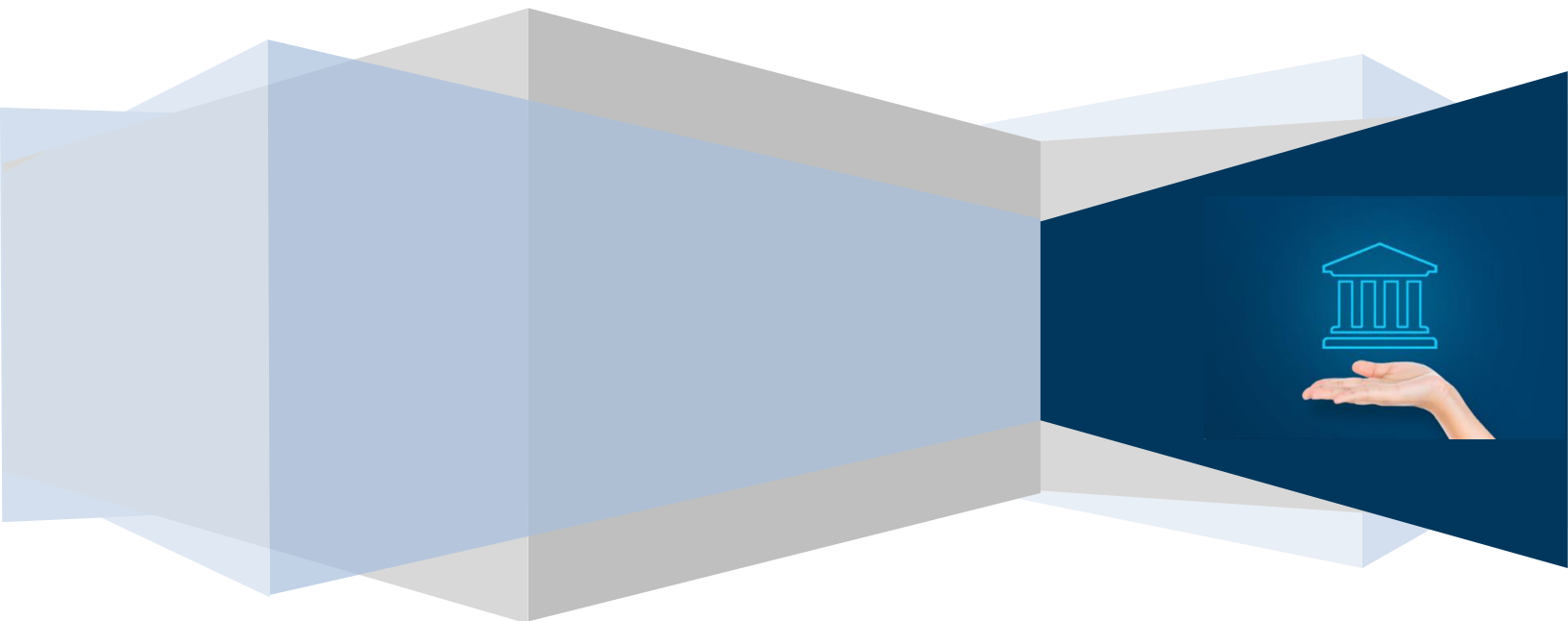


VIRTUAL COURTS

END USER MANUAL



CONTENTS

1. General Information.....	1
2. Steps to settle a case in virtual courts:	2
3. Step 1 - Access the System.....	3
4. Step 2 - Select the court.....	4
5. Step 3 - Search the Case.....	5
5.1 Search by Mobile Number	5
5.2 Search by CNR Number	6
5.3 Search by Party Name	7
5.4 Search by Challan No. or Vehicle No.....	8
6. Step 4 - Pay Fine / Request to Contest.....	9
6.1 Pay Fine Online.....	10
6.2 Request to Contest.....	14
6.3 Pay Fine/ Request to Contest with Chassis or Engine No.:	16
7. Step 5 – Print Acknowledgement.....	17

1. General Information

Introduction:

Virtual Courts is a leap in eCommittee's attempts to facilitate judicial services to general public. The system brings the court at home – allowing public to access case details, pay fine and close case, all from home. The online service is accessible from all types of devices with internet connection.

