

# Annual Report

2012-13



Delhi Electricity Regulatory Commission

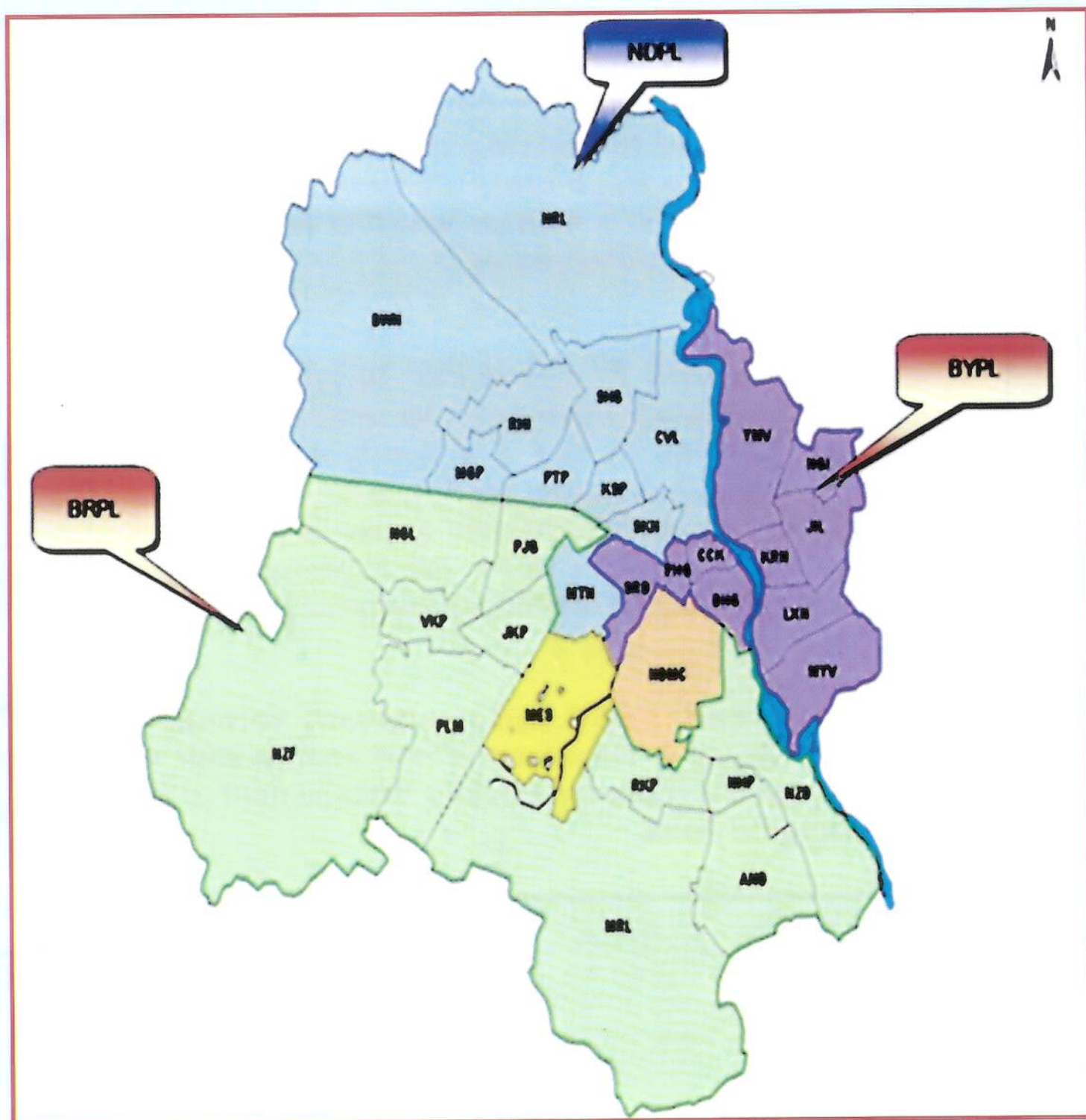


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The map illustrates the extensive Delhi Metro Railways network. Key features include:

- Geographical Context:** The map shows the city of Delhi and its surrounding districts: Bahadur Garh, Gurgaon, Ghaziabad, and Ballabh Garh.
- Metropolitan Districts (MDs):** Specific areas within Delhi are highlighted, including NDPL, BYPL, NDMC, MES, and BRPL.
- Lines and Stations:** Various lines are shown in different colors (red, blue, green, yellow, orange). Stations are marked with red triangles, and some are labeled as 'New Stations'.
- Legend:** A detailed legend in the bottom left corner explains the symbols used on the map, including:
  - Line Types:** Existing, Proposed, Under Construction, and New Lines.
  - Station Types:** Existing, New, and New Stations.
  - MDs:** NDPL, BYPL, NDMC, MES, and BRPL.
  - Other Symbols:** Railway Line, District Licensees Areas, and various types of roads.



## Mission Statement

*DERC is committed to carrying out all the functions specified for State 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 continually formulate appropriate Rules & Regulations and ensure that all possible steps are taken for efficient management of the energy sector in Delhi.*

## **Profiles of Chairman & Members**

## Tenure of Previous & Present Chairman & Members of the Commission

### Chairman

Sh. V.K. Sood	From 10.12.1999 to 09.12.2004
Sh. Berjinder Singh	From 16.02.2006 to 24.09.2010
<b>Sh. P.D. Sudhakar</b>	<b>From 04.04.2011 till date</b>

### Members

Sh. K. Venugopal	From 19.01.2005 to 22.09.2009
Sh. R. Krishnamoorthy	From 08.02.2005 to 10.05.2007
<b>Sh. Shyam Wadhera</b>	<b>From 18.11.2008 till date</b>
Sh. S.R. Sethi	From 14.10.2009 to 23.01.2011
<b>Sh. J.P. Singh</b>	<b>From 14.02.2011 till date</b>



**P. D. Sudhakar  
Chairman**

Shri P. D. Sudhakar joined the Commission as Chairman on 04.04.2011. He is a Gold Medalist from the University of Rajasthan, Jaipur securing First Position in M.Sc.(Physics). He joined Tata Institute of Fundamental Research, Mumbai for one year as a visiting Member, after completing M.Sc. (Physics). Later, he joined Indian Administrative Service in 1976. He has been awarded Diploma in Public Administration by Indian Institute of Public Administration, New Delhi and M.Phil in Social Sciences by Punjab University, Chandigarh in 2007.

Over a service span of more than 34 years he has held many important assignments in the Government of India as well as in the State of Uttar Pradesh. He has considerable field experience at the cutting edge level in the State including 4 ½ years as District Magistrate, Sitapur (1983-85) and Nainital (1988-91) and 4 ½ years as Divisional Commissioner, Nainital (1993-95) and Jhansi (1995-98). He has worked as Special Secretary in the Department of Power and later in the Departments of Planning and Finance in the State Government of UP and has actively participated in the Policy planning and implementation regarding Power sector. He participated in the Board Meetings of erstwhile UPSEB for 3 years as a nominee of State Govt. of UP.

As MD of UP State Industrial Development Corporation (2003-04) he handled creation and management of Industrial infrastructure in UP. Power Sector being an important part of infrastructure, a captive power plant by UPSIDC was completed during his tenure. In the Government of India he worked as Joint Secretary in the Ministry of Agriculture (1998-2003) and Ministry of Panchayati Raj (2005-07). He has been Member Secretary, National Capital Region (Planning Board) in the Ministry of Urban Development (2007-08) which is working for creation of Urban Infrastructure facilities around Delhi to de-congest the population pressure on Delhi. Various infrastructure projects in the field of roads, water supply, power and other infrastructural facilities in

Rajasthan, Haryana, UP and Delhi in the NCR area have been successfully financed and completed during his tenure as Member Secretary NCR, Planning Board.

He has handled matters relating to International Cooperation in the Ministry of Agriculture, Panchayati Raj and Corporate Affairs and has participated in various international programmes. He has worked for a year (2004-05) as Senior Advisor in the UNWFP Country office, New Delhi.

He is keenly interested in organizational reforms and Institution Building. He has contributed significantly in the path breaking initiatives of the Ministry of Corporate Affairs as Special Secretary like establishment of Competition Commission of India Competition Appellate Tribunal and Indian Institute of Corporate Affairs, operationalisation of Limited Liability Partnership Act -2008, MCA-21, e-Governance project etc.

Involvement in varied policy imperatives has thus given him a comprehensive and in-depth understanding of the financial, administrative and operational aspects of different sectors including Power sector.



**Shyam Wadhera  
Member**

Shri Shyam Wadhera joined the Delhi Electricity Regulatory Commission on 18 Nov 2008. He is an Electrical Engineer from IIT Kanpur and has over 36 years experience in the power industry, both in the private and public sectors.

Shri Wadhera was Director (Projects), Power Finance Corporation for a 5 year term from Aug 2003 to July 2008 where he was responsible for business development as well as appraisal and sanction of generation, transmission and distribution projects of the state and private sector utilities. As part of PFC's Mission to establish world class systems, he guided PFC in obtaining ISO 9001:2000 certification for its project appraisal system.

Shri Wadhera was actively involved in discharging PFC's role as Nodal Agency for the establishment of Ultra Mega Power Projects at a number of pit head and coastal locations in India. He was for some time Chairman of the subsidiary companies established for development of the Sasan and Mundra Ultra Mega Power Projects till their transfer to the selected developers.

He was Executive Director (Corporate Planning) and Head, Strategic Management Group in NTPC from Aug 2008 to Nov 2008. Prior to taking over as Director (Projects), PFC in Aug 2003, Shri Wadhera spent over 26 years in NTPC, where as Executive Director (Commercial) he was responsible for commercial and tariff policy, regulatory interface, power purchase agreements and recovery of dues from state power utilities. He was also on the Board of Power Trading Corporation as NTPC's nominee and on the Boards of NTPC's power trading and distribution subsidiaries.

He has been on a number of important Committees and has wide exposure to international utility practice. He has also been a Member of various delegations to a number of international forums.



**J. P. Singh  
Member**

Shri J.P.Singh is a Gold Medalist and Graduate Mechanical & Electrical Engineer from the Indian Railways Institute of Mechanical & Electrical Engineering, Jamalpur. He also holds a Masters Degree in Economics from Punjab University. He joined the Indian Administrative Service in 1977 and has held various important positions in the States of Delhi, Goa and Arunachal Pradesh as well as in Govt. of India.

As Collector of Goa from 1982 to 1985, he helped in setting up advanced infrastructure facilities for the heads of Commonwealth Governments meeting in 1983. He was Development Commissioner of the Union Territories of Daman and Diu at a time (1995-97) when heavy industrialization took place. He has also served in various capacities in the Government of Arunachal Pradesh and Delhi.

Shri J.P.Singh has considerable experience in formulation and implementation of various development projects. He was the Project Director for the new Capital Township, Itanagar in Arunachal Pradesh and subsequently for the Dwarka township of Delhi Development Authority in Delhi as well as Housing Commissioner in Delhi Development Authority from 1987-90. As Industries Commissioner and CMD of Delhi State Industrial Development Corporation, during 1997-2001 he was actively associated with the design and implementation of the relocation projects for shifting 16,000 industries to approx. 4,000 acres of land on the periphery of Delhi.

