

**High Court of Delhi
Citizen's Charter**

Our Vision

Guarantee of an independent and efficient judicial system which upholds the rule of law and denies no one access to fair and equal justice.

The High Court of Delhi shall:

- Continue to ensure equal and easy access to justice; enhance methods of speedy justice delivery; and endeavour to decide cases and causes in a speedy and expedient manner.
- Promote and strengthen mechanisms for alternative dispute resolution including mediation, arbitration, Lok Adalats and other forms of settlement.
- Ensure that the court systems (including infrastructure and manpower) work to the best advantage of its users and that all barriers, physical and infrastructural, in the delivery of judicial services, are overcome.
- Uphold the principle of judicial impartiality and promote transparency to the maximum possible extent in all the processes and functions of the judicial system.
- Assimilate, optimize and employ technological developments for efficient working of the court system.
- Provide to the end users a safe and secure environment by adopting the best environmental practices and optimizing the use of all available resources.
- Make the judicial system, court services and infrastructure human sensitive and friendly to everyone including children, elders and differently abled / challenged persons.
- Introduce better case and docket management practices to ensure effective and speedy justice.

Sl. No.	Particulars
1.	Location Delhi High Court is located on the Shershah Road, New Delhi-110503 near India Gate roundabout.
2.	Working hours The court sitting hours are as follows:- 10:30 a.m. to 01:15 p.m. 01:15 p.m. to 02:15 p.m. (lunch break) 02:15 p.m. to 04:30 p.m. Working hours of the public interfaces are as follows:- - Facilitation Centre 9:00 a.m. to 05:00 p.m.

	<p><u>E-Filing</u> : Now any Advocate/Litigant/Petitioner in Person can e-file their matter of any category from anywhere any time. E-Filing is mandatory in all category cases and no physical filing is accepted in this court.</p> <ul style="list-style-type: none"> - Inspection rooms for receiving applications for inspection of case files: <ul style="list-style-type: none"> 10:00 a.m. to 11:00 a.m. (urgent) 10:00 a.m. to 1:00 p.m. } (ordinary) 02:00 p.m. to 3:00 p.m. } - Inspection rooms: <ul style="list-style-type: none"> 11:00 a.m. to 1:00 p.m. 02:00 p.m. to 4:00 p.m. - Certified copy counter (receiving and delivery) <ul style="list-style-type: none"> 10:30 a.m. to 1:00 p.m. 02:00 p.m. to 3:00 p.m. - Uncertified copy counter: <ul style="list-style-type: none"> 10:00 a.m. to 1:00 p.m. (receiving) 02:00 p.m. to 4:00 p.m. (delivery) 10:00 a.m. to 1:00 p.m. (receiving and delivery on Saturday) <p>Ordinarily, the administrative and judicial branches of the court are out of bounds for litigants, lawyers and general public. However, these can be visited between 12.00 noon to 01.00 p.m. on any working day, for limited purposes when your presence is required for complying with any judicial order.</p> <p>You may contact :-</p> <ul style="list-style-type: none"> - Registrar (Listing & Filing) for making a request to list a case on a particular day or in an urgent matter to list it on priority - Registrar General and Registrar (Vigilance) for making a complaint or giving a suggestion.
3.	<p>On the Web</p> <p>The URL of website of the Delhi High Court is https://delhihighcourt.nic.in. The website of Delhi High Court provides a plethora of information for the benefit of Advocates, litigants and public at large under various links like Cause List, Judgments, Orders, Case Status, Case History, Public Notices, Court Rules, Display Board, Notifications & Practice Directions, e-Museum, e-library, Virtual Justice Clock, Humor in Court etc.</p> <p>Besides, the links of several online services such as e-filing, e inspection, e-True Copy, e-RTI and e-Sewa Kendra are also available on the home page of the website of the Court under 'Online Services' link.</p> <p>Live Streaming link is also available on the home page of the website.</p> <p>Video Conferencing links of all the Hon'ble Courts of Delhi High Court are</p>

