



## JODHPUR VIDYUT VITRAN NIGAM LTD.

Corporate Identity Number (CIN) -U40109RJ2000SGC016483

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No.JdVVNL/ SE(RA&C)/JU/S.RA/2020-21/D. 692 Dt. 10.08.20

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

**Sub:- Regarding compliance to directives issued in Tarrif order passed by Hon'ble Commission on dated 28.05.2018.**

On the subject cited above and letter under reference kindly find enclosed herewith the present status of compliance of Directive issued in the commission's order dated 28.05.2018 in the matter of Tariff order passed for kind perusal and further needful of the Hon'ble Commission.

Encl.: As above.

  
10.8.20  
(ASHOK KUMAR MEENA)  
SUPERINTENDING ENGINEER (RA&C)  
JODHPUR DISCOM, JODHPUR

S. No.	Directives of RERC	Present Status
1.	<b>Waste to Energy</b>	As on date no such waste to energy power plant is operational in Discom area. However, the power from such plants will be purchased at the tariff to be determined by RERC through RUVNL for Discom.
2.	<b>Changing Nature of Grid</b>	SCADA Project under RAPDRP Part-A was awarded to M/s Dongfang Electronics Co. Ltd. under TN-37. The present status of the SCADA project as on dated 09.08.2020 for Jodhpur City for RTU installed is 53 no.'s and FRTU installed 148 no.'s and in Bikaner RTU installed 35 no.'s and FRTU 116 no.'s.
3.	<b>Electrical Vehicle (EV)</b>	<p>The Discom submits that In ARR &amp; Tariff petition for FY 2019-20 the proposal of covering the EV under Mixed Load category has been submitted to RERC for approval. The SE (RA&amp;C), JdVVNL, Jodhpur is designated as the "Nodal Officer" for setting up of charging infrastructure for EVs in Jodhpur Discom. As per information gathered from all SEs (O&amp;M) of JdVVNL, no EV charging station connection is existing in JVVNL as on 09.08.2020.</p> <p>In most of the states, the Electric vehicles charging stations are added in the Non-domestic category as this is a commercial category but the Rajasthan Discoms have added these consumers in Mixed Load category since their tariffs are lower than those of Non-Domestic category.</p>
4.	<b><u>Day time Supply of Electricity to Rural Consumer</u></b>	<p>Distributed generation and micro-grids working in tandem with the Grid supply is a great way to improve duration and reliability of supply. The option being explored is of funding the replacement of existing pump-sets with solar pump-sets to agriculture consumers. This will not only allow the consumers to get free day time power but may also lead to substantial savings in terms of power purchase cost for the Discom. Further, the excess energy can also be fed back into the grid allowing the consumers to earn a nominal incentive on the same and thereby ensuring that the water level is also not adversely affected. Other possible options are putting up large centralised solar plants each with a capacity of a few hundred MW or having distributed mini solar plants each with a capacity of 1-2 MW. Action is already initiated on this under Component A of KUSUM scheme.</p> <p>The Discom is also planning to give 2-block supply to the Agricultural consumers because</p>

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		of which day time power will be easily accessible.																						
5.	<p><b>RERC (Open Access) Regulation, 2016</b></p> <p>With provision of timely &amp; uniform schedule to be provided by Open Access consumers, as stipulated in OA regulations, 2016 the Discom can now predict their energy requirement with more certainty &amp; may minimize the deviation charges applicable.</p>	<p>The Rajasthan Urja Vikas Nigam Limited had been formed by the Government of Rajasthan to carry out Power trading business for the distribution companies. RUVNL is also entrusted with the responsibility of monitoring and controlling the power purchase expense. RUVNL on day to day basis ensures that the power is procured on the basis of merit order, over drawl and under drawl is controlled, commercially sound decisions are taken with respect to purchase/sale of energy from exchange. It is also undertaking review of long term PPAs to identify possibility of reduction in costs of power purchase for the Rajasthan Discoms</p>																						
6.	<b>Saubhagya Scheme</b>	<p>The progress under Saubhagya Scheme upto 31.07.2020 as below:</p> <table border="1"> <thead> <tr> <th>Scheme</th> <th>Particulars</th> <th>UOM</th> <th>Coverage as per DPR(Target)</th> <th>Achieved</th> </tr> </thead> <tbody> <tr> <td rowspan="4"><b>Saubhagya ( Grid)</b></td> <td>Connections</td> <td>Nos.</td> <td>114221</td> <td>113602</td> </tr> <tr> <td>Total Connections</td> <td>Nos.</td> <td>114221</td> <td>113602</td> </tr> <tr> <td>11 kV Line</td> <td>Ckm.</td> <td>4943</td> <td>5568</td> </tr> <tr> <td>LT Line</td> <td>Ckm.</td> <td>14017</td> <td>12428</td> </tr> </tbody> </table>	Scheme	Particulars	UOM	Coverage as per DPR(Target)	Achieved	<b>Saubhagya ( Grid)</b>	Connections	Nos.	114221	113602	Total Connections	Nos.	114221	113602	11 kV Line	Ckm.	4943	5568	LT Line	Ckm.	14017	12428
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7.	<b>Safety Measures</b>	<p data-bbox="795 619 1960 980">A number of steps have been undertaken to enhance the focus on safety. Circle SEs have been directed to expedite pending enquiries to find out causes of accidents in the past and accordingly prepare action plans. The Discoms Co-ordination Forum in its meeting had already approved the specification of safety items and procedures for purchase thereof. Moreover it has also been decided to provide safety devices like insulated shoes, helmets and rubber hand gloves individually to each and every technical worker besides other safety devices like lineman safety belt, earthing chain, etc. which are being provided to technical workmen regularly. The workers have been directed to refuse to do work in absence of availability of adequate safety devices.</p> <p data-bbox="795 980 1960 1191">Committee of senior officers has been constituted at circle level to carry out regular inspection of 33/11 kV sub-stations and provide practical training to workers at work place, check availability of safety devices and ensure their use by workers while performing work and initiate action against defaulters. Copy of safety manuals in Hindi are being provided to the workmen.</p> <p data-bbox="795 1191 1960 1324">Discoms complying with the CEA (Measures relating to Safety and Electricity Supply) Regulations, 2010 and CEA (Safety requirements for construction, operation and maintenance of electrical plants and electric lines) Regulations 2011.</p> <p data-bbox="795 1324 1960 1387">The Petitioner is very much concerned about the safety of its workmen at workplaces and is</p>										

