

# Manual I

## The particulars of organization, functions and duties

[Section 4(1)(b)(i)]

- **Mission/Vision**
- **Brief history, background for its establishment and Functions of DERC**
- **Aims and objectives of the organization**

### Mission Statement

DERC is committed to carrying out the functions specified for State Electricity Regulatory Commissions in the Electricity Act, 2003 in a manner which is efficient, fair and judicious for all stakeholders.

In particular, DERC is committed to providing an appropriate Regulatory Framework for ensuring that the Regulated Entities in the Electricity Generation, Transmission and Distribution sectors in the NCT of Delhi function efficiently, judiciously and optimally in the best interest of the consumers within the framework of the Electricity Act, 2003 and related Government policies.

Towards this end, DERC will continue to formulate appropriate Rules & Regulations and ensure that all possible steps are taken for efficient management of the energy sector in Delhi.

### Formation & Functions of DERC

The Delhi Electricity Regulatory Commission came into existence under Section 17 of Electricity Regulatory Commissions Act, 1998 (ERC Act, 1998) on 3 March, 1999 through a Notification of the Government of NCT of Delhi on the 10 December, 1999.

The Government of NCT of Delhi issued / notified the Delhi Electricity Reform Act, 2000. The Commission constituted under the ERC Act, 1998 was deemed to be the Commission under the aforesaid Act. Subsequently Government of India notified the Electricity Act, 2003 (EA, 2003) which repealed the ERC Act, 1998.

As per provisions contained in Section 86 of the Electricity Act, 2003, DERC has the responsibility to discharge the following functions: -

- To determine the tariff for generation, supply, transmission and wheeling of electricity, wholesale, bulk or retail, as the case may be, within the State: Provided that where open access has been permitted to a category of consumers under section 42, it shall determine only the wheeling charges and surcharge thereon, if any, for the said category of consumers;*
- To regulate electricity purchase and procurement process of distribution licensees including the price at which electricity shall be procured from the generating companies or licensees or from other sources through agreements for purchase of power for distribution and supply within the State;*
- To facilitate intra-State transmission and wheeling of electricity;*
- To issue licenses to persons seeking to act as transmission licensees, distribution licensees and electricity traders with respect to their operations within the State;*
- To promote co-generation and generation of electricity from renewable sources of energy by providing suitable measures for connectivity with the grid and sale of electricity to any person, and also specify, for purchase of electricity from such sources, a percentage of the total consumption of electricity in the area of a distribution licensee;*
- To adjudicate upon the disputes between the licensees, and generating companies and to refer any dispute for arbitration;*

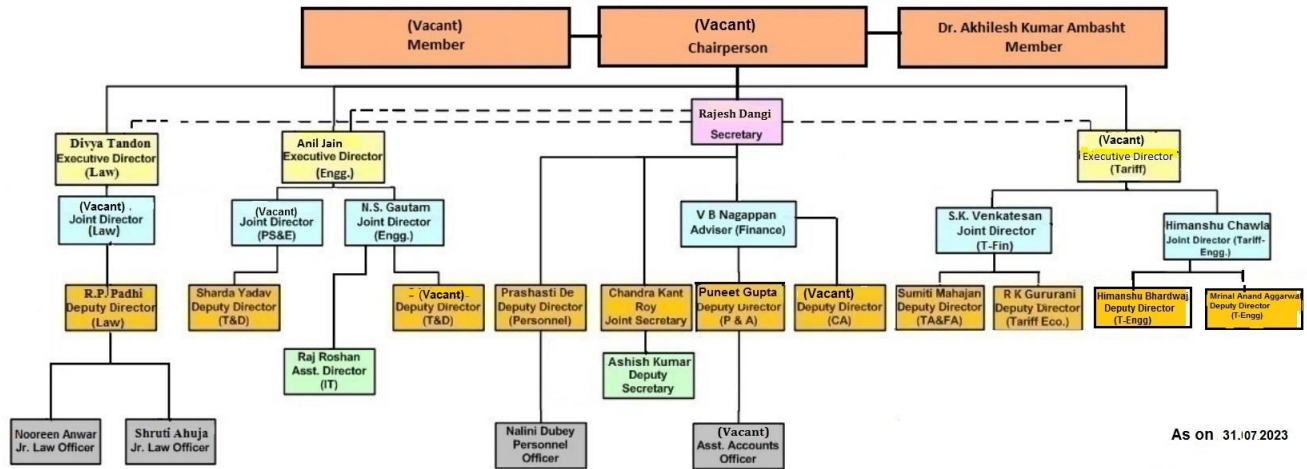
- (vii) To levy fee for the purposes of this Act;*
- (viii) To specify State Grid Code consistent with the Grid Code specified under clause (h) of sub-section (1) of section 79;*
- (ix) To specify or enforce standards with respect to quality, continuity and reliability of service by licensees;*
- (x) To fix the trading margin in the intra-State trading of electricity, if considered, necessary; and*
- (xi) To discharge such other functions as may be assigned to it under this Act.*
- (xii) To advise the State Government on all or any of the following matters, namely:-*
  - (a) Promotion of competition, efficiency and economy in activities of the electricity industry;*
  - (b) Promotion of investment in electricity industry;*
  - (c) Reorganization and restructuring of electricity industry in the State;*
  - (d) Matters concerning generation, transmission, distribution and trading of electricity or any other matter referred to the State Commission by that Government.*

The EA, 2003 further provides that the Commission would be guided by the National Electricity Policy, National Electricity Plan and Tariff Policy published under section 3 of the EA, 2003. After enactment of EA, 2003, the provisions of DERA, 2000 so far as not inconsistent with the provisions of EA, 2003 would be applicable.

