

NESCO
UTILITY

GRIEVANCES REDRESSAL FORUM
JAJPUR ROAD
T.T.S. COLONY, DHABALAGIRI
P.O.-SOBRA, DIST.- JAJPUR, PIN-755019
PHONE NO.- (06726) 224668
Email:- grf.jajpurroad@gmail.com

NO. - 13

DATE: - 09.01.2017

To

The Secretary,
Odisha Electricity Regulatory Commission,
Plot No.-4, Chunokoli, Shailashree Vihar
Chandrasekharapur, Bhubaneswar -751023


Sub :- Submission of Quarterly Information from October 2016 to
December 2016.

Sir,

The Quarterly Information for the 3rd quarter ending December 2016
i.e. from October- 2016 to December - 2016 is enclosed herewith for favour
of your kind information.

Yours faithfully,

Encl.:(1) Quarterly Information (.....06..... pages)

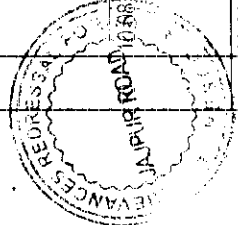

President, G.R.F.,
NESCO, Jajpur Road.

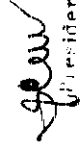
**QUARTERLY PROGRESS REPORT OF GRIEVANCE REDRESSAL FORUM, JAJPUR ROAD
FROM OCTOBER 2016 TO DECEMBER 2016**

Opening Balance of 2016 :- 20

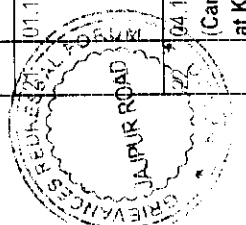
Sl. No.	Date of receipt of complaint	Name and address of the complainant	Brief description and nature of complaint	Date of filing the complaint before the concerned officer of the licensee under (C.H.P.)	Name, Designation and address of the officer of the licensee (O.P.)	Date of registration & consumer complaint No.	Action taken or inaction by the concerned Officer	Date of Admission / Rejection	Date of interim order, if any	Date of final order	Remarks (Reasons for delay in disposal etc.) at the Forum level.	In Favour / Against
1	2	34		5	6	7	8	9	10	11	12	13
1	04.05.2016	Sri Nathari Padhi, S/o- Late Rupa Padhi, At- Teisinga, P.O- Karagola, Via- Fakirpur, Dist- Keonjhar, Cons. No.- HD2563	Revision of energy charges bill. Nature-Billing Complain.	Not maintained	SDO(Elect.) Bidyacharpur	04.05.2016 67 of 2016	No action	04.05.16	27.09.2016	28.11.2016		Favour
2	23.07.2016	Smt. Anapurana Das,W/o- Late Maguni Das, At- Kapasi, P.O- Kapasi Chitrek, Via- Chitaitlo, Dist- Jajpur, Cons. No.- JTR3492 & JTR3992	Revision of energy charges bill. Nature-Billing Complain.	Not maintained	SDO (Elect.), Jajpur Town	23.07.2016 107 of 2016	No action	23.07.2016	No	09.11.2016		Favour
3	23.07.2016	Smt. Padmini Samal,W/o Late Pramod Kumar Samal, At- Bidyacharpur, P.O- Kamagada, Via- Jajpur Town, Dist-Jajpur, Cons. No. JTR4357	Revision of energy charges bill. Nature-Billing Complain.	24.08.2015	SDO (Elect.), Jajpur Town	23.07.2016 108 of 2016	No action	23.07.2016	No	26.11.2016		Favour
4	23.07.2016	Smt. Urmila Pati,S/o- Late Siba Charan Barik, At- Fakirpur, P.O- Jagatapuri,Dist-Jajpur, Cons. No.- JTT1677	Revision of energy charges bill. Nature-Billing Complain.	10.03.2016	SDO (Elect.), Jajpur Town	23.07.2016 109 of 2016	No action	23.07.2016	No	01.12.2016		Favour
5	09.08.2016	Sri Muralidhar Agarwal, S/o- Late Sukhdeoprasad Agarwal, At/P.O/ P.s- Barbil, Dist- Keonjhar, Cons. No.- C2D9	Revision of energy charges bill. Nature-Billing Complain.	Not maintained	SDO (Elect.), Barbil	09.08.2016 114 of 2016	No action	09.08.2016	No	30.11.2016		Against
6	09.08.2016	Sri Kalandi charan Prusty,S/o- Giridhari Prusty, At- Mundamal, P.O- Jajpur Road, Dist- Jajpur, Cons. No.- JTR8139D	Revision of energy charges bill. Nature-Billing Complain.	29.07.2016	SDO (Elect.), Jajpur Road	09.08.2016 115 of 2016	No action	09.08.2016	No	07.10.2016		Favour
7	09.08.2016	Dr. Indramani Sahoo, At Lankabaisani, P.O- Mangarajpur, Dist- Kabirpur, Dist- Jajpur Cons. No.- BS2738	Revision of energy charges bill. Nature-Billing Complain.	27.04.2016	SDO (Elect.), Kuakhia	09.08.2016 116 of 2016	No action	09.08.2016	No	25.11.2016		Favour