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		taking every measure to ensure that no accidents occur in the Discom area.
8.	<b>Release of pending connections</b>	The Discom is undertaking all efforts to release pending agriculture connection at the earliest. In FY 2018-19 Jodhpur Discom has released 32290 no.'s agriculture connections & in FY 19-20 35955 no.'s of agriculture connection's released.
9.	<b>Standards of Performance (SoP) for Discom</b>	The Discom adheres to the Standards of Performance (SoP) strictly. The half yearly SoP report of the period Oct-19 to March-20 has been submitted to RERC.
10.	<b>Metering, billing and collection</b>  (Discoms should also monitor quality of supply viz voltage variations, Voltage drops, voltage unbalance, current unbalance and Harmonics and furnish a report to this effect along with next tariff filing.)	To improve the complete billing system and consumer services, work order has been placed to NIC by Jaipur discom for all three doscoms vide 2032 dated 07.03.2019 having following modules with completion schedule upto March-24. Centralized customer care services, Billing, Collection, New Connection, Disconnection & Reconnection, Application for consumers, Dashboard for department/Discom officials, MIS Reports, Data Analytics, Meter Data Acquisition, Consumer Indexing & Assent Management. These New Modules designed with latest tool and technologies and with new features as per need of time shall lead to improved billing and collection and increase consumer satisfaction.
11.	<b>Monthly Billing</b>	It is submitted that the implementation of monthly billing would not only require implementation of IT systems but also require realignment of business processes. In the current scenario, the cycle of meter reading to bill distribution takes approximately 15-20 days. In order to strengthen its business processes the Discom has already started using feeder in-charge for the process of metering, billing and collection thereby improving the quality of the same. Further IT tools are in the process of being implemented to reduce the time gap between meter reading and bill distribution. LoA for development of software modules for all three Discoms has been awarded to NIC by JVVNL and is being done at a nominal cost. The ownership of application as well as entire data shall lie with the Discom.

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12.	<p><b>Tariff Rationalizations Measures</b></p> <p>Discom may initiate a study for rationalizing fixed charges so that they could reflect actual fixed cost. To start with fixed charges could be rationalized to cover at least fixed cost of Generations.</p> <p><b>Load/ Demand based billing</b></p> <p>A tariff should be proposed with next tariff proposed in such to manner that an average consumer's bill should not be affected adversely while the existing revenue of Discom getting from fixed charges is fully protected.</p>	<p>The draft amendments in the National Tariff Policy also stresses on the same. It proposes an approach wherein tariff should be fixed not on the basis of traditional purpose of use but only on quantum of usage. However, the same has not been finalised yet and is under deliberation. It is appropriate to wait for such changes to be finalised at the policy level. Further, even after adopting a revenue neutral approach at the Discom level, any change in the tariff structure will bear a positive impact on certain set of the consumers by lowering their tariff while some would be adversely affected by the change, as any such rationalization would be computed considering an average consumer.</p> <p>In line with National Tariff Policy and in compliance of Hon'ble RERC directions, Discom in its ARR &amp; Tariff petition for FY 2019-20 has proposed higher increase in fixed charges in comparison to energy charges, in almost all categories. The Hon'ble RERC after prudence check vide its order dated 06.02.2020 has approved prudent increase in fixed and energy charges.</p>
13.	<p><b>Arrears</b></p>	<p>Discom is putting in its best efforts for the collection of outstanding arrears. The same is reflected in the lower level of outstanding as compared to the previous year. The outstanding on Government connections at the end of December-2018 stood at Rs 25223.45 (in lacs) which was reduced to Rs 23050.03 (in lacs) at the end of March-19. The total arrears of Discom at the end of December-2018 stood at Rs 157135.62 (in lacs) which was reduced to Rs 113672.18 (in lacs) at the end of March-19.</p>

