

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

**No.OERC-Engg-92/2003(VIII)/1673  
Dt. 06.11.2019**

**ORDER**

**Sub: Resolution of disputed bills.**

Whereas, Regulation 157 of the OERC Distribution (Conditions of Supply) Code, 2019 says 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, instances have come to the notice of the Commission that consumers are bringing very old billing complaints before the GRFs. Even many such old cases are pending before them. The provision in the newly introduced Supply Code has apparently placed them in a fix.

To overcome this problem in the transitional phase, it is hereby ordered that the licensee/GRF/Ombudsman may entertain the billing disputes older than two years upto 31.07.2020 and resolve those cases latest by 31.10.2020. Thereafter, the provision of Regulation 157 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**