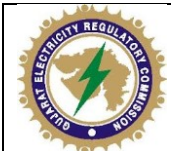


GUJARAT ELECTRICITY REGULATORY COMMISSION

Guideline for Virtual Hearing

1. IMPORTANT NOTES:

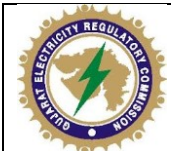
- 1.1. Considering prevailing circumstances, the Gujarat Electricity Regulatory Commission has decided to conduct virtual hearing using remote access technology known as Microsoft Teams (**Teams**).
- 1.2. Party in person/Advocate may file representation/petition by submitting necessary documents through email at efiling@gercin.org.
- 1.3. Proceedings conducted in this manner will be referred to as **Virtual Hearings**.
- 1.4. The Commission will pass Order/Daily Order(s) accordingly, after completion of such hearing.
- 1.5. Any complaint in regard to the quality or audibility shall be communicated to the nodal officer during the proceeding or immediately after its conclusion.
- 1.6. The hearing schedule/cause-list shall be published on the website of the Commission for virtual hearing before sitting of the Bench. The parties are required to acknowledge or give consent for the hearing intimation sent for specific time-slots as indicated in e:mail.
- 1.7. Parties may also wish to download the Teams Application from the Microsoft product website [here](#) free of charge.
- 1.8. This Guide is intended to provide guidance for the Advocates, Petitioners, Respondents and litigants-in-person appearing in Virtual Hearings. **Annexure A** contains illustrative instructions on how to use **Teams**.



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2. PROCEDURES TO BE FOLLOWED BY THE PARTICIPANTS:

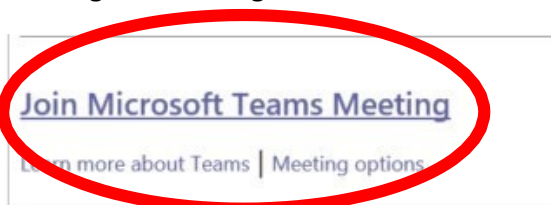
- 2.1. The same formal etiquette and protocol of a physical Court is expected in the Virtual Court.
- 2.2. The matter will be called and the Court will ask for appearances.
- 2.3. The Court may elect to dispense with any of the usual formalities, and the parties are expected to act accordingly.
- 2.4. Participants are to join a Virtual Hearing from a quiet, secure location.
- 2.5. Participants are expected to ensure that there is sufficient internet coverage in their location.
- 2.6. Upon request, parties are to provide the Court with the individual email addresses for each of the Virtual Hearing participants.
- 2.7. Microphones and cameras are to be tested and working prior to joining a Virtual Hearing. This can be managed through the Teams Device Settings.
- 2.8. Participants are to join the Virtual Hearing **at least 10 minutes** prior to the listing time to allow sufficient time to address any technical issues.
- 2.9. Other than Petitioners/Respondents/litigants-in-person appearing, all other participants are to keep their microphones muted and cameras turned off.
- 2.10. Recording is not allowed by the Petitioners/Respondents/litigants-in-person.
- 2.11. Any other documents referred during the hearing shall be submitted by the parties at efiling@gercin.org.
- 2.12. When questions/issues are being raised by the Bench, the counsel/advocate concerned shall remain patient and respond only upon the Bench completing its questions/issues. It is advisable that the counsel/advocate concerned waits for a few seconds after the Bench has completed stating the question before proceeding to respond.



