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STANDARDS OF PERFORMANCE

Persuant to notification of RERC (Standards of performance of Distribution license) Regulation-2014, by the Rajasthan Electricity Regulatory Commission, the Jaipur Vidyut Vitran Nigam Limited here by lays down the following standards of performance effective from 1.10.2014.

1.1 Guaranteed Standard of Performance

(1). The Nigam Shall provide best services well within time limits specified in schedule -1 of these standards, which are the guaranteed standards of services for its consumers. The failure of Nigam to achieve these guaranteed standards shall entail payment of monetary compensation to the effected persons as per schedule-2.

(2). These guaranteed standards shall be read with provisions specified under the RERC (Electricity Supply Code and Connected Meters) Regulations-2004 and other relevant Regulations, amended from time to time.

1.2 Complaint Handling Mechanism

(1). The Nigam shall established call -centres, easily accessible to its consumers, within

i. 12 months in Class-1 Cities

ii. 18 months in Urban Areas

From the date of commencement of these standards. The time limit for establishment of call centers in rural areas shall be notified separately by the Commission.

(2). The affected person shall lodge the complaint with the respective Call centre. However, the Nigam shall continue to use the existing channels for recording and redressal of the consumer complaints till the establishment of Call centres.

(3). The Nigam shall depute sufficient staff at its Call centres, set-up with adequate technology. It shall provide one or more 'Toll free number' with sufficient lines to register and process the complaints against the Nigam's services, round the clock throughout the year. The complaints may be received in person or through telephonic voice or SMS or in writing.

(4) The Nigam, immediately upon establishment of its Call centres with toll-free telephone number, shall advertise through a public notice in newspapers in circulation in the area of supply. Such toll free numbers shall also be indicated on the electricity bills.

(5). The Call-centre shall

i. register the complaint received in person or through telephonic voice or SMS or in writing and allot a complaint number which shall be communicated to the complainant for further reference. A model format for registration of the complaints is enclosed at Annexure-1;

ii. within 30 minutes of registering the complaint, intimate to the complainant through telephone or otherwise, the nature of fault and status of the complaint;

iii. intimate the status of redressal of grievance as and when asked by the complainant;

iv. intimate the contact details of the next higher authority in case the complainant is not satisfied with the redressal of his complaint;

v. provide a copy of the relevant extract of Annexure-1 to the complainant on demand, free of cost, for claiming the compensation: within three days or receiving a request.

(6). The office where the complaint has been registered shall redress the complaint within the time specified for the purpose. In case any instructions/sanctions is required to be obtained from higher authority, it shall be obtained by the complaint registering office. The affected person shall not be required to approach such higher authority.

(7). Complaint against non-registration of complaints and/ or failure to perform/redress the complaint within specified time period, may be brought to the notice of the concerned Assistant Engineer / Executive Engineer by the affected person for expediting the redressal of the complaint.

1.3 Payment of Compensation

(1) In the event of non-fulfillment of any Guaranteed Standards of Performance specified in Schedule-1 the affected person may file an application personally or by registered post to the concerned Assistant Engineer, in the format prescribed by the Nigam (annexure-2), for the claim of compensation as specified in Schedule-2 of of these standards. Such application can be filed within 30 days of expiry of the specified time. The Nigam shall pay such compensation, by way of adjustment through electricity bills, not later than 90 days from the date of violation of the Guaranteed Standards failing which an additional compensation @ 1% of the compensation amount shall be payable to the affected consumer for each week of delay or part thereof.

(2) Failure by the Nigam to pay the compensation as per subpara (1) of para 1.3 above shall constitute a Grievance , which shall be dealt and decided by the respective Consumer Grievance Redressal Forum, in accordance with procedure set out in the RERC (Guidelines for Redressal of Grievances) Regulations, 2008.

(3) In case the Forum does not decide the amount of compensation within the specified time or the aggrieved consumer is not satisfied with the decision of the Forum, he will be free to approach the Electricity Ombudsman, who shall deal and decide the case under RERC (Settlement of Disputes by Electricity Ombudsman) Regulations,2010.

(4) The aggrieved consumer shall not be liable to pay any fee for lodging a claim of compensation under these regulations before the Nigam, Forum or Electricity Ombudsman.

(5) The payment of such compensation shall be without prejudice to any penalty which may be imposed or prosecution be initiated for the failure of the Nigam in meeting the specified standards.

