

**Manual 3**  
**Procedure followed in decision-making process**  
[Section 4(1)(b)(iii)]

May not apply to the DERC. The functions of the Commission are time bound and the procedure is well laid. Decisions are taken by the Commission after public participation through invitation of comments and public hearings in conformity with the provisions laid down in Electricity Act, 2003 and Delhi Electricity Reforms Act, 2000. Further, the DERC is not a provider of products and services – the flow chart process, therefore, cannot be applied.

