

218

Speed Post



## JODHPUR VIDYUT VITRAN NIGAM LTD.

Corporate Identity Number (CIN) -U40109RJ2000SGC016483

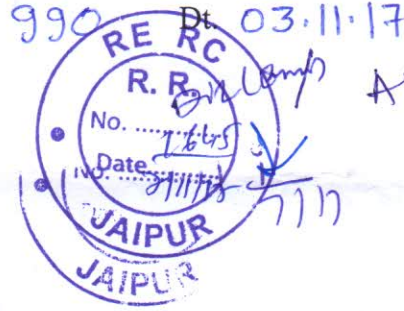
Regd. Office : New Power House, Jodhpur- 342003

Phone No : 0291-2742227 Fax No : 0291-5106366

E-mail : [seracomml@yahoo.com](mailto:seracomml@yahoo.com) Web site : [www.jdvvnl.com](http://www.jdvvnl.com)

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

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



**Sub.: Submission of Half yearly report of SoP1 to SoP5 as per SOP Regulation 2014 for the first half of FY 2017-18.**

On the subject cited above, kindly find enclosed herewith the SOP1 to SOP5 information for the 1<sup>st</sup> half of FY 2017-18(i.e. April, 2017 to September, 2017) in prescribed format i.e. "Annexure-A" in respect of Jodhpur Discom.

**Encl.: As above.**

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

Copy to the Electricity Ombudsman of Rajasthan, Vidhyut Viniyamak Bhawan,  
Near State Motor Garage, Sahakar Marg, Jaipur.

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

## JODHPUR VIDHYUT VITRAN NIGAM LIMITED

Name of Licensee: JODHPUR DISCOM

SOP 1

For the 1st Half of FY 2017-18

S.No.	Name of Circle	Total No. of call centres to be established	Establishment of Call Centres				Call centres yet to be established	No. of consumers connected with call centres	Total No. of consumers in the area
			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			
1	JODHPUR, CC		One centralised call centre established at Jodhpur which receives complaints from consumer of all the circle.		One centralised call centre established at Jodhpur which receives complaints from consumer of all the circle.		265090	265090	
2	JODHPUR, DC						409820	409820	
3	PALI						482355	482355	
4	SIROHI						206239	206239	
5	BARMER						346844	346844	
6	JALORE	1		0	0		301231	301231	
7	JAISALMER						93039	93039	
8	BIKANER, DC						213884	213884	
9	HANUMANGARH						341247	341247	
10	GANGANAGAR						355830	355830	
11	CHURU						348905	348905	
	<b>TOTAL DISCOM</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>3364484</b>	<b>3364484</b>	
1	BKESL	1	0	1	1	0	148996	148996	
	<b>GRAND TOTAL</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>3513480</b>	<b>3513480</b>	

Note : Number of consumers shown are regular consumers only.

Redressal of Consumer Complaints  
Total of Jodhpur Discom

JODHPUR VIDHYUT VITRAN NIGAM LIMITED

For the 1st Half of FY 2017-18  
SOP-2

A. Consumer Satisfaction		SOP Parameters	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
S. No.	Ref No. of Sch.-1											
1	1.1	No current complaint	497	212573	213070	206938	97.12%	5916	212854	216	99.90%	95%
2	1.2	Overhead Line/Cable breakdowns	99	3566	3665	3482	95.01%	164	3646	19	99.48%	90%
3	1.3	Under ground cable break down	0	1193	1193	758	63.54%	428	1186	7	99.41%	90%
4	1.4	Transformer Failure	138	10716	10854	10067	92.75%	718	10785	69	99.36%	90%
5	1.5	Schedule outage	102	2572	2674	2468	92.30%	196	2664	10	99.63%	90%
6	2.1	Voltage Variation	105	4710	4815	4509	93.64%	279	4788	27	99.44%	90%
7	3.1	Testing of meter	82	4925	5007	4589	91.65%	383	4972	35	99.30%	90%
8	3.2	Replacement of stopped/defective Meter	2160	30057	32217	28744	89.22%	2790	31534	683	97.88%	90%
9	3.2	No current complaint due to meter	94	4386	4480	4118	91.92%	328	4446	34	99.24%	90%
10	4.1	Demand note	15	14734	14749	14286	96.86%	452	14738	11	99.93%	90%
11	4.2	Shifting of Meter	14	836	850	778	91.53%	49	827	23	97.29%	90%
12	4.3	Shifting of Service Line	14	1240	1254	1158	92.34%	86	1244	10	99.20%	90%
13	5.1	Release of new connection/additional power	161	21681	21842	20421	93.49%	1264	21685	157	99.28%	90%
14	6.1	Transfer of ownership or change of category	2	1172	1174	1111	94.63%	53	1164	10	99.15%	90%
15	7.1	Billing complaint resolution	80	26220	26300	25106	95.46%	1111	26217	83	99.68%	95%
16	8.1	Disconnection of supply	4	6689	6693	6466	96.61%	214	6680	13	99.81%	90%
17	8.2	Issue of no dues certificate	0	592	592	580	97.97%	12	592	0	100.00%	95%
18	9.1	Restoration of DC consumers	167	5744	5911	5627	95.20%	232	5859	52	99.12%	90%
19	10.1	System reliability to avoid heavy fluctuation or short circuiting of lines	1	58	59	49	83.05%	9	58	1	98.31%	90%

B. System Reliability

Total of Jodhpur Discom

JODHPUR VIDHYUT VITRAN NIGAM LIMITED

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	95.14%	90%
2	3.3	Transformers in working condition to the total number of transformers connected in service	99.88%	90%
		i. Distribution Transformers	99.47%	90%
		ii. Power Transformers		

220

