

eCommittee, Supreme Court of India

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Date: 7th February, 2017

CIRCULAR

Subject: Helpdesk for eCourts Video Conferencing & AIJ email accounts

For providing support through telephone as well as through Video Conferencing to the users of eCourts VC at Courts & Jails and also to the users of official email address of AIJ.GOV.IN, a helpdesk has been setup at the office of the eCommittee.

The contact details of the same are as follows:

eCommittee Helpdesk

Mobile No. 85270 44275

Desktop VC ID: 321106

It may be noted that, while calling from hardware (IP / Studio / legacy device) based VC systems, '05' or '09' should be prefixed to this VC ID i.e. 05321106 or 09321106. Similarly, a user calling from a Desktop VC setup to any hardware based VC system, should prefix 03 to the IP of the destination VC system e.g. 0310.21.147.19

All Nodal Officers at the concerned Court Complexes and the coordinators at the concerned Jail may contact this helpdesk for any issues being faced with relating to the use of Desktop VC provided by the eCourts Project at Courts & Jails under software VC domain <http://ecourtvc.nic.in>. Issues relating to connectivity and hardware should be reported to the concerned High Court only.

This helpdesk will work during office hours i.e. from 10 am to 5 pm on all working weekdays and from 10 am to 1 pm on all working Saturdays.



(ASHOK T. UKRANI)
Member (Processes), eCommittee,
Supreme Court of India.