

Establishment of Call-Centres

Name of Licensee:-Ajmer Discom

SOP-1
For the IInd 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 consumers 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	244249	244249
2	AJMER (ACC)			0		362351	362351	
3	BHILWARA			0		483410	483410	
4	CHITTORGARH			0		331460	331460	
5	UDAIPUR			0		507776	507776	
6	BANSWARA			0		251538	251538	
7	NAGAU			0		517534	517534	
8	SIKAR			0		501172	501172	
9	JHUNJHUNU			0		409890	409890	
10	RAJASAMAND			0		235911	235911	
11	DUNGARPUR			0		239159	239159	
12	PRATAPGARH			0		155650	155650	
	Total	1	0	0	0	0	4240100	4240100

Redressal of Consumer Complaints

Name of Licensee:-Ajmer Discom

**SOP-2
For the IInd 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	1607	36751	38359	36277	94.57	1898	38176	183	99.52	95%
2	1.2	Overhead Line/Cable breakdowns	93	1905	1998	1866	93.39	110	1976	22	98.88	90%
3	1.3	Under ground cable break down	14	259	273	265	97.14	1	267	6	97.68	90%
4	1.4	Transformer Failure	306	6727	7033	6958	98.93	37	6995	38	99.46	90%
5	1.5	Scheduled outage	18	291	309	302	97.78	1	303	6	98.10	90%
6	2.1	Voltage variation	32	497	530	498	94.08	16	514	15	97.14	90%
7	3.1	Testing of meter	102	1770	1872	1779	95.01	56	1835	37	98.02	90%
8	3.2	Replacement of stopped/defective Meter	3170	33556	36726	34148	92.98	916	35064	1662	95.47	90%
9	3.2	NO current complaint due to Meter	136	3074	3210	3134	97.64	58	3193	17	99.46	90%
10	4.1	Demand note	211	1893	2104	1844	87.63	94	1938	166	92.10	90%
11	4.2	shifting of meter	13	210	223	211	94.31	7	218	5	97.60	90%
12	4.3	shifting of service line	16	259	275	250	91.02	18	268	7	97.45	90%
13	5.1	Release of new connection/additional power	195	3184	3379	2985	88.33	304	3289	90	97.33	90%
14	6.1	Transfer of ownership or change in category	30	284	314	243	77.48	20	263	51	83.73	90%
15	7.1	Billing complaint resolution	512	11229	11741	11378	96.90	288	11666	76	99.36	95%
16	8.1	Disconnection of supply	245	2744	2989	2829	94.67	39	2869	120	95.99	90%
17	8.2	Issue of no dues certificate	11	121	132	123	93.17	0	123	9	93.17	95%
18	9.1	Restoration of DC consumers	303	6766	7070	7019	99.28	16	7035	35	99.51	90%
19	10.1	System reliability to avoid heavy fluctuations or short circuiting of lines	16	236	252	240	94.99	2	242	10	95.96	90%
Total			7031	111759	118789	112350	94.58	3883	116232	2557	97.85	

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	89.21	90%
2	3.3	Transformers in working condition to the total number of transformer connected in service 1. Distribution Transformers	99.98	90%
		2. Power Transformers	100.00	

Details of Compensation paid

SOP-3

Name of Licensee:-Ajmer Discom

For the IInd Quarter of FY 2016-17

S.No.	Name of Circle	No.of consumers in the area	No. of Complaints received during the period	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)	244249	11468	0	0	0	0
2	AJMER (ACC)	362351	6972	0	0	0	0
3	BHILWARA	483410	7008	0	0	0	0
4	CHITTORGARH	331460	116	0	0	0	0
5	UDAIPUR	507776	10060	0	0	0	0
6	BANSWARA	251538	1075	0	0	0	0
7	NAGOUR	517534	37260	0	0	0	0
8	SIKAR	501172	8034	0	0	0	0
9	JHUNJHUNU	409890	11260	0	0	0	0
10	RAJASAMAND	235911	7650	0	0	0	0
11	DUNGARPUR	239159	3933	0	0	0	0
12	PRATAPGARH	155650	6924	0	0	0	0
	Total	4240100	111759	0	0	0	0

Reliability Indices
System Average interruption Frequency Index (SAIFI)

SOP-4

Name of Licensee:-Ajmer Discom

For the IInd 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)	244249	1049085	4.30	
2	AJMER (ACC)	362351	2276980	6.28	
3	BHILWARA	483410	1270540	2.63	
4	CHITTORGARH	331460	970544	2.93	
5	UDAIPUR	507776	1263033	2.49	
6	BANSWARA	251538	791057	3.14	
7	NAGPUR	517534	1414276	2.73	
8	SIKAR	501172	2759106	5.51	
9	JHUNJHUNU	409890	1322755	3.23	
10	RAJASAMAND	235911	482373	2.04	
11	DUNGARPUR	239159	747868	3.13	
12	PRATAPGARH	155650	1171827	7.53	
	Total	4240100	15519445	3.66	

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 IInd 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)	244249	22258594	91.13	
2	AJMER (ACC)	362351	71284656	196.73	
3	BHILWARA	483410	36560771	75.63	
4	CHITTORGARH	331460	14658484	44.22	
5	UDAIPUR	507776	14012021	27.59	
6	BANSWARA	251538	14966762	59.50	
7	NAGPUR	517534	38604379	74.59	
8	SIKAR	501172	74987027	149.62	
9	JHUNJHUNU	409890	14561361	35.53	
10	RAJASAMAND	235911	5504452	23.33	
11	DUNGARPUR	239159	7787922	32.56	
12	PRATAPGARH	155650	18884240	121.33	
	Total	4240100	334070669	78.79	

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.