## **WEBSITES**

- "Annual reports of DGVCL" assessed from the website (http://www.dgvcl.com)
- "Annual reports of PGVCL" assessed from the website (http://www.pgvcl.com)
- "Balance Score card Model" accessed from the website (http://www.balancedscorecard.org)
- "Best practices in APDRP" accessed from the website (http://www.apdrpbestpractices.com)
- "Complete Business Statistics" accessed from the website (http://www.mhhe.com/business/opsci/aczel05/).
- "DRUM Project" assessed from the website (http://www.usid.gov)
- "Gujarat Electricity Board's Turn Around", The Smart Manager, Feb-Mar-08, accessed from the website (http://www.thesmartmanager.com)
- "Handling Complaints: Standard of Performance of Distribution Licensee", Chapter-IV, (31st March 2005), accessed from the website (http://www.gercin.org/regulation.php).
- "Industries in Gujarat hit by exorbitant power tariff", Economic Research India Limited, Mumbai, 4th February 2010 accessed from the website (http://projectsmonitor.com/POWDIST/ industries-in-gujarat-hit-by-exorbitant-power-tariffs).
- "Performance benchmarking" assessed from the website (http://www.ib-net.org/en/Benchmarking-Methodologies/PerformanceBenchmarking-PartialIndicators.php)
- "Power in India" assessed from the website (http://www.powermin.nic.in)