

Guidance Note

23 January 2023

Preamble: Section 86 (3) of the Electricity Act, 2003 mandates the Commission to ensure transparency while discharging its functions. By adopting advance technology, the Commission has ensured stakeholders to participate in hearing through electronic platform and has also opened up such hearing to all stakeholders by way of live streaming it on website. The Commission has also transparently put in place the various practices (Practice Directions dated 14 November 2022) to be followed to ensure the smooth working of the hearings and also for maintaining the decorum during these hearings which are in the nature of Court Proceedings. This Guidance Note is being issued to further streamline and explain such process for ease of stakeholders so that their participation is smooth and hassles free.

1. The Maharashtra Electricity Regulatory Commission has been adopting various technological solutions for increasing participation through ease of access of stakeholders to the hearing / public hearing process.
2. Since the period of COVID-19 pandemic, the Commission has been conducting hearing through electronic platform which enables stakeholder to participate from their premises without requiring travel to Mumbai for attending hearing.
3. Further the Commission is live streaming all the hearings on MERC website, so that large number of stakeholders can also witness such e-hearing. Considering the associated benefits to the stake holders, the Commission has made e-hearing as regular default feature of its functioning.
4. Since last 2 years, the Commission has conducted all the hearings through electronic platform. The Commission so far has conducted around 1000 e-hearings and including 25 e-public hearings without any complaint relating to accessibility of electronic platform. Several stakeholders have expressed their satisfaction about ease and effectiveness of use of electronic platform. The use of electronic platform has enabled the Commission to reach upto doorstep of consumer / stakeholder.
5. The Commission has already issued Practice Directions dated 14 November 2022 stipulating process and do's & don't to be followed during e-hearing / e-public hearing process. These Practice Directions issued under Regulation 18 and 12 of MERC (Transaction of Business and Fees and Charges) Regulations 2022 stipulate the details to be adhered to, for smooth conduct of the e-hearings.

6. The Commission has been using same e-hearing platform and the process for Public Hearings and will now be using it for Tariff Petitions so that a larger number of consumers will be able to participate / witness the e-public hearing from their place of convenience. This Guidance Note is being issued to further explain the process of e-public hearing and practices to be followed during the hearing for tariff Petition particularly for Distribution Licensees wherein number of participants/stakeholders are expected to be more.
7. Following process will be adopted for Public Consultation and e-Public Hearing Process on Tariff Petition:

7.1. Filling of Suggestions and Objections on Tariff Petition:

- a. Post issuance of Public Notice by the utility, the stakeholder can submit their suggestions and objection on that Tariff Petition within stipulated period.
- b. Said Suggestions and Objections shall preferably be submitted online on 'e-public consultation' tab prominently displayed on the MERC Website (Home Page) (<https://merc.gov.in/e-public-consultation/>).
- c. For participating in this process of submission of Suggestions and Objections, Mobile number is mandatory. From one mobile number, one person can file the submissions on three occasions i.e. (i) original submission before due date, (ii) additional submission before due date, and (iii) rejoinder (if any) within 3 days after the date of public hearing.
- d. As is the normal practice, the participants/stakeholders can choose to speak in the e-public hearing. Only those persons who have submitted their Suggestions and Objections in writing will be permitted to speak. The Person who wishes to speak during the e-public hearing has to select such option on 'e-public consultation' tab on MERC website. It is fairly expected that the speaker will confine himself to the salient points raised in his written submission and only to the extent of highlighting the same.
- e. For the Participants/stakeholders who wish to speak from their premises, E-mail id is mandatory. Link for participation in e-hearing will be provided on such registered e-mail id only.
- f. In the eventuality of the Person not having e-mail id but wishes to speak during e-public hearing, he will have the option to physically attend public hearing from 'MERC Facilitation Center' which would be as far as is possible the locations used in the past similar public hearings of the tariff petitions. The details of the Facilitation centres will be informed on the website 8 days before the hearings.
- g. List of speakers will be prepared based on 'wish to speak' option registered on the e-public consultation platform on first come first basis. Time stamp of last submission by a person before due date shall be considered for preparing list of speakers. Suggestions and Objections received after due date shall not be considered.

- h. While submitting suggestion and objection on 'e-Public Consultation' tab, concerned stakeholder shall accept and click on checkbox of Undertaking. Stakeholder has to undertake that mobile number and email id submitted on 'e-Public Consultation' tab is of the speaker/acquaintance, and that he/she shall not misuse link provided for participation in e-public hearing or allow others to misuse such link and further that the laid down decorum will be maintained.
- i. MERC IT Team will provide support to stakeholders if they are facing any issues in filing of suggestions and objections on 'e-Public Consultation' tab on MERC website. In case of any difficulty in accessing this feature, the participants/stakeholders can contact the Office of the Commission on Mobile No.: 8928071522 (SMS or WhatsApp) or on email id: suggestions@merc.gov.in between 10.00 AM to 6.00 PM on all the working days. The participants/stakeholders will be guided by the Information Technology Team to enable him to submit his Suggestion and Objection in digital format, online.
- j. Persons who have filed their suggestions and objections on 'e-Public Consultation' tab on MERC website are not required to file any hard copy of their submission.
- k. Persons who do not have access to electronic media, can file their suggestions and objections in hard copy ensuring that the same reach the office of the Commission / utility within the due date, clearly mentioning whether he wishes to speak during e-public hearing. Such suggestions & objections will be converted into digital format by MERC Office and will be considered for listing for 'wish to speak' after the speakers who have filed their suggestions & objections, online.