1	2	3	4	5	6	7	8	9	10	11
8	10.08.2016	Sri Durga Ch. Dash, F/o Sri Jayaprakash Dash, At- Doogoon, P.O. Kusaleswar, Dist- Keonjhar.	34 Revision of energy charges bill. Nature-Billing Complain.	Not maintained	SDO (Elect.), Anandapur	10.08.2016 117 of 2016	No action	10.08.2016	No	11.11.2016
9	10.08.2016	Sri Sudarsan Jena, At- Kapundi, P.O. Hatadhi, Dist Keonjhar, Cons. No.- HD716151	Revision of energy charges bill. Nature-Billing Complain.	Not maintained	SDO (Elect.), Bidyadharpur	10.08.2016 119 of 2016	No action	10.08.2016	No	24.11.2016
10	10.08.2016	Sri Bhanudev Sahoo, S/o- Late Banamali Sahoo, At/P.O. Padmapur, P.S- Anandapur, Dist- Keonjhar, Cons. No.- AA2560	Revision of energy charges bill. Nature-Billing Complain.	12.07.2016	SDO(Elect.), Anandapur	10.08.2016 120 of 2016	No action	10.08.2016	No	07.10.2016
11	23.08.2016	Sri Surondranath Mohanty, At- Bikhsh Nagar, P.O- Arunday Market, dist- Cuttack, Cons. No.- 18439D	Revision of energy charges bill. Nature-Billing Complain.	Not maintained	SDO (Elect.), Dasarathpur	23.08.2016 140 of 2016	No action	23.08.2016	No	22.11.2016
12	01.09.2016	Sri Ghanshyam Maharana, S/o- Nrusingha Maharana, At-Kuanrda, P.S- Korei, P.O- Naguan, Dist- Jajpur, Cons. No.- 32126D	Revision of energy charges bill. Nature-Billing Complain.	24.06.2016	SDO (Elect.), Jajpur Road	01.09.2016 141 of 2016	No action	01.09.2016	No	11.11.2016
13	01.09.2016	Sri Hadibandhu Das, At- Kharadi, P.O Danagadi, Dist Jajpur, Cons. No.- BGJY1311	Revision of energy charges bill. Nature-Billing Complain.	16.02.2015	SDO (Elect.), Jajpur Road	01.09.2016 142 of 2016	No action	01.09.2016	No	25.11.2016
14	01.09.2016	Smt. Jayanti Sethy, W/o Sri Ramesh Ch. Sethy, At- Baniapat, BD College Road, P.O/ Dist- Keonjhar, Cons. No. D14B473	Revision of energy charges bill. Nature-Billing Complain.	Not maintained	SDO (Elect.), Keonjhar-I	01.09.2016 143 of 2016	No action	01.09.2016	No	07.10.2016
15	09.09.2016	Sri Subash Ch. Muduli, S/o- Late Babaji Muduli, S/P.O.- Anandapur, Dist- Keonjhar, cons. No.- AA202	Revision of energy charges bill. Nature-Billing Complain.	06.08.2016	SDO(Elect.), Anandapur	09.09.2016 145 of 2016	No action	09.09.2016	No	05.10.2016
16	09.09.2016	Sri Sharat Kumar Sahu, AT/P.O.- Bhanpur, P.S- Hanchandanpur, Dist- Keonjhar, Cons. No.- HS56	Revision of energy charges bill. Nature-Billing Complain.	21.09.2016	SDO(Elect.), Ghatagaon	09.09.2016 146 of 2016	No action	09.09.2016	No	07.10.2016
17	09.09.2016	Sri Arjun Ch. Mahaj, At- Chorda, (Digisahi), P.O- Jajpur Road, Dist- Jajpur, Cos. No. JR4891D	Revision of energy charges bill. Nature-Billing Complain.	23.12.2014	SDO(Elect.) Jajpur Road	09.09.2016 147 of 2016	No action	09.09.2016	No	05.10.2016
18	09.09.2016	Sri Rankanath Sutar, At/P.O.- Keshaipara, P.S Ghasipura, Dist- Keonjhar, Cons. No.- AK315	Revision of energy charges bill. Nature-Billing Complain.	19.06.2013	SDO(Elect.) Anandapur	09.09.2016 148 of 2016	No action	09.09.2016	No	11.11.2016

