

**Establishment of Call-Centres**

**Name of Licensee:-Ajmer Discom**

**SOP-1**

**2nd Qtr. July 2017 to Sept. 2017 (FY 2017-18)**

| 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    | AJMER (ACC)    | 1  | <b>One centralised Call Center established at Ajmer which receives complaints from consumer of all the circle. Toll Free No. 1800-180-6565</b> | 0   | <b>One centralised Call Center established at Ajmer which receives complaints from consumer of all the circle. Toll Free No. 1800-180-6565</b> | 0                                  | 81926                                      | 81926                             |
| 2    | AJMER (ADC)    |  |  | 0   |  | 0                                  | 346812                                     | 346812                            |
| 3    | BHILWARA       |  |  | 0   |  | 0                                  | 461872                                     | 461872                            |
| 4    | CHITTORGARH    |  |  | 0   |  | 0                                  | 300201                                     | 300201                            |
| 5    | UDAIPUR        |  |  | 0   |  | 0                                  | 530842                                     | 530842                            |
| 6    | BANSWARA       |  |  | 0   |  | 0                                  | 211983                                     | 211983                            |
| 7    | NAGPUR         |  |  | 0   |  | 0                                  | 537442                                     | 537442                            |
| 8    | SIKAR          |  |  | 0   |  | 0                                  | 530379                                     | 530379                            |
| 9    | JHUNJHUNU      |  |  | 0   |  | 0                                  | 430737                                     | 430737                            |
| 10   | RAJASAMAND     |  |  | 0   |  | 0                                  | 247013                                     | 247013                            |
| 11   | DUNGARPUR      |  |  | 0   |  | 0                                  | 229320                                     | 229320                            |
| 12   | PRATAPGARH     |  |  | 0   |  | 0                                  | 137660                                     | 137660                            |
|      | <b>Total</b>   | <b>1</b>                                   | <b>0</b>   | <b>0</b>  | <b>0</b>   | <b>0</b>                           | <b>4046187</b>                             | <b>4046187</b>                    |

Note:- Ajmer (ACC) Circle No. of consumers are excluding the consumers under the distribution franchisee area of TATA Power Ajmer Distribution Limited.

**Redressal of Consumer Complaints**

Name of Licensee- Ajmer Discom

SOP-2  
2nd Quarter July 2017 to Sept. 2017 (2017-18)