Audience:

The document is intended for the general Public (End User).

Purpose of the document:

The purpose of the document is to enable public to access their case details and complete all the judicial formalities related to the case on their own, without being physically present in the court.

Objectives of the document:

The document with enable the End Users (Citizens) to :

- Access the virtual courts system
- Search the required case
- Pay fine and print receipt
- Apply to contest the case

2. Steps to settle a case in virtual courts (VC)



NOTE: After the payment is realised, notification is sent to eChallan.

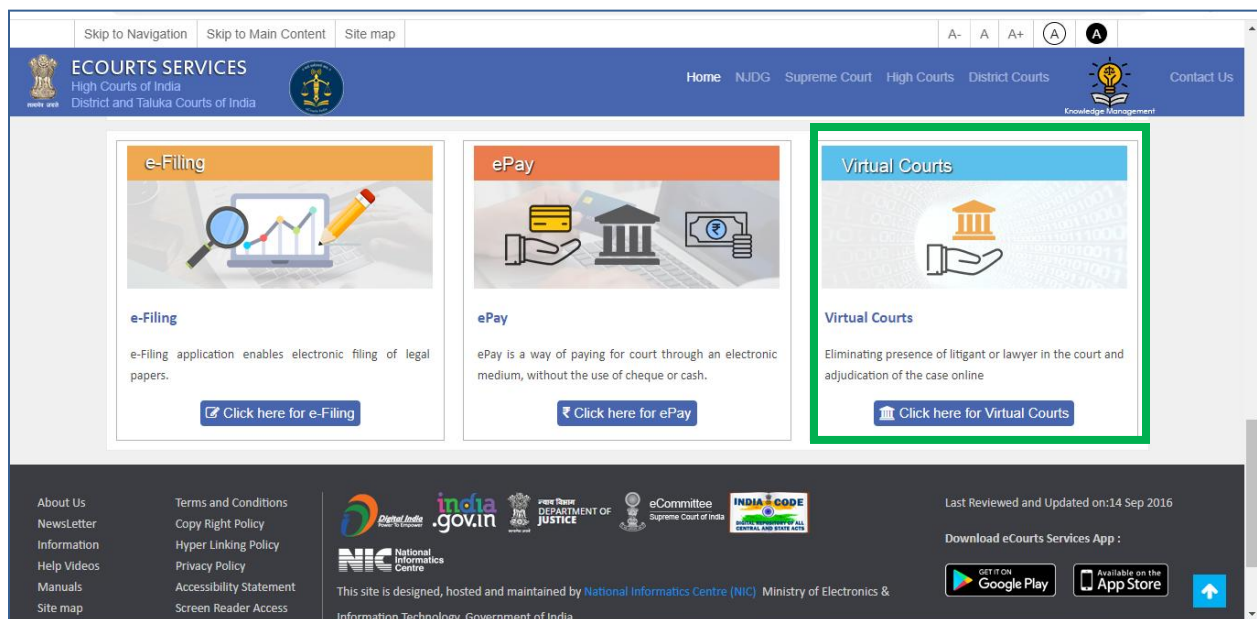
3. Step 1 - Access the System

The system can be accessed from the eCourts portal at <https://ecourts.gov.in/>

It can be accessed directly at <http://vcourts.gov.in/virtualcourt/>

Accessing with portal

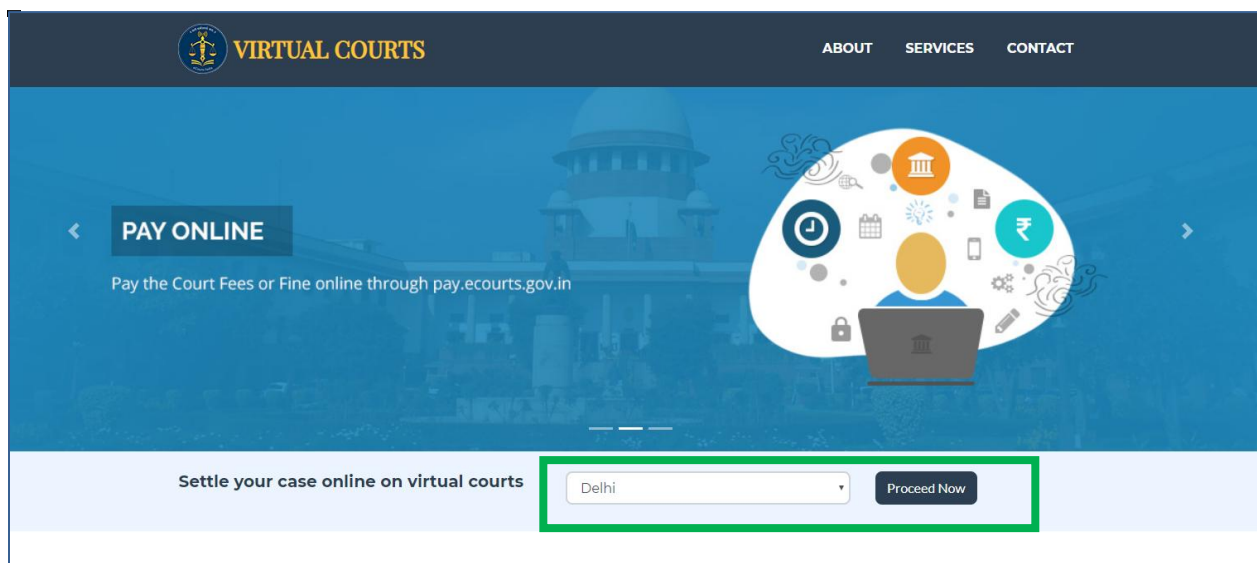
Scroll down and click on Virtual Courts link on the portal to access the service.



4. Step 2 - Select the court

The user can access all the information about virtual courts with **About**, **Services** and **Contact** tabs.

To access the services, the user has to select the **Court** from the drop-down menu and click **Proceed Now**.



The screenshot displays the Virtual Courts website interface. At the top, there is a dark blue header with the 'VIRTUAL COURTS' logo on the left and navigation links for 'ABOUT', 'SERVICES', and 'CONTACT' on the right. Below the header, a large blue banner features a 'PAY ONLINE' button and the text 'Pay the Court Fees or Fine online through pay.ecourts.gov.in'. To the right of the banner is a circular graphic containing various icons related to legal services. At the bottom of the page, a light blue section contains the text 'Settle your case online on virtual courts' followed by a dropdown menu currently showing 'Delhi' and a 'Proceed Now' button. A green rectangular box highlights the dropdown menu and the 'Proceed Now' button.