1.4 Overall Standards of Performance

(1). The Nigam shall achieve the overall standards of Performance in the discharge of its obligations towards the various standards specified in Schedule-3 . The minimum Overall Standards of Performance to be achieved by Nigam during the year shall be as specified in Schedule-4.

(2). The compensation amount paid by the Nigam, may be allowed to be recovered partly or fully in the ARR, keeping in view the extent to which the Nigam is able to achieve the Overall Standards as per the Schedule-3.

1.5 Submission of SOP Reports

(1). The Nigam shall furnish to the Commission as well as the Electricity Ombudsman, half yearly reports within 45 days respectively from 30th September and 31st March of each financial year, indicating its actual performance in the formats SOP-1 to SOP-5, attached here.

These formats are as listed below:

SOP1	:	Establishment of Call Centers
SOP2	:	Redressal of Consumer Complaints
SOP3	:	Compensation information
SOP4	:	SAIFI
SOP5	:	SAIDI

(2). The Nigam shall also furnish a report along with the half yearly reports as per (1) above, indicating

i. The measures taken to improve performance,

ii The reasons for not achieving the specified targets, if any.

1.6 Exclusions of Events

The application of the specified standards of performance shall remain suspended in case of force majeure.

i. Events such as war, mutiny, civil commotion riots, flood, cyclone, lightning, earthquake, fire etc. affecting Nigam's Installation and also under wind or rainy conditions affecting safety of electrical equipment and personnel.

ii. Activities like strike, lockout, outages of generation or transmission lines, instructions of SLDC for shut down, any act of law beyond the control of the Nigam, and

iii. Outages due to shut down required to carry out the work by / for other agency.

1.7 Protection of Consumer Right

Nothing contained in these standards shall in any way, prejudice or affect the rights & privileges of the consumers under other laws including the Consumer Protection Act, 1986 (Central Act of 68 of 1986).

1.8 Power to remove difficulties

If any difficulty arise in giving effect to the provisions of these standards the Commission may Suo-motu or on a petition, by general or specific order, makes such provisions not inconsistent with the provisions of the Act, as may appear to be necessary for removing the difficulty.

Schedule-1

Nigam's Guaranteed Standards of Performance.

1. **Restoration of Supply:**

1.1 No Current Complaint

The Nigam shall restore the supply in case of supply related problem/ fault like blowing of HT/LT fuse/MCB prior to meter or at distribution transformer or due to loose connections at meter or service line within:

i. 4 Hrs. in Class 1 Cities

ii. 6 Hrs. in Urban Areas

iii. 24 Hrs. in Rural Areas

From the time of reporting of fault by the consumer. However in case of any practical difficulty if a complaint is not redressed during the period 10 PM to 6 AM, it could be redressed later within the time frame specified above, excluding such period in reckoning of the said time frame.

1.2 Overhead line/ cable breakdowns

The Nigam shall restore the supply in case of its overhead line/cable breakdowns within:

i. 6 Hrs. in Class 1 Cities

ii. 12 Hrs. in Urban Areas

iii. 24 Hrs. in Rural Areas

From occurrence of fault. However in case of any practical difficulty if a complaint is not redressed during the period 10 PM to 6 AM, it could be redressed later within the time frame specified above, excluding such period in reckoning of the said time frame.

1.3 Underground cable breakdowns

The Nigam shall restore the supply in case of breakdown of its underground cable within:

i. 12 Hrs. in Class 1 Cities

ii. 24Hrs. in Urban Areas

iii. 36 Hrs. in Rural Areas

From occurrence of fault. However in case of any practical

difficulty if a complaint is not redressed during the period 10 PM to 6 AM, it could be redressed later within the time frame specified above, excluding such period in reckoning of the said time frame.

1.4 Transformer failure

The Nigam shall restore the supply in case of failure of its transformer within:

a) Distribution transformers

i. 16 Hrs. in Class 1 Cities

ii. 36Hrs. in Urban Areas

iii. 72 Hrs. in Rural Areas

From the time of reporting of fault by the consumer and

b) Power Transformers

3 working days from occurrence of fault.

1.5 Scheduled outages

Interruption in power supply due to schedule outages, other than the load shedding , shall be notified by Nigam at least 24 hours in advance for planned shutdown and same day in emergent cases and shall not exceed 10 hours in a day. The supply normally be restored by 6 PM.