**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  | 105                        | 25634                  | 25739            | 23882             | 92.79            | 1620                  | 25502                      | 237                | 99.08               | 95%          |
| 2     | 1.2               | Overhead Line/Cable breakdowns  | 27                         | 1571                   | 1598             | 1507              | 94.31            | 50                    | 1557                       | 41                 | 97.43               | 90%          |
| 3     | 1.3               | Under ground cable break down   | 6                          | 214                    | 220              | 212               | 96.36            | 2                     | 214                        | 6                  | 97.27               | 90%          |
| 4     | 1.4               | Transformer Failure   | 2                          | 7283                   | 7285             | 7266              | 99.74            | 19                    | 7285                       | 0                  | 100.00              | 90%          |
| 5     | 1.5               | Scheduled outage  | 2                          | 130                    | 132              | 131               | 99.24            | 1                     | 132                        | 0                  | 100.00              | 90%          |
| 6     | 2.1               | Voltage variation   | 2                          | 480                    | 482              | 469               | 97.30            | 9                     | 478                        | 4                  | 99.17               | 90%          |
| 7     | 3.1               | Testing of meter  | 17                         | 1933                   | 1950             | 1883              | 96.56            | 45                    | 1928                       | 22                 | 98.87               | 90%          |
| 8     | 3.2               | Replacement of stopped/defective Meter                                      | 177                        | 44263                  | 44440            | 43010             | 96.78            | 1403                  | 44413                      | 27                 | 99.94               | 90%          |
| 9     | 3.2               | NO current complaint due to Meter   | 13                         | 6832                   | 6845             | 6795              | 99.27            | 39                    | 6834                       | 11                 | 99.84               | 90%          |
| 10    | 4.1               | Demand note   | 2                          | 20742                  | 20744            | 20735             | 99.96            | 5                     | 20740                      | 4                  | 99.98               | 90%          |
| 11    | 4.2               | shifting of meter   | 4                          | 223                    | 227              | 215               | 94.71            | 7                     | 222                        | 5                  | 97.80               | 90%          |
| 12    | 4.3               | shifting of service line  | 4                          | 206                    | 210              | 199               | 94.76            | 6                     | 205                        | 5                  | 97.62               | 90%          |
| 13    | 5.1               | Release of new connection/additional power                                  | 24                         | 21925                  | 21949            | 21254             | 96.83            | 671                   | 21925                      | 24                 | 99.89               | 90%          |
| 14    | 6.1               | Transfer of ownership or change in category                                 | 2                          | 68                     | 70               | 67                | 95.71            | 1                     | 68                         | 2                  | 97.14               | 90%          |
| 15    | 7.1               | Billing complaint resolution  | 22                         | 8217                   | 8239             | 8136              | 98.75            | 75                    | 8211                       | 28                 | 99.66               | 95%          |
| 16    | 8.1               | Disconnection of supply   | 111                        | 2453                   | 2564             | 2445              | 95.36            | 2                     | 2447                       | 117                | 95.44               | 90%          |
| 17    | 8.2               | Issue of no dues certificate  | 0                          | 20                     | 20               | 20                | 100.00           | 0                     | 20                         | 0                  | 100.00              | 95%          |
| 18    | 9.1               | Restoration of DC consumers   | 13                         | 5161                   | 5174             | 5154              | 99.61            | 2                     | 5156                       | 18                 | 99.65               | 90%          |
| 19    | 10.1              | System reliability to avoid heavy fluctuations or short circuiting of lines | 15                         | 191                    | 206              | 195               | 94.66            | 1                     | 196                        | 10                 | 95.15               | 90%          |
|       |                   | <b>Total</b>  | <b>548</b>                 | <b>147546</b>          | <b>148094</b>    | <b>143575</b>     | <b>96.95</b>     | <b>3958</b>           | <b>147533</b>              | <b>561</b>         | <b>99.62</b>        |              |

**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  | 92.49%                 | 90%          |
| 2    | 3.3               | Transformers in working condition to the total number of transformer connected in service<br>1. Distribution Transformers | 94.82%                 | 90%          |
|      |                   | 2. Power Transformers   | 96.29%                 | 90%          |

Note:- Ajmer (ACC) Circle No. of consumers are excluding the consumers under the distribution franchisee area of TATA Power Ajmer Distribution Limited.

**Details of Compensation paid**

**SOP-3**

**Name of Licensee:-Ajmer Discom**

**2nd Qtr. July 2017 to Sept. 2017 (FY 2017-18)**

| S.No. | Name of Circle | Total No.of consumers in the area | No. of Complaints received during the period | Compensation Complaints lodged |             | Compensation Paid |             |
|-------|----------------|-----------------------------------|--|--------------------------------|-------------|-------------------|-------------|
|       |                |                                   |  | No. of Consumers               | Amount (Rs) | No. of Consumers  | Amount (Rs) |
| 1     | AJMER (ACC)    | 81926                             | 913  | 0                              | 0           | 0                 | 0           |
| 2     | AJMER (ADC)    | 346812                            | 4888   | 0                              | 0           | 0                 | 0           |
| 3     | BHILWARA       | 461872                            | 407  | 0                              | 0           | 0                 | 0           |
| 4     | CHITTORGARH    | 300201                            | 57   | 0                              | 0           | 0                 | 0           |
| 5     | UDAIPUR        | 530842                            | 11212  | 0                              | 0           | 0                 | 0           |
| 6     | BANSWARA       | 211983                            | 753  | 0                              | 0           | 0                 | 0           |
| 7     | NAGPUR         | 537442                            | 28721  | 0                              | 0           | 0                 | 0           |
| 8     | SIKAR          | 530379                            | 17390  | 0                              | 0           | 0                 | 0           |
| 9     | JHUNJHUNU      | 430737                            | 62167  | 0                              | 0           | 0                 | 0           |
| 10    | RAJASAMAND     | 247013                            | 2597   | 0                              | 0           | 0                 | 0           |
| 11    | DUNGARPUR      | 229320                            | 15020  | 0                              | 0           | 0                 | 0           |
| 12    | PRATAPGARH     | 137660                            | 3421   | 0                              | 0           | 0                 | 0           |
|       | <b>Total</b>   | <b>4046187</b>                    | <b>147546</b>                                | <b>0</b>                       | <b>0</b>    | <b>0</b>          | <b>0</b>    |

