

Establishment of Call-Centres

Name of Licensee:-Ajmer Discom

SOP-1
For the IIIrd Quarter of FY 2016-17

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 conumers connected with call centres	Total No.of consumers in the area
1	2	3	4	5	6	7	8	9
1	AJMER (ADC)	1	One centralised Call Center establised 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	332639	332639
2	AJMER (ACC)	1		0		0	215675	215675
3	BHILWARA	1		0		0	447259	447259
4	CHITTORGARH	1		0		0	286307	286307
5	UDAIPUR	1		0		0	523256	523256
6	BANSWARA	1		0		0	211366	211366
7	NAGAUR	1		0		0	520810	520810
8	SIKAR	1		0		0	508669	508669
9	JHUNJHUNU	1		0		0	414351	414351
10	RAJASAMAND	1		0		0	240169	240169
11	DUNGARPUR	1		0		0	213706	213706
12	PRATAPGARH	1		0		0	132027	132027
	Total	12	0	0	0	0	4046234	4046234

Redressal of Consumer Complaints

Name of Circle:-

SOP-2
For the IIIrd Quarter of FY 2016-17

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	183	38153	38336	36853	96.13	1374	38227	109	99.72	95%
2	1.2	Overhead Line/Cable breakdowns	22	1901	1923	1829	95.11	71	1900	23	98.80	90%
3	1.3	Under ground cable break down	6	278	284	274	96.48	1	275	9	96.83	90%
4	1.4	Transformer Failure	38	7864	7902	7771	98.34	104	7875	27	99.66	90%
5	1.5	Scheduled outage	6	204	210	202	96.19	4	206	4	98.10	90%
6	2.1	Voltage variation	15	520	535	496	92.71	30	526	9	98.32	90%
7	3.1	Testing of meter	37	2491	2528	2464	97.47	39	2503	25	99.01	90%
8	3.2	Replacement of stopped/defective Meter	1662	46339	48001	44243	92.17	2235	46478	1523	96.83	90%
9	3.2	NO current complaint due to Meter	18	4478	4496	4436	98.67	45	4481	15	99.67	90%
10	4.1	Demand note	167	4833	5000	4362	87.24	554	4916	84	98.32	90%
11	4.2	shifting of meter	5	195	200	188	94.00	8	196	4	98.00	90%
12	4.3	shifting of service line	7	198	205	179	87.32	20	199	6	97.07	90%
13	5.1	Release of new connection/additional power	90	9458	9548	8831	92.49	660	9491	57	99.40	90%
14	6.1	Transfer of ownership or change in category	51	178	229	192	83.84	18	210	19	91.70	90%
15	7.1	Billing complaint resolution	76	9571	9647	9279	96.19	319	9598	49	99.49	95%
16	8.1	Disconnection of supply	120	1045	1165	1035	88.84	16	1051	114	90.21	90%
17	8.2	Issue of no dues certificate	9	31	40	35	87.50	1	36	4	90.00	95%
18	9.1	Restoration of DC consumers	35	11719	11754	11660	99.20	67	11727	27	99.77	90%
19	10.1	System reliability to avoid heavy fluctuations or short circuiting of lines	10	216	226	209	92.48	1	210	16	92.92	90%
20		Total	2557	139672	142229	134538	94.59	5567	140105	2124	98.51	

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	91.50%	90%
2	3.3	Transformers in working condition to the total number of transformer connected in service	99.09%	90%
		1. Distribution Transformers		
		2. Power Transformers	100.00%	90%

Details of Compensation paid**SOP-3****Name of Licensee:-Ajmer Discom****For the IIIrd Quarter of FY 2016-17**

S.No.	Name of Circle	No. of consumers in the area	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	4	5	6	7	8
1	AJMER (ADC)	332639	8820	0	0	0	0
2	AJMER (ACC)	215675	6517	0	0	0	0
3	BHILWARA	447259	3112	0	0	0	0
4	CHITTORGARH	286307	109	0	0	0	0
5	UDAIPUR	523256	11089	0	0	0	0
6	BANSWARA	211366	1096	0	0	0	0
7	NAGOUR	520810	38214	0	0	0	0
8	SIKAR	508669	14643	0	0	0	0
9	JHUNJHUNU	414351	31576	0	0	0	0
10	RAJASAMAND	240169	5812	0	0	0	0
11	DUNGARPUR	213706	3564	0	0	0	0
12	PRATAPGARH	132027	15120	0	0	0	0
	Total	4046234	139672	0	0	0	0

Reliability Indices
System Average interruption Frequency Index (SAIFI)

SOP-4

Name of Licensee:-Ajmer Discom

For the IIIrd Quarter of FY 2016-17

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
1	AJMER (ADC)	332639	896000	2.69	
2	AJMER (ACC)	215675	2250600	10.44	
3	BHILWARA	447259	1294800	2.89	
4	CHITTORGARH	286307	932400	3.26	
5	UDAIPUR	523256	1261000	2.41	
6	BANSWARA	211366	862800	4.08	
7	NAGAUR	520810	1264027	2.43	
8	SIKAR	508669	2872000	5.65	
9	JHUNJHUNU	414351	1483500	3.58	
10	RAJASAMAND	240169	498215	2.07	
11	DUNGARPUR	213706	614953	2.88	
12	PRATAPGARH	132027	115800	0.88	
	Total	4046234	14346095	3.55	

Note:

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.

Reliability Indices
System Average interruption Duration Index (SAIDI)

SOP-5

Name of Licensee:-Ajmer Discom

For the IIIrd Quarter of FY 2016-17

S.No.	Name of Circle	Total number of consumers served (1)	Total minutes of sustained interruptions to consumers (2)	SAIDI = (2) / (1) (Minutes/consumer)	Target specified by the Commission
1	2	3	4	5	6
1	AJMER (ADC)	332639	19656000	59.09	
2	AJMER (ACC)	215675	71292510	330.56	
3	BHILWARA	447259	35628101	79.66	
4	CHITTORGARH	286307	12404715	43.33	
5	UDAIPUR	523256	14051500	26.85	
6	BANSWARA	211366	15622915	73.91	
7	NAGPUR	520810	35213410	67.61	
8	SIKAR	508669	74760100	146.97	
9	JHUNJHUNU	414351	1477400	3.57	
10	RAJASAMAND	240169	5693300	23.71	
11	DUNGARPUR	213706	6488400	30.36	
12	PRATAPGARH	132027	18889000	143.07	
	Total	4046234	311177351	76.91	

Note:

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.