

**ODISHA ELECTRICITY REGULATORY COMMISSION**  
**PLOT NO.4, CHUNOKOLI, SAILASHREE VIHAR,**  
**BHUBANESWAR - 751021**

**No.OERC-Engg-92/2003(VIII)(Part)/33**  
**Dt.06.01.2021**

**ORDER**

**Sub: Resolution of disputed bills.**

Whereas, Regulation 157 of the OERC Distribution (Conditions of Supply) Code, 2019 provides that the disputed bill can be revised upto the maximum period of two years in any forum prior to the month in which disputed period of bill ends.

Whereas, the Commission in its order No.684 dt.01.07.2020 had extended the deadline for resolution of disputed bill as per the old OERC Distribution (Conditions of Supply) Code, 2004 upto 31.10.2020.

Whereas, the matter was raised again in the State Advisory Committee Meeting dt.24.12.2020 to extend the deadline further in view of difficulties faced during COVID-19 situation.

Therefore, in partial modification to the above orders, it is hereby ordered that the licensee/ GRF/ Ombudsman can entertain the billing disputes whose duration is more than two years upto 31.01.2021 and resolve the same latest by 31.03.2021. Thereafter, the provision of Regulation 157 of OERC Distribution (Conditions of Supply) Code, 2019 shall be followed scrupulously.

This is in exercise of the power conferred under Regulation 201 of the OERC Distribution (Conditions of Supply) Code, 2019.

This order shall be implemented with immediate effect.

By order of the Commission  
Sd/-  
**SECRETARY**