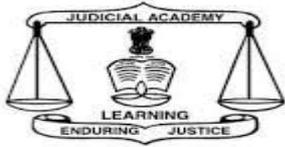


# eSeva Kendras



## 1. What is e-Seva in Courts?

**e-Seva Kendra** is a **citizen facilitation centre** established in court complexes to help **litigants, advocates, and the public** access **e-Courts and digital judicial services** with assistance.

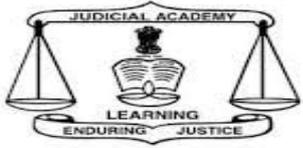
It acts as a **single-window help desk** for court-related digital services.

# Objectives of e-Seva Kendra



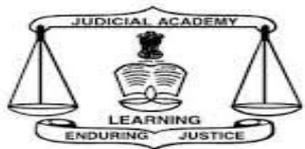
- ❖ Improve **access to justice**
- ❖ Bridge the **digital divide**
- ❖ Reduce dependency on middlemen
- ❖ Promote **paperless courts**
- ❖ Assist litigants-in-person

# Who Can Use e-Seva?



- ❖ **Litigants (especially litigants-in-person)**
- ❖ **Senior citizens & persons with disabilities**
- ❖ **Advocates (for basic digital services)**
- ❖ **General public seeking case information**

# Facilities / Services Provided at e-Seva Kendra



## Core Services

- ❖ Case status, cause list & orders/judgments
- ❖ e-Filing assistance (where permitted)
- ❖ Downloading certified copies (where allowed)
- ❖ Case number / CNR search
- ❖ Next date & court details
- ❖ Judge leave information
- ❖ Emulakat (where allowed)
- ❖ Dedicated VC Center

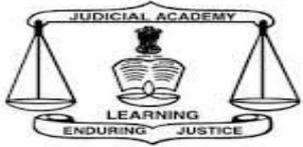
## Document & Digital Services

- Scanning & uploading of documents
- Printing & photocopying (as per rules)
- Emailing court orders to litigants

## Digital Awareness

- Training litigants on e-Courts portal
- Guidance on mobile apps (e-Courts, ePay)
- Explaining online payment of court fees

# Location & Infrastructure



## 📍 Location

- ❖ Near main entry / filing section
- ❖ Easily accessible to litigants
- ❖ Clear signage in local language & English

## Infrastructure

- ❖ Computers with internet
- ❖ Printers & scanners
- ❖ Seating for visitors
- ❖ Helpdesk counter
- ❖ Power backup (UPS)



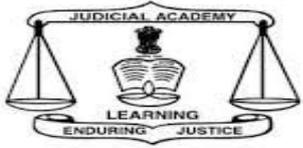
## Staffing Pattern

- ❖ e-Seva operator / court staff
- ❖ Para-legal volunteers (through DLSA)
- ❖ Supervision by Court Manager / Registrar

## Operating Procedure

1. Litigant approaches e-Seva counter
2. Identity / case details verified
3. Required service provided
4. Guidance given for further steps
5. Record of service maintained

# Do's & Don'ts

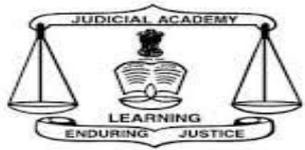


## ✓ Do

- ❖ Provide **neutral assistance only**
- ❖ Maintain **confidentiality**
- ❖ Help litigants-in-person patiently
- ❖ Display services & timings clearly

## ✗ Don't

- ❖ Offer legal advice
- ❖ Draft pleadings independently
- ❖ Charge unauthorized fees
- ❖ Interfere with advocate-client work



## • **Monitoring & Supervision**

- Daily service register
- Monthly reports to District Judge
- Feedback mechanism for litigants
- Periodic inspection by Administrative Judge

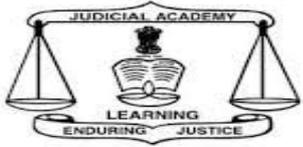
## **Benefits to Courts**

- Reduced crowding at filing counters
- Faster information delivery
- Increased transparency
- Better public trust in judiciary

## **Legal & Policy Background**

- Established under **e-Courts Project**
- Supported by Supreme Court e-Committee
- Implemented through High Court directions
- Linked with **Digital India** initiatives

# Integration with Other Systems

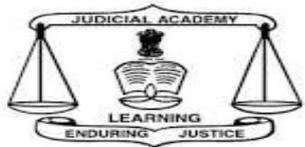


- e-Courts portal
- CIS (Case Information System)
- e-Pay (online court fees)
- Video conferencing (basic guidance)
- Legal Services Authorities

## Summary

e-Seva Kendras are a **key pillar of citizen-friendly courts**, enabling **digital access, transparency, and efficiency** while ensuring inclusiveness.

# Kiosk in Courts – Overview



A **kiosk in courts** is a **self-service digital terminal** installed in court premises to help litigants, advocates, and visitors access judicial services **without standing in long queues** or depending on court staff.

