



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 Web site : www.jdvvn.com


No.JdVVNL/ SE(RA&C)/JU/S.RA/ /2017-18/D. 1554 Dt. 15.02.18

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 third quarter of FY 2017-18.

On the subject cited above, kindly find enclosed herewith the SOP1 to SOP5 information for the 3rd quarter of FY 2017-18(i.e. October, 2017 to December, 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

JODHPUR VIDHYUT VITRAN NIGAM LIMITED

Name of Licensee: JODHPUR DISCOM

SOP 1

For the 3rd quarter of FY 2017-18

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	267977	267977
2	JODHPUR, DC	1		0		0	420694	420694
3	PALI	1		0		0	489701	489701
4	SIROHI	1		0		0	209221	209221
5	BARMER	1		0		0	350994	350994
6	JALORE	1		0		0	306611	306611
7	JAISALMER	1		0		0	100045	100045
8	BIKANER, DC	1		0		0	221941	221941
9	HANUMANGARH	1		0		0	344308	344308
10	GANGANAGAR	1		0		0	360573	360573
11	CHURU	1		0		0	354892	354892
TOTAL DISCOM		11	1	0	1	0	3426957	3426957
1	BKESL (BIKANER CC)	1	One centralised call centre established at KOLKATA which receives complaints from consumer of all the circle	1		0	152592	152592
GRAND TOTAL							3579549	3579549

Note : Number of consumers shown are regular consumers only.

A. Consumer Satisfaction

S. No.	Ref No. of Sch.-1	SOP Parameters	Complaints brought forward	Received during period	Total Complaints	Redressed in Time	Redressed in Time (%)	Redressal beyond Time	Total Complaints Redressed	Complaints pending	Total Redressal (%)	Target Fixed
1	1.1	No current complaint	216	64009	64225	61003	94.98%	3020	64023	202	99.69%	95%
2	1.2	Overhead Line/Cable breakdowns	19	3266	3285	3020	91.93%	241	3261	24	99.27%	90%
3	1.3	Under ground cable break down	7	153	160	143	89.38%	10	154	7	95.63%	90%
4	1.4	Transformer Failure	69	5498	5567	5259	94.47%	286	5545	22	99.60%	90%
5	1.5	Schedule outage	10	1460	1470	1419	96.53%	43	1462	8	99.46%	90%
6	2.1	Voltage Variation	27	1552	1579	1429	90.50%	123	1552	27	98.29%	90%
7	3.1	Testing of meter	35	2317	2352	2243	95.37%	88	2331	21	99.11%	90%
8	3.2	Replacement of stopped/detective Meter	683	18337	19020	17555	92.30%	1165	18720	300	98.42%	90%
9	3.2	No current complaint due to meter	34	1685	1719	1648	95.87%	47	1695	24	98.60%	90%
10	4.1	Demand note	11	7353	7364	7327	99.50%	29	7356	8	99.89%	90%
11	4.2	Shifting of Meter	23	316	339	274	80.83%	50	324	15	95.58%	90%
12	4.3	Shifting of Service Line	10	630	640	608	95.00%	23	631	9	98.59%	90%
13	5.1	Release of new connection/additional power	157	10180	10337	9931	96.07%	246	10177	160	98.45%	90%
14	6.1	Transfer of ownership or change of category	10	578	588	560	95.24%	17	577	11	98.13%	90%
15	7.1	Billing complaint resolution	83	16286	16369	15876	96.99%	431	16307	62	99.62%	95%
16	8.1	Disconnection of supply	13	2670	2683	2572	95.86%	87	2659	24	99.11%	90%
17	8.2	Issue of no dues certificate	0	306	306	305	99.67%	1	306	0	100.00%	95%
18	9.1	Restoration of DC consumers	52	3589	3641	3489	95.83%	102	3591	50	98.63%	90%
19	10.1	System reliability to avoid heavy fluctuation or short circuiting of lines	1	19	20	17	85.00%	1	18	2	90.00%	90%

B. System Reliability

Total of Jodhpur Discom
JODHPUR VIDHYUT VITRAN NIGAM LIMITED For the 3rd quarter of FY 2017-18

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	96.46%	90%
2	3.3	Transformers in working condition to the total number of transformers connected in service	99.89%	90%
		i. Distribution Transformers	99.85%	90%
		ii. Power Transformers	99.85%	90%

SOP-2

Distribution SOP Reporting Formats

Details of Compensation Paid

Name of Licensee: JODHPUR DISCOM

SOP-3

For the 3rd quarter of FY 2017-18

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	267977	28669	0	0	0	0
2	JODHPUR, DC	420694	26913	0	0	0	0
3	PALI	489701	10877	0	0	0	0
4	SIROHI	209221	5863	0	0	0	0
5	BARMER	350994	6779	0	0	0	0
6	JALORE	306611	4856	0	0	0	0
7	JAISALMER	100045	3045	0	0	0	0
8	BKESL (BIKANER CC)	152592	42935	0	0	0	0
9	BIKANER, DC	221941	2831	0	0	0	0
10	HANUMANGARH	344308	3479	0	0	0	0
11	GANGANAGAR	360573	4183	0	0	0	0
12	CHURU	354892	1234	0	0	0	0
TOTAL		3579549	141664	0	0	0	0

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Distribution SOP Reporting Formats

Reliability Indices

System Average Interruption Frequency Index (SAIFI)

Name of Licensee: JODHPUR DISCOM

SOP-4

For the 3rd quarter of FY 2017-18

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	267977	1544587	5.76	
2	JODHPUR, DC	420694	3098364	7.36	
3	PALI	489701	2436531	4.98	
4	SIROHI	209221	1818108	8.69	
5	BARMER	350994	10483229	29.87	
6	JALORE	306611	5412707	17.65	
7	JAISALMER	100045	1109727	11.09	
8	BKESL (BIKANER CC)	152592	347909	2.28	
9	BIKANER, DC	221941	6011432	27.09	
10	HANUMANGARH	344308	3463268	10.06	
11	GANGANAGAR	360573	3271552	9.07	
12	CHURU	354892	7101388	20.01	
TOTAL		3579549	46098802	12.88	

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.

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Reliability Indices

System Average Interruption Duration Index (SAIDI)

SOP-5

Name of Licensee: JODHPUR DISCOM

For the 3rd quarter of FY 2017-18

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	267977	2185462	8.16	
2	JODHPUR, DC	420694	6938631	16.49	
3	PALI	489701	7451531	15.22	
4	SIROHI	209221	2110588	10.09	
5	BARMER	350994	12075339	34.40	
6	JALORE	306611	3810805	12.43	
7	JAISALMER	100045	1005779	10.05	
8	BKESL (BIKANER CC)	152592	7095667	46.50	
9	BIKANER, DC	221941	9190703	41.41	
10	HANUMANGARH	344308	4049378	11.76	
11	GANGANAGAR	360573	3889847	10.79	
12	CHURU	354892	9461420	26.66	
TOTAL		3579549	69265150	19.35	

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.

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