

# DELHI DISTRICT COURT



## Frequently Asked Questions (FAQs)

**Q1.** What is e-Sewa Kendra?

**Ans.** As the name suggests, the Centre/Kendra will provide or act as one stop center to the common litigants for all their court related needs.

**Q2.** Where is e-Sewa Kendra located at Karkardooma Court complex?

**Ans.** The e-Sewa Kendra is located near the Facilitation Centre Karkardooma Court, which is easily accessible to the litigants.

**Q3.** Why e-Sewa Kendra is established in District Courts?

**Ans.** The project of setting up of e-Sewa Kendra at District Courts is undertaken under the guidance of Hon'ble e-Committee, Supreme Court of India with the sole purpose of achieving the object of "ACCESS TO JUSTICE FOR ALL."

**Q4.** What are the objectives of e-Sewa Kendra?

**Ans.** The main objective of establishing e-Sewa Kendra is to bring transparency as well as easy access to the most common information and services related to court functioning and matters pending in court such as daily orders / judgments, cause-lists of courts, judges on leave, next date of hearing and other connected information basically for the common litigants.

**Q5.** What are the facilities provided by e-Sewa Kendra?

**Ans.** The e-Sewa Kendra will initially provide following services to Litigants and needy lawyers, some of them are listed below:-

- ❖ Resolving inquiries related to cause list, case status, judges on leave, next date of hearing and other connected inquiries.
- ❖ For aiding in online purchasing of e-Stamp papers/e-Payments.
- ❖ Assistance in filing applications for certified copies and other connected filings.
- ❖ Assistance for downloading the mobile app of e-Courts for Android and IOS.
- ❖ Assistance in booking e-Mulakat appointment for meeting with persons lodge in Jail.
- ❖ Assistance in providing location of particular court, branch & other public utility facilities.
- ❖ Assistance for availing free legal aid from District Legal Service Authority, Delhi.
- ❖ Assistance in explaining method of holding video conference court hearing.
- ❖ Assistance in providing soft copy of judicial orders / judgements through electronic mode.
- ❖ Assistance in disposal of Traffic challan in virtual courts
- ❖ Arrange Hybrid Hearing for needy litigants / advocates.
- ❖ Provide scanning facility to Person with Disability for e-filing.

**Q6.** Can e-filing be done in person?

**Ans.** For e-filing in person special approval from Administration is required.

The website for e-filing (Delhi) is <https://efiling-dl.ecourts.gov.in/>



The e-Sewa Kendra provide the guidance to litigants, how to file a case on e-filing portal.

**Q7.** How much time will it take for the registration on e-portal?

**Ans.** It will take approximately one or two working days.

**Q8.** Whether the e-Sewa Kendra provides Court room locations?

**Ans.** Yes, assistance is provided at e-Sewa Kendra.

**Q9.** Whether the e-Sewa Kendra provides help in getting information such as Case status, Next date of Hearing (NDOH), Cause List, etc. of matters pending in courts?

**Ans.** Yes. Moreover, the same can also be accessed on <https://districts.ecourts.gov.in/delhi>



and selecting concerned district. E-Courts mobile app can also be downloaded from

<https://play.google.com/store/apps/details?id=in.gov.ecourts.eCourtsServices>



(Android)

and

<https://apps.apple.com/in/app/ecourts-services/id1260905816>



**Q10.** What is the file format for e-filing?

**Ans.** The file format is PDF/A (Archival ready PDF) with OCR (Optical Character Recognition) along with bookmarking.

**Q11.** How rectification or addition is done in CIS?

**Ans.** This facility is available at e-Sewa Kendra but for that litigant is required to submit a written request / e-mail along with necessary documents to the e-Sewa Kendra.

**Q12.** Whether registration can be made from any State?

**Ans.** Yes, it can be done from anywhere.

**Q13.** In case of help whom to contact?

**Ans.** The helpline number of E-Sewa Kendra is 011-22101491 and official email id is [esewakendra.east@ddc.nic.in](mailto:esewakendra.east@ddc.nic.in) (9am to 5pm on all working days).