2. Quality of Supply

2.1 Voltage Variations

The Nigam shall maintain voltages at the point of commencement of the supply to a consumer within the limits as under subject to voltage availability within the specified limits at incoming point of the distribution system.

i.	+6% and -6%	in case of LT supply
ii.	+6% and -9%	in case of HT supply

and in case of variation, the problem shall be resolved within the time frame as given below:

i.	2 Working days	in general
ii.	1 Month	in case of transformer repair/replacement
iii.	4 Month	in case of substation augmentation
iv.	6 Month	in case of new substation

From the time of reporting by the consumer

3. Meter Complaints

3.1 Testing of Meter

In case a consumer reports that meter is not functioning properly, a notice can be given to the Nigam, who shall verify the correctness of meter at site and if required replace the meter within 2 months of the date of notice by the consumer.

3.2 Replacement of stopped / damaged / burnt Meter

In case of stopped / damaged / burnt meter reported by the consumer or noticed by the Nigam, the meter shall be replaced by the Nigam, within 2 months of such detection.

Provided that in case of no current complaint on account of stopped / damaged / burnt meter, the Nigam shall replace the meter within 48 hrs of reporting by the consumer or detection by the Nigam, as the case may be, unless it is established that the meter has been tampered or damage in any way including excess load by the consumer, in which case the Nigam shall replace the meter within 48 hours after depositing the amount of security of meter towards cost of meter by the consumer.

4. Shifting of Meter / Service Lines

4.1 Demand Note

The Nigam shall inspect and inform the estimated cost to the consumer within 15 days of receipt of application.

4.2 Shifting of Meter

The Nigam , on receipt of amount of demand note and necessary clearances / no-objection , shall shift the meter within:

i.	7 working days	in case of LT consumers
ii.	15 working days	in case of HT consumers

4.3 Shifting of Service Line

The Nigam, on receipt of amount of demand note and necessary clearances / no-objection, shall shift the service line within:

i	15 working days	in case of LT consumers
ii	1 month	in case of HT consumers

5. Release of New Connections or additional power

5.1 The Nigam shall release new connection to different categories of consumers under different situations, as per the norms specified in the Terms & Condition for Supply of Electricity as follows .

(a). Where no extension of distribution Mains is required in case of completed application, 30 days.

(b). Where extension of distribution Mains is required.
Issue of demand notice – 30 days.

The Nigam shall complete the extension of distribution mains within the time specified below for different voltage levels after deposit of additional sum by the applicant.

(i)	LT line	15 days
(ii)	11 KV line (up to first 5 km) Next 5 km each	30 days 15 days
(iii)	33 KV line (upto first 5 km) Next 5 km each	60 days 30 days
(iv)	132 KV line (up to first 5 km) Next 5 km each	180 days 45 days

(c). Release of connection – 15 days after completion of job work.

(d). Supply where new substation is to be commissioned.

11/0.4 KV s/s	-	30 days
33/11 KV s/s	-	120 days
Extension of bay at 33/11 KV s/s		30 days
132/33/11 KV s/s	-	12 months
Extension of bay at 132 KV GSS		45 days

(e). Supply where augmentation of transformer substation capacity is required.

(i).	11/0.4 KV s/s	15 days
(ii).	33/11 KV s/s	60 days
(iii).	132/33/11 KV s/s	6 months

5.2 In case of any delay in release of new connection or additional power, the consumers should first approach the concerned sub-divisional officer who shall apprise him the factual status in the matter and expected date / period of completion of work. In case of un-satisfactory response, the consumer may get the complaint lodged in Call centre.

6. <u>Transfer of ownership and change of category</u>

6.1 The Nigam, on recipt of necessary documents certifying

the transfer of ownership or change of category, as the case may be, shall transfer the ownership of the connection or change of category on the existing system, within 2 months.

7. Consumer bill complaint

7.1 In case of any billing problem , the consumer should first approach the concerned Sub-divisional officer or Billing officer who shall resolve the problem . However, in case of un-satisfactory response, the consumer may get his complaint lodged in Call Centre. The Nigam shall resolve the billing problem within:

i. 3 working days, in case no information is required to be collected

ii. 7 working days, in case some information is required to be collected by the billing authority.

In case the complaint is genuine, the Nigam shall extend the due date for payment of bill so as to allow at least 7 working days for making payment by the consumer.

