

Speed Post



JODHPUR VIDYUT VITRAN NIGAM LTD.

Corporate Identity Number (CIN) -U40109RJ2000SGC016483

Regd. Office : New Power House, Jodhpur- 342003

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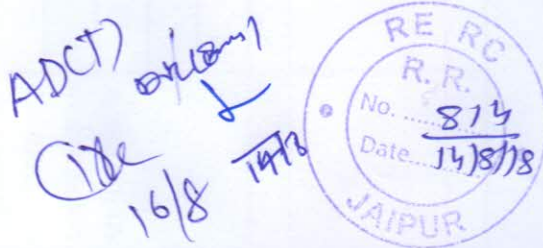
E-mail : seracomml@yahoo.com Web site : www.jdvvn.com

No.JdVVNL/ SE(RA&C)/JU/S.RA/SOP /2018-19/D.

593

Dt. 08.08.18

The Secretary,
Rajasthan Electricity Regulatory Commission,
Vidhyut Viniyamak Bhawan,
Near State Motor Garage,
Sahakar Marg,
Jaipur



Sub.: Submission of quarterly report of SoP1 to SoP5 for the first quarter of FY 2018-19.

On the subject cited above, kindly find enclosed herewith the SOP1 to SOP5 information for the 1st quarter of FY 2018-19(i.e. April, 2018 to June, 2018) in prescribed format i.e. "Annexure-A" in respect of Jodhpur Discom, for further needful and uploading on RERC website.

Encl.: As above.

(U. S. CHOUHAN)

**SUPERINTENDING ENGINEER(RA&C)
JODHPUR DISCOM, JODHPUR**

JODHPUR VIDHYUT VITRAN NIGAM LIMITED

Name of Licensee: JODHPUR DISCOM

SOP 1

For the 1st quarter of FY 2018-19

Establishment of Call Centres

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	JODHPUR, CC	1	One centralised call centre established at Jodhpur which receives complaints from consumer of all the circle.	0	One centralised call centre established at Jodhpur which receives complaints from consumer of all the circle.	0	272247	272247
2	JODHPUR, DC	1		0		0	428306	428306
3	PALI	1		0		0	497803	497803
4	SIROHI	1		0		0	212032	212032
5	BARMER	1		0		0	358598	358598
6	JALORE	1		0		0	314560	314560
7	JAISALMER	1		0		0	103687	103687
8	BIKANER, DC	1		0		0	227922	227922
9	HANUMANGARH	1		0		0	350429	350429
10	GANGANAGAR	1		0		0	367867	367867
11	CHURU	1		0		0	362246	362246
	TOTAL DISCOM	11		0	1	0	3495697	3495697
	BKESL (BIKANER CC)	1	One centralised call centre established at KOLKATA which receives complaints from consumer of all the circle	1				
1	GRAND TOTAL						156760	156760
							3652457	3652457

Note : Number of consumers shown are regular consumers only.

Redressal of Consumer Complaints
Total of Jodhpur Discom

JODHPUR VIDHYUT VITRAN NIGAM LIMITED

For the 1st quarter of FY 2018-19
SOP-2

S. No.	Ref No. of Sch.-1	SOP Parameters	Complaints brought forward	Received during period	Total Complaints	Redressed in Time	Redressal in Time (%)	Redressal beyond Time	Total Complaints Redressed	Complaints pending	Total Redressal (%)	Target Fixed
1	1.1	No current complaint	152	122980	123132	116903	94.94%	6019	122922	210	99.83%	95%
2	1.2	Overhead Line/Cable breakdowns	23	3128	3151	2910	92.35%	230	3140	11	99.65%	90%
3	1.3	Under ground cable break down	2	150	152	137	90.13%	11	148	4	97.37%	90%
4	1.4	Transformer Failure	10	5113	5123	4850	94.67%	247	5097	26	99.49%	90%
5	1.5	Schedule outage	6	1138	1144	1057	92.40%	83	1140	4	99.65%	90%
6	2.1	Voltage Variation	19	1884	1903	1653	86.86%	236	1889	14	99.26%	90%
7	3.1	Testing of meter	12	1612	1624	1547	95.26%	66	1613	11	99.32%	90%
8	3.2	Replacement of stopped/defective Meter	198	11277	11475	10523	91.70%	620	11143	332	97.11%	90%
9	3.2	No current complaint due to meter	9	687	696	621	89.22%	61	682	14	97.99%	90%
10	4.1	Demand note	257	7623	7880	7551	95.82%	301	7852	28	99.64%	90%
11	4.2	Shifting of Meter	13	251	264	238	90.15%	20	258	6	97.73%	90%
12	4.3	Shifting of Service Line	8	1872	1880	1843	98.03%	29	1872	8	99.57%	90%
13	5.1	Release of new connection/additional power	112	7849	7961	7437	93.42%	308	7745	216	97.29%	90%
14	6.1	Transfer of ownership or change of category	7	237	244	233	95.49%	8	241	3	98.77%	90%
15	7.1	Billing complaint resolution	22	13549	13571	12951	95.43%	559	13510	61	99.55%	95%
16	8.1	Disconnection of supply	10	1446	1456	1402	96.29%	47	1449	7	99.52%	90%
17	8.2	Issue of no dues certificate	0	436	436	425	97.48%	11	436	0	100.00%	95%
18	9.1	Restoration of DC consumers	38	2736	2774	2660	95.89%	100	2760	14	99.50%	90%
19	10.1	System reliability to avoid heavy fluctuation or short circuiting of lines	1	18	19	15	78.95%	2	17	2	89.47%	90%

B. System Reliability
Total of Jodhpur Discom

JODHPUR VIDHYUT VITRAN NIGAM LIMITED

For the 4th quarter of FY 2017-18
SOP-2

S. No.	Ref No. of Sch.-3	SOP Parameters	Actual Achievement (%)	Target Fixed
1	3.2	Correct meters to the total numbers of meters installed	95.66%	90%
2	3.3	Transformers in working condition to the total number of transformers connected in service	99.81%	90%
		i. Distribution Transformers	99.85%	90%
		ii. Power Transformers		

Distribution SOP Reporting Formats

Details of Compensation Paid

Name of Licensee: JODHPUR DISCOM

SOP-3

For the 1st quarter of FY 2018-19

S.No.	Name of Circle	No. of consumers in the circle	No. of complaints received during the period	Compensation Complaints lodged		Compensation paid	
				No. of consumers	Amount (Rs.)	No. of consumers	Amount (Rs.)
1	JODHPUR, CC	272247	26803	0	0	0	0
2	JODHPUR, DC	428306	15366	0	0	0	0
3	PALI	497803	7748	0	0	0	0
4	SIROHI	212032	4851	0	0	0	0
5	BARMER	358598	6941	0	0	0	0
6	JALORE	314560	4462	0	0	0	0
7	JAISALMER	103687	3201	0	0	0	0
8	BKESL (BIKANER CC)	156760	90403	0	0	0	0
9	BIKANER, DC	227922	3156	0	0	0	0
10	HANUMANGARH	350429	6157	0	0	0	0
11	GANGANAGAR	367867	13681	0	0	0	0
12	CHURU	362246	2116	0	0	0	0
	TOTAL	3652457	184885	0	0	0	0

