



Jaipur Vidut Vitran Nigam Limited

Office of the Superintending Engineer (Regulation)

Room No. 149, Old Power House Premises, Banipark, Jaipur-302016

प्रभासिभ शशि सूर्यायः

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CIN: U40109RJ2000SGC016486



No. :- JPD /SE(Regn)/XEN (RM)/ / F. SOP /D. **143**

Jaipur, dt. **19-6-2018**

The Secretary,
RERC,
Jaipur.

ADCT-1)
Ore 21/6
2018

Sub:- Time bound activities mandated for the Discom for improvement in the Standard of Performances as per SOP Regulations, 2014 for the period Oct. 17 to Dec. 17.

Kindly find enclosed herewith the information of quarterly time bound activities of Standard Of Performances as per SOP regulations 2014 in prescribed formats SOP-1 to SOP-5 for the period of **Oct. 17 to Dec. 17** in respect of Jaipur Discom for kind perusal and for publishing on the commission's website for implementation of BRAP (Business Resource Action Plan) of GOR.

Encl: As above

(Umesh Gupta)

Superintending Engineer (Regulation)

Copy along with the information submitted to the Registrar, Office of the Electricity Ombudsman of Rajasthan, Jaipur for kind perusal and further needful.

Enclosed: As above

Executive Engineer (RM)

**DISTRIBUTION SOP REPORTING FORMATS
REDRESSAL OF CONSUMER COMPLAINTS**

NAME OF LICENSEE : JAIPUR DISCOM

SOP-2

OCT.2017-DEC. 2017

A. CONSUMER SATISFACTION

S. NO	REF NO OF SCH-1	SOP PARAMETERS	COMPLAINTS BROUGHT FORWARD	RECIVED DURING PERIOD	TOTAL COMPLAINTS	REDRES SED IN TIME	REDRES SAL IN TIME %	REDRES SED BEYOND TIME	TOTAL COMPLAIN TS REDRES SED	COMPLAIN TS PENDING S	TOTAL REDRESSAL (%)	TARGET FIXED
1	1.1	NO CURRENT COMPLAINTS	725	43254	43979	32329	73.51	11182	43511	468	98.9%	95%
2	1.2	OVERHEAD LINE/ CABLE BREAKDOWN	521	3996	4517	3896	86.25	270	4166	351	92.2%	90%
3	1.3	UNDER GROUND CABLE BREAKDOWN	201	1068	1269	965	76.04	199	1164	105	91.7%	90%
4	1.4	X-MER FAILURE	5	7527	7532	6932	92.03	527	7459	73	99.0%	90%
5	1.5	SCHEDULED VOLTAGE	2	1407	1409	1347	95.60	60	1407	2	99.9%	90%
6	2.1	VOLTAGE VARIATION	16	801	817	612	74.91	182	794	23	97.2%	90%
7	3.1	TESTING OF METER	57	2507	2564	2034	79.33	488	2522	42	98.4%	90%
8	3.2	REPALCEMENT OF STOPPED/DEFECTIVE METER	14109	26486	40595	32058	78.97	6250	38308	2287	94.4%	90%
9	3.2	NO CURRENT COMPLAINTS DUE TO METER	16	1226	1242	1040	83.74	188	1228	14	98.9%	90%
10	4.1	DEMAND NOTE	134	1310	1444	1056	73.13	351	1407	37	97.4%	90%
11	4.2	SHIFTING OF METER	1	190	191	162	84.82	29	191	0	100.0%	90%
12	4.3	SHIFTING OF SERVICE LINE	3	294	297	243	81.82	47	290	7	97.6%	90%
13	5.1	RELEASE OF NEW CONNECTION/ADDITIONAL POWER	169	5572	5741	4905	85.44	782	5687	54	99.1%	90%
14	6.1	TRANSFER OF OWNERSHIP OR CHANGE OF CATEGORY	46	798	844	636	75.36	206	842	2	99.8%	90%
15	7.1	BILLING COMPLAINTS RESOLUTION	32	9507	9539	8639	90.57	866	9505	34	99.6%	95%
16	8.1	DISCONNETION OF SUPPLY	83	2335	2418	2156	89.16	244	2400	18	99.3%	90%
17	8.2	ISSUE OF NO DUES CERTIFICATE	0	310	310	262	84.52	48	310	0	100.0%	95%
18	9.1	RESTORATION OF DC CONSUMERS	10	1474	1484	1295	87.26	184	1479	5	99.7%	90%
19	10.1	SYSTEM REALIABILITY TO AVOID HAEVY FLUCTUATION S OR SHORT CIRCUITING OF LINES	0	54	54	51	94.44	3	54	0	100.0%	90%

B SYSTEM RELIABILITY

S. NO	REF NO OF SCH-1	SOP PARAMETERS	Actual	Target
1	3.2	CORRECT METER TO THE TOTAL NO. OF METER INSTALLED	93.24%	90%
2	3.3	TRANSFORMERS IN WORKING CONDITION TO THE NUMBER OF TRANSFORMER CONNETED IN SERVICE		
		(i) DISTIBUTION TRANSFORMER	99.59%	90%
		(ii) POWER TRANSFORMER	97.30%	90%

DISTRIBUTION SOP REPORTING FORMATS

DETAILS OF COMPENSATION PAID

NAME OF LICENSEE :

Jaipur Discom

OCT.2017- DEC. 2017

SOP-3

S. NO	NAME OF CIRCLE	NO OF CONSUMERS IN THE CIRCLE	NO OF COMPLAINTS RECEIVED DURING THE PERIOD	COMPENSATION COMPLAINTS LODGED		COMPENSATION PAID	
				NO OF CONSUMERS	AMOUNT (RS)	NO OF CONSUMERS	AMOUNT (RS)
1	ALWAR	750309	4531	0	0	0	0
2	DAUSA	290230	3285	0	0	0	0
3	JCC	1006262	12432	0	0	0	0
4	JPDC	783785	20876	0	0	0	0
5	TONK	268476	9694	0	0	0	0
6	KOTA	355212	21350	0	0	0	0
7	BARAN	220723	869	0	0	0	0
8	BUNDI	174246	201	0	0	0	0
9	JHALAWAR	219235	4490	0	0	0	0
10	BHARATPUR	280339	7675	0	0	0	0
11	DHOLPUR	136429	0	0	0	0	0
12	KARALI	176672	5296	0	0	0	0
13	SAWAI MADHOPUR	199183	7271	0	0	0	0
TOTAL		4861101	97970	0	0	0	0