8. Disconnection of supply

8.1 The Nigam , on receipt of a request and clearance of dues from the consumer along with disconnection fee, if any, prescribed by the Commission, shall disconnect the supply within.

i.	3 working days	in class 1 Cities
ii.	7 working days	in Urban Areas
iii.	10 working days	in Rural Areas

8.2 In case of permanent disconnection, the Nigam shall refund all the money payable to the consumer such as security etc and issue a “No-Dues Certificate” within 2 months from the date of disconnection or from the date

of clearing the dues by the consumer payable to the Nigam: whichever is later.

9. **Restoration of a disconnected consumer**

9.1 The Nigam, on clearing the dues by a disconnected consumer , shall restore supply as envisaged under Terms & Condition For Supply of Electricity.

10. **System reliability to avoid heavy fluctuations or short circuiting of lines**

10.1 The Nigam shall erect and keep the system so reliable to avoid any damage to electrical equipments of the consumers on account of heavy fluctuations in supply voltage or short circuiting of lines.

Schedule-2

Compensation Payable by the Nigam

In case of failure of a Nigam to meet the Guaranteed Standards of Performance as specified in Schedule –I of these regulation, the following compensation shall be payable to the consumer by the Nigam -

S.No.	Ref no. of Sch-1	SOP parameters	Compensation to individual
1.	**Restoration of supply**		
1	1.1	No current complaint	Rs. 50 for LT Rs. 100 for HT
2	1.2	Overhead Line / Cable breakdowns	Rs. 50 for LT Rs. 100 for HT
3	1.3	Under ground cable break down	Rs. 50 for LT Rs. 100 for HT
4	1.4	Transformer Failure	Rs. 100 for LT Rs. 300 for HT
5	1.5	Scheduled outage	Rs. 50 for LT Rs. 100 for HT
2.	**Quality of supply**		
6	2.1	Voltage variations	Rs. 100 for LT Rs. 300 for HT
3.	**Meter Complaints**		
7	3.1	Testing of Meter	Rs. 200 for LT Rs. 500 for HT Rs. 1000 for EHT
8	3.2	Replacement of stop[ed/ defective / burnt Meter	As per Supply Code Regulations
9	3.2	For no-current complaint due to meter	Rs. 200 for LT Rs. 500 for HT Rs. 1000 for EHT
4.	**Shifting of Meter / Service line**		
10	4.1	Demand note	Rs. 50 for LT Rs. 100 for HT Rs. 200 for EHT

11	4.2	Shifting of Meter	Rs. 50 for LT Rs. 100 for HT Rs. 200 for EHT
12	4.3	Shifting of Service line	Rs. 50 for LT Rs. 100 for HT
5.	**Release of new connection/additional power**		
13	5.1	Release of new connection/additional power	Rs. 200 for LT Rs. 500 for HT Rs. 1000 for EHT
6.	**Transfer of ownership or change of category**		
14	6.1	Transfer of ownership or change of category	Rs. 50 for LT Rs. 100 for HT Rs. 200 for EHT
7.	**Consumer bill complaint**		
15	7.1	Billing complaint resolution	Rs. 50 for LT Rs. 100 for HT Rs. 200 for EHT
8.	**Disconnection of supply**		
16	8.1	Disconnection of supply	Rs. 50 for LT Rs. 100 for HT Rs. 200 for EHT
17	8.2	Issue of no dues certificate	Rs. 50 for LT Rs. 100 for HT Rs. 200 for EHT
9.	**Restoration of a disconnected consumer**		
18	9.1	Restoration of a disconnected consumer	Rs. 50 for LT Rs. 100 for HT Rs. 200 for EHT
10.	**Compensation for damages on account of heavy fluctuations in supply or short circuiting of lines**		
19	10.1	Fan, B&W TV, Mixy	Rs. 500
20	10.2	Color TV, Semi-auto Washing m/c, Fridge	Rs. 1000
21	10.3	Full auto Washing m/c , computer, A/C	Rs. 2000

Note:-

i. Compensation for damages on account of heavy fluctuation in supply or short circuiting of lines shall be payable to individuals when event affects more than five consumers on a feeder and subject to physical verification of the damaged equipments by the Nigam.

ii. The above mentioned amount of compensation shall remain the same if time taken by Nigam is up to double the specified period: thereafter the amount of compensation shall be double the amount specified above.

Schedule-3

Overall Standards of Performance for Nigam

3.1 Consumer Satisfaction

The Nigam shall redress the consumer complaints within the time limit specified in Schedule-1. The Nigam shall maintain the minimum overall consumer satisfaction level as specified in Schedule-4.