7.2. E-Public Hearing on Tariff Petition:

- a. E-Public Hearing will be conducted through MS-Teams Platform.
- b. For person who wish to speak in e-public hearing from their premises, they should have computer / laptop with audio and video facility, and good quality internet connection.
- c. MERC will provide link and login credentials (approved licence of MS Teams will be arranged by the Commission) for participating in the e-Public Hearing. The said link will be sent to the participants/stakeholders, who have expressed their wish to speak in their submissions on suggestion and objection, only on their registered email id. In case the link is not received one day before the hearing, the participant may contact the office of the Commission on Mobile, WhatsApp or email on the credentials given at 7.1 (i) above.
- d. All the others stakeholders can witness e-public hearing through 'Live streaming link' provided on Home page of MERC website (<https://merc.gov.in/live-stream/>).

- e. The Commission will be setting up 'MERC Facilitation centre' for speakers who do not have facility (computer/laptop and internet connection) to attend e-public hearing. Facilitation centre at Mumbai will be available for all the e-public hearings on all tariff petitions. In addition to this, for e-public hearings on the tariff Petition of MSEDCL, the Commission will be setting up facilitation centre at six revenue division Headquarters i.e. Amravati, Aurangabad, Pune, Nagpur, Navi Mumbai and Nashik.
- f. E-Public Hearing will be conducted on the date mentioned in Public Notice. However, in case of any unavoidable circumstances or in case multiple session are required for giving opportunity of being heard to all persons who expressed willingness to speak, revised/additional date and sessions for e-public hearing will be published on MERC Website 4 days in advance before such revised date/sessions.
- g. For the hands-on experience of the participants/stakeholders, MERC IT Team will conduct test run of stakeholders who have registered for speaking from their premises. Such Test run will be conducted within 3 days of the hearings and concerned Stakeholder shall attend the same at given time. The details of the test run will be published on the MERC website atleast 2 days in advance. During the Test Run, if it is found that computer system or the internet facility at stakeholder end is not compatible to e-public hearing platform, then such stakeholder can attend the e-public hearing from MERC facilitation centre. It is informed that all the participants who wish to speak shall attend the Test Run so as to understand the process. The Commission may not be able to respond to the participants who do not join the Test run and face difficulty on the day of public hearing.
- h. Day wise / session wise list of the speakers for e-public hearing will be published on MERC website at least 3 days before scheduled date of public hearing. All stakeholders are requested to check MERC website and login for participating in the session at given time. Speaker shall adhere to the timeline allocated so that all speakers can be heard during that session. Name of the speakers will be called out chronologically and in case the speaker whose name has been called out is not available when his name was called he will be given opportunity only after last speaker in the chronology has spoken.
- i. In case of large number of participants wishing to speak during the e-public hearing and for ensuring that all subjects in the suggestions and objections are covered, the Commission may club/tag identical suggestions and objections into a group and allow only few representatives from this group (covering a particular subject(s) to speak during the e-public hearing. This will enable providing sufficient time to others to add their perspective on the same issue and also other issues on the Tariff Petition under public consultation. While doing so, anyways, the Commission will consider all the written suggestions and objections in its order while ruling on the petition.
- j. The stakeholders who do not wish to speak during the hearing, can witness (can view and hear) the e-public hearing through live streaming link published on MERC Website by joining as the 'attendee'.

- k. The person who has joined as attendee, through Live streaming link, wishes to speak on some issue(s) raised during the e-public hearing, such person shall put in such request in Q&A Section on e-public hearing platform with mandatory details such as Name, Address, Mobile number, e-mail id and issues on which it wishes to speak. The Commission may at its sole discretion allot separate date and time to provide opportunity of being heard to such persons.
- l. Person witnessing e-public hearing from 'MERC Facilitation centre' but not registered earlier as speaker, may register themselves as 'wish to speak' by submitting such application to MERC Coordinator at Facilitation centre clearly mentioning points on which such person wishes to speak. The Commission may allow such persons to speak after all the registered speakers have spoken subject to availability of time.
- m. During the e-Hearing, all Participants/stakeholders shall keep their CAMERA/MIC in 'Off' state/mode till such time they have been called by the Representative of the Commission. After their name has been announced, they shall start the Pleading by switching On the Camera/Mic.
- 7.3. Person appearing and presenting their respective cases via e-Hearing facility must observe a properly dressed and etiquettes as if he/she is attending any court proceeding.
- 7.4. As per Section 95 of the Electricity Act, 2003, such e-public hearing shall be deemed to be judicial proceedings within the meaning of Section 193 and 228 of the Indian Penal Code and the Commission shall be deemed to be a civil court for the purpose of section 345 and 346 of the Code of Criminal Procedure 1973. Accordingly, if any person intentionally creates disturbance in smooth functioning of e-public hearing, then in addition to removing such person from e-public hearing, the Commission may act against such person as prescribed under the Law.
- 7.5. Practice Direction dated 14 November 2022 relating to operation procedure and protocol to be followed during e-hearing is annexed. Stakeholders shall follow the same while participating in e-public hearing.

