

## **HELP - Information on Cases at GRFs**

According to **Sec 42(5) of the Electricity Act, 2003**, Distribution Licensees are to establish Grievance Redressal Forums (GRFs) for redressal of grievances of the consumers in accordance with the guideline as specified by the State Commission. Presently, twelve GRFs are functioning under four discoms in Odisha.

This system provides useful and detailed information about the cases which have been disposed off by the GRFs in Odisha. It has the following options.

### **Case Details (With Case No.)**

If you wish to get the details of a Case in a GRF, whose Case No. is known to you, you click on this option.

### **Case Details (Without Case No.)**

If you wish to get the details of a Case in a GRF, whose Case No. is not known to you, you click on this option. Through this option, you can also group and analyze cases on the basis of the following parameters or a combination of them.

- (a) Category of the case (say, 'Billing Disputes' or 'New Connection' or 'Metering' etc.)
- (b) Regulation and its Clause(s) involved in the case (for example, 'OERC Distribution (Conditions of Supply Code), 2004' and its clause(s) like 97, 84, 95, 55 etc.)
- (c) Licensee / Discom pertaining to the case – You select one or 'ALL' of them,
- (d) GRF – You select one or 'ALL' of them,
- (e) Cases between two chosen years (i.e. between 'From Year' and 'To Year')

### **Case Details (With Petitioner / Consumer info.)**

This option is more relevant to a consumer who does not know the case no. but wishes to get the details of a case filed by him/her in the GRF. Through this option, the case details of a consumer / petitioner can be obtained by giving the consumer name (partly or fully) or consumer no. or even, the mobile number of the consumer.

### **Case disposed beyond the stipulated no. of days**

Choosing this option, you can generate a list of cases which have been disposed off beyond a stipulated number of days. The number of days for disposing off a case is calculated as the difference between the 'Date of Final Order' and the 'Date of Registration' of the case. **The default value for the stipulated number of days is taken as 45.**