**Q14.** Is Scanning / OCR / Bookmarking of pleadings available at e-Sewa Kendra?

**Ans.** Presently, facility of scanning with OCR is available only for Persons with Disability.

**Q15.** Is the facility for e-RTI available?

**Ans.** Yes, you may visit <https://rtionline.delhi.gov.in/> for filing E-RTI.



**Q16.** Whether Self-help touchscreen e-Kiosk for accessing the required information is available at e-Sewa Kendra?

**Ans.** Yes, the same is available at e-Sewa Kendra.

**Q17.** Whether the services at e-Sewa Kendra are provided in Hindi/English languages or both?

**Ans.** Yes, the services are provided in both languages i.e., Hindi and English. The OCR and bookmarked pleadings/applications for filing are required to be filed in English language.

**Q18.** Whether the facility for arranging and holding a video conference court hearing / hybrid is available at e-Sewa Kendra?

**Ans.** Yes, the e-Sewa Kendra provides necessary assistance to needy litigants / advocates for video conferencing / hybrid hearing in court matters.

**Q19.** Whether the facility for litigants/advocates to obtain soft copy of judicial orders / judgments via e-mail, WhatsApp or any other electronic mode is

available at e-Sewa Kendra?

**Ans.** Yes, however, the facility is provided on specific request of concerned party. The judgment / orders can also be downloaded from e-Courts app.

**Q20.** Whether the facility of booking e-Mulakat is available?

**Ans.** Yes, The same can also be availed by litigants / advocates by visiting e-Prisons website <https://eprisons.nic.in/public/MyVisitRegistration>



**Q21.** Whether the facility of e-payment is available at e-Sewa Kendra?

**Ans.** Yes, but only for Court fee before Civil Judge Court and District Judge / ADJs Court, the same can also be accessed by via link i.e. <https://pay.ecourts.gov.in/epay/>



**Q22.** Whether the facility of e-Payment of fine is available at e-Sewa Kendra?

**Ans.** Yes, but presently this facility is available qua the fine imposed by Digital Traffic Courts, the same can also be accessed via link i.e. <https://pay.ecourts.gov.in/epay/>



**Q23.** Whether queries of litigants / advocates regarding the leave of Judicial Officers / Duty Magistrate / police station wise Magistrate / Misc. Forms, etc. are resolved at e-Sewa Kendra?

**Ans.** Yes, the litigants / advocates can also access on <https://districts.ecourts.gov.in/delhi> and selecting concerned district, for their queries regarding above matters.



**Q24.** Whether e-Sewa Kendra provides assistance for applying certified copies of judgment / judicial orders in court matters?

**Ans.** Yes, the assistance is provided at e-Sewa Kendra.

**Q25.** Whether e-Sewa Kendra provides assistance to litigants in securing / procuring Legal aid?

**Ans.** Yes, The same can also be accessed by visiting <https://nalsa.gov.in/lsams/nologin/applicationFiling.action?requestLocale=null>



**Q26.** Whether the e-Sewa Kendra keep records of the services provided by e-Sewa Kendra to litigants/advocates?

**Ans.** Yes, but in digital form.

**Q27.** Whether the e-Sewa Kendra provides assistance for resolving issues with respect to Traffic Challans & Traffic circles?

**Ans.** Yes. Notice branch (camera challans) and regular traffic challans, which do not involve seizure of vehicle/documents, can be paid online directly by visiting the following link i.e. <https://vcourts.gov.in/virtualcourt/>



**Q28.** Whether the e-Sewa Kendra provides hybrid facility for availing services of e-Sewa Kendra?

**Ans.** Yes, the same can be accessed by clicking on the link given at e-Sewa Kendra option of the concerned district court website.

**Q29.** Whether e-Sewa Kendra provides assistance in disposing of Traffic Challans?

**Ans.** Yes, but this facility is available only for challans pending / listed before the Virtual Traffic Court / Digital Traffic Court for contested challans.

**Q30.** Whether facility of Wheelchair is available at e-Sewa Kendra?

**Ans.** Yes

**Q31.** Whether e-Sewa Kendra provides assistance in generating e-Signature / Digital Signature?

**Ans.** Yes

**Q32.** Whether e-Sewa Kendra provides information about the working of Mediation Cell?

**Ans.** Yes