



Jaipur Vidyut Vitran Nigam Ltd.

(Public Relations Cell)

**Press note**

## **Rajasthan Discoms- initiatives in 2015**

### **Many steps taken for the benefit of consumers**

Jaipur 07<sup>th</sup> January. 2015 to be a very productive year for the Discoms - Jaipur Discom, Ajmer Discom and Jodhpur Discom, as they introduced many schemes for the benefit of consumers and efficiency improvement during the year.

Principal Secretary Energy Sh. Sanjay Malhotra said that the Discoms established 24x7 Centralised Call Centres in each Discom for their consumers, for quick redressal of their grievances related to No current complaints, delay in replacement of burnt transformers, information of accident prone points, theft of energy, misbehavior by Nigam Employee and other technical grievance - with automatic escalation to higher authorities up to the CMD level, if not attended in the period prescribed by the regulator. At present No Current complaints are attended within an average time of 4-5 hours in rural area and 1-3 hours in urban area.

Sh. Malhotra said that in 2015, DELP scheme was launched, in collaboration with EESL, in which 7 watt LED bulbs were distributed to the consumers at a very low cost @ Rs. 100/- only in the state. Around 60 lakh LED bulbs have been distributed in Rajasthan leading to annual saving of 73 crore units.

Principal Secretary Energy said that Rajasthan Discoms organized Har Ghar Bijli Discom Aapke Dwar under which 4 electrification camps were held in each sub-division from 30<sup>th</sup> Aug to 11<sup>th</sup> Oct 2015. During the period 2.84 lacs Domestic connections have been released and 1 lac connection released on the spot within 4 to 6 hours on the camp day. In addition, Discoms initiated Pre-paid meter scheme, initially started for Govt. Connections. So far, 4869 pre-paid meters have been installed across the state.

Sh. Malhotra said that 163 sub-divisions have been added during the year in Centralised computer billing system and 394 sub-divisions computerised for billing system so far out of 529 sub-divisions. 25 lakh mobile numbers was collected for broadcast of message to consumers.

Principal Secretary Energy said that to ensure reliable supply to the consumers, discoms started two new programs, Feeder Improvement and Sub-Station Improvement program and about 99% work of the Sub-station Improvement program is completed upto Dec.2015. In addition, discoms commissioned 217 new 33 kv sub-stations in the calendar year.

Sh. Sanjay Malhotra said that Discoms also identified and attended to 5000 high risk accident-prone points. A campaign was launched by the Discoms to reduce tripping on 33 kV feeders from Sept. 2015. No. of tripping per feeder reduced to 9 per month by Nov. 2015 from 11.8. AT&C losses reduced by 1% for the period April-Nov. 2015 from the corresponding last year period. For other than HT consumers, the reduction is 3.45%.

In addition, the Discoms recruited 5345 persons on various posts during 2015. An incentive scheme has been notified by the GOR for the employees of O&M sub-divisions who contribute to reduce the targeted AT&C losses in the FY 2015-16. Financial losses reduced in first six months to Rs. 4200 crore vis-avis Rs. 6000 crores in the corresponding period in the last financial year.

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