	<p>available in PDF Cause list uploaded on the website of the Court.</p> <p>Additionally, in the link '<i>Display Board</i>' the current status of matters listed for that day can be accessed.</p>
4.	<p>Visiting the High Court</p> <p>The entry to the High Court is regulated because of space constraints and security reasons. Entry passes are issued from the Facilitation Centre near Gate No.7 (School Block) and Multi-Level Parking Area. There are 10 counters at the Facilitation Centre, out of which one counter each is reserved for Senior Citizens and Ladies and two counters for Online registered visitors. There are two general counters at Multi-Level Parking Area. An entry pass would be issued, if you fulfill any of the following conditions:-</p> <p>A. That your case is listed in court for the day or you seek inspection of records.</p> <p>i) In case you are represented by a counsel, an entry pass will be issued on your producing some identity proof and after verification and recommendation by your counsel under his signature and stamp on the form prescribed.</p> <p>ii) If you are prosecuting/ defending your case "in person", an entry pass will be issued on your furnishing details of your case listed for the day. However, you will be required to produce some identity proof of yours such as voter I-card, driving license, passport etc.</p> <p>B. All valid card holders of the Govt. of India/Govt. of NCT of Delhi/Delhi Police/ Armed/ Security Forces/ Supreme Court of India/ District Courts are permitted entry without obtaining gate pass but subject to frisking and search of baggage; however, ex-servicemen/retired government officials are required to obtain gate pass.</p> <p>C. You may also apply for issuance of entry pass through 'Online Gate Pass Registration Facility' and register your request online at www.evisitorahc.gov.in. Thereafter, the entry pass request is forwarded to the concerned Advocate by way of text message or email to approve or reject the request. After approval, you have to visit the facilitation centre with the registration no. and photo copy of ID proof, to get your photograph captured, in order to get an entry pass. The link of this facility is also available at the home page of the official website of this court under 'Link Category'.</p> <p>After obtaining an entry pass from Facilitation Centre or Multi-level Parking Area, you can enter inside the Court premises from gate No. 5, 7 and 8 for Main Building and Extension Block.</p>
5.	<p>Once you approach the gate of the Main Building and that of Extension Block you will find signboards indicating the location of the court room numbers, office of the Registrar General, Registrar (Vigilance), Registrar (Appellate), Registrar (General Administration), Registrar (Original), Filing Counter, Inspection Branches, Judicial Branches of this court, Mediation and Conciliation Centre, Arbitration Centre, Legal Services Committee, Lawyers' Chambers Blocks, Medical and Health Centre, Bank and Post Office.</p>