3.2 Replacement of incorrect meters

The Nigam shall try to replace the incorrect meters at the earliest and keep all the consumer meters correct. The Nigam shall maintain the minimum percentage of correct meters to the total number of meters in service as specified in Schedule-4.

3.3 Replacement of transformers

The Nigam shall try to replace the burnt or defective transformers at the earliest and keep all the transformers in working condition. The Nigam shall maintain the minimum percentage of working transformers to the total number of transformers connected for service, separately for Distribution and Power Transformers, as specified in Schedule-4.

3.4 Reliability Indices

3.4.1 Reliability of the distribution system operated by the Nigam shall be computed on the basis of number and duration of sustained interruption in each half year. In a power delivery system, it may take a few minutes to restore power after transient faults or to reroute power in the network to restore supply to the affected area where a large number of customers are involved. Such momentary interruptions of up to ten minutes shall not be considered but sustained interruption of more than ten minutes duration shall be considered for judging the reliability of the system.

3.4.2 Reliability standards of the licensee shall be judges by the following two indices:

a) System Average interruption Frequency Index (SAIFI), which shall be calculated by dividing the total number of sustained interruptions to consumers in each half year by the total number

of consumer served. An interruption in supply to a consumer shall be considered as one interruption to one consumer. In case of failure of a line or transformer, number of interruptions shall be equal to the number of consumers affected. The index shall be expressed as number of interruptions per consumers per half year.

b) System Average Interruption Duration Index (SAIDI), which shall be calculated by dividing the total minutes of sustained interruption in supply to consumers in each half year by the total number of consumers served. The index shall be expressed as number of minutes of interruption per consumer per half year.

3.4.3 While calculation the above indices, the following types of interruptions shall not be taken into account:

a) Planned outages

b) Momentary outages of tem minutes or less

c) Outages due to failure of upstream power system including generation and transmission network

d) Outages due to reasons allowed in these Regulation under 'Exclusions of Events.

3.4.4 For calculation reliability indices, Nigam shall maintain data at each sub-station and compile monthly data for each Circle to ascertain Circle wise reliability indices of the system. The Nigam shall workout each Reliability index as above and calculated circle wise SAIFI and SAIDI in the formats SOP-4 and SOP-5 respectively.

3.4.5 The Commission shall separately notify the overall reliability indices standards required to be achieved by each Nigam.

Schedule-4

Minimum overall Standards of Performance to be achieved by a Nigam

A. Consumer Satisfaction

S.No.	Ref No. of Sch-1	SOP parameters	Minimum standards for redressal of consumer grievances to be achieved during each year
1	1.1	No current complaint	95%
2	1.2	Overhead Line / Cable breakdowns	90%
3	1.3	Underground cable break down	90%
4	1.4	Transformer Failure (separately for LT & HT supply consumers)	90%
5	1.5	Scheduled outage	90%
6	2.1	Voltage variation	90%
7	3.1	Testing of Meter	90%
8	3.2	Replacement of stopped/defective Meter	90%
9	3.2	For no-current compliant due to meter	90%
10	4.1	Demand note	90%
11	4.2	Shifting of Meter	90%
12	4.3	Shifting of service line	90%
13	5.1	Release of new connection/additional Power	90%
14	6.1	Transfer of ownship or change of category	90%
15	7.1	Billing complaint resolution	95%
16	8.1	Disconnection of supply	90%
17	8.2	Issue of no dues certificate & refund of security	95%
18	9.1	Restoration of a disconnected consumer	90%
19	10.1	System reliability to avoid heavy fluctuations or short circuiting of lines	90%

B. System Reliability

S.No.	Ref. No. of Sch-3	SOP parameters achieved during each year	Minimum standards to be
1	3.2	Correct meters to the total number of meters installed	90%
2	3.3	Transformers in working condition to the total number of transformers connected in service i. Distribution Transformer ii. Power Transformer	 90% 90%
3	3.4	SAIFI	The Commission shall separately notify the overall reliability indices standards required to be achieved by each licensee.
4	3.4	SAIDI	

2.1 Complaint Handling & Grievance Redressal:

Consumers have the right to have their grievances redressed in accordance with R.E.R.C. (Guidelines for Redresal of Grievance) Regulations, 2008 notified by the R.E.R.C. In light of aforesaid Regulations "Grievance Redresal Cum Settlement Forum" has been constituted for redresal of monetary as well as non-monetary nature of complaints:

(A) Grievances of Non- monetary nature

(Complaints related to electric supply)

Sr. No.	Name of Forum	Complaints Related to	App. Fees
i	Division forum	LT Supply	No Fees
ii	Circle (Dist. Forum)	HT Supply	No Fees
iii	Corporate Forum	EHT Supply	No Fees

(B) Grievance of Monetary Nature: Consumer shall have to pay Registration Fee for monetary nature of grievance as detailed below.

