



JODHPUR VIDYUT VITRAN NIGAM LTD.

Corporate Identity Number (CIN) -U40109R)2000SGC016483

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No.JdVVNL/ SE(RA&C)/JU/S.RA/ /2017-18/D. 968 Dt. 27.10.17


The Secretary,
Rajasthan Electricity Regulatory Commission,
Vidhyut Viniyamak Bhawan,
Near State Motor Garage,
Sahakar Marg,
Jaipur.

Sub.: Submission of quarterly report of SoP1 to SoP5 for the first to fourth quarter of FY 2016-17.

On the subject cited above, it is submitted that it has been desired by the Department of Industrial Policy and Promotion (DIPP), Ministry of Commerce and Industry that to comply the Business Reform Action Plan, 2017, SOP1 to SOP5 information shall be provided & uploaded on RERC website on quarterly basis.

As such, information for 1st, 2nd, 3rd and 4th quarter of FY 2016-17 in respect of Jodhpur Discom is enclosed herewith, for further needful at your end.

Encl.: As above.


(U. S. CHOUHAN)
SUPERINTENDING ENGINEER(RA&C)
JODHPUR DISCOM, JODHPUR

JODHPUR VIDHYUT VITRAN NIGAM LIMITED

Name of Licensee: JODHPUR DISCOM

SOP 1
For the 3rd Qtr of FY 2016-17

Establishment of Call Centres

| 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 | JODHPUR, CC | 1 | One centralised call centre established at Jodhpur which receives complaints from consumer of all the circle. | 0 | One centralised call centre established at Jodhpur which receives complaints from consumer of all the circle. | 0 | 258971 | 258971 |
| 2 | JODHPUR, DC | | | | | | 386165 | 386165 |
| 3 | PAJI | | | | | | 468085 | 468085 |
| 4 | SIROHI | | | | | | 197803 | 197803 |
| 5 | BARMER | | | | | | 340611 | 340611 |
| 6 | JALORE | | | | | | 288669 | 288669 |
| 7 | JAISALMER | | | | | | 87436 | 87436 |
| 8 | BIKANER, CC | | | | | | 145994 | 145994 |
| 9 | BIKANER, DC | | | | | | 203464 | 203464 |
| 10 | HANUMANGARH | | | | | | 334303 | 334303 |
| 11 | GANGANAGAR | | | | | | 346904 | 346904 |
| 12 | CHURU | | | | | | 337683 | 337683 |
| TOTAL | | 1 | 1 | 0 | 1 | 0 | 3396088 | 3396088 |

Note : Number of consumers shown are regular consumers only.