Issued with the approval of the Hon'ble Commission.



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PRACTICE DIRECTION

ON

OPERATIONAL PROCEDURE AND PROTOCOL TO BE FOLLOWED FOR E-FILING AND E-HEARING OF THE PETITION BEFORE THE COMMISSION

Dated: 14th November 2022

1. Maharashtra Electricity Regulatory Commission (MERC / Commission) has notified MERC (Transaction of Business and Fees and Charges) Regulations 2022 on 18 October 2022. With the said notification, MERC (Conduct of Business) Regulations 2004 and practice directions / procedures issued therein are deemed to be replaced by Transaction of Business Regulations 2022.
2. Regulations 18 and 22 of Transaction of Business Regulations 2022 require issuance of operational procedure and protocol to be followed for e-filing of the petition and e-hearing on the said petition.
3. The Commission has adopted e-filing and e-hearing process in its functioning for the last 2 to 3 years by issuing practice directions under earlier Regulations. While notifying, Transaction of Business Regulations 2022, provisions of these practice directions have been incorporated in the Regulations. Now by invoking Regulation 38 of Transaction of Business Regulations 2022, through this Practice Direction, operational procedure and protocol for e-filing and e-hearing is being laid down for ease of understanding for all stakeholders.
4. E-filing of the Petition:
 - 4.1. Regulation 18 of Transaction of Business Regulation 2022 mandates that Petition shall be filed through 'E-filing Portal' only. Same is applicable for filing of Reply / Rejoinder / Interlocutory Application by parties.
 - 4.2. Pleadings shall be filed in soft copy (Word and PDF) only. No hard copy is required to be filed.

- 4.3. Parties while filing the Petition through ‘E-filing Portal’ are required to file and upload the scanned copy of the entire Petition including summary/synopsis of Petition, facts and grounds of the case, Annexures along with duly signed Affidavit as per Forms specified in the Regulations.
- 4.4. In case any person is having difficulty in accessing digital technology, the Commission’s staff will assist in converting such Petition to digital format and then process it through ‘E-filing Portal’.
- 4.5. Request for urgent hearing / mentioning application needs to be filed as Interlocutory Application justifying the urgency.
- 4.6. ‘E-filing Portal’ can be accessed through ‘<https://e-filing.merc.gov.in>’. User instructions/ FAQs are available on this webpage for ease of understanding of stakeholders.

5. E-hearing on the Petitions:

- 5.1. Regulation 22 of Transaction of Business Regulations stipulates that the Commission shall conduct proceedings by remote access (e-hearing) through video conferencing as a default option using Designated Video Conferencing Software. However, any party can opt for physical hearing by providing justification, in that case HYBRID hearing (combination of In Person (Physical) and Remote Access (Digital) would be conducted.
- 5.2. All the hearings before the Commission would be live streamed to the extent possible, through a link to be provided on website of the Commission. However, in some particular case, after recording reasons, the Commission may restrict live-streaming of e-hearing.
- 5.3. Link with rights to provide audio-visual inputs will be given to only those advocates/parties whose matters are listed on a particular day for e-hearing/mentioning. Maximum of 3 persons of concerned parties including Advocates will be allowed to participate in the e-Hearing. All others can attend the e-hearing through live steaming link provided on website of the Commission.
- 5.4. In case of e-public hearing, based on number of persons who have conveyed their option to speak during e-public hearing, an opportunity of being heard and for smooth conduct of e-public hearing, following measures shall be taken:
 - a. Only one link per party with audio-visual inputs rights shall be given.
 - b. Limited time for each speaker shall be allocated so that opportunity of being heard is given to all interested applicants.
 - c. If number of speakers are more, e-public hearings shall be conducted in multiple sessions on same date or on multiple dates. In case of multiple session / multiple dates for e-public hearing, allocated session & date will be communicated to concerned speaker at least 3

days in advance on its registered mobile number and /or email id or session wise list of speaker will be uploaded on MERC website.

