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### **SOP for Hybrid Hearing**

1. In Hybrid Mode of hearing, parties may choose to appear either in person or through virtual mode.
2. The Virtual/Hybrid Hearing shall be conducted through the Microsoft Teams platform.
3. GERC shall provide the Microsoft Teams link to all concerned participants prior to the scheduled date of the Virtual/Hybrid Hearing.
4. Display names of all Petitioner(s), Respondent(s), Advocates, and Counsel joining the Microsoft Teams hearing shall be clearly and properly set by the respective participants. The display name shall reflect the exact and full name of the individual, which shall be taken on record of the Commission. Further, details of the participants shall be communicated to GERC staff in advance to enable proper identification and admission in the concerned matter.
5. Mobile phones of all participants shall be switched off or kept on silent/airplane mode during the proceedings.
6. Participants attending through virtual mode shall log in at least 10–15 minutes prior to the scheduled time to check connectivity.
7. Participants are advised to use earphones or headsets to ensure better audio clarity during the hearing.

8. Participants joining virtually shall keep their camera and microphone switched on only at the time of making submissions and shall keep them switched off otherwise. They shall ensure clear audio and participate from a quiet and well-lit environment.
9. Parties appearing physically shall use the designated microphone and avoid overlapping or simultaneous speaking with virtual participants.
10. All documents shall be submitted in advance to ensure their availability to both physical and virtual participants during the hearing.
11. Participants shall use the “Raise Hand” feature to seek permission before making submissions.
12. In case of disconnection, participants shall rejoin immediately using the same meeting link or inform the Commission through email at [gerc@gercin.org](mailto:gerc@gercin.org).
13. Confidentiality shall be strictly maintained. Recording, taking screenshots, or sharing of the proceedings in any form is strictly prohibited.
14. In case of technical disruptions, the Commission reserves the right to proceed with the hearing in physical mode, at its discretion.
15. All participants shall maintain proper decorum and discipline equivalent to that of physical hearings, irrespective of the mode of participation.

By Order

Sd/-

Secretary,

Date: 20/04/2026

Place: Gandhinagar

Gujarat Electricity Regulatory Commission