

Establishment of Call-Centres

Name of Licensee:-Ajmer Discom

SOP-1

For the IVth 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	One centralised Call Center established at Ajmer which receives complaints from consumer of all the circle. Toll Free No. 1800-180-6565	0	One centralised Call Center established at Ajmer which receives complaints from consumer of all the circle. Toll Free No. 1800-180-6565	0	337568	337568
2	AJMER (ACC)	1		0		0	216644	216644
3	BHILWARA	1		0		0	451739	451739
4	CHITTORGARH	1		0		0	291876	291876
5	UDAIPUR	1		0		0	520918	520918
6	BANSWARA	1		0		0	209055	209055
7	NAGAUR	1		0		0	526655	526655
8	SIKAR	1		0		0	514618	514618
9	JHUNJHUNU	1		0		0	417364	417364
10	RAJASAMAND	1		0		0	243044	243044
11	DUNGARPUR	1		0		0	218409	218409
12	PRATAPGARH	1		0		0	133462	133462
	Total	12	0	0	0	0	4081352	4081352

Redressal of Consumer Complaints

Name of Circle:-

SOP-2
For the IVth Quarter of FY 2016-17

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 (%)	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	109	38153	38262	36853	96.32	1397	38250	12	99.97	95%
2	1.2	Overhead Line/Cable breakdowns	23	1901	1924	1829	95.06	71	1900	24	98.75	90%
3	1.3	Under ground cable break down	9	278	287	274	95.47	1	275	12	95.82	90%
4	1.4	Transformer Failure	27	7864	7891	7771	98.48	104	7875	16	99.80	90%
5	1.5	Scheduled outage	4	204	208	202	97.12	4	206	2	99.04	90%
6	2.1	Voltage variation	9	520	529	496	93.76	30	526	3	99.43	90%
7	3.1	Testing of meter	25	2491	2516	2464	97.93	39	2503	13	99.48	90%
8	3.2	Replacement of stopped/defective Meter	1523	46339	47862	44243	92.44	2335	46578	1284	97.32	90%
9	3.2	NO current complaint due to Meter	15	4478	4493	4436	98.73	45	4481	12	99.73	90%
10	4.1	Demand note	84	4833	4917	4362	88.71	554	4916	1	99.98	90%
11	4.2	shifting of meter	4	195	199	188	94.47	8	196	3	98.49	90%
12	4.3	shifting of service line	6	198	204	179	87.75	20	199	5	97.55	90%
13	5.1	Release of new connection/additional power	57	9458	9515	8831	92.81	660	9491	24	99.75	90%
14	6.1	Transfer of ownership or change in category	19	178	197	178	90.36	14	192	5	97.46	90%
15	7.1	Billing complaint resolution	49	9571	9620	9279	96.46	319	9598	22	99.77	95%
16	8.1	Disconnection of supply	114	1045	1159	1035	89.30	16	1051	108	90.68	90%
17	8.2	Issue of no dues certificate	4	31	35	35	100.00	0	35	0	100.00	95%
18	9.1	Restoration of DC consumers	27	11718	11745	11660	99.28	67	11727	18	99.85	90%
19	10.1	System reliability to avoid heavy fluctuations or short circuiting of lines	16	216	232	209	90.09	1	210	22	90.52	90%
Total			2124	139671	141795	134524	94.87	5685	140209	1586	98.88	

B. System Reliability

S.No	Ref no. of Sch.-1	SOP Parameters	Actual achievement (%)	Target fixed
1	3.2	Correct meters to the total number of meters installed	91.50%	90%
2	3.3	Transformers in working condition to the total number of transformer connected in service	99.09%	90%
		1. Distribution Transformers		
		2. Power Transformers	100.00%	90%

Details of Compensation paid**SOP-3****Name of Licensee:-Ajmer Discom****For the IVth Quarter of FY 2016-17**

S.No.	Name of Circle	No. of consumers in the area	No. of Complaints received during the Half Year	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)	337568	8821	0	0	0	0
2	AJMER (ACC)	216644	6517	0	0	0	0
3	BHILWARA	451739	3113	0	0	0	0
4	CHITTORGARH	291876	109	0	0	0	0
5	UDAIPUR	520918	11089	0	0	0	0
6	BANSWARA	209055	1097	0	0	0	0
7	NAGPUR	526655	38214	0	0	0	0
8	SIKAR	514618	14637	0	0	0	0
9	JHUNJHUNU	417364	31576	0	0	0	0
10	RAJASAMAND	243044	5813	0	0	0	0
11	DUNGARPUR	218409	3564	0	0	0	0
12	PRATAPGARH	133462	15121	0	0	0	0
	Total	4081352	139671	0	0	0	0

Reliability Indices
System Average interruption Frequency Index (SAIFI)

SOP-4

Name of Licensee:-Ajmer Discom

For the IVth 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)	337568	896774	2.66	
2	AJMER (ACC)	216644	2250648	10.39	
3	BHILWARA	451739	1294874	2.87	
4	CHITTORGARH	291876	933496	3.20	
5	UDAIPUR	520918	1261128	2.42	
6	BANSWARA	209055	862849	4.13	
7	NAGAUR	526655	1265228	2.40	
8	SIKAR	514618	2874177	5.59	
9	JHUNJHUNU	417364	1483765	3.56	
10	RAJASAMAND	243044	498265	2.05	
11	DUNGARPUR	218409	614952	2.82	
12	PRATAPGARH	133462	2202200	16.50	
	Total	4081352	16438356	4.03	

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 IVth 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)	337568	19657650	58.23	
2	AJMER (ACC)	216644	71292910	329.08	
3	BHILWARA	451739	35628240	78.87	
4	CHITTORGARH	291876	12404745	42.50	
5	UDAIPUR	520918	14051628	26.97	
6	BANSWARA	209055	15622981	74.73	
7	NAGPUR	526655	35213419	66.86	
8	SIKAR	514618	74760229	145.27	
9	JHUNJHUNU	417364	28071163	67.26	
10	RAJASAMAND	243044	5693311	23.43	
11	DUNGARPUR	218409	6488567	29.71	
12	PRATAPGARH	133462	18889286	141.53	
	Total	4081352	337774129	82.76	

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.