- d. For ease of access to the e-public hearing platform, facilitation centers could be setup on temporary basis at different locations in the States. In such case, e-public hearing sessions will be scheduled location wise. Persons who do not have access to necessary infrastructure for participating in e-public hearing, may use the service of facilitation center for participating in e-public hearing, subject to their prior identification as applicants who wish to speak.
 - e. Link for participation in e-public hearing shall be issued to the applicants who have requested wish to speak on their applications received within due date mentioned in Public Notice inviting suggestion and objection on Petition. Others can attend the e-public hearing through link provided on MERC website.
 - f. The Commission at its discretion may allow issuance of link to the applicants whose wish to speak request is received after due date or during the e-public hearing process.
- 5.5. Advocates/parties appearing and presenting their respective cases via e-Hearing facility must observe the dress code and etiquette.
- 5.6. Section 95 of the Electricity Act, 2003 provides that “ *All proceedings before the Appropriate Commission shall be deemed to be judicial proceedings within the meaning of sections 193 and 228 of the Indian Penal Code and the Appropriate Commission shall be deemed to be a civil court for the purposes of sections 345 and 346 of the Code of Criminal Procedure, 1973.*”
- 5.7. Detailed procedure to be followed for e-hearing in annexed herewith.
6. This operational procedure and protocol will be updated from time to time for addressing any operational issues faced in future.

**Sd/-
(Mukesh Khullar)
Member**

**Sd/-
(I.M. Bohari)
Member**

**Sd/-
(Sanjay Kumar)
Chairperson**

Annexure

Detailed Procedure for E-Hearing

1. General Directions:

- 1.1. All communication, including notifications, circulars, dates scheduled for (e-hearing/e-public hearing), addendum(s), corrigendum(s), etc., vis-à-vis e-Hearings will be published on the official website of the Commission i.e. 'https://www.merc.gov.in'.
- 1.2. The Commission will notify the schedule and the session time for all the matters on its website.
- 1.3. The e-Hearing shall be conducted through the use of '*Microsoft Teams app*' as the primary video conferencing platform. Necessary details will be available with the MERC IT team and will also be posted on the website of the Commission. The same will be shared with concerned parties through email also.
- 1.4. The Petitioner/Respondent/Parties can send their e-mails for communication for the proceedings before the Commission on the official e-mail ID of the Secretariat of the Commission i.e. ehearing@merc.gov.in.

2. Decorum, Dress Code and Use of Electronic Devices:

- 2.1. Subject to any case-specific dispensation granted by the Commission, Advocates/parties appearing and presenting their respective cases via e-Hearing facility must observe the dress code and etiquette.
- 2.2. Advocates/parties shall be seated in appropriately ambient surroundings ensuring that there is no background noise or disturbance (like ringing of mobile phones, background chatter etc.).
- 2.3. Advocates/parties shall preferably use headsets/ earphone. It will be the responsibility of the advocates/parties to ensure that discipline is maintained at their respective ends, and no inconvenience or disturbance is caused during the proceedings.
- 2.4. Advocates/parties are requested to scrupulously comply with date and time-slots prescribed and the above mentioned directions.
- 2.5. Subject to directions of the Commission, in the event that sufficient time is not available for an advocate/parties to conclude arguments, additional time may be allocated or the matter may be adjourned.
- 2.6. Any complaint with regards to the quality or audibility of feed shall be communicated by the concerned parties to the MERC IT Team during the proceeding through the "**Chat**" option available in "**Microsoft Teams app**". MERC IT team can also be contacted through voice call, SMS, Whatsapp for the same (Contact details are mentioned in Appendix-A).

- 2.7. For smooth and seamless experience of e-Hearing, the advocates/party-in-person are requested to familiarize themselves with the video conferencing platform “**Microsoft Teams app**” as also the practice guidelines set out here and that may be issued from time to time.
- 2.8. A test-run (Trial of e-Hearing) will be held a day or two days before the e-hearing (by the officers of the Commission) to familiarize the Advocates/parties representing the petitioners, respondents and the Interveners (if any) about the features and the use of the e-Hearing software platform. The details of the Test-run (Trial of e-Hearing) are given in **Appendix-D**.
3. E-Hearing Set Up:
 - 3.1. Only those advocates/parties whose matters are listed on a particular day will be given presenter status and corresponding rights on the e-Hearing platform – such advocates/parties will be assigned rights to provide audio- visual inputs. Provided that a maximum of 3 persons of concerned parties including Advocates will be allowed to participate in the e-Hearing.
 - 3.2. Advocates/parties have to keep their respective devices/microphones on mute at all-times and un-mute themselves only when their respective turn to present their say or to interject arises. Advocates/parties shall avoid interjections altogether and only do so when absolutely essential with the permission of the Commission.
 - 3.3. When questions/issues are being raised by the Commission, the Advocate/parties concerned shall remain patient and respond only after the Commission completes its questions/issues. It is advisable that the Advocate/party concerned waits for a few seconds after the Commission has completed stating the question before proceeding to respond.
 - 3.4. Advocates/ parties are requested to adhere to the time slot prescribed by the Commission.
 - 3.5. Participating Advocates/parties will be required to participate in the test video-call by IT Team of the Commission, 15 minutes before the commencement of proceedings, in order to ensure stability and clarity of the connection.
 - 3.6. Advocates/parties shall provide the relevant email IDs and other relevant details of the presenting Advocates/parties well in advance through email on official email of Secretary (ehearing@merc.gov.in) of the Commission.
 - 3.7. Recording of the e-Hearing, whether in part or full is strictly prohibited. No e-hearing proceedings, or part thereof, shall be disseminated or otherwise presented by the counsel, Advocates, litigants, general public, journalists, etc., for publication or reproduction to the media or any other person. Any infraction of this prescription will be dealt with strictly and in accordance with law.
 - 3.8. The overall control and administrative privileges over the e-Hearing video conferencing platform, subject to the instructions of the Commission, will be exercised by the Secretary/IT team/ designated official of the Commission.

