



**AJMER VIDYUT VITRAN NIGAM LIMITED**  
(Commercial Deptt.)

Corporate Identification Number (CIN)-U40109RJ2000SGC016482  
Regd. Off.Vidyut Bhawan, Panchsheel Nagar, Makarwali Road, Ajmer-305004  
Phone No. 0145-2644501, Fax-2644502 E-Mail:- [cecomavvnl@gmail.com](mailto:cecomavvnl@gmail.com) Website-[www.avvnl.com](http://www.avvnl.com)

NO. AVVNL/ACE (HQ)/SE(C)/ XEN-I /F./2018-19/D.

672 Dated 12-6-18

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




Sub:- Regarding submission of Half Yearly Report for the period of October-17 to March-18 on Standards Of Performance Regulations-2014 by the distribution licensee in the revised SoP-1 to SoP-5 formats.

Ref:- RERC letter No.295 dated 25.05.2018

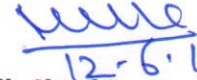
In reference to above please find enclosed herewith the Half Yearly Report for the period of October-17 to March-18 in the revised SoP-1 to SoP-5 formats alongwith soft copy for information and needful action please.

Encl:- As above.

  
12-6-18  
(S.S Mina)  
Addl. Chief Engineer (HQ.)  
AVVNL Ajmer

Copy to the Electricity Ombudsman Rajasthan, Jaipur for information & needful action.

Encl:- As above.

  
12-6-18  
Addl. Chief Engineer (HQ.)  
AVVNL Ajmer

**Establishment of Call-Centres**

**Name of Licensee:-Ajmer Discom**

**SOP-1**  
**For the 2nd Half Yearly of FY 2017-18**

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>



**Redressal of Consumer Complaints**

Name of Licensee- Almer Discom

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

**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	237	63033	63270	60442	95.53	2675	63117	153	99.76	95%
2	1.2	Overhead Line/Cable breakdowns	41	5076	5117	5024	98.18	74	5098	19	99.63	90%
3	1.3	Under ground cable break down	6	355	361	348	96.40	13	361	0	100.00	90%
4	1.4	Transformer Failure	0	11844	11844	11804	99.66	25	11829	15	99.87	90%
5	1.5	Scheduled outage	0	1132	1132	1131	99.91	1	1132	0	100.00	90%
6	2.1	Voltage variation	4	973	977	935	95.70	36	971	6	99.39	90%
7	3.1	Testing of meter	22	4815	4837	4776	98.74	47	4823	14	99.71	90%
8	3.2	Replacement of stopped/defective Meter	27	79522	79549	74120	93.18	5189	79309	240	99.70	90%
9	4.1	NO current complaint due to Meter	11	16294	16305	16196	99.33	105	16301	4	99.98	90%
10	4.1	Demand note	4	28227	28231	25412	90.01	2815	28227	4	99.99	90%
11	4.2	shifting of meter	5	618	623	590	94.70	29	619	4	99.36	90%
12	4.3	shifting of service line	5	487	492	468	95.12	21	489	3	99.39	90%
13	5.1	Release of new connection/additional power	24	24222	24246	20730	85.50	3497	24227	19	99.92	90%
14	6.1	Transfer of ownership or change in category	2	404	406	403	99.26	3	406	0	100.00	90%
15	7.1	Billing complaint resolution	28	19416	19444	19286	99.19	154	19440	4	99.98	95%
16	8.1	Disconnection of supply	117	10616	10733	10601	98.77	123	10724	9	99.92	90%
17	8.2	Issue of no dues certificate	0	42	42	39	92.86	3	42	0	100.00	95%
18	9.1	Restoration of DC consumers	18	17161	17179	17149	99.83	24	17173	6	99.97	90%
19	10.1	System reliability to avoid heavy fluctuations or short circuiting of lines	10	387	397	372	93.70	16	388	9	97.73	90%
<b>Total</b>			<b>561</b>	<b>284624</b>	<b>285185</b>	<b>269826</b>	<b>94.61</b>	<b>14850</b>	<b>284676</b>	<b>509</b>	<b>99.82</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  
For the 2nd Half Yearly of 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	39018	0	0	0	0
2	AJMER (ADC)	357216	9401	0	0	0	0
3	BHILWARA	481466	578	0	0	0	0
4	CHITTORGARH	311717	71	0	0	0	0
5	UDAIPUR	539838	23407	0	0	0	0
6	BANSWARA	218572	1730	0	0	0	0
7	NAGAU	553181	64199	0	0	0	0
8	SIKAR	554824	39085	0	0	0	0
9	JHUNJHUNU	452051	84632	0	0	0	0
10	RAJASAMAND	252174	5264	0	0	0	0
11	DUNGARPUR	239953	10499	0	0	0	0
12	PRATAPGARH	144857	6740	0	0	0	0
	<b>Total</b>	<b>4331809</b>	<b>284624</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

