

MANUAL-VII

The particulars of any arrangement that exists for consultation with, or representation by, the members of the public in relation to the formalities of its policy or administration thereof.

In the formulation of policies of DTL and their implementations, there is no direct interface with the public at large. However, as it is a Govt. company and State Transmission Utility, also looking after SLDC and fully owned by the GNCTD, the company functions as per the Govt. guidelines, norms and directions received from time to time. It is under the regulatory control of CERC and DERC and is in full public glare in so far as its functioning of transmission activities is concerned. All tariff petitions of the company as well as other regulatory issues when handled by DERC or CERC, participation of public is implicit as per the procedure of regulators. Besides this for day-to-day functioning and self-improvement suggestion boxes are available in most of the offices of the company. Persons from the public are free to interact with company officials at various offices at appropriate level, through which channel necessary feedback is also received with regard to functioning of the company