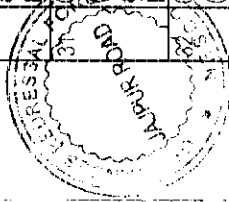



 President
 Grievances Redressal Forum
 JBSQUA, JAJPUR ROAD

	3	4	5	6	7	8	9	10	11	12	13
12.09.2016	Sri Krishna Ch. Jena, AT - Kunjabaharipur, P.O. Kumbharia Dist. Jajpur, Cons. No. JT155/19	Revision of energy charges bill. Nature-Billing Complain.	11.07.2016	SDO (Elect.), Jajpur Town	12.09.2016 149 of 2016	No action	12.09.2016	No	30.11.2016		
20	Sri Ashok Ch. Panda, S/o- Late Surendra Panda, viall Talaha, P.O. Rambagh, Dist- Jajpur, Cons. No.- 27211D	Revision of energy charges bill. Nature-Billing Complain.	Not maintained	SDO (Elect.), Dasarathipur	12.09.2016 150 of 2016	No action	12.09.2016	No	26.11.2016		Favour
01.10.2016	Smt. Manjulata Kar, C/o- Balunkeswar Dash, A/P.O- Salianga, Via- Kairaga Nagar, Danagadi, Dist- Jajpur, Cons. No.- JRT11868D	Revision of energy charges bill. Nature-Billing Complain.	Not maintained	SDO(Elect.), Jajpur Road	01.10.2016 151 of 2016	No action	01.10.2016	No	11.11.2016		Against
04.10.2016 (Camp court at KED, Keonjhar)	Sri Jayanta Bachha, S/o- Late Palau Bachha, At/P.O Binjabahal, P.S. Telkoi, Dist- Keonjhar, Cons. No.- T1163D	Revision of energy charges bill. Nature-Billing Complain.	Camp Collection	SDO(Elect.), Keonjhar-II	04.10.2016 152 of 2016	No action	04.10.2016	No	04.10.2016		Favour
23	Sri Rangadhar Pradhan, S/o- Somanath Pradhan, AT/P.O- Chhamunda, P.S- Telkoi, Dist- Keonjhar, Cons. No.- T332D	Revision of energy charges bill. Nature-Billing Complain.	Camp Collection	SDO(Elect.), Keonjhar II	04.10.2016 153 of 2016	No action	04.10.2016	No	04.10.2016		Favour
24	Sri Raya Munda, S/o- Dalia Munda, At Kuladera, P.O. Khuntapada, P.S. Telkoi, Dist- Keonjhar, Cons. No.- T1501D	Revision of energy charges bill. Nature-Billing Complain.	Camp Collection	SDO(Elect.), Keonjhar II	04.10.2016 154 of 2016	No action	04.10.2016	No	04.10.2016		Favour
25	Sri Prafulla Sahoo, S/o- Late Gopabandhu Sahoo, at/P.O- Binjabahal, P.S- Telkoi, Dist- Keonjhar, Cons. No.- T1151D	Revision of energy charges bill. Nature-Billing Complain.	Camp Collection	SDO(Elect.), Keonjhar-II	04.10.2016 155 of 2016	No action	04.10.2016	No	04.10.2016		Favour
26	Sri Lochan Khuntia, AT/P.O- Saruali, Via- Telkoi, Dist- Keonjhar, cons. No.- T969D	Revision of energy charges bill. Nature-Billing Complain.	Camp Collection	SDO(Elect.), Keonjhar-II	04.10.2016 156 of 2016	No action	04.10.2016	No	04.10.2016		Favour
27	Sri Kartika Ch. Sahoo, At/P.O- Telkoi, Dist- Keonjhar Cons. No.- T625D	Revision of energy charges bill. Nature-Billing Complain.	Camp Collection	SDO(Elect.), Keonjhar II	04.10.2016 157 of 2016	No action	04.10.2016	No	04.10.2016		Favour
28	Sri Parsuram Jena, A/P.O- Chandrasekharpur, Via- Telkoi, Dist Keonjhar, Cons No. 1656D	Revision of energy charges bill. Nature-Billing Complain.	Camp Collection	SDO(Elect.), Keonjhar-II	04.10.2016 158 of 2016	No action	04.10.2016	No	04.10.2016		Favour
29	Sri Jasaketen Khuntia, At/P.O- Jagamonanpur, Dist- Keonjhar, Cons No.- T953C	Revision of energy charges bill. Nature-Billing Complain.	Camp Collection	SDO(Elect.), Keonjhar-II	04.10.2016 159 of 2016	No action	04.10.2016	No	04.10.2016		Favour