5. Step 3 - Search the Case

The user can search cases based on different criteria, whichever information is available. Available options for searching the cases include – Mobile Number, CNR Number, Party Name, Challan/Vehicle No.

5.1 Search by Mobile Number

The details of the case can be searched by entering the mobile number of the party.

- Enter the **Mobile Number**
- Enter **Captcha**
- Click **Submit**

Case details matching to given mobile number are displayed. The record displays the details such as Case Number, Challan Number, Party Name, Mobile Number, Offence Code, Offence, Act/ Section and Proposed Fine.

No. of Records :- 1

Sr.No.	Offence Details	View
1	Case No.: TC/25255/2019 Challan No.: DL18847191234567890 Party Name : Ranjit Chavan Mobile No.: XXXXXX-9971	View

Offence Code	Offence	Act/Section	Fine
4520	Using vehicle without Registration or Permit	Motor Vehicle Act,1988 Section: 66(1)-Necessity for permits Punishable Under: Motor Vehicle Act,1988 Section:192A-Using vehicle without permit	1
			Proposed Fine 1.00

5.2 Search by CNR Number

The case can also be searched by entering the CNR number of the case.

- Enter the **CNR Number**
- Enter **Captcha**
- Click **Submit**

The record displays the details such as Case Number, Challan Number, Party Name, Mobile Number, Offence Code, Offence, Act/ Section and Proposed Fine.

No. of Records :- 1

Sr.No.	Offence Details	View
1	Case No. : TC/25255/2019 Challan No. : DL18847191234567890 Party Name : Ranjit Chavan Mobile No. : XXXXXX-9971	View

Offence Code	Offence	Act/Section	Fine
4520	Using vehicle without Registration or Permit	Motor Vehicle Act,1988 Section:66(1)-Necessity for permits Punishable Under: Motor Vehicle Act,1988 Section:192A-Using vehicle without permit	1
Proposed Fine			1.00

5.3 Search by Party Name

The details of the case can be viewed by entering the party name. User can enter the part of party name.