Shri J.P.Singh has also worked in the Government of India. He was Deputy Secretary/Director in the Ministry of Steel from 1990 to 1995 when he was in charge of licensing at a time when the liberalization process had just started. He was also in charge of policy formulation in respect of the raw materials sector. He worked as Joint Secretary in the Ministry of Steel from September 2002 to February 2006 and was looking after the Steel Development Wing where issues relating to international trade, safeguards and other WTO matters are being examined and policies formulated. Shri J.P.Singh was also responsible for formulating the industrial policy for Delhi in 1998 and the new Steel Policy in the Ministry of Steel. He has been a Government Director on the Boards of Steel Authority of India Ltd. (SAIL), Visakhapatnam Steel Plant (VSP), Indian Iron & Steel

Co. Ltd. (ILSCO), Metal Scrap Trading Corporation Ltd. (MSTC), Ferro Scrap Nigam Ltd. (FSNL) and Sponge Iron India Ltd. (SIIL).

Shri J.P.Singh returned to Govt. of Goa as Chief Secretary in January, 2006 and worked there for over 3 years till February, 2009. He has taken major initiatives to develop infrastructure and promote e-governance in administration. In particular, he spearheaded the Goa Broad Band Project in PPP mode which is meant to ensure that fibre-optic cable reaches all the villages and towns of Goa in a time bound manner and citizens have access to bandwidth between 2-10 MHz. He helped to develop adequate infrastructure to establish Goa as the permanent venue of the International Film Festival in India.

Shri J.P.Singh returned to Delhi in February 2009 and was Principal Secretary (Health & Family Welfare) in the State of Delhi from March 2009 to June 2010. He has developed many innovative PPP projects in the area of super-specialty care, provision of Radio-Diagnostics and Dialysis Care as well as Medi Call Centre in Delhi. He was the Chief Executive of a Trust set up by the Govt. to provide Comprehensive Health Insurance to the relatively poor & deprived citizens in Delhi. He has also taken up projects to improve accessibility and quality of health care in Delhi including NABH accreditation for 8 large hospitals.

He held additional charge of the post of Pr.Secretary (Finance), GNCTD since 11<sup>th</sup> November 2009 and regular charge from 1<sup>st</sup> July 2010. He took initiatives to strengthen the procedure for issue of expenditure sanctions and also hired consultants to study and advise on implementation of an integrated financial management system for the Govt. of NCT of Delhi. Shri J.P. Singh joined the DERC as Member on 14.02.2011.



## **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 to discharge the following functions.

1. To determine the tariff for electricity, wholesale, bulk, grid or retail, as the case may be, in the manner provided in Section 29 of the ERC Act, 1998;
2. To determine the tariff payable for the use of the transmission facilities in the manner provided in Section 29 of the ERC Act, 1998;
3. To regulate power purchase and procurement process of the transmission utilities and distribution utilities including the price at which the power shall be procured from the generating companies, generating stations or from other sources for transmission, sale, distribution and supply in the National Capital Territory of Delhi;
4. To promote competition, efficiency and economy in the activities of the electricity industry to achieve the objects and purposes of the Central Electricity Regulatory Commission Act, 1998;
5. Any other functions the Government of NCT of Delhi may notify further from time to time.

The Government of NCT of Delhi promulgated the Delhi Electricity Reform Ordinance, 2000 on 28<sup>th</sup> October 2000. The Commission constituted under the ERC Act, 1998 was deemed to be the first Commission under the aforesaid Ordinance. The DER Bill, 2000 after receiving the assent of the President, was later notified as the Delhi Electricity Reform Act, 2000 (DERA, 2000). This Act provided for the constitution of an Electricity Regulatory Commission for the NCT of Delhi to be known as "Delhi Electricity Regulatory Commission" to exercise the following functions.

*To determine the tariff for electricity, wholesale bulk, or retail, as the case maybe;*

- i. To determine the tariff payable for the use of the transmission facilities;
- ii. To regulate power purchase and procurement process of the licensees and transmission utilities including the price at which the power shall be procured from the generating companies, generating stations or from other sources for transmission, sale, distribution and supply in the National Capital Territory of Delhi;
- iii. To promote competition, efficiency and economy in the activities of the electricity industry to achieve the objects and purposes of this Act;
- iv. To aid and advise the Government in matters concerning electricity generation, transmission, distribution and supply in the National Capital Territory of Delhi;
- v. To regulate the operation of the power system within the National Capital Territory of Delhi;

- vi. To set standards for the electricity industry in the National Capital Territory of Delhi including standards related to quality, continuity and reliability of service;
- vii. To promote competitiveness and make avenues for participation of private sector in the electricity industry in the National Capital Territory of Delhi and also to ensure a fair deal to the customers;
- viii. To aid and advise the Government in the formulation of its power policy;
- ix. To collect and publish data and forecasts on the demand for, and use of, electricity in the National Capital Territory of Delhi and to require the licensees to collect and publish such data;
- x. To regulate the assets, properties and interest in properties concerned or related to the electricity industry in the National Capital Territory of Delhi including the conditions governing entry into and exit from the electricity industry in such manner as to safeguard the public interest;
- xi. To issue licenses for transmission, bulk supply, distribution or supply of electricity and determine the conditions to be included in the licenses;
- xii. To regulate the working of the licensees and other persons authorised or permitted to engage in the electricity industry in the National Capital Territory of Delhi and to promote their working in an efficient, economical and equitable manner;
- xiii. To require licensees to formulate prospective plans and schemes in coordination with others for the promotion of generation, transmission, distribution, supply and utilization of electricity, quality of service and to devise proper power purchase and procurement process;
- xiv. To adjudicate upon the disputes and differences between the licensees and/or transmission utilities and to refer the matter for arbitration;
- xv. To aid and advise the Government on any other matter referred to the Commission by the Government;

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 licences 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 restructuring of the Delhi Vidyut Board (DVB) by the Government of NCT of Delhi was carried out by first unbundling it on functional lines and then disinvesting the major stake in distribution business. The Order issued by the Commission on 22<sup>nd</sup> February 2002 on Bulk Supply Tariffs and Opening Levels of Losses for all the unbundled distribution companies became a necessary prelude for privatization of distribution business. The model devised was essentially based on selection of bidder based on bid levels of loss reductions over the opening levels given by the Commission in its Order of 22<sup>nd</sup> February 2002.

In the method followed for bidding, the bids were invited for taking over the distribution companies on a single parameter of Aggregate Technical & Commercial efficiency improvement targets for the next five years with the equity being sold at par value. Minimum targets for efficiency improvement, incentives for over achievement and a methodology for fixing of bulk supply tariff was stipulated and was given as a policy directive by the Government to the Delhi Electricity Regulatory Commission (DERC). The following distribution licensees are functioning in NCT of Delhi.

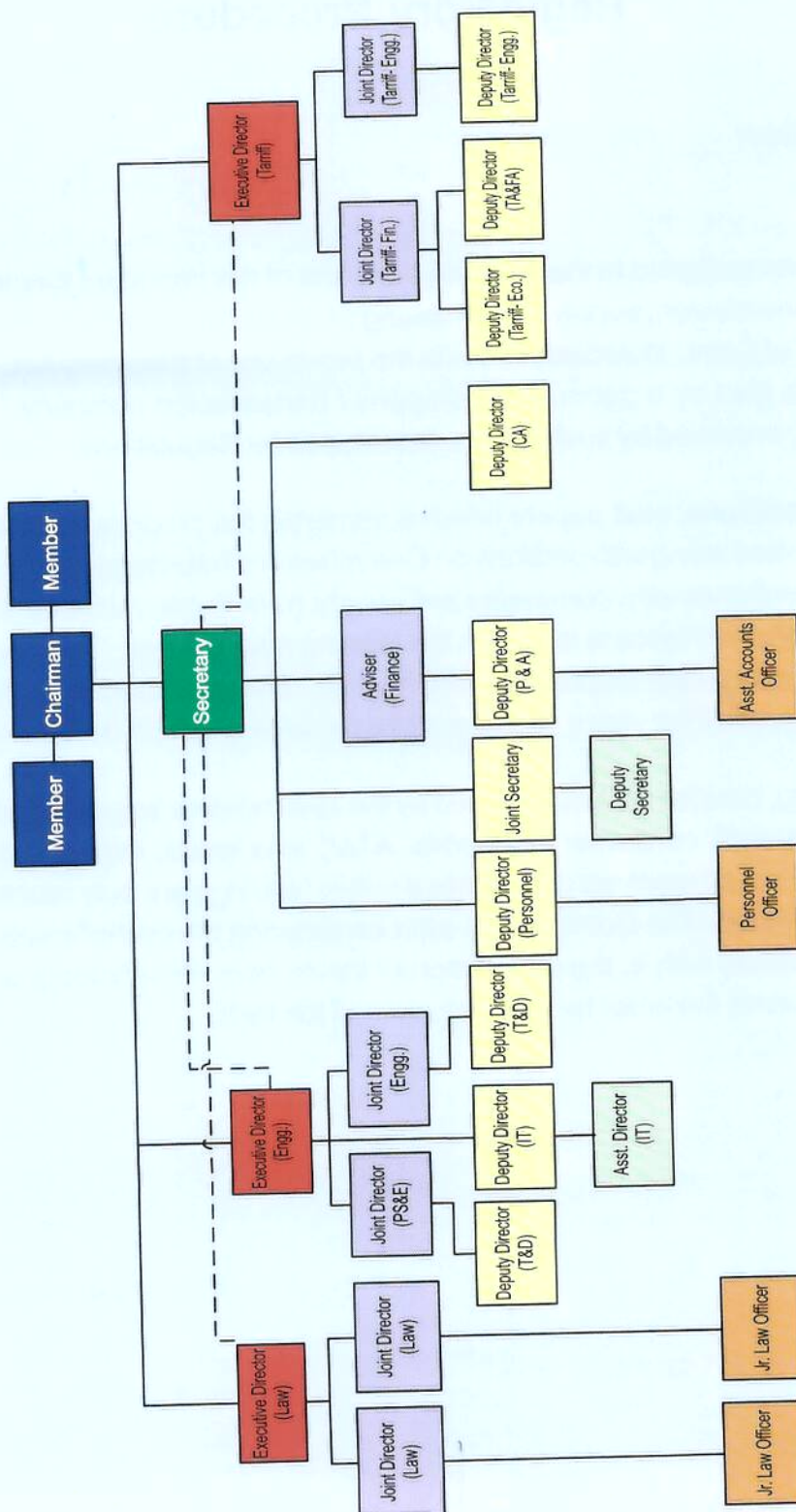
<b>Name of the Distribution Licensee</b>	<b>Area of Distribution</b>
BSES Rajdhani Power Ltd. (BRPL)	South, South-West Delhi
BSES Yamuna Power Ltd. (BYPL)	Central, East Delhi
North Delhi Power Ltd. (NDPL)*	North, North-West Delhi
New Delhi Municipal Council (NDMC) (deemed licensee)	Central Delhi

\*- (Now, Tata Power Delhi Distribution Ltd.)

After unbundling the erstwhile vertically integrated Delhi Vidyut Board (DVB), the generation and transmission was kept under the control of Delhi Government and managed by Government owned companies namely, Indraprastha Power Generation Company Ltd. (IPGCL), Pragati Power Corporation Ltd. (PPCL) and Delhi Transco Ltd. (DTL). The distribution sector in Delhi was privatised and placed under the managerial control of the private distribution companies (Discoms), viz. BSES Rajdhani Power Ltd. (BRPL), BSES Yamuna Power Ltd. (BYPL) and North Delhi Power Ltd. (NDPL) came into existence during July, 2002.