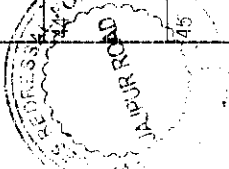


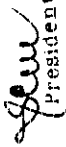
1	2	3/4	5	6	7	8	9	10	11		
30	04.10.2016 (Camp court at KED, Keonjhar)	Sri Srinivas Samal, A/P.O. Teikol, Dist- Keonjhar, Cons. No.- T104D	3/4 Revision of energy charges bill. Nature-Billing Complain.	Camp Collection	SDO(Elect.), Keonjhar-II	04.10.2016 160 of 2016	No action	04.10.2016	No	04.10.2016	Favour
31	04.10.2016 (Camp court at KED, Keonjhar)	Sri Digambar Pradhan, A/P.O. P.S. Teikol, (Bazar), Dist- Keonjhar, Cons. No.- T50D	Revision of energy charges bill. Nature-Billing Complain.	Camp Collection	SDO(Elect.), Keonjhar II	04.10.2016 161 of 2016	No action	04.10.2016	No	04.10.2016	Favour
32	04.10.2016 (Camp court at KED, Keonjhar)	Sri Krupasindhu Seltiy, A/P.O. Mallarpada, Dist- Keonjhar, Cons No.- RGGVY5465	Revision of energy charges bill. Nature-Billing Complain.	Camp Collection	SDO(Elect.), Turumunga	04.10.2016 162 of 2016	No action	04.10.2016	No	04.10.2016	Favour
33	04.10.2016 (Camp court at KED, Keonjhar)	Padmalochan Nak, A/P.O. Padmakishorpur, Dist- Keonjhar, Cons No. - TR2285D	Revision of energy charges bill. Nature-Billing Complain.	Camp Collection	SDO(Elect.), Turumunga	04.10.2016 163 of 2016	No action	04.10.2016	No	04.10.2016	Favour
34	04.10.2016 (Camp court at KED, Keonjhar)	Sri Kashyap Mohanta, A.T- Padua, P.O.- Jyotipur, Dist- Keonjhar, Cons. No.- 10D/TR785	Revision of energy charges bill. Nature-Billing Complain.	Camp Collection	SDO(Elect.), Turumunga	04.10.2016 164 of 2016	No action	04.10.2016	No	04.10.2016	Favour
35	04.10.2016 (Camp court at KED, Keonjhar)	Sri Bhadraru Patra, A/P.O. Budhaban, Dist- Keonjhar, Cons. No.- RGGVYS1119	Revision of energy charges bill. Nature-Billing Complain.	Camp Collection	SDO(Elect.), Turumunga	04.10.2016 165 of 2016	No action	04.10.2016	No	04.10.2016	Favour
36	04.10.2016 (Camp court at KED, Keonjhar)	Sri Goura Ch. Mohanta, At- Padua, P.O.- Nandapur, Dist- Keonjhar, Cons. No.- 11D/TR787	Revision of energy charges bill. Nature-Billing Complain.	Camp Collection	SDO(Elect.), Turumunga	04.10.2016 166 of 2016	No action	04.10.2016	No	04.10.2016	Favour
37	04.10.2016 (Camp court at KED, Keonjhar)	Sri Lachhman Sahoo, a/P.O. Turumunga, Dist- Keonjhar, Cons No.- 23D/TR23	Revision of energy charges bill. Nature-Billing Complain.	Camp Collection	SDO(Elect.), Turumunga	04.10.2016 167 of 2016	No action	04.10.2016	No	04.10.2016	Favour
38	04.10.2016 (Camp court at KED, Keonjhar)	Sri Manmala Seltiy, At- Silda, P.O.- Patha, Dist- Keonjhar, Cons. No.- P1329D	Revision of energy charges bill Nature-Billing Complain.	Camp Collection	SDO(Elect.), Turumunga	04.10.2016 168 of 2016	No action	04.10.2016	No	04.10.2016	Favour
39	04.10.2016 (Camp court at KED, Keonjhar)	Sri Harekrushna Das, At- Handasili, P.O- Machhagadh, Dist- Keonjhar, Cons. No.- SH1863D	Revision of energy charges bill. Nature-Billing Complain.	Camp Collection	SDO(Elect.), Turumunga	04.10.2016 169 of 2016	No action	04.10.2016	No	04.10.2016	Favour
40	04.10.2016 (Camp court at KED, Keonjhar)	Smt. Sabitri Mohanta, At- Bardhana P.O.- Nandapur, Dist- Keonjhar, Cons No TR1630D	Revision of energy charges bill. Nature-Billing Complain.	Camp Collection	SDO(Elect.), Turumunga	04.10.2016 170 of 2016	No action	04.10.2016	No	04.10.2016	Favour