- 3.9. The Commission may direct IT Administrator to remove a person from e-hearing who is creating disturbance for smooth conduct of e-hearing proceeding.
- 3.10. The Standard Operating Procedure for using Microsoft Teams App for Video Conferencing (e-Hearing) is mentioned in **Appendix-C**.
4. Protocol for Document Submission:
- 4.1. The Petitioner / Respondent / parties shall submit relevant documents in doc and pdf format with indexing, continuous pagination, book marking in advance on the issues that are required to be brought to the notice of the Commission during the e-Hearing and the same shall be done prior to the date of hearing. The documents not adhering to above may not be considered by the Commission.
- 4.2. The Petitioner / Respondent / parties shall submit relevant documents in doc and pdf format with indexing, continuous pagination, book marking in advance on E-Filing Portal.
5. Concluding of Hearings:
- 5.1. It shall be mandatory that in 'Chat' window, the parties have to give their written declaration that "the proceedings have been conducted /completed (as the case may be) satisfactorily."
6. Certified Copies of e-Proceedings shall not be available to the public:
- 6.1. The audio/ video/ recording of e-Hearings shall not be made available to the Advocates/ parties in person or public.
- 6.2. However, the certified copy of the relevant documents filed in the e-Hearing will be made available to the parties/ Applicant/ Advocates/ public subject to payment of prescribed fees.
7. Judicial Proceedings and Penal Provisions shall be attracted to e-Hearings:
- 7.1. In accordance with Section 228 of the Indian Penal Code, 1860, whoever intentionally offers any insult or causes any interruption in any of the proceedings of the Commission, shall be punishable with simple imprisonment for a term which may extend to six months or with fine which may extend to Rs.1,000/-, or with both.
- 7.2. In accordance with Section 345 of the Code of Criminal Procedure, 1973, where any one intentionally offers insult or causes any interruption in the presence of the Commission, the Commission may cause the offender to be detained in custody and may, at any time before the raising of the bench on the same day take cognizance of the offence and after giving the offender a reasonable opportunity of show cause why he should not be punished under this section, sentence the offender to fine not exceeding Rs.200/- and in default of payment of fine, simple imprisonment for a term which may extend to one month unless such fine is sooner paid.

- 7.3. If the Commission, in any case as referred to it, considers that a person accused of any of the offences referred to these Regulations, should be imprisoned on account of default of payment of fine, it may forward the case to a Magistrate having jurisdiction to try the same and may require security to be given for the appearance of such person before such Magistrate or if sufficient security is not given, shall send such person in custody to such Magistrate.

Appendix-A

PROTOCOL FOR TIMELINES

Sr. No.	Activity	Timelines	Details
1	Scheduling of case(s) and publishing the same on MERC website.	As per the discretion of the Commission	
2	Parties to provide names of persons who will be attending e-hearing to MERC Legal Team	Two days preceding the date fixed for e-Hearing	MERC Contact Details: [Provided on MERC Website]
3	MERC IT Team to provide meeting details over email to parties.	One or two days preceding the date fixed for e-Hearing	MERC Contact details: [Provided on MERC Website]

Appendix-B

E-HEARING PROTOCOL (BEFORE HEARING)					
Sr No.			Audio	Video	
1	45 minutes prior to e-Hearing	MERC IT team Joins	On	Off	Check for the connections
		Nodal officer Joins	On	Off	
		Legal Team Joins	On	Off	
2	15 minutes prior to e-hearing	MERC IT team	On	Off	Check for the connections
		Nodal officer	Off	Off	
		Legal Team	Off	Off	
		MERC Executive Director, Directors Joins	On	On	
		All Advocates and Petitioners and Respondents joins	On	On	
3	15 minutes prior to meeting	MERC IT team	On	Off	Check for the connections
		Nodal officer	Off	Off	
		MERC Executive Director, Directors and Legal team	Off	Off	
		All Advocates	Off	Off	
		Hon'ble Secretary joins	On	On	
4	5 minutes prior to meeting	MERC IT team	On	Off	Check for the connections
		Nodal officer	Off	Off	
		MERC Executive Director, Directors and Legal team	Off	Off	
		All Advocates	Off	Off	
		Hon'ble Chairperson and Members joins	On	On	

E-Hearing Protocol (DURING HEARING)			
S. No.		Audio	Video
1	Chairperson/	On	On
2	Members	On	On
3	Secretary	Off	Off
4	Nodal Officer	Off	Off
5	Legal & IT team	Off	Off
6	Party-in-person / Advocate of Petitioner / Respondent (whoever is the Presenter)	On	On
7	Other Advocates / Representatives	Off	Off

Appendix-C

The Standard Operating Procedure for using Microsoft Teams for Video Conferencing Hearing (e-Hearing):

The Commission (MERC) has decided to use “Microsoft Teams app” software (herein after Teams) for hearing of all the matters through Video Conferencing. This manual has been compiled to assist participants in e-Hearings using Microsoft Teams.