The Commission sets goals and objectives for the ensuing year. The most important among these has been the determination of targets for Aggregate Revenue Requirement (ARR) for each of the distribution utilities, including the electricity tariff to be effective for the ensuing year. In addition, the Commission also takes up the task of drafting new Regulations or making changes in the existing Regulations in the light of provisions contained in Sections 181 & 92 of the Electricity Act, 2003.

# Organization Chart

**Organizational Chart of officers of DERC**



<http://www.derc.gov.in/about-us/organization-structure>

### **Proceedings of Appropriate Commission –**

(1) The Appropriate Commission shall meet at the head office or other place at such time as the Chairperson may direct, and shall observe such rules of procedure in regard to the transaction of business at its meetings (including the quorum at its meetings) as it may specify.

(2) The Chairperson, or if he is unable to attend a meeting of the Appropriate Commission, any other Member nominated by the Chairperson in this behalf and, in the absence of such nomination or where there is no Chairperson, any Member chosen by the Members present from amongst themselves, shall preside at the meeting.

(3) All questions which come up before any meeting of the Appropriate Commission shall be decided by a majority of votes of the Members present and voting, and in the event of equality of votes, the Chairperson or in his absence, the person presiding shall have a second or casting vote.

(4) Save as otherwise provided in sub-section (3), every Member shall have one vote.

(5) All orders and decisions of the Appropriate Commission shall be authenticated by its Secretary or any other officer of the Commission duly authorized by the Chairperson in this behalf.

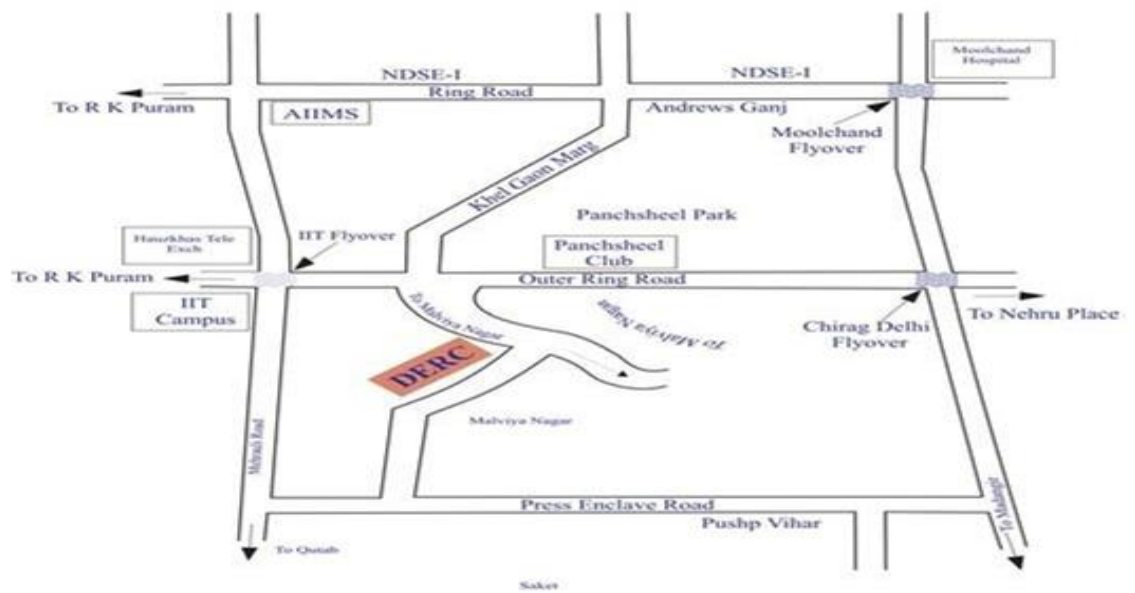
### **Citizen's interaction:-**

Through Public Hearings, Representation, Petitions, meeting with consumers and RTI etc.

### **Postal address of the main office: -**

Delhi Electricity Regulatory Commission, Viniyamak Bhawan,  
C-Block, Shivalik, Malviya Nagar,  
New Delhi-110017

## Map of the Office location



**Working hours both for office and public :-**

The working hours of the Commissions are from 9.30 a.m. to 6.00 p.m. with lunch break for half an hour from 1.30 p.m. to 2.00 p.m. and public can access/interact with the concerned officer of the Commission during the office hours of the Commission with prior appointment.

**Public interaction, if any:-**

There are no specific public dealing hours. Officers of the Commission can be contacted anytime during working hours.

**Grievance Redressal Mechanism:-**

For redressal of grievance of the electricity consumers, the Commission has notified DERC (Forum for redressal of grievances of the Consumers and Ombudsman) Regulations, 2018 as amended from time to time. License wise Consumer Grievances Redressal Forum (CGRF) has been established. The Commission has also issued a Public Awareness Bulletin No. 13 (available on DERC website) for redressal of consumer grievances. Further for overall consumer grievance related matters, the Commission has appointed a Deputy Director (Consumer Assistance) in the office. The officer, in addition to his/her regular duties, advises the consumers for redressal of grievances in accordance with the Manual of Practices for handling consumer's complaints, 2019 and the extant Regulations.

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