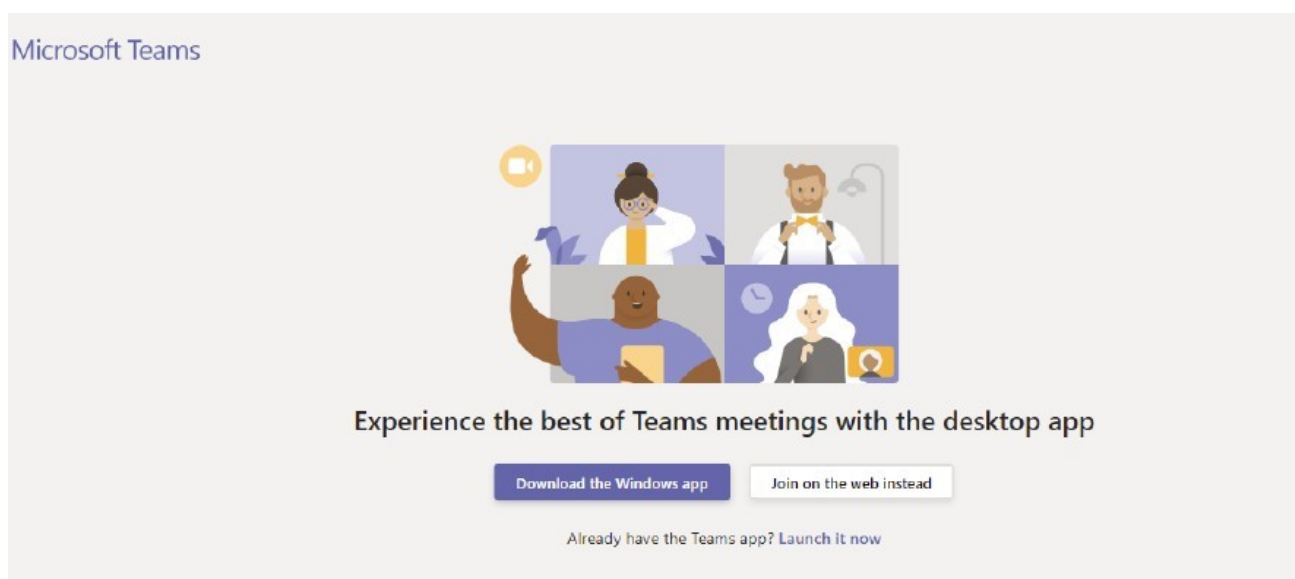
GUJARAT ELECTRICITY REGULATORY COMMISSION

Annexure A: Simple Instructions on using Teams

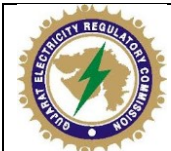
- To join a Virtual Hearing, click on the [Join Microsoft Teams Meeting](#) link **at least 15 minutes prior to the Virtual Hearing commencing.**



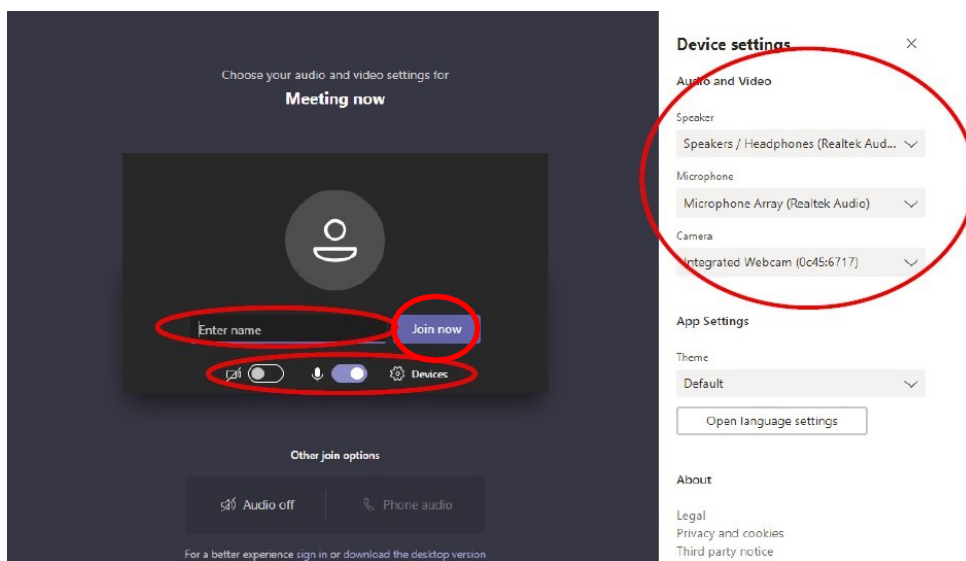
- For participants who already have Teams installed on their device, the link above should automatically redirect to the Teams App.
- However, the participant may be redirected to this screen in a web browser.