Forum	**Monetary Limit**	**Registration Fee**
Sub Div. Forum	Rs. 10,000.00	Rs. 50.00
Divisional Forum	Rs. 25,000.00	Rs. 100.00
Circle Forum	Rs. 3,00,000.00	Rs. 250.00
Corporate Forum	More than Rs. 3.0 lacs	Rs.1,000.00

Normally, the grievance shall be disposed off within the time period as specified by the R.E.R.C If the consumer is not satisfied with the disposal of his/her grievance, he/she may approach to the "Ombudsman" appointed by the Commission as per R.E.R.C. (Settlement of Dispute by Ombudsman) Regulation,2010.

JAIPUR VIDYUT VITRAN NIGAM Ltd.

24x7 Call Centre
Jaipur city-0141-2203000
Kota city-0744-2450000

Citizen Contract Centre
Toll Free – 18001806127 (8 A.M to 8 P.M.)

Toll free Nos. of Complaint Centers

Jaipur Discom

1	Alwar	1800-180-6502
2	Bharatpur	1800-180-6503
3	Dholpur	1800-180-6504
4	Dausa	1800-180-6505
5	Karauli	1800-180-6506
6	Jaipur City Circle	1800-180-6507
7	Jaipur District Circle	1800-180-6508
8	Jhalawar	1800-180-6509
9	Baran	1800-180-6510
10	Kota	1800-180-6511
11	Bundi	1800-180-6512
12	Sawaimadhopur	1800-180-6513
13	Tonk	1800-180-6514

List of XENs

JCC Circle

S. No.	Designation	Mobile	Telephone No.
1	XEn (CD-I)	9413390064	0141-2200977
2	XEn (CD-II)	9413390065	0141-2571539
3	XEn (CD-III)	9413390066	0141-2576544
4	XEn (CD-IV)	9413390067	0141-2613518
5	XEn (CD-V)	9413390068	0141-2603200
6	XEn (CD-VI)	9413390069	0141-2545019
7	XEn (CD-VII)	9413390070	0141-2331168

JPDC

S. No.	Designation	Mobile	Telephone No.
1	XEn (DD-I)	9413390315	0141-2281495
2	XEn (DD-II)	9413390316	0141-2282358
3	XEn (O&M) Shahpura	9413390317	0141-222585
4	XEn (O&M) Chomu	9413390318	01423-220069
5	XEn (O&M) Sambhar	9413390319	01425-224585
6	XEn (O&M) Dudu	9414022458	01428-227136
7	XEn (O&M) Kotputli	9414022467	01421-222043

ALWAR CIRCLE

S. No.	Designation	Mobile	Telephone No.
1	XEn (CD) Alwar	9413390512	0144-2701450
2	XEn (DD) Alwar	9413391155	0144-2701698

3	XEn (O&M) Kishangarhbas	9413390513	01460-242519
4	XEn (O&M) Bhiwadi	9413390514	01493-220993
5	XEn (O&M) Rajgarh	9413390515	01464-220750
6	XEn (O&M) Behror	9413390516	01494-230343

DAUSA CIRCLE

S. No.	Designation	Mobile	Telephone No.
1	XEn (O&M) Dausa	9413390636	01427-230101
2	XEn (O&M) Bandikui	9413390638	01420-222310
3	XEn (O&M) Lalsot	9414022937	01431-222103

KARAULI CIRCLE

S. No.	Designation	Mobile	Telephone No.
1	XEn (O&M) Kaurali	9413390637	07464-221127
2	XEn (O&M) Hindaun	9413390639	07469-230206

BHARATPUR CIRCLE

S. No.	Designation	Mobile	Telephone No.
1	XEn (O&M) Bharatpur	9413390686	05644-225533
2	XEn (O&M) Bayana	9413390687	05648-222999
3	XEn (O&M) Deeg	9413390688	05641-220476