A list of cases with the party name containing the specified name of displayed. User can then find the required case. The records display the details such as Case Number, Challan Number, Party Name, Mobile Number, Offence Code, Offence, Act/ Section and Proposed Fine.

No. of Records :- 2694

FirstPrev123456789NextLast

Sr.No.	Offence Details															View
1	Case No. : TC/3657/2019 Challan No. : DL18133190722201513 Party Name : ANIL KUMAR Mobile No. : XXXXXX-5230															PaidView
Offence Code	Offence	Act/Section													Fine	
4538	Dangerous driving	Motor Vehicle Act,1988 Section: 184-Driving dangerously													500	
4571	Jumping Red Light or Wrong side driving	Motor Vehicle Act,1988 Section: 119-Duty to obey traffic signs Punishable Under: Motor Vehicle Act,1988 Section:177-General provision for punishment of offences													100	
Proposed Fine															600.00	

2	Case No. : TC/3045/2019 Challan No. : DL20001190722172705 Party Name : ANIL KUMAR Mobile No. : XXXXXX-0711															To be contestedView
Offence Code	Offence	Act/Section													Fine	
4540	Violation of standards prescribed in relation to control of air pollution or road safety or non availability of PUC	Central Motor Vehicle Rules,1989 Section: 115-Emission of smoke, vapour, etc. from motor vehicles Punishable Under: Motor Vehicle Act,1988 Section:190(2)-Driving in public place in violation to standards prescribed for road safety, control of noise and air-pollution													1000	
4542	Act violating Registration Certificate	Motor Vehicle Act,1988 Section: 39-Necessity for registration Punishable Under: Motor Vehicle Act,1988 Section:192(1)-Using vehicle in contravention to 39													2000	
Proposed Fine															3000.00	

3	Case No. : TC/2387/2019 Challan No. : DL19740190722175800 Party Name : ANIL KUMAR Mobile No. : XXXXXX-2197															To be contestedView
---	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	---------------------

5.4 Search by Challan No. or Vehicle No.

In case mobile number or name is not available, user can search the case can be by entering Challan Number or Vehicle Number.

The record displays the details such as Case Number, Challan Number, Party Name, Mobile Number, Offence Code, Offence, Act/ Section and Proposed Fine.

No. of Records :- 1

Sr.No.	Offence Details				View
1	Case No.: TC/25255/2019 Challan No.: DL18847191234567890 Party Name : Ranjit Chavan Mobile No. : XXXXXX-9971				View
Offence Code	Offence	Act/Section			Fine
4520	Using vehicle without Registration or Permit	Motor Vehicle Act,1988 Section: 66(1)-Necessity for permits Punishable Under: Motor Vehicle Act,1988 Section:192A-Using vehicle without permit			1
Proposed Fine					1.00

6. Step 4 - Pay Fine / Request to Contest

The system provides user choice- whether to settle the case by paying fine online or to contest the case. Once request to contest is applied, user cannot pay the fine online. The case then gets transferred to regular court.

- Click on **View** link in the case information to view the case details.

No. of Records :- 1

Sr.No.	Offence Details	View
1	Case No.: TC/25255/2019 Challan No.: DL18847191234567890 Party Name : Ranjit Chavan Mobile No.: XXXXXX-9971	View

Offence Code	Offence	Act/Section	Fine
4520	Using vehicle without Registration or Permit	Motor Vehicle Act,1988 Section: 66(1)-Necessity for permits Punishable Under:	1

Case Details

[Back](#)

Party Details	
Registration No.	TC/1578/2019
Date of Registration	27-07-2019
ChR	DLVC01-001595-2019
Challan No.	DL18013190723115342
Name	ANIL KUMAR

Current Status	
Received Date	25-07-2019
Verified Date	27-07-2019
Allocated Date	27-07-2019
Proceeded Date	02-08-2019

FIR Details	
Police Station	
FIR No.	
Year	

Offence Code	Offence	Act	Section	Fine
4542	Act violating Registration Certificate	Motor Vehicle Act, 1988 - 1	Motor Vehicle Act, 1988 Section: 39-Necessity for registration Punishable Under: Motor Vehicle Act, 1988 Section: 192(1)-Using vehicle in contravention to 39	2000

- Scroll down to select **pay** or **request to contest** radio button.
- Both the options (pay or request to contest) require OTP based authentication. In case the mobile number is not correct, user can complete the procedure by specifying the chassis number or engine number. In that case, the system checks the given number with RTO records for authentication.