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.

# DERC Organizational Chart (as on 31.3.2013)



## **Regulatory Procedure**

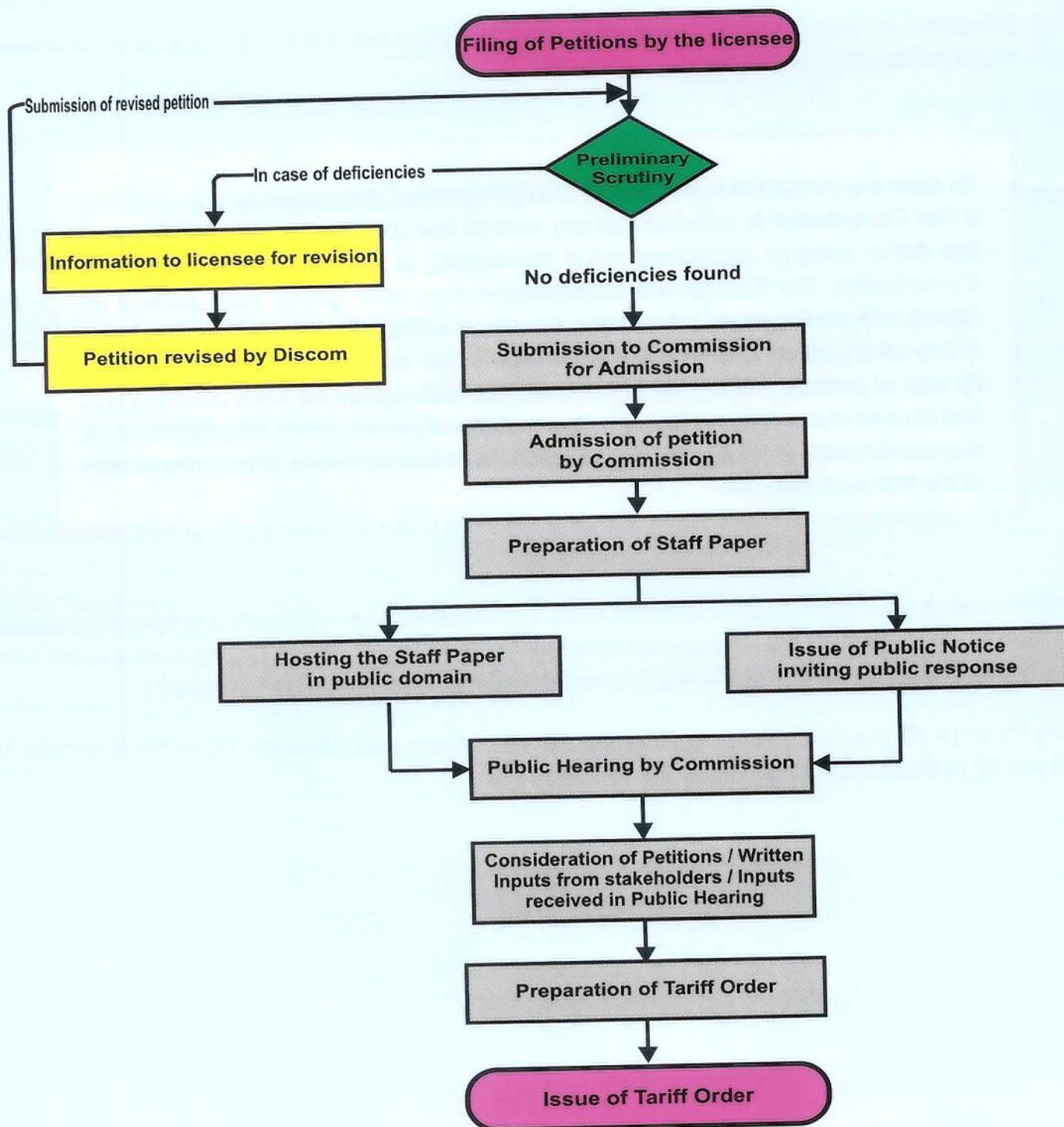
### **Tariff Determination**

Among various functions assigned to the Commission, one of the important functions is to determine the tariff for generation, transmission, supply and wheeling of electricity wholesale, bulk, or retail, as the case may be, within the NCT of Delhi. In accordance with the provisions of Electricity Act, Application / Petition for determination of tariff is filed by a generating company / transmission company / distribution licensee in such a manner and accompanied by such fee, as determined by Regulations.

After admission of the petitions, staff papers which summarise the proposals contained in these petitions are prepared and are hosted along with petitions on Commission's website ([www.derc.gov.in](http://www.derc.gov.in)) for information of all stakeholders. Simultaneously, comments are sought from Public / various stakeholders on various tariff issues for which a Public Notice is issued in the leading newspapers. The Commission holds "Public Hearing" to consider the suggestions/inputs received from stakeholders, thereby giving adequate opportunity to all stakeholders to express their views on the matters pertaining to tariff determination.

During the Public Hearing, besides the issues raised by the stakeholders, issues related to tariff determination including power procurement, consumer categories, AT&C loss levels, expenditure incurred by Discoms etc. are discussed. The inputs received during these public hearings are duly recorded and considered by the Commission appropriately. The Commission, after considering the petitions submitted by the Discoms, information already available with it, the suggestions / inputs from stakeholders and prudence check on information furnished, issues the order for determination of the tariff.

## Process of Tariff Determination



## **Petitions under Section 142 of the Electricity Act, 2003**

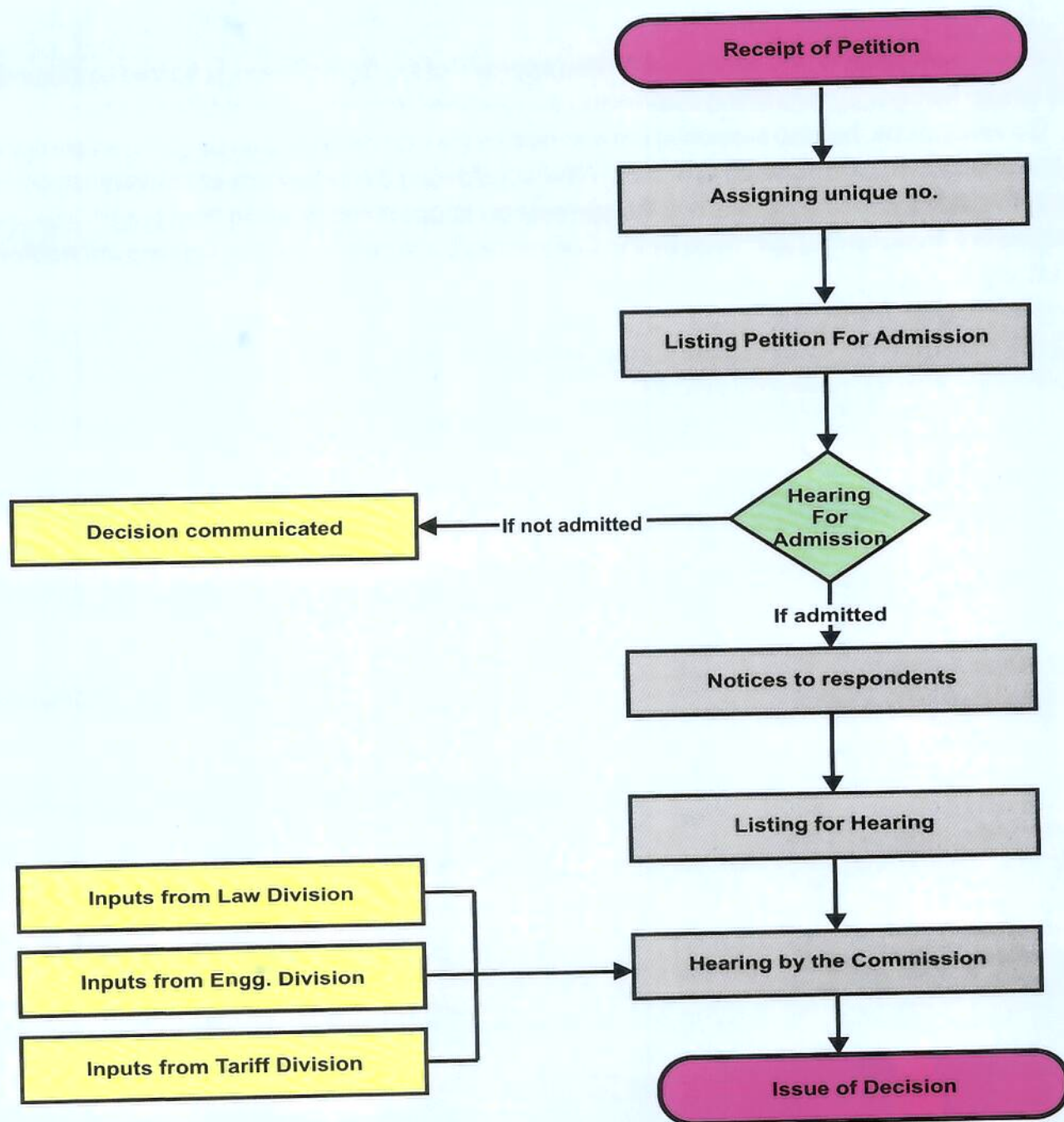
As per provisions contained under Section 142 of the Electricity Act, 2003, non-compliance of orders of DERC would invite action as per details given below:

*"In case any complaint is filed before the Appropriate Commission by any person or if that Commission is satisfied that any person has contravened any provisions of this Act or rules or regulations made thereunder, or any direction issued by the Commission, the Appropriate Commission may after giving such person an opportunity of being heard in the matter, by order in writing, direct that, without prejudice to any other penalty to which he may be liable under this Act, such person shall pay, by way of penalty, which shall not exceed one lakh rupees for each contravention and in case of a continuing failure with an additional penalty which may extend to six thousand rupees for every day during which the failure continues after contravention of the first such direction"*

As per the above provisions, petition received in the Commission is provided with a unique diary number. Upon admission, comments from concerned respondents are invited. Thereafter, the case is heard by the Commission. Upon conclusion of hearing the matter, Order of the Commission is issued.

During FY 2011-12, the Commission has disposed of 90 petitions under Section 142 of the Electricity Act, 2003 and 22 petitions belonging to other than Section 142.