Redressal of Consumer Complaints

Total of Jodhpur Discom

JODHPUR VIDHYUT VITRAN NIGAM LIMITED

For the 3rd Qtr of FY 2016-17

SOP-2

| A. Consumer Satisfaction | | | Complaints brought forward | Received during period | Total Complaints | Redressed in Time | Redressal in Time (%) | Redressal beyond Time | Total Complaints Redressed | Complaints pending | Total Redressal (%) | Target Fixed |
|--------------------------|------|---|----------------------------|------------------------|------------------|-------------------|-----------------------|-----------------------|----------------------------|--------------------|---------------------|--------------|
| 1 | 1.1 | No current complaint | 1047 | 35912 | 36959 | 33954 | 91.87% | 2504 | 36458 | 501 | 98.64% | 95% |
| 2 | 1.2 | Overhead Line/Cable breakdowns | 60 | 1598 | 1658 | 1412 | 85.16% | 144 | 1556 | 102 | 93.85% | 90% |
| 3 | 1.3 | Under ground cable break down | 1 | 15 | 16 | 13 | 81.25% | 2 | 15 | 1 | 93.75% | 90% |
| 4 | 1.4 | Transformer Failure | 358 | 2096 | 3354 | 2974 | 88.67% | 235 | 3209 | 145 | 95.68% | 90% |
| 5 | 1.5 | Schedule outage | 54 | 687 | 741 | 612 | 82.59% | 60 | 672 | 69 | 90.69% | 90% |
| 6 | 2.1 | Voltage Variation | 79 | 1346 | 1425 | 1125 | 78.95% | 191 | 1316 | 109 | 92.35% | 90% |
| 7 | 3.1 | Testing of meter | 137 | 1945 | 2082 | 1857 | 89.19% | 139 | 1996 | 86 | 95.87% | 90% |
| 8 | 3.2 | Replacement of stopped/defective Meter | 1152 | 12465 | 13617 | 11254 | 82.65% | 1034 | 12288 | 1329 | 90.24% | 90% |
| 9 | 3.2 | No current complaint due to meter | 163 | 1185 | 1348 | 1114 | 82.64% | 135 | 1249 | 99 | 92.66% | 90% |
| 10 | 4.1 | Demand note | 10 | 301 | 311 | 267 | 85.85% | 28 | 295 | 16 | 94.86% | 90% |
| 11 | 4.2 | Shifting of Meter | 8 | 106 | 114 | 89 | 78.07% | 14 | 103 | 11 | 90.35% | 90% |
| 12 | 4.3 | Shifting of Service Line | 8 | 219 | 227 | 198 | 87.22% | 13 | 211 | 16 | 92.95% | 90% |
| 13 | 5.1 | Release of new connection/additional power | 174 | 5018 | 5192 | 4565 | 87.92% | 458 | 5023 | 169 | 96.74% | 90% |
| 14 | 6.1 | Transfer of ownership or change of category | 2 | 39 | 41 | 30 | 73.17% | 8 | 38 | 3 | 92.68% | 90% |
| 15 | 7.1 | Billing complaint resolution | 339 | 3083 | 3422 | 3012 | 88.02% | 312 | 3324 | 98 | 97.14% | 95% |
| 16 | 8.1 | Disconnection of supply | 60 | 893 | 953 | 915 | 96.01% | 32 | 947 | 6 | 99.37% | 90% |
| 17 | 8.2 | Issue of no dues certificate | 4 | 219 | 223 | 208 | 93.27% | 12 | 220 | 3 | 98.65% | 95% |
| 18 | 9.1 | Restoration of IDC consumers | 190 | 2419 | 2609 | 2328 | 89.23% | 103 | 2431 | 178 | 93.18% | 90% |
| 19 | 10.1 | System reliability to avoid heavy fluctuation | 1 | 17 | 18 | 15 | 83.33% | 2 | 17 | 1 | 94.44% | 90% |

B. System Reliability

Total of Jodhpur Discom

JODHPUR VIDHYUT VITRAN NIGAM LIMITED

For the 3rd Qtr of FY 2016-17

SOP-2

| S. No. | Ref No. of Sch.-3 | SOP Parameters | Actual Achievement (%) | Target Fixed |
|--------|-------------------|--|------------------------|--------------|
| 1 | 3.2 | Correct meters to the total numbers of meters installed | 95.31% | 90% |
| 2 | 3.3 | Transformers in working condition to the total number of transformers connected in service | | |
| | | i. Distribution Transformers | 99.95% | 90% |
| | | ii. Power Transformers | 99.88% | 90% |

Distribution SOP Reporting Formats

Details of Compensation Paid

Name of Licensee: JODHPUR DISCOM

SOP-3

For the 3rd Qtr of FY 2016-17

| S.No. | Name of Circle | No. of consumers in the circle | No. of complaints received during the Half year | Compensation Complaints lodged | | Compensation paid | |
|--------------|----------------|--------------------------------|---|--------------------------------|--------------|-------------------|--------------|
| | | | | No. of consumers | Amount (Rs.) | No. of consumers | Amount (Rs.) |
| 1 | JODHPUR, CC | 258971 | 22601 | 0 | 0 | 0 | 0 |
| 2 | JODHPUR, DC | 386165 | 5945 | 0 | 0 | 0 | 0 |
| 3 | PALI | 468085 | 9545 | 0 | 0 | 0 | 0 |
| 4 | SIROHI | 197803 | 6112 | 0 | 0 | 0 | 0 |
| 5 | BARMER | 340611 | 3012 | 0 | 0 | 0 | 0 |
| 6 | JALORE | 288669 | 3102 | 0 | 0 | 0 | 0 |
| 7 | JAISALMER | 87436 | 1287 | 0 | 0 | 0 | 0 |
| 8 | BIKANER, CC | 145994 | 9745 | 0 | 0 | 0 | 0 |
| 9 | BIKANER, DC | 203464 | 2718 | 0 | 0 | 0 | 0 |
| 10 | HANUMANGARH | 334303 | 2445 | 0 | 0 | 0 | 0 |
| 11 | GANGANAGAR | 346904 | 1654 | 0 | 0 | 0 | 0 |
| 12 | CHURU | 337683 | 2297 | 0 | 0 | 0 | 0 |
| TOTAL | | 3396088 | 70463 | 0 | 0 | 0 | 0 |

