



JODHPUR VIDYUT VITRAN NIGAM LTD.

Corporate Identity Number (CIN) -U40109RJ2000SGC016483

Regd. Office : New Power House, Jodhpur- 342003

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No. JdVVNL/ SE(RA&C)/JU/S.RA/2018-19/D. 1610 Dt. 15.11.19

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

Sub.: Publication of level of performance of Discoms by the Commission under section 59(2) of the Electricity Act, 2003, for 2nd half of FY 2018-19.

On the subject cited above, regarding submission of report for 1st half of FY 2019-20, as per Regulation 8(2) of RERC (Standards of Performance for Distribution Licensees) Regulation, 2014, it is submitted that although the Discom has achieved targets as stipulated by the Hon'ble Commission, however following efforts are being made to improve the overall performance:

1. Discom is monitoring and controlling excess Load drawl.
2. Online applications facility is available for new connections to avoid delay in release of connection and proper monitoring.
3. Discom uses various other platforms like advertising and social media in order to create awareness about the system among the consumers which results in significant consumer satisfaction of all type of complaints.
4. Directions have been imparted to field officers for timely release of connections and disposal off of old pending VCR grievances.
5. Replacement of meters on war footing basis.
6. The complaints and grievances of the consumers are redress at earliest for which regular choupals are being organized where the consumers can come forward with their concerns to address them.

The SOP1 to SOP5 information for the 1st half of FY 2019-20 (i.e. April, 2019 to September, 2019) is enclosed herewith in prescribed format i.e. "Annexure-A".

(S. K. SHARMA)

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

Copy to :

1 Electricity Ombudsman of Rajasthan, Vidhyut Viniyamak Bhawan, Near State Motor Garage, Sahakar Marg, Jaipur.

2 Superintending Engineer (IT), Jodhpur Discom, Jodhpur for publishing on Nigam's website.

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

JODHPUR VIDHYUT VITRAN NIGAM LIMITED

Name of Licensee: JODHPUR DISCOM

SOP 1

For the 1st Half of FY 2019-20

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	282634	282634
2	JODHPUR, DC	1		0		0	485037	485037
3	PALI	1		0		0	532099	532099
4	SIROHI	1		0		0	234689	234689
5	BARMER	1		0		0	469066	469066
6	JALORE	1		0		0	355930	355930
7	JAISALMER	1		0		0	123286	123286
8	BIKANER, DC	1		0		0	262724	262724
9	HANUMANGARH	1		0		0	386588	386588
10	GANGANAGAR	1		0		0	397057	397057
11	CHURU	1		0		0	383978	383978
TOTAL DISCOM		11	1	0	1	0	3913088	3913088
1	BKESL (BIKANER CC)	1	One centralised call centre established at KOLKATA which receives complaints from consumer of all the circle	1		0	161361	161361
GRAND TOTAL							4074449	4074449

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 Half of FY 2019-20

SOP-2

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 Time (%)	Redressal beyond Time	Total Complaints Redressed	Complaints pending	Total Redressal (%)	Target Fixed
1	1.1	No current complaint	284	333513	333797	309769	92.80%	23408	333177	620	99.81%	95%
2	1.2	Overhead Line/Cable breakdowns	8	1336	1344	1235	91.89%	95	1330	14	98.96%	90%
3	1.3	Under ground cable break down	1	180	181	175	96.69%	5	180	1	99.45%	90%
4	1.4	Transformer Failure	21	9917	9938	9554	96.14%	359	9913	25	99.75%	90%
5	1.5	Schedule outage	3	721	724	672	92.82%	39	711	13	98.20%	90%
6	2.1	Voltage Variation	17	2397	2414	2185	90.51%	211	2396	18	99.25%	90%
7	3.1	Testing of meter	31	3949	3980	3562	89.50%	361	3923	57	98.57%	90%
8	3.2	Replacement of stopped/defective Meter	471	13011	13482	11553	85.69%	1266	12819	663	95.08%	90%
9	3.2	No current complaint due to meter	19	2539	2558	2433	95.11%	96	2529	29	98.87%	90%
10	4.1	Demand note	100	16608	16708	16035	95.97%	603	16638	70	99.58%	90%
11	4.2	Shifting of Meter	80	1312	1392	1352	97.13%	38	1390	2	99.86%	90%
12	4.3	Shifting of Service Line	18	725	743	727	97.85%	12	739	4	99.46%	90%
13	5.1	Release of new connection/additional power	303	15511	15814	14784	93.49%	960	15744	70	99.56%	90%
14	6.1	Transfer of ownership or change of category	8	289	297	289	97.31%	7	296	1	99.66%	90%
15	7.1	Billing complaint resolution	88	21374	21462	20607	96.02%	792	21399	63	99.71%	95%
16	8.1	Disconnection of supply	25	13378	13403	13268	98.99%	107	13375	28	99.79%	90%
17	8.2	Issue of no dues certificate	0	319	319	318	99.69%	1	319	0	100.00%	95%
18	9.1	Restoration of DC consumers	9	10281	10290	10059	97.76%	217	10276	14	99.86%	90%
19	10.1	System reliability to avoid heavy fluctuation or short circuiting of lines	0	16	16	16	100.00%	0	16	0	100.00%	90%

