



# AJMER VIDYUT VITRAN NIGAM LIMITED

(Commercial Deptt.)

Corporate Identification Number (CIN)-U40109RJ2000SGC016482

Regd. Off. Vidyut Bhawan, Panchsheel Nagar, Makarwali Road, Ajmer-305004

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NO. AVVNL/ACE (HQ)/SE(C)/XEN-I /F./2018-19/D. 673 Dated 12-6-18

✓ The Secretary,

Rajasthan Electricity Regulatory Commission,

Vidyut Viniyamak Bhawan Sahkar Marg,

Near State Motor Garage, Jaipur.

ADCT-1)  
Dy. Secy (E)  
19/6  
20/6



Sub:- Time bound activities mandated for the Discoms, for improvement in the Standards Of Performances as per SOP Regulations-2014 for the period January-2018 to March-2018.

Sir,

In reference to implementation of BRAP (Business Resource Action Plan) of GOR, the SOP information for Quarter January-2018 to March-2018, in SOP-1 to SOP-5 formats is enclosed herewith for publishing / uploading on Hon'ble Commission's website.

Encl:- As above.

*[Handwritten Signature]*  
12.6.18

(S.S Mina)

Addl. Chief Engineer (HQ.)  
AVVNL Ajmer

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	AJMER (ACC)			0		0	225960	225960
2	AJMER (ADC)			0		0	357216	357216
3	BHILWARA			0		0	481466	481466
4	CHITTORGARH			0		0	311717	311717
5	UDAIPUR			0		0	539838	539838
6	BANSWARA			0		0	218572	218572
7	NAGAU	1	One centralised Call Center established at Ajmer which receives complaints from consumer of all the circle. Toll Free No. 1800-180-6565	0	One centralised Call Center established at Ajmer which receives complaints from consumer of all the circle. Toll Free No. 1800-180-6565	0	553181	553181
8	SIKAR			0		0	554824	554824
9	JHUNJHUNU			0		0	452051	452051
10	RAJASAMAND			0		0	252174	252174
11	DUNGARPUR			0		0	239953	239953
12	PRATAPGARH			0		0	144857	144857
	<b>Total</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>4331809</b>	<b>4331809</b>

## 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 (%)	Redressed beyond time	Total complaints redressed	complaints pending	Total Redressal (%)	Target fixed
1	2	3	4	5	6	7	8	9	10	11	12	13
1	1.1	NO current complaint	236	30268	30504	29193	95.70	1158	30351	153	99.50	95%
2	1.2	Overhead Line/Cable breakdowns	17	2457	2474	2424	97.98	31	2455	19	99.23	90%
3	1.3	Under ground cable break down	0	163	163	159	97.55	4	163	0	100.00	90%
4	1.4	Transformer Failure	14	5378	5392	5366	99.52	11	5377	15	99.72	90%
5	1.5	Scheduled outage	0	649	649	648	99.85	1	649	0	100.00	90%
6	2.1	Voltage variation	7	489	496	466	93.95	24	490	6	98.79	90%
7	3.1	Testing of meter	21	2220	2241	2209	98.57	18	2227	14	99.38	90%
8	3.2	Replacement of stopped/defective Meter	301	44613	44914	40424	90.00	4250	44674	240	99.47	90%
9	3.2	NO current complaint due to Meter	7	8890	8897	8829	99.24	64	8893	4	99.96	90%
10	4.1	Demand note	3	14295	14298	13563	94.86	731	14294	4	99.97	90%
11	4.2	shifting of meter	3	381	384	357	92.97	23	380	4	98.96	90%
12	4.3	shifting of service line	4	280	284	265	93.31	16	281	3	98.94	90%
13	5.1	Release of new connection/additional power	19	11237	11256	9655	85.78	1582	11237	19	99.83	90%
14	6.1	Transfer of ownership or change in category	1	215	216	216	100.00	0	216	0	100.00	90%
15	7.1	Billing complaint resolution	8	9707	9715	9625	99.07	86	9711	4	99.96	95%
16	8.1	Disconnection of supply	7	6924	6931	6918	99.81	4	6922	9	99.87	90%
17	8.2	Issue of no dues certificate	0	21	21	18	85.71	3	21	0	100.00	95%
18	9.1	Restoration of DC consumers	11	9164	9175	9163	99.87	6	9169	6	99.93	90%
19	10.1	System reliability to avoid heavy fluctuations or short circuiting of lines	9	195	204	191	93.63	4	195	9	95.59	90%
		<b>Total</b>	<b>668</b>	<b>147546</b>	<b>148214</b>	<b>139689</b>	<b>94.25</b>	<b>8016</b>	<b>147705</b>	<b>509</b>	<b>99.66</b>	

## B. System Reliability

S.No	Ref no. of Sch.-1	SOP Parameters	Actual achievement (%)	Target fixed
1	3.2	Correct meters to the total number of meters installed	93.38%	90%
2	3.3	Transformers in working condition to the total number of transformer connected in service 1. Distribution Transformers 2. Power Transformers	99.62%	90%
			99.55%	90%

Details of Compensation paid

SOP-3  
4th Qtr. Jan. 2018 to March 2018 (FY 2017-18)

Name of Licensee:-Ajmer Discom

S.No.	Name of Circle	Total No. of consumers in the area	No. of Complaints received during the period	Compensation Complaints lodged		Compensation Paid	
				No. of Consumers	Amount (Rs)	No. of Consumers	Amount (Rs)
1	AJMER (ACC)	225960	19949	0	0	0	0
2	AJMER (ADC)	357216	4609	0	0	0	0
3	BHILWARA	481466	264	0	0	0	0
4	CHITTORGARH	311717	28	0	0	0	0
5	UDAIPUR	539838	11994	0	0	0	0
6	BANSWARA	218572	931	0	0	0	0
7	NAGAUR	553181	34339	0	0	0	0
8	SIKAR	554824	20728	0	0	0	0
9	JHUNJHUNU	452051	41424	0	0	0	0
10	RAJASAMAND	252174	2695	0	0	0	0
11	DUNGARPUR	239953	6960	0	0	0	0
12	PRATAPGARH	144857	3625	0	0	0	0
	<b>Total</b>	<b>4331809</b>	<b>147546</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