DHOLPUR CIRCLE

S. No.	Designation	Mobile	Telephone No.
1	XEn (CD) Dholpur	9413390689	05642-220850
2	XEn (DD) Dholpur	9414022745	05642-220850

SAWAIMADHOPUR CIRCLE

S. No.	Designation	Mobile	Telephone No.
1	XEn (O&M) SWM	9413390431	07462-220352
2	XEn (O&M), Gangapur City	9413346032	07463-230167

TONK CIRCLE

S. No.	Designation	Mobile	Telephone No.
1	XEn (O&M), Tonk	9413390432	01432-247317
2	XEn (O&M), Newai	9414022976	01438-222560

KOTA CIRCLE

S. No.	Designation	Mobile	Telephone No.
1	XEn (CD-I), Kota	9413390760	0744-2423050
2	XEn (CD-II), Kota	9413390761	0744-2328116
3	XEn (DD), Kota	9413390762	0744-2327966
4	XEn (O&M), Ramganjmandi, Kota	9413390763	07459-222122

BUNDI CIRCLE

S. No.	Designation	Mobile	Telephone No.
1	XEn (O&M), Bundi	9413390764	0747-2443770
2	XEn-II (O&M), Bundi	9414022952	0747-2443770

JHALAWAR CIRCLE

S. No.	Designation	Mobile	Telephone No.
1	XEn (DD), Jhalawar	9413390979	07432-230452
2	XEn (O&M), Bhawani Mandi	9413390980	07433-222475

BARAN CIRCLE

S. No.	Designation	Mobile	Telephone No.
1	XEn (DD), Baran	9414022246	07453-230529
2	XEn (O&M), Baran	9413390981	07453-230141
3	XEn (O&M), Atru	9413391149	07451-240367

VIG. WING

S. No.	Designation	Mobile	Telephone No.
1	XEn (CVS), Jaipur	9413390605	0141-2570648
2	XEn (Vig.-JCC), Jaipur	9413390606	0141-2200232
3	XEn (Vig.-JPDC), Jaipur	9413390607	0141-2206891
4	XEn (Vig.), Alwar	9413390608	0144-2704583
5	XEn (Vig.), Behror	9413390609	01494-231264
6	XEn (Vig.), Karauli	9413390610	07464-251305
7	XEn (Vig.), Bharatpur	9413390611	05644-237601
8	XEn (Vig.), Swaimadhopur	9413390612	07462-224833
9	XEn (Vig.), Kota	9413390613	0744-2333820
10	XEn (Vig.), Ramganjmandi	9414044190	07459-222122
11	XEn (Vig.), Jhalawar	9413390615	07462-230710
12	XEn (Vig.), Dausa	9413390616	01427-220777

13	SHO APTPS, JCC	9414040114	0141-2574417
14	SHO APTPS, Jaipur Rural	9413390618	0141-2200512
15	SHO APTPS, Alwar	9413390619	0144-2700969
16	SHO APTPS, Behror	9414022603	01494-295086
16	SHO APTPS, Bharatpur	9413390621	05644-237422
18	SHO APTPS, Swaimadhopur	9413390622	07462-223218
19	SHO APTPS, Kota	9414040118	0744-2450167
20	SHO APTPS, Karauli	9413390624	07464-216769
21	XEn (Vig.), Bundi	9414022953	0747-2456910
22	XEn (FVS),	9413391226	0141-2200232
23	XEn (Vig.), Dholpur	9414022959	05642-220683
24	XEn (Vig.), Baran (AEn working as XEn)	9414022973	07453-232007

Model Format for Registering a complaint

Annexure-1

Name of Complaint Centre :

Name of circle :

Month _____

S. No.	Time & Date of receiving complaint	Mode of receiving complaint	Name, Address Contact no. of complainant	A/c No.	Nature of Complaint	Complaint number	Name of sub Div & Division	Reference Guaranteed Standard	Time & Date of intimating status	Time & Date of redressal of complaint	Total time taken for complaint redressal (in Days/ Hrs)	Redressal of grievance within/ beyond Std time

(Signatures with Designation)

Annexure-2

JAIPUR VIDYUT VITRAN NIGAM LIMITED

Application form for claim of compensation due to non-performing under Standards of Performance.

1. Name of Applicant .....…….....

2. Address …….....

   …….....