Initial steps

The success of an e-Hearing through Video Conferencing using Microsoft Teams app depends on the available facilities with the parties, as well as their willingness to adapt. Following steps may be followed for using Teams app for e-Hearing:

1. MERC will send an invitation link for participation in e-Hearing through Microsoft Teams.
2. The procedure to join a Meeting/Hearing over Microsoft Teams is given below.
3. A Test-Run (Trial) Teams meeting will be held a day or two days before the e-hearing so that the parties might familiarize themselves with the Microsoft Teams software. The details of the Test-Run (Trial) are given in **Appendix-D**.

INSTRUCTIONS FOR JOINING e-Hearing

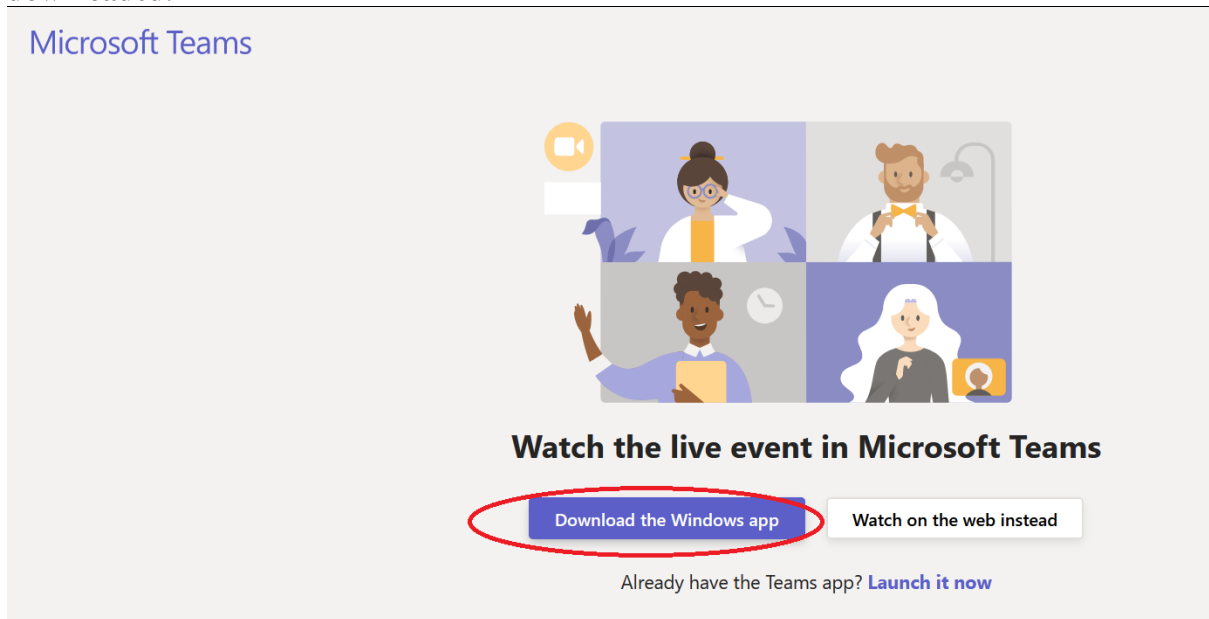
1. PARTIES may kindly note that the matters shall be heard by the Commission through web-based video-conferencing system on the Microsoft Teams app.
2. It may be further noted that smooth functioning of the e-Hearing is squarely depend upon and subject to the connectivity [signal-strength/bandwidth] available at the end of the remote user(s), and hence it is expected that any party joining e-Hearing shall ensure robust connectivity and bandwidth are available at their end, in this regard, parties may use broadband connection of minimum 2 mbps / dedicated 4G data connection.
3. PARTIES may also ensure that no other device or application is connected to or using the bandwidth when the e-Hearing by video-conferencing is progressing on Microsoft Teams app on their computer/ laptop (preferable).
4. For ease-of-use, parties may kindly inform themselves of the following Standard Operating Procedure (SoP) in respect of e-Hearing of the cases through video-conferencing mode:
 - a. To join video conferencing on Microsoft Teams app, parties are required to click on the ‘Join live event’ link received on email on their laptop or desktop.