6.	<p>May I Help You Counter</p> <p>In the lobby of Main Building and Extension Block you will find a '<i>May I help you</i>' counter/Facilitation Centre being manned by an official of the High Court. You may unhesitatingly ask the way for any of these courts or any of the amenities or facility you desire to avail of.</p> <p><u><i>Availability of wheelchair:-</i></u></p> <p>In case a person requires a wheelchair for easy mobility within the High Court premises, it can be asked for at 'May I Help you' Counter/Facilitation Centre. Wheel Chairs are available for differently abled persons and senior citizens, if required.</p>																						
7.	<p>Special filing counter for senior citizens / handicapped persons/women</p> <p>Two officials of the Filing Counter are deputed at the old Filing Counter, Ground Floor and one official is deputed at Filing Counter, 3rd Floor, Administrative Block to deal with the persons with disability, senior citizens and pregnant women for enquiry/caveat etc.</p>																						
8.	<p>Automatic Sanitary Napkin Vending Machines</p> <p>As many as Ten Automatic Sanitary Napkin Vending Machines for the use of female members of Bar Association of Delhi High Court, Staff, Law Researchers, Interns of the Registry and litigants are installed at following locations in the High Court Premises :-</p> <table border="1" data-bbox="519 1088 1218 1508"> <thead> <tr> <th>S.No</th> <th>Locations</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>Ground Floor, LCB-I</td> </tr> <tr> <td>2.</td> <td>Ground Floor, 'S' Block</td> </tr> <tr> <td>3.</td> <td>Ground Floor, Extension Block</td> </tr> <tr> <td>4.</td> <td>Ground Floor, New Court Block</td> </tr> <tr> <td>5.</td> <td>Ground Floor, Administrative Block</td> </tr> <tr> <td>6.</td> <td>First Floor, LCB-II</td> </tr> <tr> <td>7.</td> <td>First Floor, LCB-III</td> </tr> <tr> <td>8.</td> <td>Bar Room 'A' Block</td> </tr> <tr> <td>9.</td> <td>Ground Floor, 'A' Block</td> </tr> <tr> <td>10.</td> <td>Pass Counter, School Block</td> </tr> </tbody> </table>	S.No	Locations	1.	Ground Floor, LCB-I	2.	Ground Floor, 'S' Block	3.	Ground Floor, Extension Block	4.	Ground Floor, New Court Block	5.	Ground Floor, Administrative Block	6.	First Floor, LCB-II	7.	First Floor, LCB-III	8.	Bar Room 'A' Block	9.	Ground Floor, 'A' Block	10.	Pass Counter, School Block
S.No	Locations																						
1.	Ground Floor, LCB-I																						
2.	Ground Floor, 'S' Block																						
3.	Ground Floor, Extension Block																						
4.	Ground Floor, New Court Block																						
5.	Ground Floor, Administrative Block																						
6.	First Floor, LCB-II																						
7.	First Floor, LCB-III																						
8.	Bar Room 'A' Block																						
9.	Ground Floor, 'A' Block																						
10.	Pass Counter, School Block																						
9.	<p>Creche Facility</p> <p>Creche Facility has also been made available in this Court for the children of the members of Delhi High Court Bar Association, children of the staff of Delhi High Court Registry and children accompanying litigants to the Delhi High Court and its adjunct services.</p>																						
10.	<p>Filing of e-court fee</p> <p>In addition to the usual mode of furnishing court fee stamps by way of affixation the facility of payment of court fee through electronic mode is also available.</p>																						
11.	<p>Signboards</p> <p>You will find signboards showing the way to court rooms, utility services such as wash room, drinking water etc.</p>																						

	<p>E-kiosks</p> <p>For your convenience e-kiosks have been installed on all floors of the High Court Main Building and Extension Block. You can navigate the website of the High Court on these e-kiosks by touching the screen and can access the information available on the website.</p> <p>Display Boards</p> <p>You will find Digital Display Boards inside & outside every court room, where current status of the cases listed on the given date in that particular court room can be seen.</p> <p>In addition to the above, Large Digital Display Boards have been installed at lobby of Main Building and that of Extension Block, 'C' Block, Cafeteria and Lawyers Chamber Blocks where current status of cases being heard in all court rooms on the given date is displayed.</p>
12.	<p>Urgent (Mentioning) Cases for Listing / Accommodation</p> <p>In respect of matters of Detention and Personal Liberty and matters which cannot brook delay till the normal next day of listing, urgent mentioning of matters is entertained at 10.30 AM before Hon'ble Division Bench-I. However, all such cases shall be accompanied by duly filled in "Form for Urgent (Mentioning) Cases for Listing / Accommodation".</p> <p>The form can be obtained either from the Filing counter or can be downloaded from the website of Delhi High Court under the heading "Download".</p> <p>"Listing of urgent cases"</p> <p>The urgent cases filed are listed before the Courts on the following day.</p> <p>"Listing of ordinary cases"</p> <p>The cases filed which are not urgent in nature are ordinarily listed before the Court within a week.</p>
13.	<p>Utility facilities available in the High Court Premises</p> <p><u>Court fee vendors:</u></p> <p>Court fee in the High Court is payable by Court Fee Stamps. The court fee can be purchased from any licensed vendor in Delhi. In addition to above mode, payment of Court fee through electronic mode is also available from Stock Holding Corporation of India Ltd. (SHCIL), Ground Floor, Lawyers Chambers Block-III (http://www.shcilestamp.com)</p> <p>Working hours of SHCIL are as follows:-</p> <p>10:00 a.m. to 4:00 p.m. (Monday to Friday)</p>

