

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 Subsequently Government of India notified the Electricity Act, 2003 (EA, 2003) which repealed the ERC Act, 1998.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: -

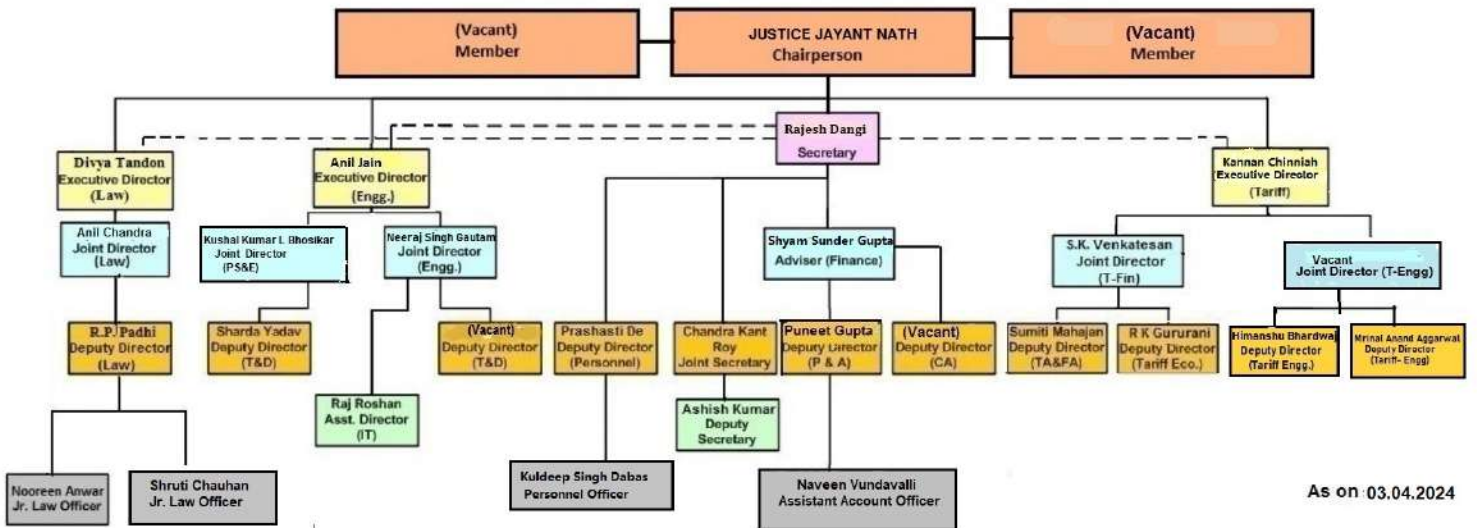
- (i) *To determine the tariff for generation, supply, transmission and wheeling of electricity, wholesale, bulk or retail, as the case may be, within the State: Provided that where open access has been permitted to a category of consumers under section 42, it shall determine only the wheeling charges and surcharge thereon, if any, for the said category of consumers;*
- (ii) *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;*
- (iii) *To facilitate intra-State transmission and wheeling of electricity;*
- (iv) *To issue licenses to persons seeking to act as transmission licensees, distribution licensees and electricity traders with respect to their operations within the State;*
- (v) *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;*
- (vi) *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.

Organizational Chart of officers of DERC



As on 03.04.2024

<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 this behalf.