Microsoft Teams
Join live event
Join as producer or presenter when it's time for the live event.
Do not forward this invite to the attendees.
[Producer help](#) | [Presenter help](#) | [Learn more](#)
[Manage live event resources](#)

Select **Join live event** in your meeting invite to be taken to a page where you can choose to either ‘**Download the Windows App**’or ‘**Watch on the web instead**’. You are hereby requested to click

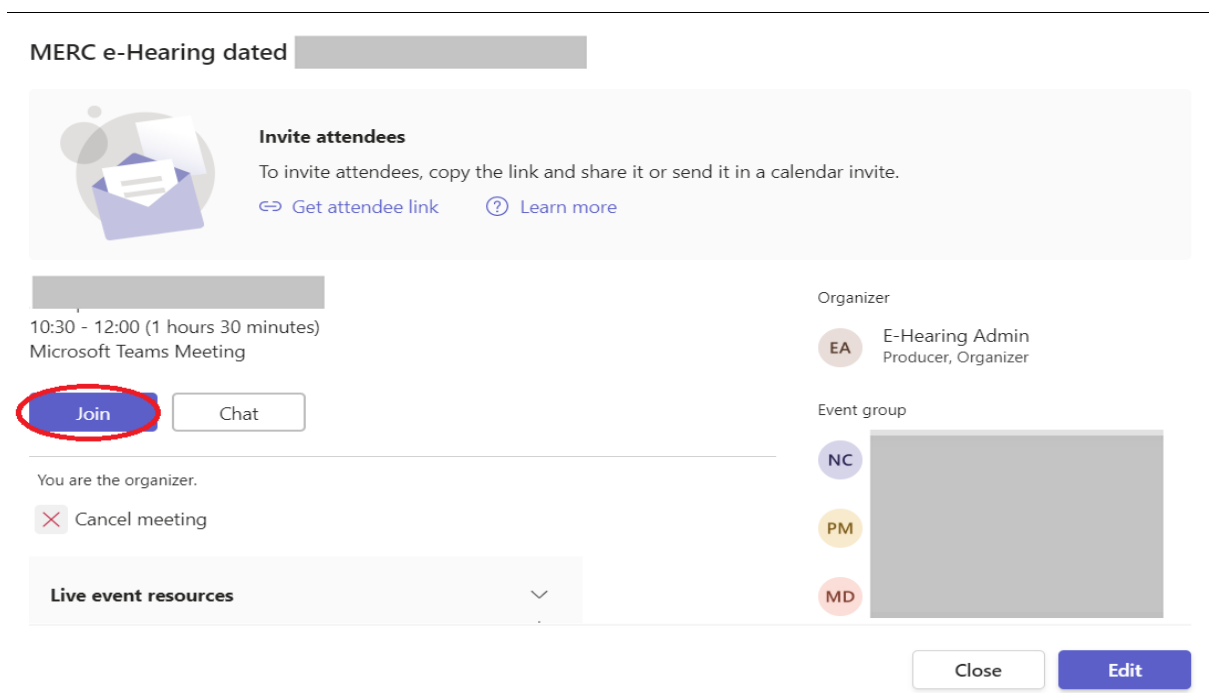
on the **‘Download the Windows App’** button. If you already have the Teams app, the meeting will open in Teams App.

b. Upon clicking the **‘Download the Windows app’** button, **‘Microsoft Teams app’** will be **downloaded.**



c. After downloading open teams app and Login with the credentials (username & password) provided by MERC IT team.

d. On the left Menu Panel click on Calendar icon. In the calendar, scheduled event/e-Hearing will appear. Double click the same and below screen will appear. Join the meeting by clicking on 'Join' button as shown in below pic



e. After clicking on Join button display window as depicted in PIC below shall open. The party is requested to make sure that Camera and MIC are off, thereafter the party is required to click on the 'Join now' button;



f. After having clicked on the “Join now” button, as in above step, the party would join in e-Hearing.

g. Upon being joined to the e-Hearing, arguing counsel/parties shall wait for the instructions from Commission on being asked, he will introduce himself and thereafter, party may make submissions and on completion of the submissions, shall at once “mute” the MIC of the respective device, if the Commission requires the party to make further submission(s), the party may then “unmute” the MIC of the device and again, on completion of the submission, put the MIC on “mute” mode;

h. It is important for parties to remember to keep their MIC on “mute” at all times, except when the Commission requires them to make submission(s); thus, when one party is making submissions, it is imperative that all other participants shall keep their respective MIC muted failing which the possibility of MIC catching audio feed from the speakers and creating `echo/noise-disturbance` would become very high and may disturb the e-Hearing;

i. It may be noted that simultaneous submissions by more than one party at any given time should be avoided and each party shall wait patiently for their turn or the permission from Commission. Once permitted by the Commission, the party shall first „unmute“ the MIC and thereafter make submissions, as per clause “h” above.

j. During e-Hearing, the parties may kindly keep in mind that they are participating in COURT PROCEEDINGS, and hence it is expected that they would not resort to any indecorous conduct or dress or comment; further, parties are required to ensure that the e-Hearing proceedings neither be recorded/stored nor be broadcasted, in any manner whatsoever, as recording/copying/storing and/or broadcasting, by any means, of the hearings and proceedings before the Commission are expressly prohibited;

k. Parties are required to stay online till Commission concludes the hearing of their matter. In case a connectivity link goes down at remote end, then the Remote user can rejoin the e-hearing through the invitation link received over email or he can contact MERC IT team through other modes including voice call, SMS, Whatsapp, email etc. for the same. The MERC IT team will immediately inform the same to the Commission by mentioning the same in Chat box.