Offence Code	Offence	Act	Section	Fine
4513	Stage Carriage Permit Holder running in first lane (Not Bus Lane)	Motor Vehicle Act, 1988 - 1	Motor Vehicle Act, 1988 Section: 66(1)-Necessity for permits Punishable Under: Motor Vehicle Act, 1988 Section: 192A-Using vehicle without permit	2000
Proposed Fine				2000.00

★ Choose one of the following options

☐ I wish to pay the proposed fine.
☐ I wish to contest the case.
☐ My name or mobile number is incorrect. I wish to pay the fine by verifying Engine No and Chasis No.
☐ My name or mobile number is incorrect. I wish to contest the case by verifying Engine No and Chasis No.

6.1 Pay Fine Online

- Select the 'I wish to pay the proposed fine' radio button; the system prompts for OTP.
- Click **Generate OTP** to receive the OTP. Ensure that your mobile number entered in the system is correct.
- Enter the OTP and click **Verify OTP**; Verification Success message is displayed.

★ Choose one of the following options

☒ I wish to pay the proposed fine.
☐ I wish to contest the case.
☐ My name or mobile number is incorrect. I wish to pay the fine by verifying Engine No and Chasis No.
☐ My name or mobile number is incorrect. I wish to contest the case by verifying Engine No and Chasis No.

Mobile Number **Generate OTP**

OTP **Verify OTP**



OTP Verified

- Terms and conditions will be shown on the screen, check them; **Accept & Pay** button will appear on the screen, click it to pay the fine.

★ Choose one of the following options

- ☒ I wish to pay the proposed fine.
- ☐ I wish to contest the case.
- ☐ My name or mobile number is incorrect. I wish to correct it.

Mobile Number: XXXXXX-3936 Generate OTP

OTP: Verify OTP

[Click here to view summons](#)

- ☒ I agree to the [Terms and Conditions](#).
- ☒ I have understood the contents of Special Summons. I wish to pay the fine mentioned therein

Accept & Pay

- The system confirms whether user wants to continue with the payment, click **OK**.
- The user is then directed to the ePay system of eCourts to access the payment gateway.

Virtual Courts » ePay

Taking you to the Payment Gateway

SBIePay

Payment Details

Debit/Credit Card | Internet Banking

Please enter your card details

Card Number: [Input Field] VISA MASTERCARD SBIePay

Expiry Date/Valid Thru: Month [Dropdown] Year [Dropdown] CVV/CVC 4-DIGIT: [Input Field]

Name of the card holder: [Input Field] Name as on card

Pay Now Cancel

Order Summary

Order No.: VDLVC01DF201563

Merchant Name: eCourts Delhi

Amount: 100.00

Processing fee:

GST:

Total:

APM ID: PG_TRANS_396

On successful completion of the payment, acknowledgment message is displayed. User can print the receipt. Note that the ***acknowledgement is subject to realization of the amount.***

Note: Payment success notification will be sent to eChallan only after realization of the payment.



Transaction Successful



ACKNOWLEDGEMENT
 VIRTUAL COURT DELHI



Department	Traffic	District	NORTH DELHI
Challan Number	DL20907190916160528	Case Number	TC/1/2019
CNR Number	DLVC01-093296-2019	Vehicle Number	HR38Y3743
Driving License No.	H1120110019696	Virtual Court No.	1-Ms. Ruchi Aggarwal Asstt. Virtual Court Judge(Traffic)
Challan Date	16-09-2019 23:15:46	Challan Receipt Date	27-09-2019
Offender's Name	RANJIT CHOUDHARY	Intimation Date	16-09-2019 23:15:46
Circle Name	SUBZI MANDI,NORTH DELHI traffic circle (Police Name: SATISH).	Payment Status	Success (Payment is subject to realization of the amount)

