

Speed Post



JODHPUR VIDYUT VITRAN NIGAM LTD.

Corporate Identity Number (CIN) -U40109RJ2000SGC016483

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No.JdVVNL/ SE(RA&C)/JU/S.RA/ /2017-18/D. 315

Dt. 28.05.2018

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

ADCTI (U) 116
Dughe (E) 116
31/5



Sub.: Submission of quarterly report of SoP1 to SoP5 for the fourth quarter of FY 2017-18.

On the subject cited above, kindly find enclosed herewith the SOP1 to SOP5 information for the 4th quarter of FY 2017-18(i.e. Jan, 2018 to Mar, 2018) in prescribed format i.e. "Annexure-A" in respect of Jodhpur Discom.

Encl.: As above.

31/5/18

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

JODHPUR VIDHYUT VITRAN NIGAM LIMITED

SOP 1
For the 4th quarter of FY 2017-18

Name of Licensee: JODHPUR DISCOM

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	425718	425718
3	PALI	1		0	0	0	492897	492897
4	SIROHI	1		0	0	0	210878	210878
5	BARMER	1		0	0	0	354994	354994
6	JALORE	1		0	0	0	310611	310611
7	JAISALMER	1		0	0	0	102387	102387
8	BIKANER, DC	1		0	0	0	223157	223157
9	HANUMANGARH	1		0	0	0	346436	346436
10	GANGANAGAR	1		0	0	0	362663	362663
11	CHURU	1		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 4th quarter 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	202	57923	58125	55445	95.39%	2338	57973	152	99.74%	95%
2	1.2	Overhead Line/Cable breakdowns	24	2491	2515	2332	92.72%	160	2492	23	99.09%	90%
3	1.3	Under ground cable break down	7	151	158	145	91.77%	11	156	2	98.73%	90%
4	1.4	Transformer Failure	22	5488	5510	5382	97.68%	118	5500	10	99.82%	90%
5	1.5	Schedule outage	8	1393	1401	1347	96.15%	48	1395	6	99.57%	90%
6	2.1	Voltage Variation	27	1387	1414	1268	89.67%	137	1395	19	98.66%	90%
7	3.1	Testing of meter	21	1611	1632	1492	91.42%	138	1620	12	99.26%	90%
8	3.2	Replacement of stopped/defective Meter	300	13013	13313	12625	94.83%	490	13115	198	98.51%	90%
9	3.2	No current complaint due to meter	24	559	583	544	93.31%	30	574	9	98.46%	90%
10	4.1	Demand note	8	8500	8508	7730	90.86%	51	8251	257	96.98%	90%
11	4.2	Shifting of Meter	15	296	311	280	90.03%	18	298	13	95.82%	90%
12	4.3	Shifting of Service Line	9	1421	1430	1407	98.39%	13	1422	8	99.44%	90%
13	5.1	Release of new connection/additional power	160	9784	9944	9343	93.96%	480	9832	112	98.87%	90%
14	6.1	Transfer of ownership or change of category	11	400	411	397	96.59%	7	404	7	98.30%	90%
15	7.1	Billing complaint resolution	62	15396	15458	14921	96.53%	513	15436	22	99.86%	95%
16	8.1	Disconnection of supply	24	2294	2318	2249	97.02%	50	2308	10	99.57%	90%
17	8.2	Issue of no dues certificate	0	297	297	292	98.32%	3	297	0	100.00%	95%
18	9.1	Restoration of DC consumers	50	5198	5248	5070	96.61%	140	5210	38	99.28%	90%
19	10.1	System reliability to avoid heavy fluctuation or short circuiting of lines	2	15	17	14	82.35%	3	16	1	94.12%	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 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	99.83%	90%
		i. Distribution Transformers	99.70%	90%
		ii. Power Transformers		

