



Jaipur Vidut Vitran Nigam Limited
Office of the Superintending Engineer (Regulation)

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

प्रभास्मि शशि सूर्यायः

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CIN: U40109RJ2000SGC016486

No. :- JPD /SE(Regn)/XEN (RM)/ / F. SOP /D. 151

Jaipur, dt. 25-6-2018

The Secretary,
RERC,
Jaipur.


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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 March 18.

Kindly find enclosed herewith the information of half yearly 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 March 18** in respect of Jaipur Discom for kind perusal and further needful of the commission.

Encl: As above


(Umesh Gupta)

Superintending Engineer (Regulation)

Copy forwarded to the Registrar, Office of the Electricity Ombudsman Of Rajasthan, Jaipur along with the information in prescribed formats.

Encl.:- SOP-1 to SOP-5


Superintending Engineer (Regulation)

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NAME OF LICENSEE: JAPUR DISCOM

DISTRIBUTION SOP REPORTING FORMATS
REDRESSAL OF CONSUMER COMPLAINTS

SOP-2
For the Iind Half Year Ending: 2017-18

A. CONSUMER SATISFACTION

S. NO	REF NO OF SCH-1	SOP PARAMETERS	COMPLAINTS BROUGHT FORWARD	REQURED 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	1208	89427	90035	68420	75.49	21319	89739	896	99.0%	95%
2	1.2	OVERHEAD LINE/ CABLE BREAKDOWN	864	6390	9254	7643	82.59	869	8512	742	92.0%	90%
3	1.3	UNDER GROUND CABLE BREAKDOWN	306	2138	2444	2060	84.39	270	2330	114	95.3%	90%
4	1.4	X-MER FAILURE	77	16076	16153	14470	89.58	1099	15669	584	96.4%	90%
5	1.5	SCHEDULED VOLTAGE	4	3085	3089	2798	90.58	157	2965	134	95.7%	90%
6	2.1	VOLTAGE VARIATION	40	1675	1715	1328	77.43	329	1657	58	96.0%	90%
7	3.1	TESTING OF METER	101	5263	5394	4357	81.23	834	5191	173	96.8%	90%
8	3.2	REPLACEMENT OF STOPPED/DEFECTIVE METER	16472	52090	66562	55261	80.90	9342	64603	3859	94.2%	90%
9	3.2	NO CURRENT COMPLAINTS DUE TO METER	30	2696	2636	2087	79.17	410	2497	139	94.7%	90%
10	4.1	DEMAND NOTE	252	2757	3009	2191	72.48	754	2835	74	97.5%	90%
11	4.2	SHIFTING OF METER	3	408	411	347	84.43	64	411	0	100.0%	90%
12	4.3	SHIFTING OF SERVICE LINE	10	619	629	504	80.13	91	595	34	94.6%	90%
13	5.1	RELEASE OF NEW CONNECTION/ADDITIONAL POWER	252	11674	11926	10128	84.92	1698	11826	100	99.2%	90%
14	6.1	TRANSFER OF OWNERSHIP OR CHANGE OF CATEGORY	47	1694	1741	1283	73.69	445	1728	13	99.3%	90%
15	7.1	BILLING COMPLAINTS RESOLUTION	76	20266	20342	18116	89.06	1734	19850	492	97.6%	95%
16	8.1	DISCONNECTION OF SUPPLY	102	5059	5161	4627	89.65	487	5004	67	98.7%	90%
17	8.2	ISSUE OF NO DUES CERTIFICATE	0	671	671	571	85.10	100	671	0	100.0%	95%
18	9.1	RESTORATION OF DC CONSUMERS	19	3130	3149	2754	87.46	383	3137	12	99.6%	90%
19	10.1	SYSTEM REABILITY TO AVOID HAELY FLUCTUATION S OR SHORT CIRCUITING OF LINES	0	119	119	112	94.12	7	119	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	93.41%	90%
2	3.3	TRANSFORMERS IN WORKING CONDITION TO THE NUMBER OF TRANSFORMER CONNECTED IN SERVICE		
		(i) DISTRIBUTION TRANSFORMER	99.61%	90%
		(ii) POWER TRANSFORMER	98.11%	90%

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

NAME OF LICENSEE : JAIPUR DISCOM

For the IInd Half Year Ending: 2017-18

SOP-3

S. NO	NAME OF CIRCLE	NO OF CONSUMERS IN THE CIRCLE	NO OF COMPLAINTS RECEIVED DURING THE HALF YEAR	COMPENSATION COMPLAINTS		COMPENSATION PAID	
				NO OF CONSUMERS	AMOUNT (RS)	NO. OF CONSUMERS	AMOUNT (RS)
1	ALWAR	678826	8715	0	0	0	0
2	DAUSA	247270	6321	0	0	0	0
3	JCC	838516	23908	0	0	0	0
4	JPDC	678115	40597	0	0	0	0
5	TONK	220327	18643	0	0	0	0
6	KOTA	368036	43849	0	0	0	0
7	BARAN	236273	1837	0	0	0	0
8	BUNDI	175377	517	0	0	0	0
9	JHALAWAR	219843	8251	0	0	0	0
10	BHARATPUR	282367	14761	0	0	0	0
11	DHOLPUR	139107	0	0	0	0	0
12	KARALI	187457	10186	0	0	0	0
13	SAWAI MADHOPUR	200275	13983	0	0	0	0
	TOTAL	4471789	191568	0	0	0	0