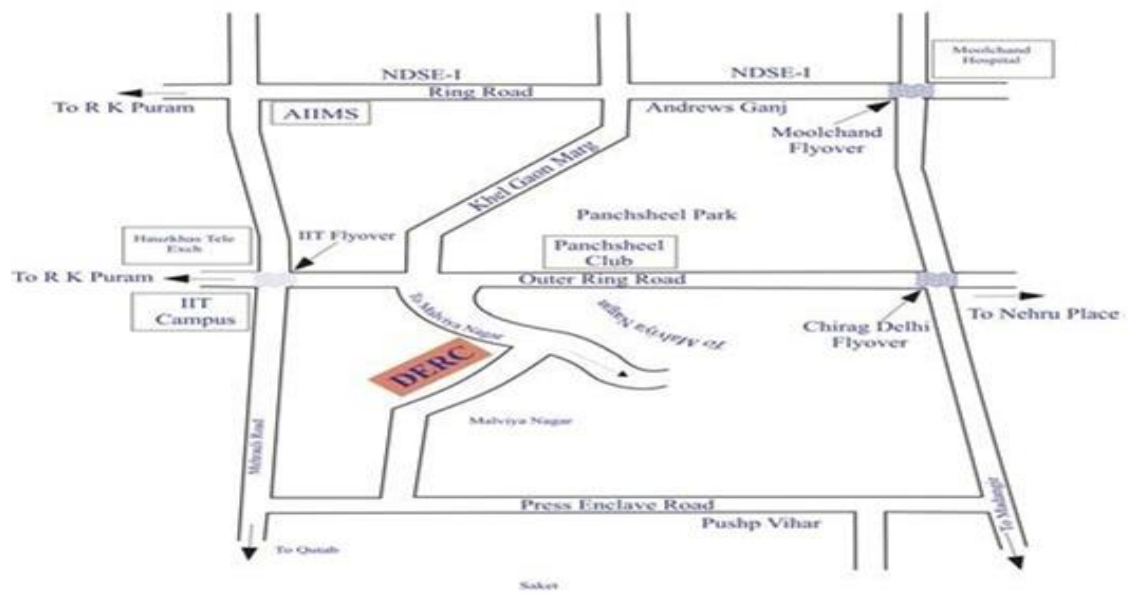
Citizen's interaction:-

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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Work Allocation- Secretariat

**The Secretary of the Commission is the Principal Officer of the Commission
and the designated Head of Department**

The following Divisions report directly to the Secretary :

- (a) Administration & Personnel
- (b) Accounts
- (c) Consumer Assistance
- (d) Joint Secretary

1. Work Allocation of Personnel Division

The Deputy Director (Personnel) is the designated Head of Office)

Work Allocation of Personnel Division

I. Recruitment

1	Vacancy Note
2	Database of employees
3	Advertisement of vacancy
4	Screening of the applications
5	Interview
6	Selection Process
7	Pre-appointment formalities
8	Honorarium payment to Expert Examiner
9	Conducting Typing Tests
10.	Policy making -changes and updation

II. Establishment and Administration

1.	Pay Fixation
2.	Increment
3.	LSPC
4.	Bonus
5.	LTC
6.	Lease
7.	Office Space
8.	All service matters

9.	Furnishing reply to representations
10.	Leave encashment
11.	Extension of Deputation / Contract cases of Officers / Staff.
12.	Appraisals
13.	Transfers
14.	Logistic support to the Commission
15.	Maintenance of Leave record
16.	Personal / Service Claims of Commission
17.	All files opening
18.	Other Day to day functions as and when required

III. **Training & Seminars / Settlement of Bills / Tickets Booking**

1.	Training & Seminar of Officers & Staff
2.	Air ticket bookings and settlement of bills
3.	General Advertisement & Bills
4.	Membership Bills
5.	Reimbursement of claim of Telephone, Medical, Hospitality bills etc.
6.	Processing payment to external agencies like legal expenses, doctor, support staff, security etc.

IV. **Translation / Dispatch work**

1.	Hindi Translation – FY Annual Report / Annual Accounts / Engg. / Law / Tariff related works
2.	Maintaining of library books
3.	Receipt & Dispatch
4.	Postage
5.	Speed Post

V. **Caretaking**

1.	All AMCs
2.	All kinds of maintenance works (building & furnishing)
3.	All purchase related with maintenance
4.	Purchase & maintenance of vehicles
5.	Arrangements of fuels for Staff Cars
6.	Arrangement of Parking Pass & I-Cards
7.	Public hearing arrangements

8.	Disbursement of Bills
9.	Bio-metric machine attendance
10.	Caretaking, building maintenance & repair

VI. Purchase / Store

1.	PWC
2.	All purchase & procurement
3.	Record keeping
4.	Store related works
5.	Auctions
6.	Store verification
7.	Disbursement of bills
8.	Printing & publication of books
9.	Printing of visiting cards & letter heads
10.	Other miscellaneous works.