Offence Description	Acts and Sections	Fine
4570 - Violation of stop line	Delhi Motor Vehicle Rules,1993 Section:113(1)-No part of vehicle to cross line painted on road surface Punishable Under: Motor Vehicle Act,1988 Section:177-General provision for punishment of offences	100

Sum Of Received Rs.	1.00		
Date and Time of Payment of fine	27-09-2019 11:42:43.722945	Transaction Id	6352519958502
Reporting officer		Accepted breach	
Direction to release Impounded document	Yes		
Please Collect the documents from SUBZI MANDI,NORTH DELHI traffic circle (Police Name: SATISH).			
Note taken on RC or DL	No		
Case Closed	Yes		

Generated automatically without human intervention, Hence no physical signature necessary.

Note : Acknowledgement is subject to realization of the amount.



Print

Thank You

Back to home

After successful payment, the status of the case changes to 'Paid'.

Sr.No.	Offence Details	View	
1	Case No. : TC/3657/2019 Challan No. : DL18133190722201513 Party Name : ANIL KUMAR Mobile No. : XXXXXX-5230  Paid	View	
Offence Code	Offence	Act/Section	Fine
4538	Dangerous driving	Motor Vehicle Act,1988 Section: 184-Driving dangerously	500

Procedure to Verify Payment (Double Verification)

- In case, the virtual court does not receive confirmation of payment from the pay vendor or if there is some technical issue while making the payment, '**Verify Payment**' button appears in the case details. Click on the Verify Payment button and complete the OTP verification.
- After OTP verification, acknowledgement is displayed if the transaction is successful; else, 'no transaction found' message is displayed.

The screenshot displays the Virtual Courts interface. At the top, there is a table with the following data:

Offence Code	Offence	Act	Section	Fine
4542	Act violating Registration Certificate	Motor Vehicle Act,1988 - 1	Motor Vehicle Act,1988 Section: 39-Necessity for registration Punishable Under: Motor Vehicle Act,1988 Section:192(1)-Using vehicle in contravention to 39	2000
Proposed Fine				2000.00

Below the table, there is a yellow banner with the text "★ Choose one of the following options" and a green button labeled "✓ Verify Payment".

Two overlapping modal windows are shown. The top modal, titled "Verify Payment", contains the following fields and buttons:

- Mobile Number: XXXXXX-7593
- Generate OTP button
- OTP: ****
- Submit button

The bottom modal, also titled "Verify Payment", displays a red message box with the text "No Transaction Found" and a Close button.

6.2 Request to Contest

User may choose to contest the case. In that case also, system prompts for OTP for authentication. Message is displayed on successful OTP verification.

Please note that once user requests to contest, online payment cannot be done as the case gets transferred to regular court automatically.

The screenshot displays a web form for contesting a case. At the top, a yellow box contains the instruction: "★ Choose one of the following options". Below this, a light blue box lists four radio button options: "I wish to pay the proposed fine.", "I wish to contest the case." (which is selected), "My name or mobile number is incorrect.I wish to pay the fine by verifying Engine No and Chasis No.", and "My name or mobile number is incorrect.I wish to contest the case by verifying Engine No and Chasis No.". A second yellow box below provides two bullet points: "Once you contest case, you can not pay fine" and "The case will be transfered to regular court". The form includes input fields for "Mobile Number" (containing "XXXXXX-7593") and "OTP" (containing "XXXX"), each with a corresponding "Generate OTP" and "Verify OTP" button. Overlaid on the bottom right is a modal window with a green checkmark icon and the text "OTP Verified".

★ Choose one of the following options

- ☐ I wish to pay the proposed fine.
- ☒ I wish to contest the case.
- ☐ My name or mobile number is incorrect.I wish to pay the fine by verifying Engine No and Chasis No.
- ☐ My name or mobile number is incorrect.I wish to contest the case by verifying Engine No and Chasis No.

- Once you contest case, you can not pay fine
- The case will be transfered to regular court

Mobile Number XXXXXX-7593 Generate OTP

OTP XXXX Verify OTP

OTP Verified

- Enter the **Remarks**
- Accept the terms and conditions by checking the boxes, a submit button will appear; click the **Submit** button.
- A success message is displayed as confirmation of transfer to the case to regular court along with the court and court date details.