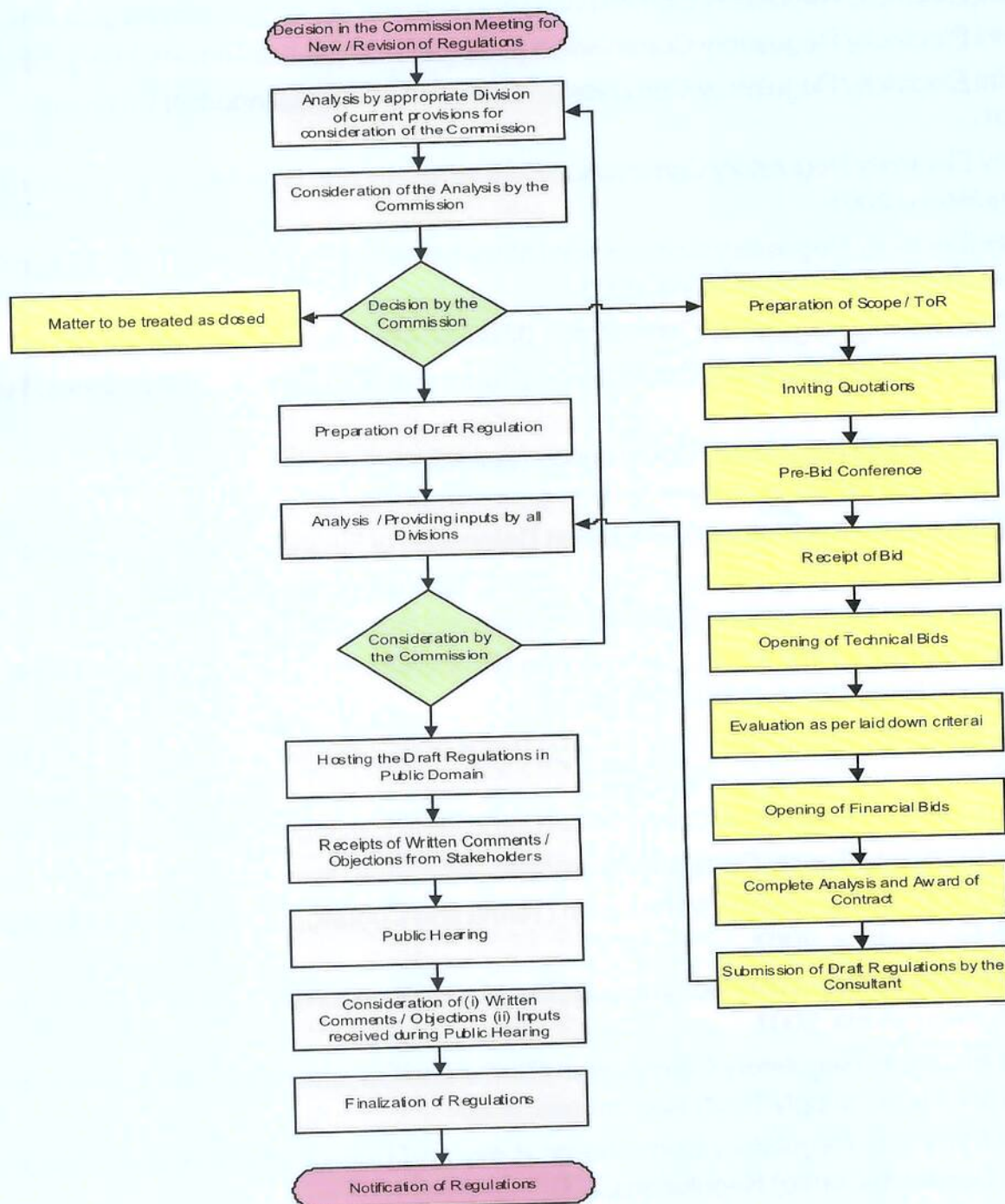
## Process of Disposing Complaints under Section 142 of Electricity Act, 2003



## **Regulations**

Initially, a draft Regulation is prepared and with due approval of the Commission, is hosted on Commission's website ([www.derc.gov.in](http://www.derc.gov.in)) for inviting comments / suggestions from all stakeholders / public on the subject matter. Generally, public hearing session(s) are also held by the Commission, thereby giving ample opportunity to the stakeholders to express their opinions. After considering the provisions of relevant sections of the Electricity Act, 2003, draft regulations and the comments / suggestions received from public / stakeholders, Regulations are finalized and approved by the Commission, after which the Regulations are notified in the Delhi Gazette.

## Process of Finalization of Regulations



## **Regulations Notified by DERC**

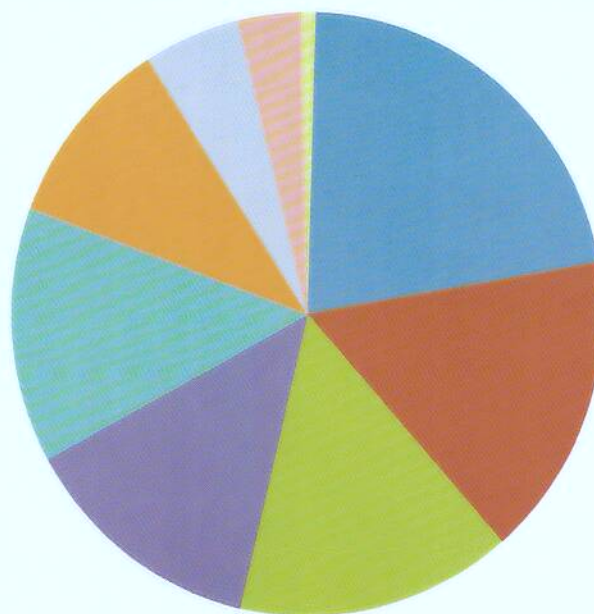
- Delhi Electricity Regulatory Commission (Appointment of Consultants) Regulations, 2001
- Delhi Electricity Regulatory Commission (Delegation of financial powers) Regulations 2001
- Delhi Electricity Regulatory Commission Comprehensive (Conduct of Business) Regulations, 2001
- Delhi Electricity Regulatory Commission ( Management and Development of Human Resources) Regulations 2001
- Delhi Electricity Regulatory Commission ( Management and Development of Human Resources) (First amendment) Regulations, 2003
- Delhi Electricity Regulatory Commission (Medical Attendance ) Regulations, 2003
- Delhi Electricity Regulatory Commission (Redressal of Consumers' Grievances) Regulations, 2003
- Delhi Electricity Regulatory Commission (Guidelines for establishment of Forum for redressal of grievances of the consumers and Ombudsman) Regulations 2003
- Delhi Electricity Regulatory Commission Delegation of Financial Powers Regulations, 2004
- Delhi Electricity Regulatory Commission (Treatment of Income from Other Business of Transmission Licensee and Distribution Licensee) Regulations, 2005
- Delhi Electricity Regulatory Commission (Procedure for filing Appeal before the Appellate Authority) Regulations, 2005
- Delhi Electricity Regulatory Commission (Terms and Conditions for Open Access) Regulations, 2005
- Delhi Electricity Regulatory Commission (Intra-State Electricity Trader) Regulations, 2005
- Delhi Electricity Supply Code & Performance Standards Regulations, 2007
- Delhi Electricity Regulatory Commission (Terms and Conditions for Determination of Generation Tariff) Regulations, 2007
- Delhi Electricity Regulatory Commission (Terms and Conditions for Determination of Transmission Tariff) Regulations, 2007
- Delhi Electricity Regulatory Commission (Terms and Conditions for Determination of Wheeling Tariff and Retail Supply Tariff) Regulations, 2007
- Delhi Electricity Regulatory Commission (Levy and Collection of Fee and Charges by State Load Despatch Centre) Regulations, 2007

- Delhi Electricity Regulatory Commission (State Grid Code) Regulations, 2008
- DERC Regulations for Transaction of Business, 2010
- Delhi Electricity Regulatory Commission (Terms and Conditions for Determination of Generation Tariff) Regulations, 2011; Delhi Electricity Regulatory Commission (Terms and Conditions for Determination of Transmission Tariff) Regulations, 2011; Delhi Electricity Regulatory Commission (Terms and Conditions for Determination of Wheeling Tariff and Retail Supply Tariff) Regulations, 2011
- Delhi Electricity Regulatory Commission (State Grid Code) (First Amendment) Regulations.
- Delhi Electricity Regulatory Commission (Renewable Purchase Obligation and Renewable Energy Certificate Framework Implementation) Regulations, 2012
- Delhi Electricity Regulatory Commission (Terms & Conditions for Determination of Tariff for Grid-connected Solar Photo Voltaic Project) Regulations, 2013

## Key Statistical Information

District-wise Population of Delhi in 2011\*

District	Population
North-West	3656539
South	2731929
West	2543243
North-East	2241624
South-West	2292958
East	1709346
North	887978
Central	582320
New Delhi	142004
<b>Total</b>	<b>16787941</b>



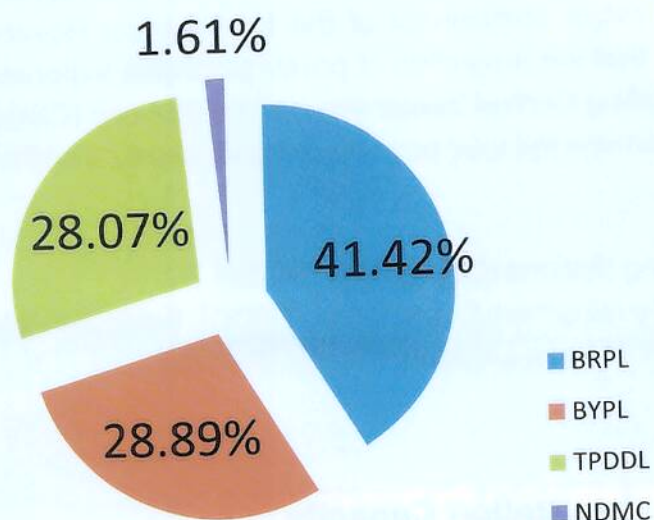
\* As specified in Delhi Statistical Handbook 2013, Published by Directorate of Economics & Statistics, Government of NCT of Delhi

■ North-West  
■ North-East  
■ North

■ South  
■ South-West  
■ Central

■ West  
■ East  
■ New Delhi

## Number of Consumers of Electricity in 2012-13



Distribution Licensee	FY 2012-13
BRPL	1848954
BYPL	1289371
TPDDL	1253013
NDMC	72040
<b>Total</b>	<b>4463378</b>

## Transmission and Distribution System in Delhi

S.No.	ITEMS	BRPL	BYPL	TPDDL	NDMC	Total
1	Length of Transmission Lines (Ckt KM)	1109	745	594	271	2719
2	Length of Distribution Lines (Ckt KM) (11 kV)	3888	2019	3796	898	10601
3	Length of Distribution Lines (Ckt KM) (LT)	10346	5591	6049	889	22875
4	No. of Power Transformers	208	137	154	62	561
5	EHV Capacity (MVA)	4629	2888	3329	1291	12137
6	No. of Distribution Transformers	6974	3286	4310	724	15294
7	Distribution Transformers Capacity (MVA)	4191	2352	2521	902	9966

## Power Generation

Under the framework of MYT Regulations power purchase quantum has been classified as an uncontrollable component. Since power purchase cost constitutes major component of the total Annual Revenue Requirement of the distribution licensee, it is pertinent that the projection of power purchase expense is done with utmost care. Power from all the sources including Central Sector Generating Stations (CSGS), State Generating Stations (SGS), etc is analysed to determine the total power purchase quantum and cost for the distribution licensee.

Delhi has firm allocated share in Central Sector Generating Stations (CSGS) of NTPC Ltd. (NTPC), National Hydroelectric Power Corporation (NHPC), Tehri Hydro Development Corporation (THDC), Satluj Jal Vidyut Nigam Limited (SJVN) and Nuclear Power Corporation of India Limited (NPCIL).

The capacity of Delhi Stations is summarised below:

<b>Generating Stations</b>	<b>Station Capacity (MW)</b>
<b>Badarpur Thermal Power Station</b>	705
<b>Rajghat Power Station</b>	135
<b>Gas Turbine Power Station</b>	270
<b>Pragati Power Station-I</b>	330
<b>Pragati Power Station-III Bawana*</b>	1371.2
<b>Rithala Power Station</b>	94.8
<b>Timarpur Okhla Waste Management Company Ltd.</b>	16

\* Capacity under commercial operation upto 31.3.2013 is 685.6 MW

## **Tariff determination**

The Commission carries out the process of Tariff determination in two parts:

- i.) True up of the performance of the past period and
- ii.) The projections of the ARR and Tariff determination for the ensuing years.