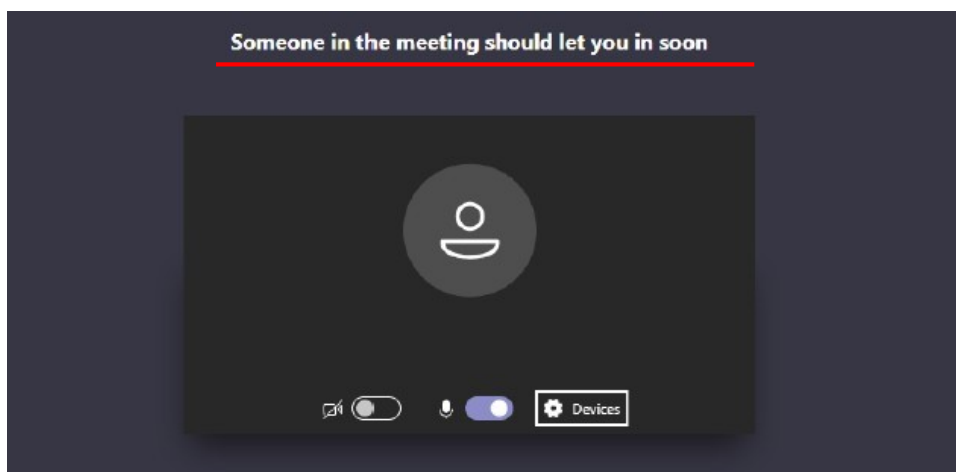
- If so, the participant may elect to [Download the Windows App](#) – which is free of charge.
- Alternatively, by selecting [Join on the web instead](#), the participant will be redirected to another webpage. The participant may be asked to give permission for Microsoft to access their device's microphone and camera – select Allow.
- On the next screen, enter your First Name and Surname alongwith Organization name following in the relevant field
- Manage your microphone and camera settings, if required, through the Device Settings Panel
- Select 'Join Now'



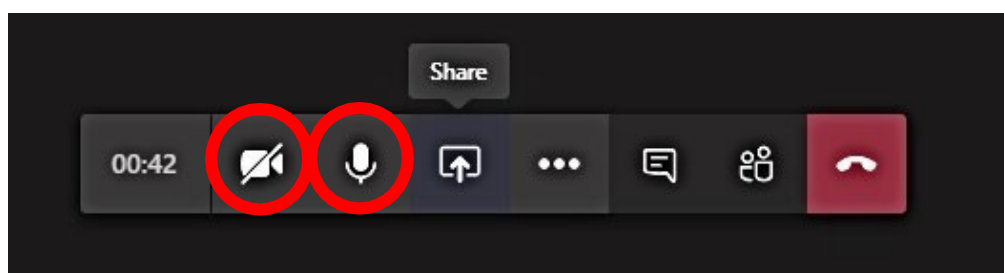
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- Patiently wait in the Virtual Lobby until you have been admitted in to the Virtual Hearing.



- To mute and unmute your microphone, select the microphone icon on the Teams menu ribbon.
- To turn your camera on and off, select the camera icon on the Teams menu ribbon.





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- **Only if directed by the Court**, the 'sharing screen' functionality may be used during a Virtual Hearing to display and navigate through documents.
- To do this, select the 'Share' button on the Teams menu ribbon.
- Then, choose to present either Desktop or Window (i.e. a particular program). The latter option is strongly recommended.

