

Manual 15
Particulars of facilities available to citizens for obtaining information
 [Section 4(1)(b)(xv)]

Facilities available for obtaining information

Sl. No.	Facility available	Nature of Information available	Working hours
1	Website	All orders and directives issued by DERC	24 hours
2	Information Counter	General information about various:- i) Orders and Regulations issued by DERC; ii) Acts like - Delhi Electricity Reform Act 2001; Electricity Act 2003; iii) Tenders; and iv) List of officers with their contact numbers.	9.30 a.m. to 6.00 p.m.
3	Library	Information relating to other State Electricity Regulatory Commissions (SERCs), journal, technical texts etc.	9.30 a.m. to 6.00 p.m.
4.	Notice Board	For display of important information relating to day to day activities of the Commission.	9.30 a.m. to 6.00 p.m.
5	Information under Delhi Right to Information Act, 2001	The prescribed application form under DRI Rules, 2001 with arrangement of accepting the fee and form from applicants seeking information under DRIA, 2001	9.30 a.m. to 6.00 p.m.
6.	Right to Information Act, 2005	No forms have been prescribed	9.30 a.m. to 6.00 p.m.