The MYT Regulations, 2007 ended on 31.03.2012 and new MYT Regulations, 2011 (Generation, Transmission, Distribution) became applicable w.e.f. 01.04.2012. The MYT Orders dated 13.07.2012 consist of the true up of FY 2010-11 as per MYT Regulation, 2007, ARR for FY 2012-13 to FY 2014-15 as per MYT Regulations, 2011 and Tariff determination for FY 2012-13.

The actual performance of the Utilities during FY 2010-11 has been assessed in accordance with the MYT Regulation, 2007 and the projections for FY 2012-13 to 2014-15 have been based on the submission of the business plans, projections and the past performance of the Utilities in accordance with MYT Regulation, 2011.

These include projections in respect of various parameters such as expected growth in sales, fuel cost, power purchase costs, AT&C loss target achievements, O&M expenses, expected capital expenditure and capitalization etc.

In compliance with the direction of Hon'ble APTEL, the Commission has implemented the Power Purchase Cost Adjustment charges in place of Fuel Adjustment Charges with effect from quarter ending September, 2012.

The tariff schedules with respect to the Distribution Utilities, namely, BYPL, BRPL, TPDDL, NDMC, were issued on 26.06.2012 for FY 2012-13 which were effective from 01.07.2012. The detailed Tariff Orders for all the Utilities including Generation, Transmission and Distribution were issued on 13.07.2012.

## **State Advisory Committee**

The State Advisory Committee (SAC) was constituted by the Commission as per provisions contained in Section 87 of the Electricity Act, 2003 and the SAC has been mandated with the following objects to advise the Commission.

- a.) Major questions of policy;
- b.) Matters relating to quality, continuity and extent of service provided by the licensees;
- c.) Compliance by licensees with the conditions and requirements of their licence;
- d.) Protection of consumer interest; and
- e.) Electricity supply and overall standards of performance by utilities.

### **The following issues were discussed during the SAC Meeting held on 2.4.2012**

- 1.) Draft Delhi Electricity Supply Code & Performance Standards Regulations, 2012
- 2.) Draft Delhi Electricity Regulatory Commission (Consumer Grievance Redressal Forum & Ombudsman) Regulations, 2011.
- 3.) Draft Delhi Electricity Regulatory Commission (Renewable Purchase Obligation and Renewable Energy Certificate Framework Implementation) Regulations, 2011.
- 4.) Draft Delhi Electricity Regulatory Commission (Demand Side Management Implementation Frame-work) Regulations, 2012.
- 5.) Delhi Electricity Regulatory Commission (Terms & Conditions for Determination of Tariff for Procurement of Power from Grid-connected Solar Photo Voltaic Project) Regulations, 2012.

### **The following issues were discussed during the SAC Meeting held on 30.11.2012**

- 1.) Procedure to be followed in cases of alleged theft and misuse of energy in the light of complaints received in the Commission under Section 142 of the Electricity Act, 2003 regarding misuse of the provisions contained in Delhi Electricity Supply Code & Performance Standards Regulations
- 2.) Optimization of sale of surplus power by the Discoms – Statutory Advice sent by the Commission to the GNCTD and discussion on other suggestions for promoting sale of surplus power
- 3.) Process of true-up of AT&C loss claims & suggestions if any, for improvement
- 4.) Constitution of a Technical Sub-Committee of the SAC to examine various technical issues.

## **Redressal of Consumer Grievances**

In pursuance to provisions contained in Sections 42(5) & 42(6) of the Electricity Act 2003, DERC has formulated the 'Delhi Electricity Regulatory Commission (Guidelines for Establishment of Forum for Redressal of Grievances of the Consumers and Ombudsman) Regulations, 2003'. As per these regulations, one Consumer Grievance Redressal Forum (CGRF) was established in each of the DISCOMs. Each CGRF consists of Chairman and two Members. Out of the three, one represents NGOs, one is a legal expert and one is an expert in electricity related matters. The Institution of Electricity Ombudsman has also been set up under section 42(6) of the Electricity Act 2003, which acts as the appellate body over the CGRFs.

The process related to grievance handling by CGRFs is as per the following

- 1.) The Forum shall take up any kind of grievance concerning with electricity supply to the consumers except the grievances arising under Section 126,127, 135,139,143,152 and 161 of the Act.
- 2.) Every grievance to the Forum must be submitted in writing to the Forum stating;
  - a.) The name of the individual or the organization, postal address, K No, and telephone number, fax number and the E-mail address (if any) of the complainant;
  - b.) The name of the office of the origin of complaint, , name of the electricity district etc;
  - c.) A full description of the matter, which is the source of the grievance, including copies of any relevant and supporting documents, if any;
  - d.) the relief prayed for;
  - e.) A statement that the matter is not pending before any other court, authority or forum;
  - f.) A copy of response, if any, from the licensee shall be enclosed.
- 3.) The Forum may accept complaints through e-mails or website subject to fulfilment of such requirements as the Forum may consider appropriate.
- 4.) On receipt of the consumer grievance, the Secretary of CGRF shall make an endorsement on the grievance subscribing his dated initial.
- 5.) Within 7 days of receipt of a consumer grievance, the Secretary of CGRF shall send an acknowledgement to the applicant. Consumer grievances received shall be registered and serially numbered for each year, and shall be referred e.g. C.G. No. 1/2002, 2/2002 and so on. A copy of the grievance shall be forwarded simultaneously to the concerned officer of the licensee for redressal or to file objection if any in writing in case the licensee is not agreeable to the request of the complainant.
- 6.) The employee nominated / authorized in this regard by the licensee or the employee named in the complaint shall furnish the parawise comments on the grievance within 15 days from the date of receipt of the letter from the Forum, failing which the Forum shall proceed on the basis of the material available on record.

- 7.) The Forum may call for, any record of the licensee or from the complainant relevant for examination and disposal of the grievance and the parties shall be under obligation to provide such information, document or record as the Forum may call for .Where a party fails to furnish such information , document or record and the Forum is satisfied that the party in possession of the record is withholding it deliberately, it may draw an adverse inference.
- 8.) On receipt of the comments from the licensee or otherwise and after conducting or having such inquiry or local inspection conducted as the forum may consider necessary, and after affording reasonable opportunity of hearing to the parties, the Forum shall pass appropriate orders for disposal of the grievance, as far as possible, within 60 days of filing the complaint.
- 9.) The proceedings and decisions of the Forum shall be recorded and shall be supported by reasons. The decision(s) of the Forum shall be based on the opinion of the majority members of the Forum present and voting. The order of the Forum shall be communicated to the Complainant and licensee in writing within 7 days. The licensee shall comply with the order of the Forum within 21 days from the date of receipt of the order.
- 10.) The Forum may, subject to the Regulations made by the Commission in this regard, award such compensation to the complainants as it considers just and appropriate in the circumstances of the case.
- 11.) The Forum may issue such interim orders pending final disposal of the complaint as it may consider necessary.
- 12.) Where the complainant or the licensee fails to appear before the Forum on the date fixed for hearing on more than two occasions, the Forum may decide the complaint ex-parte.
- 13.) The Forum may settle any complaint in terms of an agreement reached between the parties at any stage of the proceedings before it and there shall be no right of representation before the Ombudsman against such order.
- 14.) The Forum shall not be bound to follow the procedure prescribed in the Civil Procedure Code 1908(Act 5 of 1908). Subject to these Regulations the Forum may evolve procedure conforming to the principles of fair play and justice for efficient discharge of its functions.
- 15.) Any complainant aggrieved by orders of the Forum may prefer a representation before the Ombudsman appointed/designated by the Commission.
- 16.) Every Order made by the Forum shall be a Reasoned Order and signed by the members conducting the proceedings. Where the members differ on any point or points, the opinion of the majority shall be the Order of the Forum. The opinion of the minority shall however, be recorded and form part of the Order.

- 17.) Subject to the right of the representation before the Ombudsman specified in these Regulations, the Orders of the Forum shall be binding on the consumers and the licensee.

**The process related to handling of appeal by the Electricity Ombudsman is as follows**

- 1.) Any complainant, aggrieved by orders of the Forum may himself or through his authorized representative make a representation in writing to the Ombudsman.
- 2.) The representation shall state clearly:
  - a.) The name/s and address of the consumer/s, service connection number, category, the name of the local licensees' office, against which the representation is made, the facts giving rise to the representation, the grounds thereof, the relief sought from the Ombudsman;
  - b.) The name of the Forum, date of order or decision of the Forum shall, as the case may be, mentioned in or enclosed with the representation.
- 3.) No representation to the Ombudsman shall lie unless:
  - a.) The consumer had, before making a representation to the Ombudsman approached the Forum constituted under Section 42(5) of the Electricity Act, 2003 for redressal of his grievance;
  - b.) The representation is made within one month from the date receipt of the order of the Forum: Provided that the Ombudsman may entertain a representation beyond one month on sufficient cause being shown by the person filing the representation that he had sufficient reasons for not filing the representation within the aforesaid period of one month.
  - c.) The person filing the representation deposits an amount equal to one third of the amount assessed by the Forum in cash or by way of bank draft with the licensee and documentary evidence of such deposit is enclosed with the representation.
- 4.) After registering the representation the Ombudsman, within seven days of registration, shall call for records relating to the representation from the concerned Forum. The concerned Forum shall send the entire records within 7 days from the date of receipt of such notice to the office of the Ombudsman.
- 5.) The Ombudsman may determine the manner, the place, the date and the time of the hearing of the matter as the Ombudsman considers appropriate.
- 6.) The Ombudsman may hear the parties and may direct the parties to submit written statements of submissions in the matter.
- 7.) The Ombudsman shall pass a written order giving reasons for all his findings and award.
- 8.) The Ombudsman shall pass an award as early as possible but in any case, within three months from

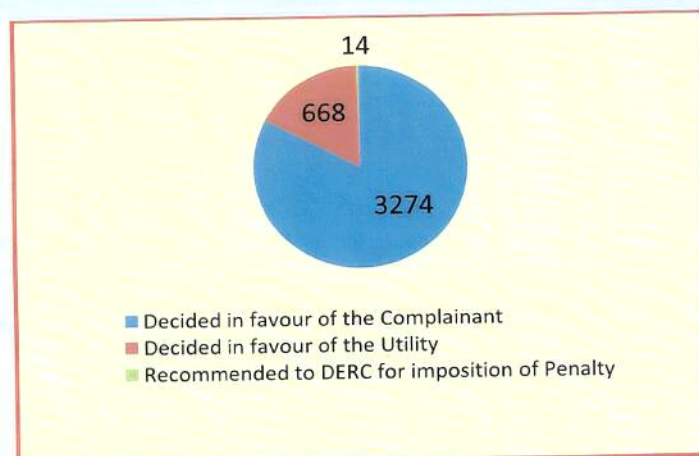
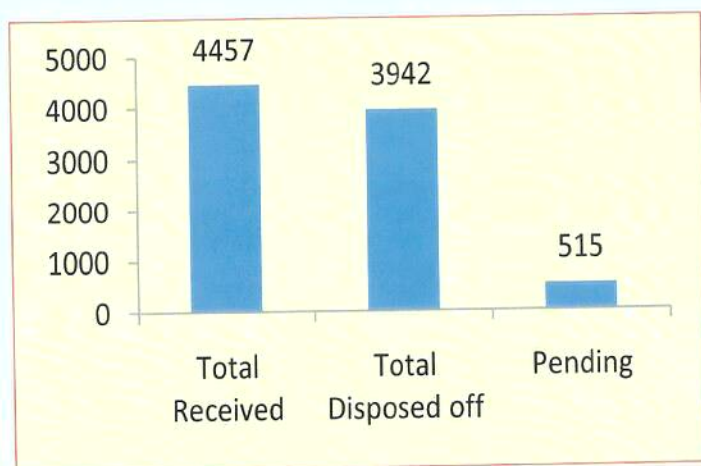
the date of receipt of the representation. Where there is delay in disposal of a representation within the period of three months, the Ombudsman shall record reasons of such delay. A copy of the order or award shall be sent to the parties.

