

**Establishment of Call-Centres**

**Name of Licensee:-Ajmer Discom**

**SOP-1**

**For the 1st 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  | <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                                  | 325485                                     | 325485                            |
| 2    | AJMER (ACC)    |  |  | 0   |  | 0                                  | 212964                                     | 212964                            |
| 3    | BHILWARA       |  |  | 0   |  | 0                                  | 436968                                     | 436968                            |
| 4    | CHITTORGARH    |  |  | 0   |  | 0                                  | 280400                                     | 280400                            |
| 5    | UDAIPUR        |  |  | 0   |  | 0                                  | 512481                                     | 512481                            |
| 6    | BANSWARA       |  |  | 0   |  | 0                                  | 205729                                     | 205729                            |
| 7    | NAGAU          |  |  | 0   |  | 0                                  | 471138                                     | 471138                            |
| 8    | SIKAR          |  |  | 0   |  | 0                                  | 498386                                     | 498386                            |
| 9    | JHUNJHUNU      |  |  | 0   |  | 0                                  | 407961                                     | 407961                            |
| 10   | RAJASAMAND     |  |  | 0   |  | 0                                  | 235911                                     | 235911                            |
| 11   | DUNGARPUR      |  |  | 0   |  | 0                                  | 206678                                     | 206678                            |
| 12   | PRATAPGARH     |  |  | 0   |  | 0                                  | 132533                                     | 132533                            |
|      | <b>Total</b>   | <b>1</b>                                   | <b>0</b>   | <b>0</b>  | <b>0</b>   | <b>0</b>                           | <b>3926634</b>                             | <b>3926634</b>                    |

**Redressal of Consumer Complaints**

**Name of Licensee:-Ajmer Discom**

**SOP-2  
For the 1st Quarter of FY 2016-17**

**A. Consumer Satisfaction**

| S. No        | Ref no. of Sch.-<br>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  | 186                        | 38252                  | 38438            | 34855             | 90.68            | 1976                  | 36830                      | 1607               | 95.82               | 95%          |
| 2            | 1.2                   | Overhead Line/Cable breakdowns  | 17                         | 1983                   | 2000             | 1793              | 89.63            | 114                   | 1907                       | 93                 | 95.35               | 90%          |
| 3            | 1.3                   | Under ground cable break down   | 1                          | 269                    | 271              | 255               | 94.15            | 2                     | 256                        | 14                 | 94.72               | 90%          |
| 4            | 1.4                   | Transformer Failure   | 28                         | 7002                   | 7030             | 6685              | 95.09            | 39                    | 6724                       | 306                | 95.64               | 90%          |
| 5            | 1.5                   | Scheduled outage  | 6                          | 303                    | 309              | 290               | 93.93            | 1                     | 291                        | 18                 | 94.26               | 90%          |
| 6            | 2.1                   | Voltage variation   | 10                         | 518                    | 528              | 479               | 90.70            | 17                    | 496                        | 32                 | 93.89               | 90%          |
| 7            | 3.1                   | Testing of meter  | 27                         | 1843                   | 1870             | 1709              | 91.41            | 59                    | 1768                       | 102                | 94.55               | 90%          |
| 8            | 3.2                   | Replacement of stopped/defective Meter                                      | 2006                       | 34926                  | 36932            | 32809             | 88.84            | 953                   | 33762                      | 3170               | 91.42               | 90%          |
| 9            | 3.2                   | NO current complaint due to Meter   | 9                          | 3199                   | 3209             | 3012              | 93.86            | 61                    | 3072                       | 136                | 95.75               | 90%          |
| 10           | 4.1                   | Demand note   | 163                        | 1971                   | 2134             | 1825              | 85.52            | 98                    | 1923                       | 211                | 90.11               | 90%          |
| 11           | 4.2                   | shifting of meter   | 4                          | 219                    | 223              | 202               | 90.68            | 8                     | 210                        | 13                 | 94.11               | 90%          |
| 12           | 4.3                   | shifting of service line  | 5                          | 269                    | 274              | 240               | 87.54            | 18                    | 258                        | 16                 | 94.23               | 90%          |
| 13           | 5.1                   | Release of new connection/additional power                                  | 66                         | 3314                   | 3380             | 2868              | 84.85            | 317                   | 3185                       | 195                | 94.22               | 90%          |
| 14           | 6.1                   | Transfer of ownership or change in category                                 | 35                         | 265                    | 300              | 250               | 83.33            | 20                    | 270                        | 30                 | 90.13               | 90%          |
| 15           | 7.1                   | Billing complaint resolution  | 56                         | 11688                  | 11743            | 10931             | 93.09            | 300                   | 11231                      | 512                | 95.64               | 95%          |
| 16           | 8.1                   | Disconnection of supply   | 148                        | 2856                   | 3004             | 2719              | 90.50            | 41                    | 2759                       | 245                | 91.86               | 90%          |
| 17           | 8.2                   | Issue of no dues certificate  | 3                          | 126                    | 129              | 118               | 91.55            | 0                     | 118                        | 11                 | 91.55               | 95%          |
| 18           | 9.1                   | Restoration of DC consumers   | 21                         | 7043                   | 7064             | 6744              | 95.47            | 16                    | 6760                       | 303                | 95.71               | 90%          |
| 19           | 10.1                  | System reliability to avoid heavy fluctuations or short circuiting of lines | 3                          | 246                    | 249              | 230               | 92.48            | 3                     | 233                        | 16                 | 93.51               | 90%          |
| <b>Total</b> |                       |   | <b>2796</b>                | <b>116289</b>          | <b>119085</b>    | <b>108013</b>     | <b>90.70</b>     | <b>4041</b>           | <b>112055</b>              | <b>7031</b>        | <b>94.10</b>        |              |

