



JODHPUR VIDYUT VITRAN NIGAM LTD.

Corporate Identity Number (CIN) -U40109RJ2000SGC016483

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No.JdVVNL/ SE(RA&C)/JU/S.RA/2016-17/D. 314

Dt. 28.05.2018

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

For Enact (S)
↓
31/5



Sub.: Publication of level of performance of Discoms by the Commission under section 59(2) of the Electricity Act, 2003, for 2nd half of FY 2017-18.

On the subject cited above, regarding submission of report for 2nd half of FY 2017-18, as per Regulation 8(2) of RERC (Standards of Performance for Distribution Licensees) Regulation, 2014, it is submitted that although the Discom has achieved targets as stipulated by the Hon'ble Commission, however following efforts are being made to improve the overall performance:

1. Online applications facility for new connections have been started to avoid delay in release of connection and for proper monitoring.
2. For prompt redressal of grievances, Discom has provided facility on social media i.e. Facebook, Tweeter etc.
3. Directions have been imparted to field officers for timely release of connections and disposal off of old pending VCR grievances.
4. Replacement of meters on war footing basis.
5. feeder improvement programmes.
6. system improvement programmes.
7. to overcome the shortage of staff Discom is outsourcing various activities/works. Simultaneously new vacancies for different post have been published, and once recruitment process completed, Discom would has sufficient staff.
8. excess Load drawl is being monitored and controlled.

The SOP1 to SOP5 information for the 2nd half of FY 2017-18(i.e. October, 2017 to March, 2018) is enclosed herewith in prescribed format i.e. "Annexure-A".

(Signature)
28/5/18
(U. S. CHOUHAN)

**SUPERINTENDING ENGINEER(RA&C)
JODHPUR DISCOM, JODHPUR**

JODHPUR VIDHYUT VITRAN NIGAM LIMITED

Name of Licensee: **JODHPUR DISCOM**

SOP 1

For the 2nd Half 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	270079	270079	
2	JODHPUR, DC	1		0	0	0	0	425718	425718
3	PALI	1		0	0	0	0	492897	492897
4	SIROHI	1		0	0	0	0	210878	210878
5	BARMER	1		0	0	0	0	354994	354994
6	JALORE	1		0	0	0	0	310611	310611
7	JAISALMER	1		0	0	0	0	102387	102387
8	BIKANER, DC	1		0	0	0	0	223157	223157
9	HANUMANGARH	1		0	0	0	0	346436	346436
10	GANGANAGAR	1		0	0	0	0	362663	362663
11	CHURU	1		0	0	0	0	358450	358450
	TOTAL DISCOM	11	1	0	1	0	3458270	3458270	
	BKESL (BIKANER CC)		One centralised call centre established at KOLKATA which receives complaints from consumer of all the circle						
1		1		1		0	154543	154543	
	GRAND TOTAL						3612813	3612813	

Note : Number of consumers shown are regular consumers only.

Redressal of Consumer Complaints
Total of Jodhpur Discom

JODHPUR VIDHYUT VITRAN NIGAM LIMITED

For the 2nd Half of FY 2017-18
SOP-2

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 Time (%)	Redressal beyond Time	Total Complaints Redressed	Complaints pending	Total Redressal (%)	Target Fixed
1	1.1	No current complaint	216	121932	122148	116448	95.33%	5348	121996	152	99.88%	95%
2	1.2	Overhead Line/Cable breakdowns	19	5757	5776	5352	92.66%	401	5753	23	99.60%	90%
3	1.3	Under ground cable break down	7	304	311	288	92.60%	21	309	2	99.36%	90%
4	1.4	Transformer Failure	69	10986	11055	10641	96.26%	404	11045	10	99.91%	90%
5	1.5	Schedule outage	10	2853	2863	2766	96.61%	91	2857	6	99.79%	90%
6	2.1	Voltage Variation	27	2939	2966	2697	90.93%	260	2947	19	99.36%	90%
7	3.1	Testing of meter	35	3928	3963	3735	94.25%	216	3951	12	99.70%	90%
8	3.2	Replacement of stopped/defective Meter	683	31350	32033	30180	94.22%	1655	31835	198	99.38%	90%
9	3.2	No current complaint due to meter	34	2244	2278	2192	96.22%	77	2269	9	99.60%	90%
10	4.1	Demand note	11	15853	15864	15057	94.91%	550	15607	257	98.38%	90%
11	4.2	Shifting of Meter	23	612	635	554	87.24%	68	622	13	97.95%	90%
12	4.3	Shifting of Service Line	10	2051	2061	2015	97.77%	48	2053	8	99.61%	90%
13	5.1	Release of new connection/additional power	157	19964	20121	19274	95.79%	715	20009	112	99.44%	90%
14	6.1	Transfer of ownership or change of category	10	978	988	957	96.86%	31	981	7	99.29%	90%
15	7.1	Billing complaint resolution	83	31682	31765	30797	96.95%	946	31743	22	99.93%	95%
16	8.1	Disconnection of supply	13	4964	4977	4821	96.87%	146	4967	10	99.80%	90%
17	8.2	Issue of no dues certificate	0	603	603	597	99.00%	6	603	0	100.00%	95%
18	9.1	Restoration of DC consumers	52	8787	8839	8559	96.83%	242	8801	38	99.57%	90%
19	10.1	System reliability to avoid heavy fluctuation or short circuiting of lines	1	34	35	31	88.57%	3	34	1	97.14%	90%

B. System Reliability
Total of Jodhpur Discom

JODHPUR VIDHYUT VITRAN NIGAM LIMITED

For the 4th quarter of FY 2017-18
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	96.09%	90%
2	3.3		Transformers in working condition to the total number of transformers connected in service		
			i. Distribution Transformers	99.83%	90%
			ii. Power Transformers	99.70%	90%