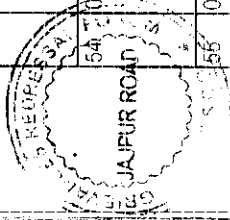
[Signature]
President

	3	4	5	6	7	8	9	10	11	12	13
41	04.10.2016 (Camp court at KED, Keonjhar)	Sri Kushadhara Mohanta. AT-Revision of energy charges bill. Nature-Billing Complain. Chemana, P.O- Turumunga. Dist-Keonjhar, Cons. No.- TR2647D	Camp Collection	SDO(Elect.), Turumunga	04.10.2016 171 of 2016	No action	04.10.2016	No	04.10.2016		Favour
42	04.10.2016 (Camp court at KED, Keonjhar)	Sri Banamali Naik. AT-Revision of energy charges bill. Nature-Billing Complain. Khritengiri, Dist-Keonjhar, Cons. No.- 17D/TR608	Camp Collection	SDO(Elect.), Turumunga	04.10.2016 172 of 2016	No action	04.10.2016	No	04.10.2016		Favour
43	04.10.2016 (Camp court at KED, Keonjhar)	Sri Bhagabata Sahoo. AT/P.O-Revision of energy charges bill. Nature-Billing Complain. Turumunga, Dist-Keonjhar, Cons. No. TR2430D	Camp Collection	SDO(Elect.), Turumunga	04.10.2016 173 of 2016	No action	04.10.2016	No	04.10.2016		Favour
44	04.10.2016 (Camp court at KED, Keonjhar)	Sri Surendra Naik. AT/P.O-Revision of energy charges bill. Nature-Billing Complain. Baliota, P.O- Sahanapada, Dist-Keonjhar, Cons. No.- SH1529D	Camp Collection	SDO(Elect.), Turumunga	04.10.2016 174 of 2016	No action	04.10.2016	No	04.10.2016		Favour
45	17.10.2016	Sri Laxmidhar Tarai. AT-Revision of energy charges bill. Nature-Billing Complain. (Kamarsahi), P.O- Kamajpur, Via- Ahiyas, Dist- Jajpur, Cons. No.	01.09.2016	SDO(Elect.), Dasarathpur	17.10.2016 175 of 2016	No action	17.10.2016	No	08.12.2016		Favour
46	17.10.2016	Sri Brajbandhu Mishra. AT-Revision of energy charges bill. Nature-Billing Complain. Champur, P.O- Kamagadh, Via/ Dist- Jajpur, Cons. No.- JTR957	Not maintained	SDO(Elect.), Jajpur Town	17.10.2016 176 of 2016	No action	17.10.2016	No	15.11.2016		Favour
47	17.10.2016	Sri Arjuni Rout. S/o- Late Baisnav Rout. AT-Revision of energy charges bill. Nature-Billing Complain. Kamagadh, Via/ Dist- Jajpur, Cons. No.- JTR4117	19.07.2016	SDO(Elect.), Jajpur Town	17.10.2016 177 of 2016	No action	17.10.2016	No	24.11.2016		Against
48	17.10.2016	Sri Prafulla Kumar Dakei. AT/P.O-Revision of energy charges bill. Nature-Billing Complain. Beruda, Via- Panikoli, Dist- Jajpur, Cons. No.- JTP1059	06.08.2016	SDO(Elect.), Panikoli	17.10.2016 178 of 2016	No action	17.10.2016	No	25.11.2016		Favour
49	25.10.2016	Senior Divisional Electrical Engineer (TRD), East Coast Railway, Khurda Road. Cons. No.- L-2121	Not maintained	EE (Elect.), Jajpur Road	25.10.2016 179 of 2016	No action	25.10.2016	No	Hearing under process		
50	25.10.2016	Sri Sridhara Sahoo. AT-Revision of energy charges bill. Nature-Billing Complain. Kaonhapalana, P.O- Bailbaruan, Dist-Keonjhar, Cons. No.-	Not maintained	EE (Elect.), Anandapur	25.10.2016 180 of 2016	No action	25.10.2016	No	30.11.2016		Favour
51	25.10.2016	Sk. Sahebaz Ali. AT-Revision of energy charges bill. Nature-Billing Complain. Jajpur Road, Dist- Jajpur, Cons. No.- JR7782D	10.6.2016	SDO(Elect.), Jajpur Road	25.10.2016 181 of 2016	No action	25.10.2016	No	24.11.2016		Against
52	25.10.2016	Sri Kamalakanta Sahoo. AT-Revision of energy charges bill. Nature-Billing Complain. Gahapal (Aitra), P.O- Bari (Cutlock) Dist- Jajpur, Cons. No.- BR346D	04.04.2001	SDO(Elect.), Bar	25.10.2016 182 of 2016	No action	25.10.2016	No	03.12.2016		Favour




