

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

**No.OERC-Engg-92/2003(VIII)(Part)/684**  
**Dt.01.07.2020**

**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 vide its order No.1673 dt.06.11.2019 has directed 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.

Whereas during quarterly review meeting of GRF/Ombudsman on 24.06.2020, it was brought before the Commission that due to COVID-19 lock down, the bill disputes older than two years can not be fully entertained by GRFs by 31.07.2020.

Therefore, in partial modification to the order No.1673 dt.06.11.2019, it is hereby ordered that the licensee/ GRF/ Ombudsman may entertain the billing disputes older than two years upto 31.10.2020 and resolve those cases latest by 31.01.2021. 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**