
| 12 | PRATAPGARH | 137660 | 3421 | 0 | 0 | 0 | 0 |
| | Total | 4046187 | 147546 | 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.

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