



Jaipur Vidyut 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

ADCT-1)

(Dr. S. K. Singh)

2/6

2018

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

144

Jaipur, dt.

19-6-2018

The Secretary,
RERC,
Jaipur.



Sub:- Time bound activities mandated for the Discom for improvement in the Standard of Performances as per SOP Regulations, 2014 for the period Jan. 18 to March 18.

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 **Jan. 18 to March 18** 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
ESTABLISHMENT OF CALL-CENTRES**

NAME OF LICENSEE: Jaipur Discom

SOP-1

JAN.2018- MARCH 2018

S. NO	NAME OF CIRCLE	Total No. Of Call Centers to be Established	No. of call centers previously established	No. of call centers established during the period	Total No. of call centers established	Call centers yet to be established	No. of consumers connected with call centers	Total No. of consumers in the area
1	ALWAR							678826
2	DAUSA							247270
3	JCC							838516
4	JPDC							678115
5	TONK							220327
6	KOTA							368036
7	BARAN							236273
8	BUNDI							175377
9	JHALAWAR							219843
10	BHARATPUR							282367
11	DHOLPUR							139107
12	KARAULI							187457
13	SAWAI MADHOPUR							200275
	Total	0	0	0	0	0	0	4471789

established a centralized call centre for redressal of consumer complaints having toll free no. 18001806507

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

NAME OF LICENSEE - JAIPUR DISCOM

SOP-2

Jan.2018-March 2018

A. CONSUMER SATISFACTION

S. NO	REF NO OF SCH-	SOP PARAMETERS	COMPLAINTS BROUGHT FORWARD	RECEIVED DURING PERIOD	TOTAL COMPLAINTS	REDRESSED IN TIME	REDRESSAL IN TIME %	REDRESSED BEYONDTIME	TOTAL COMPLAINTS REDRESSED	COMPLAINTS PENDING	TOTAL REDRESSAL (%)	TARGET FIXED
1	1 1	NO CURRENT COMPLAINTS	483	46173	46656	36091	77.36	10137	46228	428	99.1%	95%
2	1 2	OVERHEAD LINE/CABLE BREAKDOWN	343	4394	4737	3747	79.10	599	4346	391	91.7%	90%
3	1 3	UNDER GROUND CABLE BREAKDOWN	105	1070	1175	1095	93.19	71	1166	9	99.2%	90%
4	1 4	X-MER FAILURE	72	8549	8621	7538	87.44	572	8110	511	94.1%	90%
5	1 5	SCHEDULED VOLTAGE	2	1678	1680	1451	86.37	97	1548	132	92.1%	90%
6	2 1	VOLTAGE VARIATION	24	874	898	716	79.73	147	863	35	96.1%	90%
7	3 1	TESTING OF METER	44	2756	2800	2323	82.96	346	2669	131	95.3%	90%
8	3 2	REPLACEMENT OF STOPPED/DEFECTIVE METER	2363	25604	27967	23203	82.97	3092	26295	1672	94.0%	90%
9	3 2	NO CURRENT COMPLAINTS DUE TO METER	14	1380	1394	1047	75.11	222	1269	125	91.0%	90%
10	4 1	DEMAND NOTE	118	1447	1565	1125	71.88	403	1528	37	97.6%	90%
11	4 2	SHIFTING OF METER	2	218	220	185	84.09	35	220	0	100.0%	90%
12	4 3	SHIFTING OF SERVICE LINE	7	325	332	261	78.61	44	305	27	91.9%	90%
13	5 1	RELEASE OF NEW CONNECTION/ADDITIONAL POWER	83	6102	6185	5223	84.45	916	6139	46	99.3%	90%
14	6 1	TRANSFER OF OWNERSHIP OR CHANGE OF CATEGORY	1	896	897	647	72.13	239	886	11	98.8%	90%
15	7 1	BILLING COMPLAINTS RESOLUTION	44	10759	10803	9477	87.73	868	10345	458	95.8%	95%
16	8 1	DISCONNECTION OF SUPPLY	19	2724	2743	2471	90.08	223	2594	49	98.2%	90%
17	8 2	ISSUE OF NO DUES CERTIFICATE	0	361	361	309	85.60	52	361	0	100.0%	95%
18	9 1	RESTORATION OF DC CONSUMERS	9	1656	1665	1459	87.63	199	1658	7	99.6%	90%
19	10 1	SYSTEM RELIABILITY TO AVOID HAEVY FLUCTUATION S OR SHORT CIRCUITING OF LINES	0	65	65	61	93.85	4	65	0	100.0%	90%

B SYSTEM RELIABILITY

S. NO	REF NO OF SCH-	SOP PARAMETERS	Actual	Target
1	3 2	CORRECT METER TO THE TOTAL NO OF METER INSTALLED	93.60%	90%
2	3 3	TRANSFORMERS IN WORKING CONDITION TO THE NUMBER OF TRANSFORMER CONNETED IN SERVICE		
		(i) DISTRIBUTION TRANSFORMER	99.60%	90%
		(ii) POWER TRANSFORMER	100.00%	90%

**DISTRIBUTION SOP REPORTING FORMATS
DETAILS OF COMPENSATION PAID**

NAME OF LICENSEE : JAIPUR DISCOM

JAN.2018- MARCH 2018

SOP-3

S. NO	NAME OF CIRCLE	NO OF CONSUMERS IN THE CIRCLE	NO OF COMPLAINTS RECEIVED	COMPENSATION		COMPENSATION PAID	
				NO OF CONSUMERS	AMOUNT (RS)	NO OF CONSUMERS	AMOUNT (RS)
1	ALWAR	678826	4184	0	0	0	0
2	DAUSA	247270	3036	0	0	0	0
3	JCC	838516	11476	0	0	0	0
4	JPDC	678115	19271	0	0	0	0
5	TONK	220327	8949	0	0	0	0
6	KOTA	368036	22499	0	0	0	0
7	BARAN	236273	968	0	0	0	0
8	BUNDI	175377	316	0	0	0	0
9	JHALAWAR	219843	3761	0	0	0	0
10	BHARATPUR	282367	7086	0	0	0	0
11	DHOLPUR	139107	0	0	0	0	0
12	KARALI	187457	4890	0	0	0	0
13	SAWAI MADHOPUR	200275	6712	0	0	0	0
	TOTAL	4471789	93148	0	0	0	0