VII. Reception & other related works

1.	Attending visitors
2.	Planning and preparation of General Meetings, Conferences and Commission's Meetings
3.	Responding to public inquiries
4.	Maintaining record of hospitalities and other related expenses bills.
5.	Maintaining bills like newspapers and commission meetings.
6.	Maintaining details and Cash of RTIs.
7.	Attending incoming and outgoing phone calls.

2. Work Allocation of Accounts Division

- (a) Projection and utilisation of Grant in Aid, GoNCTD.
- (b) Preparation of Budget Estimates & Revised Estimates.
- (c) Preparation of Annual Accounts and its audit by CAG.
- (d) Submission of SAR alongwith Annual Accounts before the Assembly.
- (e) Coordination of Phase/ Transaction Audit of DERC by CAG.
- (f) Assistance to other Divisions of the Commission towards verification of financial terms & conditions such as bank Guarantees etc.
- (g) Scrutiny of all payment related files of all divisions before release of payment including Consultancy, legal professionals, etc.
- (h) Management of banking operations.

- (i) Initiation to create DERC Fund
- (j) Though there is no separate Internal Audit Wing, payments in respect of all the Divisions are routed through Accounts Division.
- (k) The payments are released after issue of sanction order by the Administration Division and after thorough checks and scrutiny by Accounts Division, which effectively performs the tasks of Internal Audit in view of staff constraints in the Commission.
- (l) Preparation of Pay Bills and all other types of payment related to employees (LTC, reimbursements and allowances) including medical attendance claims and outside parties.
- (m) Recording of various receipts like Licence Fee, Processing fee, Petition fee, RTI, other miscellaneous receipts .
- (n) Filing of Income Tax & filing of quarterly/annual returns, Issue of form 16 & 16A.
- (o) Payment and Settlement of statutory dues such as Provident Fund, GST, TDS.
- (p) Financial Concurrence of matters having financial bearing.

3. Work Allocation of Consumer Assistance Division

- Assist Consumers who approach the Commission directly (*through Letters, Emails, Telephone and physically*) for their grievances related to Electricity related matters generally comprises of Metering, Billing, New Connection, Load Enhancement/Reduction, Power Outage, Theft/ Unauthorized Use of Electricity, Name Change, Transfer of Connection and Change of Category, Tariff Category etc.
- Complaints of consumers are redressed by seeking comments from DISCOMs or taking up the matter with concerned CGRFs/ Ombudsman and inputs from Internal Divisions of DERC (i.e. Tariff, Engineering & Law). Consumers are also intimated about the Three Tier grievance Redressal Structure issued by DERC under Public Bulletin13 i.e.
 - a) DISCOMs internal Grievance Redressal mechanism
 - b) Consumer Grievance Redressal Forum (*set-up of DERC for each DISCOM*)
 - c) Electricity Ombudsman (*set-up of DERC*)

- Educate/Provide information/assistance to Consumers by intimating the relevant extracts of *Tariff Order* or the relevant Regulations of *DERC (Supply Code and Performance Standards) Regulations, 2017* or relevant sections of Electricity Act, 2003 etc.
- Further, Government Portals handled by CA Division (*Electricity matters related to DERC*) are as follows:
 - a) **Public Grievance Monitoring System (PGMS):** It is a Delhi Government Grievance Redressal Portal. It ensures a proper online remedial service to the citizen regarding State Government grievances or complaints.
 - b) **Centralized Public Grievance Redress and Monitoring System (CPGRAMS):** It is an online web-enabled system over NICNET developed by NIC, in association with Directorate of Public Grievances (DPG) and Department of Administrative Reforms and Public Grievances (DARPG). CPGRAMS is the platform based on web technology which primarily aims to enable submission of grievances by the aggrieved citizens.

