

## **HELP on 'Case Details (Without Case No.)'**

Even if the Case No. is not known to you, you can still get case details through this screen by choosing values of the given parameters. 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) OMBUDSMAN – You select one or 'ALL' of them,
- (d) Licensee / Discom pertaining to the case – You select one or 'ALL' of them,
- (e) Cases between two chosen years (i.e. between 'From Year' and 'To Year')

A few examples are given below illustrating how the parameters are to be chosen / provided for a specific requirement.

Example-1: In order to see all cases for the licensee say, 'SOUTHCO', you need to first select 'OMB-I' from the list of values for the parameter, 'Ombudsman Office' and then select 'SOUTHCO' from the list of values for the parameter, 'Licensee'.

Moreover, if you wish to limit the output to the cases of 'SOUTHCO' between the years 2013 and 2014, you select '2013' as the value for the parameter, 'From Year:' and '2014' as the value for the parameter, 'To Year:'.

Example-2: If you want to see all the cases from the Ombudsman Offices for the category say, 'New Connection', you just need to select 'New Connection' from the set of values available for the parameter 'Category' and leave the values for other parameters unchanged.

Here, if you wish to limit the cases to a particular licensee say, 'CESU', you choose that from the set of values available for the parameter, 'Licensee'.

Example-3: In order to see all the cases from the Ombudsman Offices involving the Clause say, '97' under the Regulation say, 'OERC (Condition of Supply) Code, 2004', you just need to select 'OERC (Condition of Supply) Code, 2004' from the set of values available for the parameter 'Regulation' and also, type '97' for the parameter 'Clause of the Regulation' and leave the values for other parameters unchanged.

Here, if you wish to limit the cases to a particular licensee say, 'NESCO', you choose that from the set of values available for the parameter, 'Licensee'. Moreover, in case you wish to further limit the cases for the year say, 2014, you need to select 2014 for the parameter 'From Year:' and also, for the parameter 'To Year:'.