**B. System Reliability**

| S.No | Ref no. of Sch.-<br>1 | SOP Parameters  | Actual achievement (%) | Target fixed |
|------|-----------------------|---|------------------------|--------------|
| 1    | 3.2                   | Correct meters to the total number of meters installed  | 89.21                  | 90%          |
| 2    | 3.3                   | Transformers in working condition to the total number of transformer connected in service<br>1. Distribution Transformers | 99.98                  | 90%          |
|      |                       | 2. Power Transformers   | 100.00                 |              |

**Details of Compensation paid**

**SOP-3**

**Name of Licensee:-Ajmer Discom**

**For the 1st Quarter of FY 2016-17**

| S.No. | Name of Circle | 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     | 2              | 3                           | 4  | 5                              | 6           | 7                 | 8           |
| 1     | AJMER (ADC)    | 325485                      | 11933  | 0                              | 0           | 0                 | 0           |
| 2     | AJMER (ACC)    | 212964                      | 7256   | 0                              | 0           | 0                 | 0           |
| 3     | BHILWARA       | 436968                      | 7294   | 0                              | 0           | 0                 | 0           |
| 4     | CHITTORGARH    | 280400                      | 120  | 0                              | 0           | 0                 | 0           |
| 5     | UDAIPUR        | 512481                      | 10461  | 0                              | 0           | 0                 | 0           |
| 6     | BANSWARA       | 205729                      | 1118   | 0                              | 0           | 0                 | 0           |
| 7     | NAGAUR         | 471138                      | 38775  | 0                              | 0           | 0                 | 0           |
| 8     | SIKAR          | 498386                      | 8362   | 0                              | 0           | 0                 | 0           |
| 9     | JHUNJHUNU      | 407961                      | 11707  | 0                              | 0           | 0                 | 0           |
| 10    | RAJASAMAND     | 235911                      | 7963   | 0                              | 0           | 0                 | 0           |
| 11    | DUNGARPUR      | 206678                      | 4093   | 0                              | 0           | 0                 | 0           |
| 12    | PRATAPGARH     | 132533                      | 7207   | 0                              | 0           | 0                 | 0           |
|       | Total          | <b>3926634</b>              | <b>116289</b>                                | 0                              | 0           | 0                 | 0           |

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

**SOP-4**

**Name of Licensee:-Ajmer Discom**

**For the Ist 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)    | 325485                               | 1051186  | 3.23   |                                    |
| 2     | AJMER (ACC)    | 212964                               | 2299865  | 10.80  |                                    |
| 3     | BHILWARA       | 436968                               | 1278186  | 2.93   |                                    |
| 4     | CHITTORGARH    | 280400                               | 972487   | 3.47   |                                    |
| 5     | UDAIPUR        | 512481                               | 1270634  | 2.48   |                                    |
| 6     | BANSWARA       | 205729                               | 792641   | 3.85   |                                    |
| 7     | NAGPUR         | 471138                               | 1428490  | 3.03   |                                    |
| 8     | SIKAR          | 498386                               | 2775711  | 5.57   |                                    |
| 9     | JHUNJHUNU      | 407961                               | 1325403  | 3.25   |                                    |
| 10    | RAJASAMAND     | 235911                               | 487221   | 2.07   |                                    |
| 11    | DUNGARPUR      | 206678                               | 752369   | 3.64   |                                    |
| 12    | PRATAPGARH     | 132533                               | 1174173  | 8.86   |                                    |
|       | <b>Total</b>   | <b>3926634</b>                       | <b>15608365</b>  | <b>3.97</b>  |                                    |

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 1st 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)    | 325485                               | 22303156  | 68.52                                 |                                    |
| 2     | AJMER (ACC)    | 212964                               | 72001084  | 338.09                                |                                    |
| 3     | BHILWARA       | 436968                               | 36780796  | 84.17                                 |                                    |
| 4     | CHITTORGARH    | 280400                               | 14687831  | 52.38                                 |                                    |
| 5     | UDAIPUR        | 512481                               | 14096346  | 27.51                                 |                                    |
| 6     | BANSWARA       | 205729                               | 14996725  | 72.90                                 |                                    |
| 7     | NAGPUR         | 471138                               | 38992363  | 82.76                                 |                                    |
| 8     | SIKAR          | 498386                               | 75438302  | 151.37                                |                                    |
| 9     | JHUNJHUNU      | 407961                               | 14590513  | 35.76                                 |                                    |
| 10    | RAJASAMAND     | 235911                               | 5559773   | 23.57                                 |                                    |
| 11    | DUNGARPUR      | 206678                               | 7834791   | 37.91                                 |                                    |
| 12    | PRATAPGARH     | 132533                               | 18922046  | 142.77                                |                                    |
|       | <b>Total</b>   | <b>3926634</b>                       | <b>336203726</b>  | <b>85.62</b>                          |                                    |

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.