4. Work Allocation of Joint Secretary

- (a) Replies to Parliament & Legislative Assembly Questions
- (b) RTI matters
- (c) Commission Meetings
- (d) State Advisory Committee
- (e) Correspondence with Delegations
- (f) Publication of the Commission's Gazette Notifications in the Delhi Gazette
- (g) Collection, Collation and Publication of the Commission's Annual Reports
- (h) Recruitment and other issues related to the Office of the Electricity Ombudsman
- (i) Recruitment and other issues related to the Consumer Grievances Redressal Forums
- (j) Correspondence with various Government Bodies on regulatory and other issues

Work Allocation- Tariff Division

- 1) Yearly Tariff Orders for True-up and Aggregate Revenue Requirements (ARR) w.r.t. Generation Companies (IPGCL and PPCL), Transmission Licensee (DTL) and Distribution Licensees (NDMC, BRPL, BYPL and TPDDL).
- 2) Formulation of Regulations, w.r.t. Tariff Regulations, Business Plan Regulations, REC-RPO Regulations, Net metering etc.
- 3) Optimization of Power Purchase Cost (Surrender of costly power plants, demand & supply analysis of Distribution Licensees, approval of PSAs & PPAs).
- 4) Replies to Appeals filed before Hon'ble Supreme Court, High Court & APTEL related to Tariff.
- 5) Replies of Parliamentary Questions, GoNCTD letters related to Tariff, RTIs, Inputs on Individual Consumer Grievances.
- 6) Comments/Suggestions on Guidelines/Papers issued by MoP, CERC etc.

*** The Advisor (Finance) closely works with the Tariff Division on following related issues;**

- (a) Subsidy true up for all DISCOMs for each year.
- (b) True up of interest for Capital Expenditure loans, working capital Loans and loan for other than capital and working capital expenses for each year of all DISCOMS for Tariff Purpose.
- (c) Special Audit of DISCOMs w.r.t. Electricity Subsidy released by Government of National Capital Territory of Delhi (GoNCTD) to Distribution Companies (DISCOMs) for FY 2016-17 to 2021-22.

Work Allocation- Engg. Division

- (a) CAPEX Review and Capitalization of Assets of Power Utilities.
- (b) Physical Verification of DISCOMs (BRPL, BYPL & TPDDL)
- (c) Open Access Regulations
- (d) Renewable Energy
- (e) VNM/GNM & Net Metering
- (f) Concerned RTI/Parliament Questions
- (g) Capital Expenditure schemes relating to DTL, NDMC, IPGCL & PPCL
- (h) Issues relating to DTL, SLDC, IPGCL & PPCL
- (i) Appeals / Review petitions of Licensees
- (j) Concerned Engineering issues in Court Cases
- (k) Site Visits
- (l) Grid Coordination Committee
- (m) Coordination Forum and Steering Committee
- (n) Supply Code and Performance Standards Regulations
- (o) Capital Expenditure schemes relating to BRPL, BYPL & TPDDL
- (p) Grid Code
- (q) Appeals/Review petitions of Licensees
- (r) Preparation of Perspective Plan of Delhi
- (s) Clarifications on Tariff Order with respect of Performance standards
- (t) Concerned Engineering issues in Court Cases
- (u) Site visits
- (v) Meter Testing
- (w) Preparation of Cost Data Book
- (x) Matters relating to Ease of Doing Business
- (y) Regulations on payment of compensation to victims of Electrical Accidents

Work Allocation- Law Division

1. Consideration and admission/otherwise of petitions as under;
 - (a) U/s 142 of Electricity Act 2003
 - (b) Other than Section 142 of Electricity Act 2003
 - (c) Tariff Petitions
2. Scrutinization, curing of defects and numbering of the Petitions filed before the Commission.
3. Listing of Petitions for Admission / hearing before the Commission.
4. Providing assistance to the Commission during hearing.
5. To assist the Commission for finalization of various Orders to be passed by the Commission.
6. Briefing and monitoring of cases in various Courts
7. Vetting of DERC Regulations and Tariff Order prior to their notification/publication.
8. Preparation of Affidavits/Replies/ Civil Appeals on behalf of the Commission
9. Providing Legal opinion on various administrative and other matters of the company as when required.
10. Drafting Orders to be passed by the Commission in the petitions filed before the Commission.
11. Engagement of advocates to appear on behalf of the Commission before various forum.
12. Conference meetings with the Commission on various legal and other matters.
13. Framing of Regulations viz. CGRF, Adjudicating Officer etc.
14. Preparing of queries for seeking legal opinion on various matters of the Commission.
15. Reply to Parliamentary questions involving legal issues.
16. RTI response.
17. Commission meeting
18. Legal advice on various matters of Commission.