3. Account Number …….....

4. Type of Service for which complaint lodged/ Type of damage caused …….....

5. Date/Time of lodging compliant ……

6. Registration Number of Call Centre ……

7. Time of Attending Compliant ……

8. Prescribed time for attending Complaint …….....

9. Delay caused in attending compliant ……....

Sign. Of Consumer/Applicant

Distribution SOP Reporting Formats

SOP-1

Establishment of Call - Centres

Name of Licensee :

For the 1st/2nd Half Year ending : _____

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.								
2.								
3.								
	Total							

(Signatures with Designation)

Distribution SOP Reporting Formats

Redressal of Consumer Complaints

SOP-2

Name of Licensee :

For the 1st/2nd Half Year ending : _____

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 Time (%)	Redressed beyond Time	Total Complaints is Redressed	Complaints Pending	Total Redressal (%)	Target Fixed
1.	1.1	No. current complaint										95%
2.	1.2	Overhead Line/Cable breakdowns										90%
3.	1.3	Under ground cable break down										90%
4.	1.4	Transformer Failure										90%
5.	1.5	Scheduled outage										90%
6.	2.1	Voltage Variation										90%
7.	3.1	Testing of Meter										90%
8.	3.2	Replacement of stopped/defectivbe Meter										90%
9.	3.2	No-current complaint due to meter										90%
10.	4.1	Demand note										90%
11.	4.2	Shifting of Meter										90%
12.	4.3	Shifting of Service line										90%
13.	5.1	Release of new connection/additional power										90%
14.	6.1	Transfer of ownership or change of category										90%
15.	7.1	Billing complaint resolution										95%
16.	8.1	Disconnection of supply										90%
17.	8.2	Issue of no dues certificate										95%

S. No.	Ref No. of Sch.-1	SOP Parameters	Complaints brought forward	Received during period	Total Complaints	Redressed in Time	Redressal in Time (%)	Redressed beyond Time	Total Complaints is Redressed	Complaints Pending	Total Redressal (%)	Target Fixed
18.	9.1	Restaration of DC consumers										90%
19.	10.1	System reliability to avoid heavy fluctuations or short circuiting of lines										90%

B. System Reliability

S. No.	Ref No. of Sch.-3	SOP Parameters	Complaints brought forward	Received during period	Total Complaints	Redressed in Time	Redressal in Time (%)	Redressed beyond Time	Total Complaints is Redressed	Complaints Pending	Total Redressal (%)	Target Fixed
1.	3.2	Correct meters to the total number of merers installed										90%
2.	3.3	Transformers in working cohdition to the total number of transformers connected in service i. Distribution Transformers ii. Power Transformers										 90% 90%

(Signatures with Designation)

Distribution SOP Reporting Formats

Details of Compensation Paid

SOP-3

Name of Licensee :

For the 1st/2nd Half Year ending : _____

S. No.	Name of circle	No. of consumers in the circle	No of complaints received during the Half Year	Compensation Complaints lodged		Compensation paid	
				No. of consumers	Amount (Rs.)	No. of consumers	Amount (Rs.)
1.							
2.							
3.							
	Total						

(Signatures with Designation)

Distribution SOP Reporting Formats

SOP-4

Reliability Indices

System Average Interruption Frequency Index (SAIFI)

Name of Licensee :

For the 1st/2nd Half Year ending : _____

S. No.	Name of circle	Total number of consumers served (1)	Total number of sustained Interruptions to consumers (2)	SAIFI = (2) / (1) (Number of Interruptions/ consumer)	Target specified by the Commission
1.					
2.					
3.					
4.					
5.					
6.					
Total					

Note :
An interruption is supply to a consumer shall be considered as one interruption to one consumer. In case of failure of a line or transformer number of interruption shall be equal to the number of consumers affected.

(Signatures with Designation)

Distribution SOP Reporting Formats

SOP-5

Reliability Indices

System Average Interruption Duration Index (SAIDI)

Name of Licensee :

For the 1st/2nd Half Year ending : _____

S. No.	Name of circle	Total number of consumers served (1)	Total minutes of sustained Interruptions to consumers (2)	SAIFI = (2) / (1) (Minutes/consumer)	Target specified by the Commission
1.					
2.					
3.					
4.					
5.					
6.					
Total					

Note :
An interruption is supply to a consumer shall be considered as one interruption to one consumer. In case of failure of a line or transformer number of interruption shall be equal to the number of consumers affected.

(Signatures with Designation)