Note:- Ajmer (ACC) Circle No. of consumers are excluding the consumers under the distribution franchisee area of TATA Power Ajmer Distribution Limited.

**Reliability Indices**  
**System Average interruption Frequency Index (SAIFI)**

**SOP-4**

**Name of Licensee:-Ajmer Discom**

**2nd Qtr. July 2017 to Sept. 2017 (FY 2017-18)**

| 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     | AJMER (ACC)    | 81926                                | 244424   | 2.98   |                                    |
| 2     | AJMER (ADC)    | 346812                               | 4016522  | 11.58  |                                    |
| 3     | BHILWARA       | 461872                               | 1108604  | 2.40   |                                    |
| 4     | CHITTORGARH    | 300201                               | 1691153  | 5.63   |                                    |
| 5     | UDAIPUR        | 530842                               | 2956100  | 5.57   |                                    |
| 6     | BANSWARA       | 211983                               | 155687   | 0.73   |                                    |
| 7     | NAGPUR         | 537442                               | 1147561  | 2.14   |                                    |
| 8     | SIKAR          | 530379                               | 5964056  | 11.24  |                                    |
| 9     | JHUNJHUNU      | 430737                               | 2967620  | 6.89   |                                    |
| 10    | RAJASAMAND     | 247013                               | 1037723  | 4.20   |                                    |
| 11    | DUNGARPUR      | 229320                               | 1305905  | 5.69   |                                    |
| 12    | PRATAPGARH     | 137660                               | 595987   | 4.33   |                                    |
|       | <b>Total</b>   | <b>4046187</b>                       | <b>23191342</b>  | <b>5.73</b>  |                                    |

Note:- Ajmer (ACC) Circle No. of consumers are excluding the consumers under the distribution franchisee area of TATA Power Ajmer Distribution Limited.

**Reliability Indices**  
**System Average interruption Duration Index (SAIDI)**

**SOP-5**

**Name of Licensee:-Ajmer Discom**

**2nd Qtr. July 2017 to Sept. 2017 (FY 2017-18)**

| 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     | AJMER (ACC)    | 81926                                | 2958271   | 36.11                                |                                    |
| 2     | AJMER (ADC)    | 346812                               | 125255844   | 361.16                               |                                    |
| 3     | BHILWARA       | 461872                               | 17268633  | 37.39                                |                                    |
| 4     | CHITTORGARH    | 300201                               | 23742620  | 79.09                                |                                    |
| 5     | UDAIPUR        | 530842                               | 28204118  | 53.13                                |                                    |
| 6     | BANSWARA       | 211983                               | 1012412   | 4.78                                 |                                    |
| 7     | NAGPUR         | 537442                               | 34154511  | 63.55                                |                                    |
| 8     | SIKAR          | 530379                               | 155992302   | 294.11                               |                                    |
| 9     | JHUNJHUNU      | 430737                               | 29549178  | 68.60                                |                                    |
| 10    | RAJASAMAND     | 247013                               | 11299381  | 45.74                                |                                    |
| 11    | DUNGARPUR      | 229320                               | 13786967  | 60.12                                |                                    |
| 12    | PRATAPGARH     | 137660                               | 35759220  | 259.76                               |                                    |
|       | <b>Total</b>   | <b>4046187</b>                       | <b>478983457</b>  | <b>118.38</b>                        |                                    |

Note:- Ajmer (ACC) Circle No. of consumers are excluding the consumers under the distribution franchisee area of TATA Power Ajmer Distribution Limited.