Think of it as a **digital help desk**  

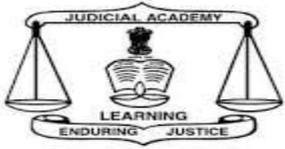
## Purpose of Court Kiosks

Court kiosks are introduced mainly under the **eCourts Project** to:

- ❖ Improve **access to justice**
- ❖ Reduce **manual workload** on court staff
- ❖ Provide **quick information** to litigants
- ❖ Promote **paperless and transparent systems**

# Common Types of Kiosks in Courts

## Case Information Kiosk



- ❖ Used to check:
  - ❖ Case status
  - ❖ Next date of hearing
  - ❖ Court number
  - ❖ Case history
  - ❖ Order/judgment details
  - ❖ Usually linked with **CIS (Case Information System)**.

## Cause List Kiosk

Displays:

- Daily cause list
- Court-wise and judge-wise listings
- Advocate-wise cases
- Very helpful for advocates and litigants on hearing days.

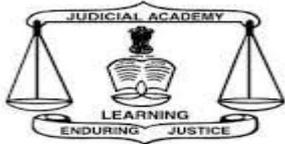
## e-Filing / Service Kiosk

Used for:

- e-Filing of cases (where enabled)
- Uploading documents

Payment of court fees (integrated with e-Payment)

# Hardware Components of a Court Kiosk



- Touch screen display
- CPU / mini PC
- Barcode / QR code scanner
- Printer (for slips or case details)
- UPS / power backup
- Internet connectivity (LAN / secured network)

## Software & Integration

- CIS (NJDG linked)
- eCourts services portal
- Touch-friendly interface (multilingual)
- Secure login (for staff services)

## Benefits of Kiosks in Courts

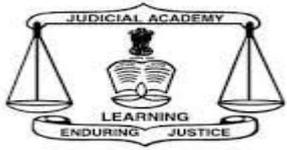
- ✓ Saves time for litigants
- ✓ Reduces dependency on staff
- ✓ Improves transparency
- ✓ Supports digital India & paperless courts
- ✓ Helpful for elderly & first-time litigants



## **Placement of Kiosk in Court Premises**

- Main entrance
- Filing section
- Advocate halls
- Near court complexes reception area

# eFiling Videos & Manual



Visit - <https://filing.ecourts.gov.in/> to access the eFiling system.

# Visitor Management System (VMS) for Courts



## What is a Visitor Management System?

A **Visitor Management System (VMS)** is a **digital solution** to register, monitor, and control the entry, movement, and exit of all visitors entering court premises, ensuring **security, transparency, and efficiency**.

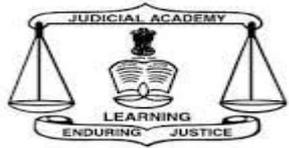
## Objectives of VMS in Courts

- Enhance **security** of judges, staff, and litigants
- Maintain **real-time visitor records**
- Prevent unauthorized access
- Reduce congestion and manual registers
- Support **audit, inquiry, and RTI requirements**

## Categories of Visitors

- ❖ Advocates
- ❖ Litigants
- ❖ Police / Government officials
- ❖ Witnesses
- ❖ Media personnel
- ❖ Vendors & service staff
- ❖ General public

# Visitor Management System (VMS) for Courts



## Core Features of Court VMS

### Security & Access Control

- Photo capture at entry
- ID verification (Aadhaar / Govt ID / Bar ID)
- Visitor badge with QR code
- Zone-wise access (court halls, registry, chambers)

### Digital Registration

- Walk-in kiosk / security desk registration
- Pre-registration through web or mobile
- Bulk registration for police / govt officers

### Pass Management

- Temporary / Daily passes
- Advocate smart cards integration
- Color-coded passes by category

# Visitor Management System (VMS) for Courts



## Real-Time Monitoring

- Live dashboard showing number of visitors
- Entry–exit time tracking
- Overstay alerts

## Reports & Analytics

- Daily / weekly visitor reports
- Visitor trend analysis
- Blacklist & watch-list alerts



# Visitor Management System (VMS) for Courts



## Hardware Requirements

- Desktop / tablet at entry points
- Webcam for photo capture
- QR code scanner
- Thermal printer for badges
- Turnstile / flap barrier (optional)

## Software Requirements

- Web-based VMS application
- Cloud or local server (NIC / Govt cloud preferred)
- Role-based access control
- Integration with:
  - CCTV
  - Access control systems

# Visitor Management System (VMS) for Courts



## Workflow in Court Premises

1. Visitor arrives at court
2. ID verification at security desk
3. Photo capture & data entry
4. Badge/pass issued
5. Access as per assigned zone
6. Exit scanning & record closure

## Benefits to Courts

- Improved security & crowd control
- Faster entry process
- Reduced manual workload
- Accurate visitor records
- Better disaster & emergency response