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14.	<b>Ease of doing business</b>	In its endeavour of strengthening ease of doing business in its area, Discom has submitted a set of measures for approval of Hon'ble RERC for incentivising the industrial consumers. The measures were introduction of TOD tariff, rebate in energy charges on incremental consumption & new connection for HT industrial consumers and lower tariff for large power intensive industries. The Hon'ble RERC vide Tariff Order dated 06.02.2020 has approved TOD tariff, rebate in energy charges on incremental consumption & new connection for HT industrial consumers, and a lower tariff for large industrial consumers having Billing demand of 1 MVA or more for the billing month and having load factor 50% or more for the billing month and the same has been made effective by the Discom also.
15.	<b>Avoidance of unnecessary litigation</b>	Discom have set up a grievance cell to address the problems related to connections, billing, metering etc to avoid unnecessary litigations.
16.	<b>Power Purchase Requirement</b>	The Rajasthan Urja Vikas Nigam Limited had been formed by the Government of Rajasthan to carry out Power trading business for the distribution companies. Cost of power purchase constitutes majority of the expenses of the Discoms. To overcome the natural disadvantage that Discoms face in case of own generation costs i.e. lack of own coal and cheap hydro resources, it is necessary to take steps to optimize power purchase and reduce the associated costs. The first step taken in this direction was regular assessment of power procurement portfolio of the Discoms and identification of sources with highest cost of power per unit. Simultaneously it was decided that all power purchase agreements be reviewed periodically and re-negotiations be carried out wherever the scope for the same exists. Discoms also identified cheaper sources of power available and took necessary steps to modify the portfolio. Cost optimization model is now being used for assessing the benefit of backing down costly generating stations and procuring power from short or medium term sources through Case I or Case II competitive bidding.
17.	<b>Redressal of consumer Grievance</b>	In order to address the complaints and grievances of the consumers, the Discom is making efforts at different levels. Consumer grievance redressal forum has been constituted to address the grievance of the consumers. Also regular Jansunwai are organized where the consumers can come forward with their concerns. Further the Discom also uses various other platforms like advertising and social media in order to create awareness about the system among the consumers. All this has resulted in significant reduction in resolution time of all type of complaints including no power complaint, safety related complaints, harassment complaints, etc.

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		All proper facilities like drinking water, sitting places in shed, sanitation are being provided to the consumers to the best efforts of the Discom. Also, priorities to senior citizens are also being given.
18.	<b>Late payment Surcharge</b>	The Discom is also making all bound efforts to cut down on its interest cost. In order to cut down on its Late Payment Surcharge amount the pendency period for payment of dues have also been reduced.
19.	<b>Charitable Animal health care centers</b>	The gaushalas have been added in the domestic category, which will eventually reduce the burden of electricity bills on the concerned consumers.
20.	<b>IT initiatives</b>	<p><b>(1).ERP implementation</b></p> <p>Work order for ERP implementation has been awarded to Rajcom info Service Ltd. at a cost of 1.31 Cr.</p> <p>The ERP project covers the following modules.</p> <ul style="list-style-type: none"> <li>a. Human Resource management system.</li> <li>b. Finance &amp; Accounting.</li> <li>c. Work &amp; Project management.</li> <li>d. Material Management.</li> </ul> <p><b>(2).Smart Metering.</b></p> <p>Discom under TN-28 of AVVNL(common tender) have taken initiative for implementation of AMI/Smart metering for the consumers and work order had been awarded to M/S EESL Ltd.</p> <p><b>(3).AMR based DT/Consumer Metering</b></p> <p>Discom under TN-44 have taken initiative implementation of AMR system for DT's &amp;</p>



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		<p>consumer on Infrastructure as a service basis to M/s Enzen Global Solution Pvt. Ltd. It will cover the villages having population of more than 5000.</p> <p>DT AMR = 7866 no.'s</p> <p>Consumer AMR(NDS,MIP and HT for above 100 KW ) = 3757 no.'s</p> <p>Presently matter is under process.</p> <p><b><u>Other IT INITIATIVES</u></b></p> <p><b>Mobile applications-</b></p> <p>VIDYUT SAATHI app has been rolled out in April-20 for consumers of Jodhpur Discom having functionality for Online Payments, Bill Details, Complaints registration etc.</p> <p>The petitioner submits that the Discom is taking every measure to change the existing system by IT implementation. However, since the number of consumers is very large (~43 lakhs) with a high revenue influx, changing things take time. The tendering processes themselves are time consuming, but for the benefit of the consumers, only the best services are chosen.</p> <p>The petitioner has already started taking concrete steps like regularly meetings in which IT implementations and road map to further betterments are discussed. All the measures mentioned above are in the implementation stage and once they are executed, the Discom will be sharing the progress reports.</p>

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21.	<b>Private Sector Participation</b>	The Discom has already introduced the Distribution Franchisee model in Bikaner city. The performance of the same is being scrutinized through monthly meetings and accordingly, the possibility of improving the operations is also being looked into. Further, independent auditor has also been appointed to ensure that the DF is working as per the provisions of the Distribution Franchisee Agreement.