l. If connectivity link goes down at Server level due to unforeseen and unavoidable technological issues, then the Commission will adjourn the hearing and same will be intimated to parties immediately via email. After resolving the issue by IT team, the Commission will reschedule the hearing as per the convenient date and time of the Commission and the parties will be intimated accordingly through email.

m. MERC officials may call any party for the Test run prior to the date of the actual e-Hearing and require to test the device or its connectivity, and every such party is required to cooperate with such staff/official and abide by the instructions given, so that the hearing by videoconference may be smoothly conducted;

n. The presenter can show the document on the screen for explaining in detail. The said showcasing can be from the indexed/pagination documents submitted to the Commission in advance which have been bookmarked for easy search.

Live streaming of e-Hearing:

1. Live streaming will be done by publishing a link over MERC website (<https://www.merc.gov.in>). People can join session of Live Streaming as anonymous users without downloading rights to witness the proceedings of e hearing. They can raise their queries / questions via “Q & A” Tab available to them. The queries raised vis “Q&A” tab will be answered online.

Provided that the queries raised in “Q&A” tab shall be pertaining to the particular Case and with respect to the intervening in the matter with proper application. It shall not be binding to answer every or irrelevant queries / questions raised through “Q &A” section.

2. In Live streaming, there are 3 roles that are required -

1. Producer (who will host and control the live streaming event- IT Admin)

2. Presenter (who will make submission - Advocate / Party)

3. Moderator (who will monitor and respond to questions received in the ‘Q&A’ - Legal Team)

Producer: IT admin / Producer will host the Live Streaming event and will add the participants (as per request received over email) to the event. Producer can control the display screen for live event. Producer can show the screen of Presenter (making any submission / presentation) or can show the active user (speaker) on the screen.

Presenter: After the permission of the Commission, Advocate / Party can produce documents / show the presentation through screen sharing. Advocate / Party can submit the documents in “Chat” tab.

Moderator: MERC Legal officer will act as a ‘Moderator’ in the live event. The Moderator will announce over ‘Q & A’ Tab that if anyone wants to speak/ submit something, then first he (anonymous user) has to provide the contact details (Name, Email ID, Phone Number) in ‘Q & A’ Tab. The Moderator will go through all the queries / questions received through ‘Q & A’ section and can publish the relevant queries which then can be seen by everyone in the e-Hearing (excluding people joining from link – anonymous users).

Appendix –D Test-run for Parties

In order to dispel any anxiety surrounding electronic hearings a test-run would be conducted by MERC Legal and IT team.

The typical things that will be covered are:

- clarity of the video feed and audio quality on their end and the MERC’s end;
- confirming that the users have a base level of familiarity with the software, and how the screens will change based on who is speaking;
- showing participants, the “Chat” and “Screen Sharing” functionality used for sharing / submission of file, (subject to the necessity and if permitted by the Commission;)

Appendix -E

General Guidelines for e-Hearing Participants

1. As full features of Teams App are presently not available with Mobile (Android and iOS) devices; participants are advised to use Desktop/ Laptop / iPad for smooth functioning of e-Hearing.
2. Attendees, joining through browser, are advised to use latest versions of the browsers like Google Chrome, Firefox etc.
3. Participants shall use Earphone / Microphone devices. Hands free mode is not recommended.
4. Do not move or hold the Microphone.
5. It is important for parties to remember to keep their MIC on “mute” at all times, except when the Commission requires them to make submission(s).
6. Avoid keeping paper/articles on the Microphone.
7. Focus the Camera on the speaker while speaking.
8. Test the presentation well before Video Conferencing starts.
9. Avoid bringing food and Beverage in camera view.
10. The Commission at its sole discretion and depending on the petition being heard through video conferencing, may live stream the event. In case the Commission decides to live stream the event, a link will be provided on the website of the Commission.
11. During hearing through video conferencing, the parties may kindly keep in mind that they are participating in proceedings, and hence it is expected that they would not resort to any indecorous conduct or dress or comment. Further, parties are required to ensure that the proceedings by video conference are neither recorded/stored nor broadcast, in any manner whatsoever, as recording/copying/storing and/or broadcasting, by any means, of the hearings and proceedings before the Commission is expressly prohibited;
12. Parties are required to stay online till the Commission concludes the hearing of their matter, thereafter the parties may disconnect from video-conference;
13. Upon publication of the Schedule of Hearing cases, the Registry of the Commission may call any party and require to test the device or its connectivity, and every such party is required to cooperate with such staff/official and abide by the instructions given, so that the hearing by videoconference may be smoothly conducted;
14. After publication of Schedule of Hearing cases, a WhatsApp group may be created by the Commission before the hearing of the matters where the participants may raise any query related to video conferencing. That apart, the parties may contact E-hearing Helpline, for Joining and Teams app related queries to IT Team and for Case related or documents related queries to Legal Team on contact details provided on MERC website.