Standard Operating Procedure (SOP)

for e-True Copy Module

APPLICANT:

1. For logging in, the applicant shall visit the official website of the Rajasthan High Court at **www.hcraj.nic.in** and select the Apply option under the e-True Copy menu. On the official websites of the District Courts, the e-True Copy option shall be available under **Quick Links**.
2. If the applicant is not previously registered on the portal, registration shall be completed by using the User Registration button provided below the login window.
   - Advocates shall complete registration using their **Bar Enrollment Number**.
   - Litigants shall complete registration using their **registered mobile number**.
     These details shall serve as the **User ID** of the applicant.
3. Registration is subject to the prerequisite that the applicant's Bar Enrollment Number (in case of an advocate) or mobile number (in case of a litigant) is recorded in the CIS entry of at least one case. If such entry is not available, the applicant shall first submit an application to update the CIS entries:
   - before the **Registrar (Judicial)** in case of the High Court, and
   - before the **Presiding Officer of the concerned Court** in case of District Courts,
4. The information provided during registration shall be verified through an OTP sent to the registered mobile number. During registration, the applicant shall set a password as per the prescribed policy.
5. Advocates or litigants who are already registered on the Rajasthan High Court website shall not be required to register again.
6. The applicant may log in using the User ID (Enrollment Number or Mobile Number, as applicable) and the password set during registration.
7. After login, the Home Dashboard shall display the list and current status of the applicant's copying applications.
8. The applicant may apply for both e-True Copy and Physical Certified Copy through the portal.
9. For submitting a copying application, the applicant shall first select the concerned Court.
10. In case of selection of the High Court, all cases related to the applicant's Enrollment Number / registered mobile number available in CIS shall be displayed.

11. The applicant may apply for only one case at a time. For this purpose, the Apply for Copy button available in the action column of the concerned case shall be used.

12. If any document in the concerned case has been authenticated by the Court and uploaded in DRMS, such document shall be separately available for e-True Copy.

13. Upon selection of the required documents and number of copies, the applicable prescribed fee shall be displayed.

14. After accepting the terms and clicking the Payment button, the applicant shall be redirected to the e-GRAS portal for online payment and, upon successful payment, redirected back to the e-True Copy portal.

15. Upon confirmation of payment, the applicant shall receive:

- Application Acknowledgment
- Authentication Certificate
- e-True Copy

16. If any document is not available for e-True Copy, the applicant may submit an application for physically certified copy by selecting the nature of the application (Ordinary or Urgent) and specifying the documents and number of copies. Payment of application court fee shall be made online in the same manner.

17. For physically certified copies, the existing rules and procedures shall continue to apply. However, information regarding objections, copying fees, and readiness of copies shall be communicated to the applicant through the portal and SMS notifications. The applicant may also track the application through the portal.

18. Failure to remove objections or deposit the prescribed fee within the stipulated time may result in rejection of the application by the Copying Branch. The applicant shall therefore take timely action as per portal and mobile notifications.

19. In case of Physical Copy, for removal of objections, payment of copy fees, and receipt of certified copies, the applicant shall personally visit the concerned Copying Branch along with the application receipt.

20. The applicant may, if desired, submit an application physically in the Copying Branch as per the existing procedure. In such cases, the Copying Branch shall enter the application details on the portal and issue an immediate receipt. Physical certified copies shall be supplied on the basis of this receipt as per rules.

21. An applicant shall be entitled to obtain e-True Copy only in his/her own case. For obtaining certified copies in other cases as per rules, application shall be made physically before the Copying Branch.

22. Each e-True Copy shall be accompanied by an Authentication Certificate, containing application details, e-True Copy details, a system-generated **UDRN** (Unique Document Reference Number), and Hash Value. In case multiple e-True Copies are issued, each copy shall have a separate UDRN.

23. The same Authentication Certificate may be used for multiple e-True Copies; however, once a UDRN is defaced, the same UDRN shall not be reused.

24. Any e-True Copy without an Authentication Certificate shall be treated as invalid. The e-True Copy shall be submitted along with the Authentication Certificate only after the declaration contained therein, certifying that the e-True Copy has not been tampered with in any manner, is duly signed.

25. Any Court or institution before which the e-True Copy is produced shall verify its authenticity on the basis of the UDRN and Hash Value and shall accept it as a certified copy only upon verification.

26. Courts shall have the facility to verify e-True Copies directly through the RHC e-Portal.

27. Other institutions shall visit the official website of the Rajasthan High Court, go to the Authenticate option under the e-True Copy menu, enter the UDRN, and thereafter enter the OTP received on the registered mobile number of the applicant to verify authenticity.

28. Authenticity of e-True Copy may be verified either:

- by manual comparison of the hard copy with the original e-True Copy, or
- by auto comparison of the Hash Value of the uploaded soft copy with the original e-True Copy.

29. A Court or institution may direct the applicant to present the e-True Copy in hard copy or soft copy, as required, for verification.

30. Once an e-True Copy is verified using its UDRN, the UDRN shall automatically stand cancelled/defaced.

31. Any subsequent attempt to verify an e-True Copy using a cancelled/defaced UDRN shall be rejected by the portal. Therefore, the same e-True Copy with the same UDRN cannot be presented at multiple places. Applicants shall take due note of this fact.

32. For detailed information, the Help Manual is also available under the "**Download**" tab of the e-True Copy Portal.

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