The screenshot shows a web form for OTP verification. It includes fields for 'Mobile Number' (XXXXXX-7593), 'OTP' (****), and 'Remark' (contest). There are buttons for 'Generate OTP', 'Verify OTP', and 'Submit'. Below the form, there is a link 'Click here to view summons' and two checked checkboxes: 'I agree to the Terms and Conditions.' and 'I have understood the contents of Special Summons. I wish to contest the case.' A success message box is displayed, stating: 'Your Case is Transferred to Establishment : District and Sessions Judge, Central, THC and Court : 2-Sh. Sanjay Khangwal-Special Judge for Next Hearing Date : 07-06-2020'.

After transfer, the status of the case changes to 'to be contested' in virtual courts.

2	Case No. : TC/3045/2019 XXXXXX-0711	Challan No. : DL20001190722172705	Party Name : ANIL KUMAR	Mobile No. : ☒ To be contested	View
Offence Code	Offence	Act/Section	Fine		
4540	Violation of standards prescribed in relation to control of air pollution or road safety or non availability of PUCC	Central Motor Vehicle Rules,1989 Section: 115 -Emission of smoke, vapour, etc. from motor vehicles Punishable Under: Motor Vehicle Act,1988 Section:190(2) -Driving in public place in violation to standards prescribed for road safety, control of noise and air-pollution	1000		
4542	Act violating Registration Certificate	Motor Vehicle Act,1988 Section: 39 -Necessity for registration Punishable Under: Motor Vehicle Act,1988 Section:192(1) -Using vehicle in contravention to 39	2000		
Proposed Fine			3000.00		

6.3 Pay Fine/ Request to Contest with Chassis or Engine No.

- Select the corresponding radio button.
- Enter the last 4 digits of either **chassis** or **engine number**.
- Confirm whether the owner name and payee name is same by checking the check-box. If different, enter **Payee Name** and payee **Mobile Number** to generate OTP.
- Enter OTP and click **Verify OTP**

★ Choose one of the following options

☐ I wish to pay the proposed fine.

☐ I wish to contest the case.

☒ My name or mobile number is incorrect.I wish to pay the fine by verifying Engine No and Chasis No.

☐ My name or mobile number is incorrect.I wish to contest the case by verifying Engine No and Chasis No.

Owner Name. Test Owner Name 681

Chasis No. Tes***** Last 4 OR

Engine No. Tes***** Last 4

Payee Name: ☐ Same as Owner name.

Payee Name: Enter Payee Name

Payee Mobile Number: Enter Mobile Number

OTP XXXX

Next processes are same as explained in the above sections. Refer 'Pay Fine' or 'Request to Contest' sections above for further processing.

7. Step 5 – Print Acknowledgement

User may print the acknowledgement after successful payment. Facility is provided to re-print the acknowledgement, if required.

- Click on the view link.

Sr.No.	Offence Details	View	
1	Case No. : TC/3657/2019 Challan No. : DL18133190722201513 Party Name : ANIL KUMAR Mobile No. : XXXXXX-5230 Paid	View	
Offence Code	Offence	Act/Section	Fine
4538	Dangerous driving	Motor Vehicle Act,1988 Section: 184-Driving dangerously	500

- Click **Reprint**. The button is visible if the payment is successful.
- Complete OTP verification to view and print the receipt.

Case Details

Back

Paid Details

Reprint

Transaction Id	4592236651309
Proposed Amount	600.00
Paid Amount	600.00

Reprint transaction Receipt

Mobile Number

XXXXXX-5230

Generate OTP

OTP

Submit

Reprint transaction Receipt

ePay

Virtual Courts Digital Payment

✓

Transaction Successful

ACKNOWLEDGEMENT

VIRTUAL COURT DELHI

Department	Traffic	District	Dwarka
Challan Number	DL18133190722201513	Case Number	TC/1/2019
CNR Number	DLVC01-003674-2019	Vehicle Number	DL8CAX2250
Driving License No.		Virtual Court No.	1-Ms. Ruchi Aggarwal Asrani/Virtual Court Judge (Traffic);
Challan Date	22-07-2019 20:15:13	Challan Receipt Date	02-06-2020
Offender's Name	ANIL KUMAR	Intimation Date	22-07-2019 20:15:13
Circle Name	(Police Name: KHYALI)		