

CIN: U40109RJ2000SGC016486



JAIPUR VIDYUT VITRAN NIGAM LTD.
Office of the Superintending Engineer (IT)

Old Power House Premises, Near Ram Mandir,
 Jaipur-302006, Tel -0141-2201355

Regd. Office: Vidyut Bhawan, Jyoti Nagar, Jaipur 302004

Website: www.jaipurdiscom.com, email: seitjvnl@yahoo.in

No. JPD/SE(IT) /F. TN-46/D. 133

Date: 11/5/15

Superintending Engineer (O&M)
Alwar/Baran/BTP/Bundi/Dausa/Dholpur/JCC/Jhalawar,
Karauli/Kota/Tonk/SWM

Subject: Deployment of FRT in district HQ under TN-46

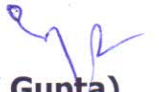
Pursuant to the decision of BoD in its 233rd meeting dated 02-02-2015, and as an effect of establishment of Discomwide Centralized Call Center (CCC) at Jaipur, the firm M/s Serco's services (under Module-II of TN-46) for deploying 24x7 FRT in quantity mentioned below for attending LT No-current complaints in respective district HQ have been extended vide this office order no JPD/SE(IT)/F.TN-46/D 1206 dt 3/3/15 ..

District HQ	No. of FRT
Alwar	2
Baran	1
BTP	2
Bundi	1
Dausa	1
Dholpur	1
JCC	Apr-Oct 39/Nov-Mar 32
Jhalawar	1
Jhalrapatan	1
Karauli	1
Kota	May-Aug 16/Sept-Apr 11
Tonk	1
SWM	1

The deployment and operation of FRT in these areas shall be effective from May 01, 2015. The existing manpower engaged for fault rectification at district HQ, if any, is removed with immediate effects.

The area of operation of these 24x7 FRT (Fault Removal Team) having requisite manpower, vehicle and tools shall be decided and communicated to the firm by the concerned SE(O&M).

The main order placed upon M/s Serco vide JPD/SE(IT)/F.TN-46/D 89 dt 30/4/13 may also be referred for ensuring compliances by the firm.



(A.K.Gupta)

Superintending Engineer (IT)

Copy to the following for information and necessary action please:

1. The TA to MD, JVVNL
2. The TA to Director (Technical), JVVNL
3. CE(O&M) J/Z, Kota Zone, BTP/Z
4. The Addl. CE (RE, M&P & DSM) JVVNL, Jaipur
5. Ms/ Serco BPO Pvt Ltd., Mumbai



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T-246 CC

No.JPD/SE(IT)/F /D. 1206

Date: 3/3/15

M/s Serco BPO Pvt. Ltd.
Serco House, Plot CST No. 1406
A/28 Mindspace, Malad (West)
Mumbai 400090

Sub: Amendment in the PO JPD/SE(IT)/F-TN-46/D.89 Dt.30/04/2013

Following the approval of Board of Directors on dated 02.02.2015 the work carried out by you under the PO No.JPD/SE(IT)/F-TN-46/D.89 Dt.30/04/2013 is hereby amended as under:

Sr.	Particular of work	Qty	Rate
1	Module – I Call Center Agents at Jaipur	Total 3675 Agents-month for remaining period of contract or proportionate	Rs. 17,000 per agent/month
2	Module II Deployment of FRT in Jaipur City	As defined in detail in this order	Rs. 1,60,000 per month/FRT
3	Module II Deployment of FRT in other District HQ	As defined in detail in this order	Rs. 1,50,000 per month/FRT

1. Module I - Operation of 24x7 Call Center at Jaipur

The existing call center at Data Center, Jaipur is expanded to a capacity of 130 agent seats and will cater to entire Jaipur Discom. Henceforth, the Call Center running at Kota will cease to function. There will be only one telephone number for registering complaints for entire Discom consumers.

A. Type of Complaints

Earlier only 'No-current' complaints were registered at CCC, now the following type of complaints will be registered at the CCC, Jaipur.

1. No-Current complaints
2. Transformer related
3. Safety related

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4. Theft complaints
5. Harassment by Discom official
6. Other technical complaints like meter, etc.

B. Deployment of Agents at CCC, Jaipur

The agent deployment at CCC, Jaipur for the remaining period (March 15-May 16 or as actual period) of the contract term is revised as under:

Number of call center agents at Jaipur for entire Discom (Agent*Month)						
Month	Total months	8.00AM - 4.00 PM	4.00PM - 12.00AM	12.00AM- 8.00 AM	Agents per day	Total Agents
Nov15- Feb16	4	70	70	45	185	740
Mar 15 – Apr15, Mar 16 – Apr 16	4	70	70	45	185	740
May 15- Aug 15, May 16	5	130	130	91	355	1755
Sep 15 – Oct 15	2	85	85	50	220	440
Total	15	355	355	230		3675
Average Agent per month						245

The rate of CCC agents shall be Rs. 17,000 per agent per month..

However, this arrangement is on need basis and Discom reserves the right to amend the deployment of agent in all possible manners; increase/decrease agents or relocate shifts depending upon the call loads observed anytime during the execution of the work.

C. Call Work Flow

1. The consumer will call Discom Toll Free Number or CCC PRI Number
2. The centralized call center agent will take the consumer call and will register the complaint in the CCC system under RAPDRP and will provide a complaint number to the consumer.
3. The centralized call center agent will then forward the complaint to its FRT or the designated officer/employee of Discom. For different categories following offices/officers are designated for action on the complaints:

Sr.	Type of complaint	Forward to
1	No-Current complaints	FRT of M/s Serco. To corresponding 33/11Kv sub-station of Discom (Where M/s Serco FRT is not deployed)
2	Transformer related	FRT of M/s Serco.

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