The award or the orders of the Ombudsman shall be final and binding on the parties.

## Disposal of Grievances (cumulative data till 31.3.2013)

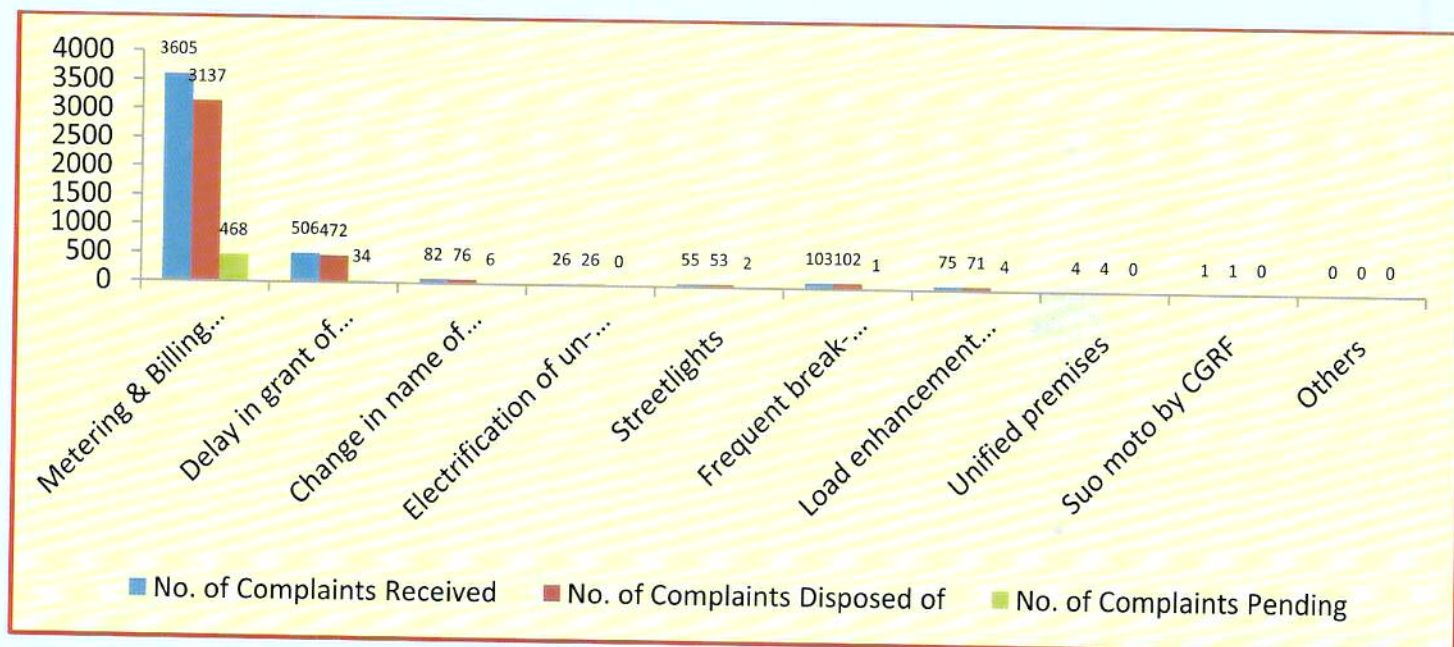
### CGRF-BRPL

Total Received	Total Disposed off	Pending	Decided in favour of the Complainant	Decided in favour of the Utility	Recommended to DERC for Imposition of Penalty
4457	3942	515	3274	668	14



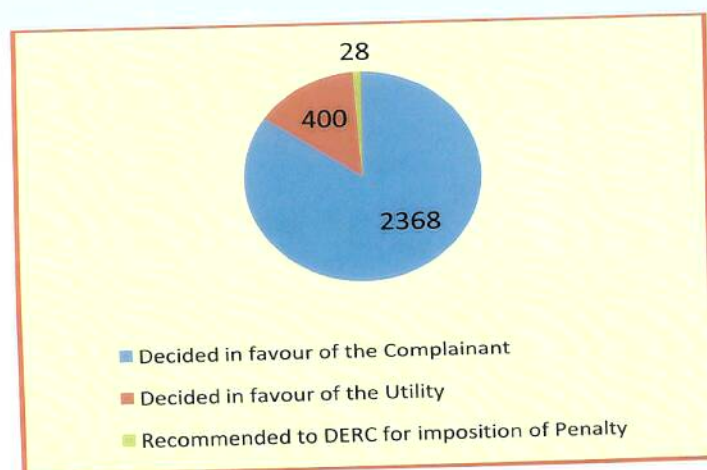
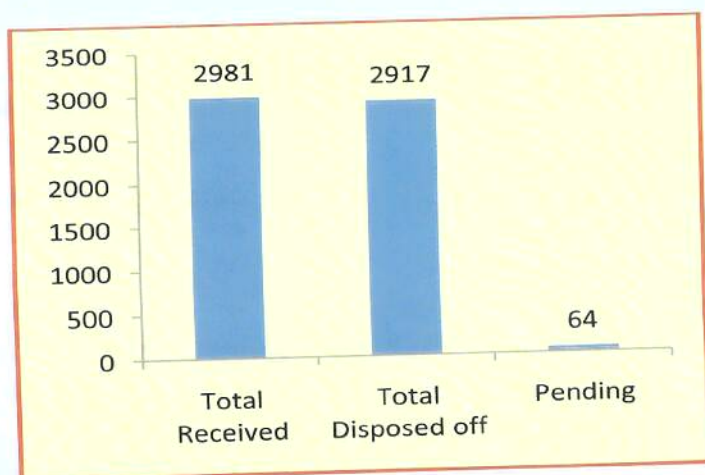
## CGRF-BRPL

Type of Complaint		No. of Complaints Received	No. of Complaints Disposed of	No. of Complaints Pending
A	Metering & Billing related	3605	3137	468
B	Delay in grant of new connection, disconnection & reconnection	506	472	34
C	Change in name of the registered consumer	82	76	6
D	Electrification of un-electrified area	26	26	0
E	Streetlights	55	53	2
F	Frequent break-downs	103	102	1
G	Load enhancement & load reduction	75	71	4
H	Unified premises	4	4	0
I	<i>Suo moto</i> by CGRF	1	1	0
J	Others	0	0	0



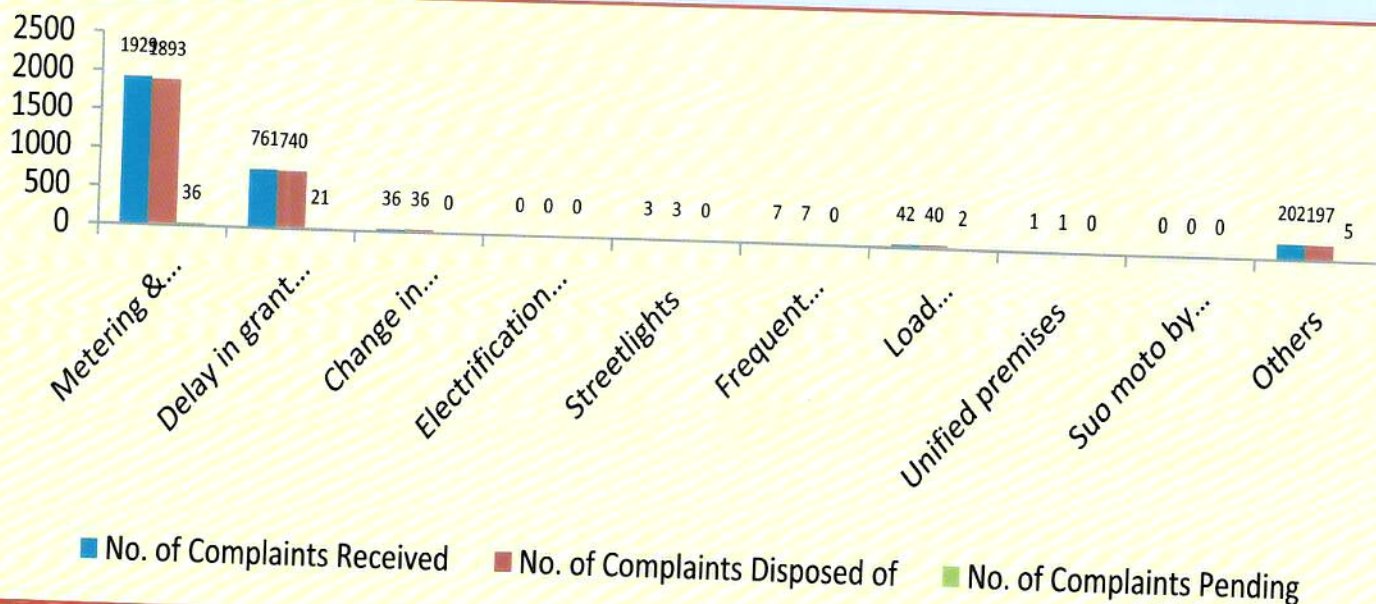
## CGRF -BYPL

Total Received	Total Disposed off	Pending	Decided in favour of the Complainant	Decided in favour of the Utility	Recommended to DERC for Imposition of Penalty	Rejected/ Dismissed/ Dropped Complaints
2981	2917	64	2368	400	28	121



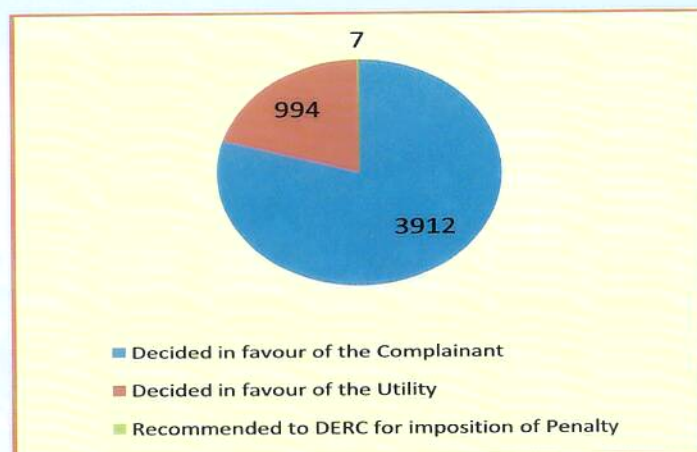
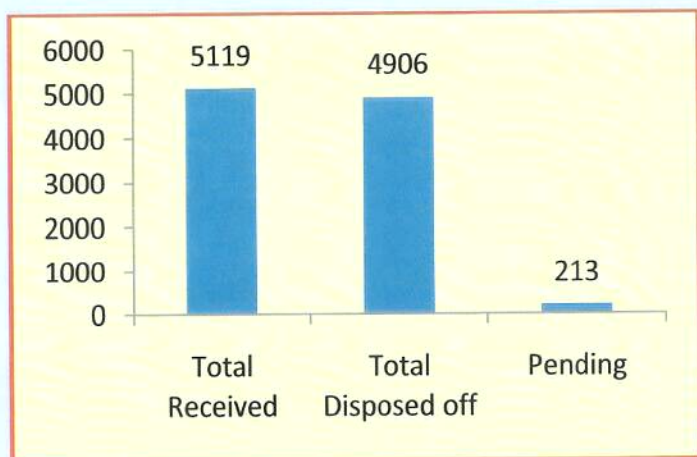
## CGRF -BYPL