B. System Reliability

Total of Jodhpur Discom

JODHPUR VIDHYUT VITRAN NIGAM LIMITED

For the 1st Half of FY 2019-20

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	93.65%	90%
2	3.3	Transformers in working condition to the total number of transformers connected in service		
		i. Distribution Transformers	99.85%	90%
		ii. Power Transformers	99.66%	90%

Distribution SOP Reporting Formats

Details of Compensation Paid

Name of Licensee: JODHPUR DISCOM

SOP-3

For the 1st Half of FY 2019-20

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	282634	17855	0	0	0	0
2	JODHPUR, DC	485037	81608	0	0	0	0
3	PALI	532099	45506	0	0	0	0
4	SIROHI	234689	5677	0	0	0	0
5	BARMER	469066	11385	0	0	0	0
6	JALORE	355930	6454	0	0	0	0
7	JAISALMER	123286	18313	0	0	0	0
8	BKESL (BIKANER CC)	161361	170346	0	0	0	0
9	BIKANER, DC	262724	3251	0	0	0	0
10	HANUMANGARH	386588	26508	0	0	0	0
11	GANGANAGAR	397057	44527	0	0	0	0
12	CHURU	383978	15946	0	0	0	0
TOTAL		4074449	447376	0	0	0	0

Distribution SOP Reporting Formats

Reliability Indices

System Average Interruption Frequency Index (SAIFI)

Name of Licensee: JODHPUR DISCOM

SOP-4

For the 1st Half of FY 2019-20

S.No.	Name of Circle	Total number of consumers served	Total number of sustained interruptions to consumers	SAIFI = (2)/(1) (Number of Interruptions/ consumer)	Target specified by the Commission
		1	2		
1	JODHPUR, CC	282634	6687890	23.66	
2	JODHPUR, DC	485037	12512052	25.80	
3	PALI	532099	7923681	14.89	
4	SIROHI	234689	8935412	38.07	
5	BARMER	469066	16437781	35.04	
6	JALORE	355930	9199944	25.85	
7	JAISALMER	123286	2536685	20.58	
8	BKESL (BIKANER CC)	161361	6107802	37.85	
9	BIKANER, DC	262724	15768073	60.02	
10	HANUMANGARH	386588	13199653	34.14	
11	GANGANAGAR	397057	10634836	26.78	
12	CHURU	383978	25813045	67.23	
TOTAL		4074449	135756854	33.32	

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 interruption shall be equal to the number of consumers affected.

Distribution SOP Reporting Formats

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

SOP-5

Name of Licensee: JODHPUR DISCOM

For the 1st Half of FY 2019-20

S.No.	Name of Circle	Total number of consumers served	Total minutes of sustained interruptions to consumers	SAIDI = (2)/(1)	Target specified by the Commission
		1	2	(Minutes/ consumer)	
1	JODHPUR, CC	282634	7853626	27.79	
2	JODHPUR, DC	485037	16328250	33.66	
3	PALI	532099	20027401	37.64	
4	SIROHI	234689	6961370	29.66	
5	BARMER	469066	42643015	90.91	
6	JALORE	355930	28479251	80.01	
7	JAISALMER	123286	4197603	34.05	
8	BKESL (BIKANER CC)	161361	6910709	42.83	
9	BIKANER, DC	262724	21342784	81.24	
10	HANUMANGARH	386588	11857804	30.67	
11	GANGANAGAR	397057	10869205	27.37	
12	CHURU	383978	16347717	42.57	
TOTAL		4074449	193818735	47.57	

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 interruption shall be equal to the number of consumers affected.