 President
 Grievance Redressal Forum
 Jajpur Road


1	2	3	4	5	6	7	8	9	10	11	12
53	08.11.2016	Sri Nilamani Das, S/o Hrushikosh Das, AT- Chaulia, P.O. Sarakuanli, P.S. Mangalpur, Dist- Jaipur, Cons. No.- M4125D	34 Revision of energy charges bill. Nature-Billing Complain.	24.10.2016	SDO(Elect.), Dasarathpur	08.11.2016 183 of 2016	No action	08.11.2016	No	30.12.2016	
54	09.11.2016	M/s Mishral Mines Pvt Ltd (Grinding Unit), At/P.O- Jaipur Road (Padmapur), Dist- Jaipur, Cons. No.- 1627M	Revision of energy charges bill. Nature-Billing Complain.	10.06.2016	EE (Elect.), Jaipur Road	09.11.2016 184 of 2016	No action	09.11.2016	No	Hearing under process	
55	09.11.2016	Sri Prasanta Kumar Rout, S/o- Ramachandra Rout, At/P.O- Kochianendi (Padiapat), Via- Kushaleswar, P.S. Ghaspura, Dist- Keonjhar, Cons. No.- KAP20SI	Revision of energy charges bill. Nature-Billing Complain.	Not maintained	SDO(Elect.), Anandapur	09.11.2016 185 of 2016	No action	09.11.2016	No	30.12.2016	Against
56	16.12.2016	Sri Pralulla Kumar Guin, at- Tipara, P.O- Kamagada, Via/Dist- Jaipur, Cons. No.- JIK2503	Revision of energy charges bill. Nature-Billing Complain.	18.10.2016	SDO(Elect.), Jaipur Town	16.12.2016 186 of 2016	No action	16.12.2016	No	Hearing under process	
57	16.12.2016	Sri Sunanda Behera, S/o- Late Balchar Behera, At- Ambikani, P.O/Dist- Jaipur, Cons. No.- JTT5465	Revision of energy charges bill. Nature-Billing Complain.	12.09.2016	SDO(Elect.), Jaipur Town	16.12.2016 187 of 2016	No action	16.12.2016	No	30.12.2016	Favour



Sreedhary
President, GRF,
NESCO, Jaipur Road

QUARTERLY DISPOSAL OF CONSUMER COMPLAINTS BY THE GRIEVANCE REDRESSAL FORUM, JAJPUR ROAD

Name of the Licensee	Name of GRF	Opening Balance of cases	No. of Cases registered	Total No. of Cases	No. of Cases Disposed	No. of Cases Pending	Order passed in favour of Consumer	No. of Orders implemented by the Licensee
Nesco Utility	GRF, Jajpur Road	20	37	57	54	3	46	Not received yet


(President, GRF,
NESCO, Jajpur Road