Type of Complaint		No. of Complaints Received	No. of Complaints Disposed of	No. of Complaints Pending
A	Metering & Billing related	1929	1893	36
B	Delay in grant of new connection, disconnection & reconnection	761	740	21
C	Change in name of the registered consumer	36	36	0
D	Electrification of un-electrified area	0	0	0
E	Streetlights	3	3	0
F	Frequent break-downs	7	7	0
G	Load enhancement & load reduction	42	40	2
H	Unified premises	1	1	0
I	<i>Suo moto</i> by CGRF	0	0	0
J	Others	202	197	5



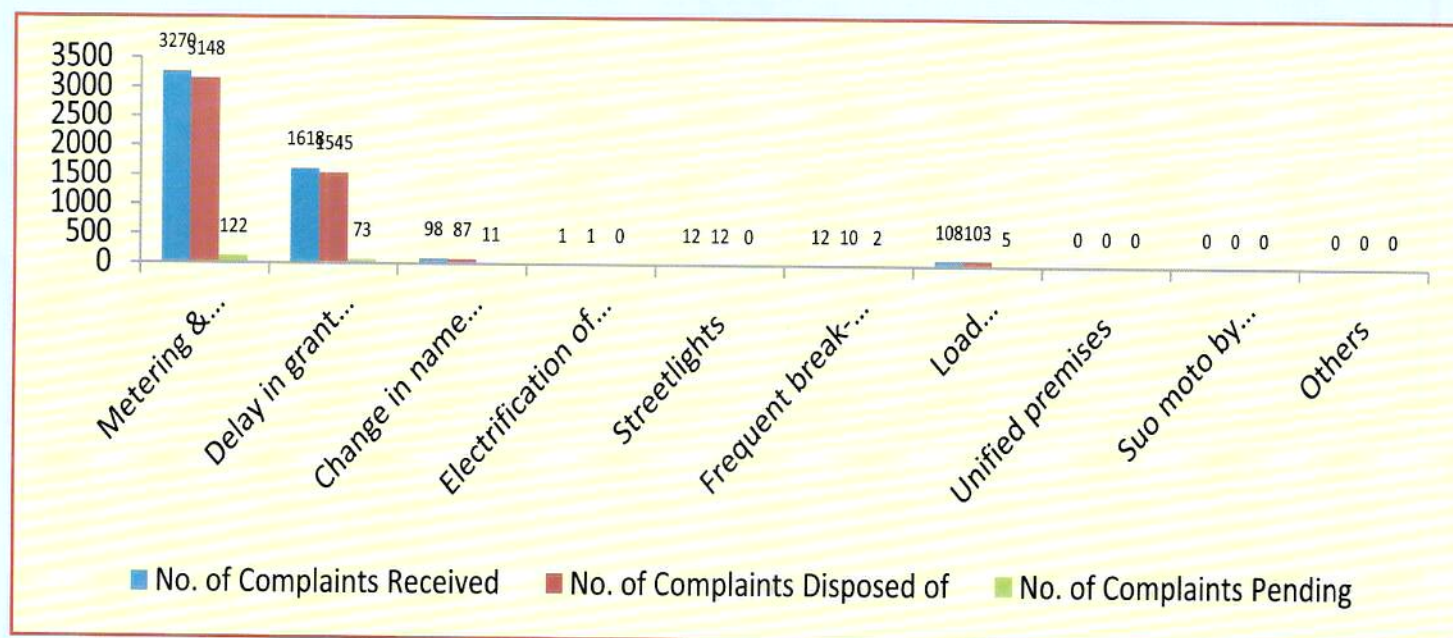
## CGRF - TPDDL

Total Received	Total Disposed off	Pending	Decided in favour of the Complainant	Decided in favour of the Utility	Recommended to DERC for imposition of Penalty
5119	4906	213	3912	994	7



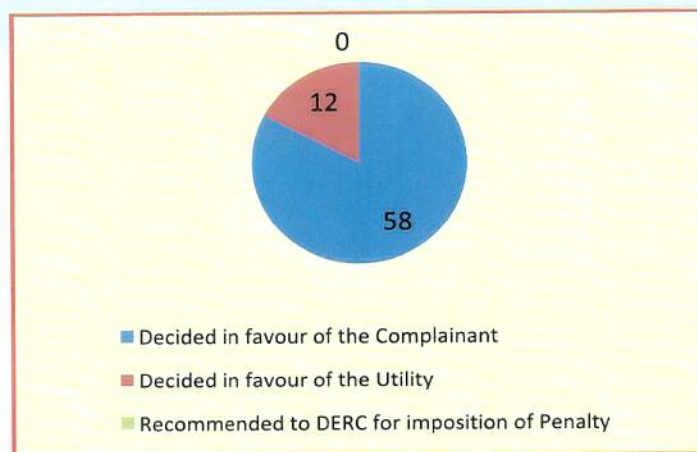
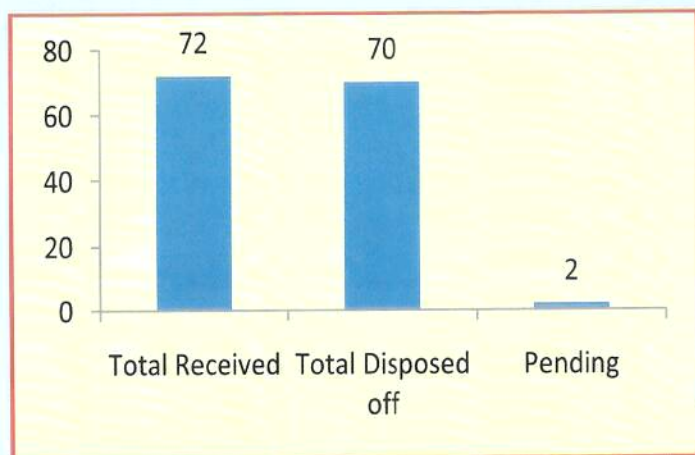
## CGRF - TPDDL

Type of Complaint		No. of Complaints Received	No. of Complaints Disposed of	No. of Complaints Pending
A	Metering & Billing related	3270	3148	122
B	Delay in grant of new connection, disconnection & reconnection	1618	1545	73
C	Change in name of the registered consumer	98	87	11
D	Electrification of un-electrified area	1	1	0
E	Streetlights	12	12	0
F	Frequent break-downs	12	10	2
G	Load enhancement & load reduction	108	103	5
H	Unified premises	0	0	0
I	<i>Suo moto</i> by CGRF	0	0	0
J	Others	0	0	0



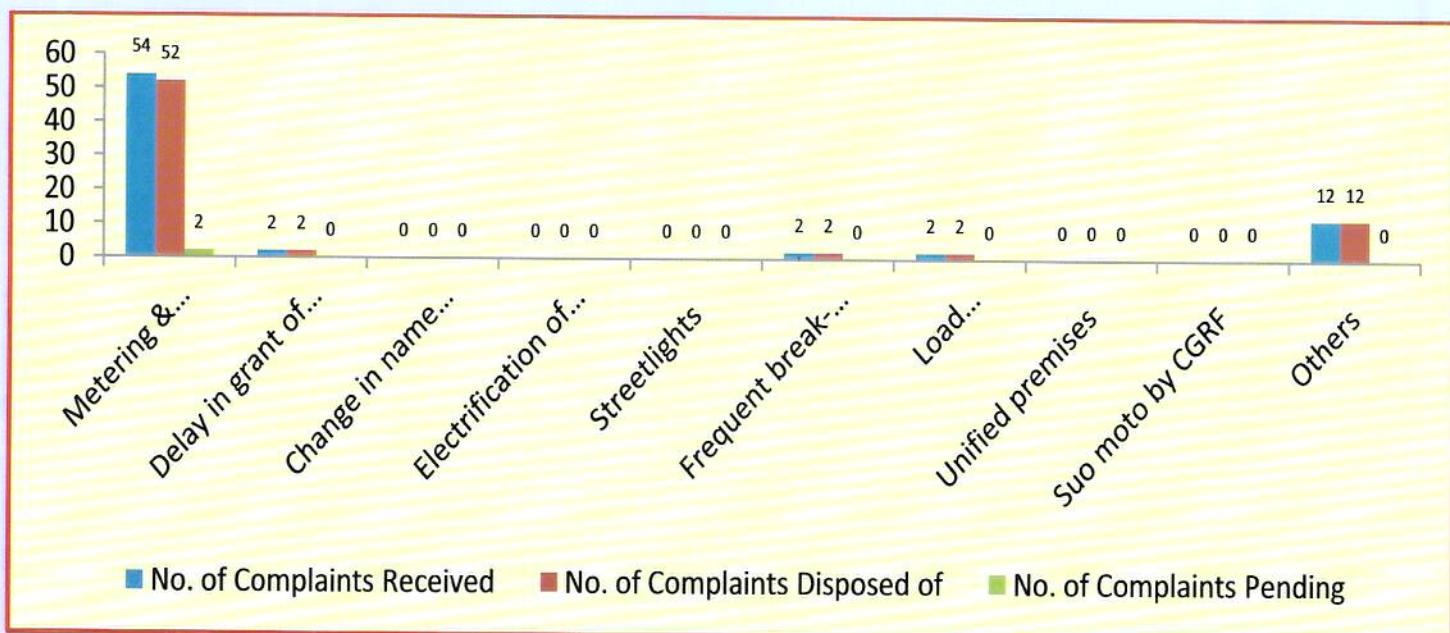
## CGRF- NDMC

Total Received	Total Disposed off	Pending	Decided in favour of the Complainant	Decided in favour of the Utility	Recommended to DERC for imposition of Penalty
72	70	2	58	12	0



