

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

No.OERC-Engg-92/2003(VIII)/183
Dt. 25.02.2022

ORDER

Sub: Resolution of disputed bills and billing with defective meters.

Whereas, Regulation 155 and 157 of the OERC Distribution (Conditions of Supply) Code, 2019 provides that the billing relating to defective meters and disputed bill can be revised upto the maximum period of two years in any forum prior to the installation of new meter and month in which disputed period of bill ends respectively.

Whereas, the Commission in its order No.33 dt.06.01.2021 had extended the deadline for resolution of disputed bill as per the old OERC Distribution (Conditions of Supply) Code, 2004 upto 31.01.2021.

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

Whereas the licensees have requested to extend the applicability of two years bill correction restriction to facilitate the resolution of grievances of the consumers with respect to the disputed bills and billing relating to defective meters in order to enable them to recover the past arrears in view of the direction of the Commission for recovery of past arrears in the respective vesting orders.

Therefore, in partial modification to the above order, it is hereby ordered that the licensee/GRF/Ombudsman can entertain the billing disputes whose duration is more than two years upto 31.01.2023 and resolve the same latest by 31.03.2023. Thereafter the provision of Regulation 155 & 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