Distribution SOP Reporting Formats

Reliability Indices

System Average Interruption Frequency Index (SAIFI)

Name of Licensee: JODHPUR DISCOM

SOP-4

For the 3rd Qtr of FY 2016-17

| S.No. | Name of Circle | Total number of consumers served | Total number of sustained interruptions to consumers | SAIFI = (2)/(1) (Number of Interruptions/ consumer) | Target specified by the Commission |
|--------------|----------------|----------------------------------|--|---|------------------------------------|
| | | 1 | 2 | | |
| 1 | JODHPUR, CC | 258971 | 291451 | 1.13 | |
| 2 | JODHPUR, DC | 386165 | 2189301 | 5.67 | |
| 3 | PALI | 468085 | 1129280 | 2.41 | |
| 4 | SIROHI | 197803 | 1215838 | 6.15 | |
| 5 | BARMER | 340611 | 5235945 | 15.37 | |
| 6 | JALORE | 288669 | 2178406 | 7.55 | |
| 7 | JAISALMER | 87436 | 1507328 | 17.24 | |
| 8 | BIKANER, CC | 145994 | 262544 | 1.80 | |
| 9 | BIKANER, DC | 203464 | 2936915 | 14.43 | |
| 10 | IIANUMANGARII | 334303 | 2964428 | 8.87 | |
| 11 | GANGANAGAR | 346904 | 1487432 | 4.29 | |
| 12 | CHURU | 337683 | 6149914 | 18.21 | |
| TOTAL | | 3396088 | 27548782 | 8.11 | |

Note:

An interruption in supply to a consumer shall be considered as one interruption to one consumer. In case of failure of a line or transformer number of interruption shall be equal to the number of consumers affected.

Distribution SOP Reporting Formats

Reliability Indices

System Average Interruption Duration Index (SAIDI)

SOP-5

Name of Licensee: JODHPUR DISCOM

For the 3rd Qtr of FY 2016-17

| S.No. | Name of Circle | Total number of consumers served | Total minutes of sustained interruptions to consumers | SAIDI = (2)/(1) | Target specified by the Commission |
|--------------|----------------|----------------------------------|---|---------------------|------------------------------------|
| | | 1 | 2 | (Minutes/ consumer) | |
| 1 | JODHPUR, CC | 258971 | 1407821 | 5.44 | |
| 2 | JODHPUR, DC | 386165 | 2980312 | 7.72 | |
| 3 | PALI | 468085 | 3796374 | 8.11 | |
| 4 | SIROHI | 197803 | 1001221 | 5.06 | |
| 5 | BARMER | 340611 | 9847804 | 28.91 | |
| 6 | JALORE | 288669 | 1502145 | 5.20 | |
| 7 | JAISALMER | 87436 | 465451 | 5.32 | |
| 8 | BIKANER, CC | 145994 | 3778991 | 25.88 | |
| 9 | BIKANER, DC | 203464 | 4942514 | 24.29 | |
| 10 | HANUMANGARH | 334303 | 2658377 | 7.95 | |
| 11 | GANGANAGAR | 346904 | 2631975 | 7.59 | |
| 12 | CHURU | 337683 | 4912789 | 14.55 | |
| TOTAL | | 3396088 | 39925774 | 11.76 | |

Note:

An interruption in supply to a consumer shall be considered as one interruption to one consumer. In case of failure of a line or transformer number of interruption shall be equal to the number of consumers affected.