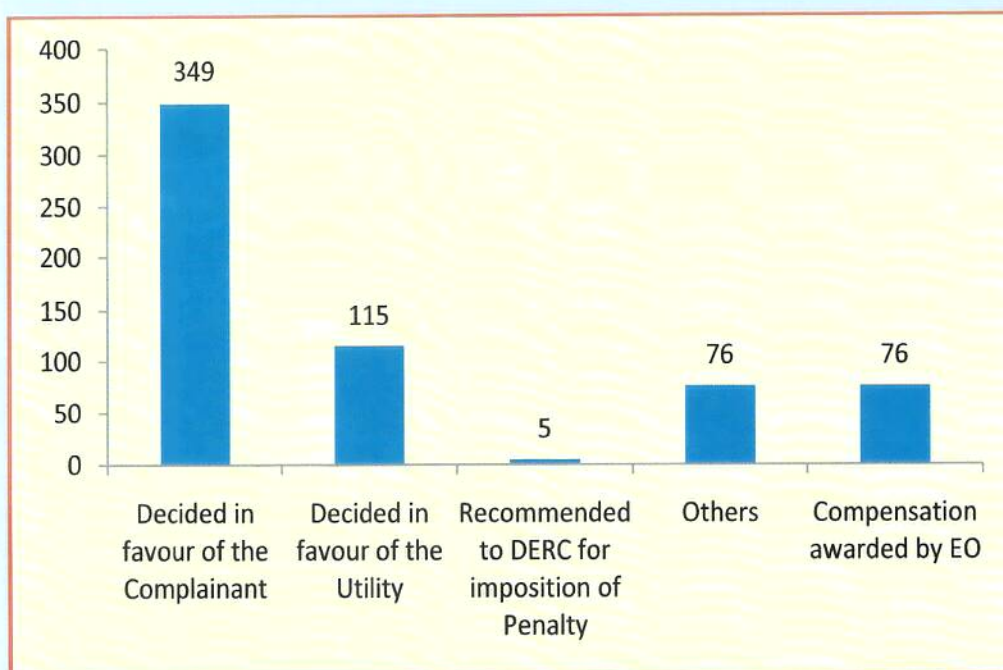
## CGRF- NDMC

Type of Complaint		No. of Complaints Received	No. of Complaints Disposed of	No. of Complaints Pending
A	Metering & Billing related	54	52	2
B	Delay in grant of new connection, disconnection & reconnection	2	2	0
C	Change in name of the registered consumer	0	0	0
D	Electrification of un-electrified area	0	0	0
E	Streetlights	0	0	0
F	Frequent break-downs	2	2	0
G	Load enhancement & load reduction	2	2	0
H	Unified premises	0	0	0
I	<i>Suo moto</i> by CGRF	0	0	0
J	Others	12	12	0



## The Electricity Ombudsman

Total Received	Total Disposed off	Pending	Decided in favour of the Complainant	Decided in favour of the Utility	Recommended to DERC for imposition of Penalty	Others	Compensation awarded by EO
561	540	21	349	115	5	76	76



## **Consumer Assistance**

The distribution licensees have established customer care centres to receive and resolve consumer related grievances. In case, the consumers are not satisfied, they are free to approach appropriate Consumer Grievance Redressal Forum which have been established in each distribution utility as per provisions of the Electricity Act, 2003. However, in order to provide proper guidance to the consumers who directly approach the Commission seeking redressal of their grievances, the Commission established a Consumer Assistance Cell headed by a Deputy Director level officer. The Consumer Assistance Cell also takes up these grievances with appropriate agencies for resolving / redressal.

## **Activities under Right to Information Act, 2005**

As per provisions contained in Right to Information Act, 2005, and amendments made to the same from time to time, the Commission has appointed the Public Information Officer (PIO), 1<sup>st</sup> Appellate Authority, to discharge their respective functions. As per mandate, the following activities were also undertaken.

1. Drafting and updation of 17 RTI manuals (every month) as specified in the Act, on Commission's website and on the website of RTI Cell of GNCTD.
2. Preparation and submission of periodical Status Reports to the Central Information Commission.
3. In all the cases, where the applicants file appeal with the CIC, upon receipt of Hearing Notice from CIC, a comprehensive reply is prepared (enclosing copies of all relevant communications) and sent to the CIC with the approval of the Secretary.
4. Compliance action was taken as per the Orders given by the CIC in respective cases.

During the year under report, the Public Information Officer of the Commission has received 324 applications seeking information and 51 appeals were received by the 1<sup>st</sup> Appellate Authority. All the applications and appeals were disposed off within the specified time period as per the provisions of the RTI Act, 2005.

## Annual Statement of Accounts for FY 2012-13

### Revenue Receipts

During the year 2012-13, the Revenue Receipts of the Commission was Rs. 5,48,94,107/- as per head wise details as follows:

		(in Rs.)
a.	License Fees	5,32,81,579
b.	Processing Fees	12,90,000
c.	Sale Proceeds of Books/Forms	11,375
d.	Other Receipts/ Receipts from sale of Fixed Assets	2,16,979
e.	Penalty	85,000
f.	Receipts under RTI, Act	9,174

Apart from the above mentioned revenue receipts an amount of Rs. 21,85,497/- was earned by way of interest on the Grant-in-aid received by DERC during the year 2012-13.

In accordance with the guidelines of the Govt. of NCT of Delhi Communicated by the Office of the Controller General of Accounts through Principal Accounts Office vide letter No. Pr. A.O./Misc./12/2001/T-II/2459, dated 1.12.2001; the Revenue Receipts have not been utilized for expenditure of the Commission. The entire Revenue Receipts, as and when received, including interest, were regularly remitted to the Govt. of NCT of Delhi.

### Annual Accounts

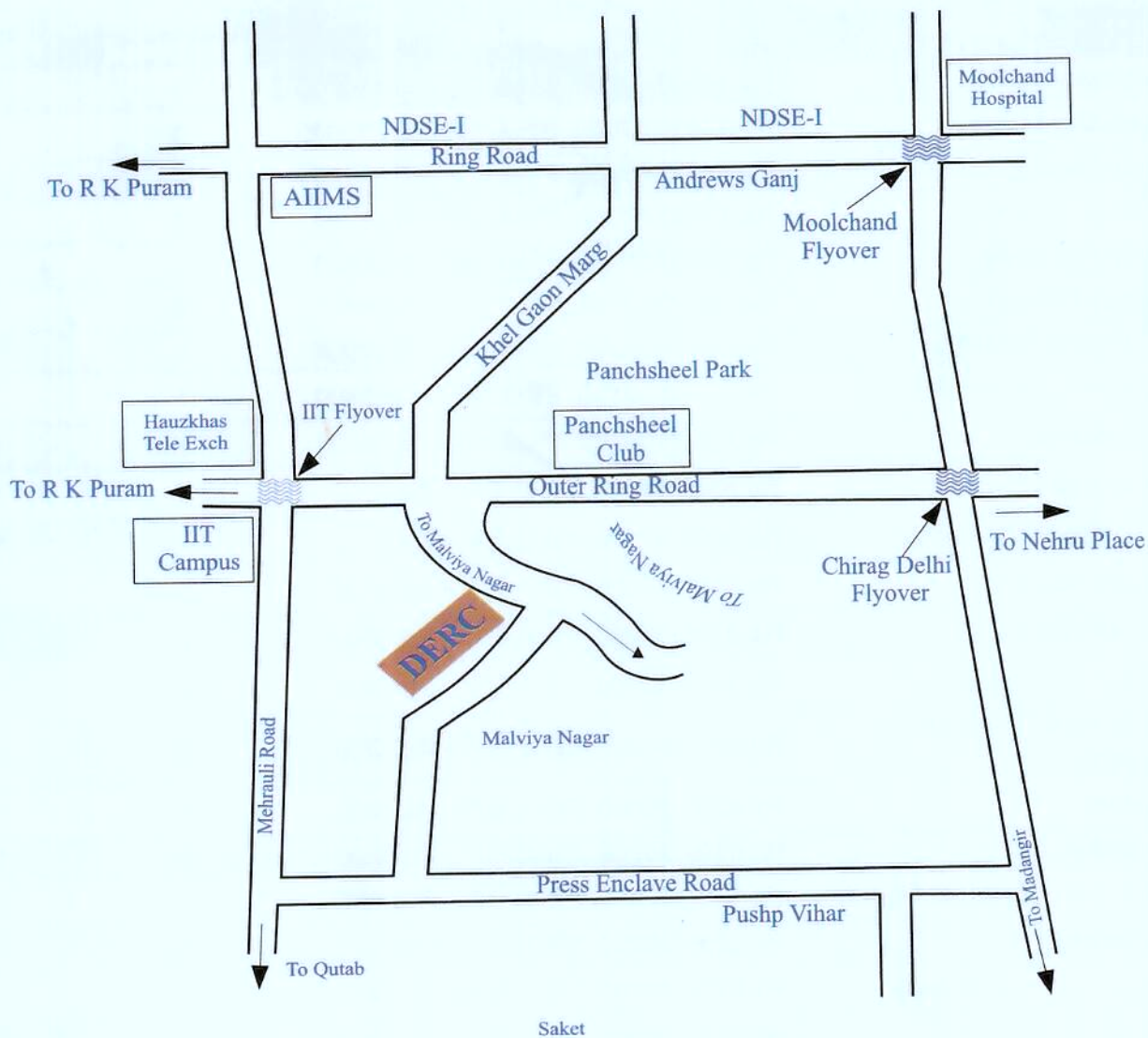
The Annual Account of the Commission for the year 2012-13 were prepared as per requirement of DERC (Maintenance of Accounts) Rules, 2009 notified by Government of The National Capital Territory of Delhi vide Notification No. F. 11/(129)/2003/Power/499 dated 03.03.2010. As per the statutory requirement under the Electricity Act, 2003, the Annual Accounts after being certified by the Office of AG (Audit) Delhi along with audit report and audit certificate have been submitted to the Government of NCT of Delhi and placed before the State Legislature.

## Human Resources

### Details of Officers/Officials working in DERC as on 31.03.2013

	Position	Scale of Pay	Posts Sanctioned	Posts Filled in
1	Secretary	Rs.37400-67000, PB-4, GP – Rs.10000	1	1
2	Executive Director	Rs.37400-67000, PB-4, GP – Rs.10000	3	2
3	Joint Director	Rs.37400-67000, PB-4, GP – Rs.8700	6	5
4	Advisor (Finance)	Rs.37400-67000, PB-4, GP – Rs.8700	1	1
5	Joint Secretary	Rs.15600-39100, PB-3, GP – Rs.6600	1	1
6	Deputy Director	Rs.15600-39100, PB-3, GP – Rs.6600	9	8
7	Pr. Private Secretary	Rs.15600-39100, PB-3, GP – Rs.6600	3	3
8	Assistant Director (IT)	Rs.15600-39100, PB-3, GP – Rs.5400	1	1
9	Dy. Secretary	Rs.15600-39100, PB-3, GP – Rs.5400	1	1
10	Personnel Officer	Rs.9300-34800, PB-2, GP – Rs.4800	1	1
11	Asst. Accounts Officer	Rs.9300-34800, PB-2, GP – Rs.4800	1	1
12	Private Secretary	Rs.9300-34800, PB-2, GP – Rs.4800	1	1
13	Jr. Law Officer	Rs.9300-34800, PB-2, GP – Rs.4800	2	2
14	Personal Assistant	Rs.9300-34800, PB-2, GP – Rs.4200	9	8
15	Steno-cum-Computer Operator	Rs.9300-34800, PB-2, GP – Rs.4200	9	8
16	Cashier	Rs.5200-20200, PB-1, GP – Rs.2800	1	1
17	Caretaker	Rs.5200-20200, PB-1, GP – Rs.2800	1	1
18	Clerk-cum-Computer Operator	Rs.5200-20200, PB-1, GP – Rs.2400	4	3
19	Receptionist	Rs.5200-20200, PB-1, GP – Rs.2400	1	1
20	Diarist-cum-Despatcher	Rs.5200-20200, PB-1, GP – Rs.1900	1	1
21	Driver	Rs.5200-20200, PB-1, GP – Rs.1900	6	6

## Guide Map for DERC



## Delhi Electricity Regulatory Commission

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