2:00 p.m to 2.30 p.m (lunch break)
10:00 a.m. to 2:00 p.m. (Saturday)

e-filing Centre: Two e-Filing Centers are available in this court to provide assistance to the Advocates and litigants in the e-filing of cases through Online e-filing System.

The e-filing Centers are situated at following locations:

- (i) Room No. 4, Lawyers Chambers Block-I, Ground Floor, Delhi High Court.
- (ii) Original Side, Filing Counter, Lawyers Chambers Block-I, Ground Floor.

e-Filing Helpline Number:- In case of any technical difficulty in online e-Filing, the Advocates/litigants may call Helpline No. 14611 or visit e-Filing center I and II of Delhi High Court for assistance.

eSewa Kendra:- eSewa Kendra at the Delhi High Court was inaugurated on 13.12.2021. This initiative was part of the eCourts Mission Mode Project aimed at enhancing access to justice through digital means. The following services are being provided by the eSewa Kendra:-

- Information concerning Cause lists, Case status details and related inquiries
- Information concerning Video Conference Court hearing
- Information concerning Traffic Challans on Virtual Traffic Courts in Delhi
- Information concerning free Legal Aid Services
- Assistance in downloading eCourts Services and the Delhi High Court Mobile Applications
- Assistance in purchase of e-stamp papers/e-payments
- Assistance in online booking of e-mulakat appointments in Delhi Prisons
- Assistance concerning other Digital facilities available in the Court
- Provision for softcopy of Judicial orders/Judgments through electronic mode
- Case documents of Litigants and Advocates scanned in PDF (OCR & Bookmarking) format
- Free scanning facility to Litigants and Advocates

In addition to the above mentioned facilities, eSewa Kendra at High Court of Delhi is also providing accessibility services to cater to the needs of differently abled litigants and advocates. Following accessibility facilities are being provided by the eSewa Kendra:-

- Conversion of non-OCR files to accessibility compliant format.
- Accessibility Work-stations have been installed in the eSewa Kendra for assisting differently abled Litigants and Advocates from where they can virtually join the court proceedings etc.
- Screen Reader softwares have been installed for the benefit of visually

challenged persons

- Wheelchairs to the needy persons
- A helpline of eSewa Kendra is also being utilized as the accessibility helpline for escalating the requests, received from the Persons with Disabilities, to the concerned branches for rendering necessary assistance, so that no inconvenience is caused to them.

Oath Commissioners:

For getting the affidavits attested, there are Oath Commissioners appointed by the High Court. They are available on the ground floor of the Old Lawyers Chambers block in the High Court during court hours.

Bank:

A branch of UCO bank is functioning in the High Court premises. It is situated on the ground floor of the Old Lawyers Chambers Block. It also has its ATM & 24x7 e-lobby services available in the High Court premises near Gate No.8, Lawyers Chamber Block-1.

Working hours of the bank are as follows:-

10:00 a.m. to 4:00 p.m. (Monday to Saturday)(2nd and 4th Saturday Holiday)

02:00 p.m. to 2.30 p.m. (lunch break)

Contact details: - 011-23388244

Post Office:

There is a post office functioning in the High Court premises. It is situated on the ground floor of the Old Lawyers Chambers Block.

Working hours of the post office are as follows:-

09:30 a.m. to 3:30 p.m. (Monday to Friday)

1:30 p.m. to 2:00 p.m. (lunch break)

09:30 a.m. to 2:00 p.m. (Saturday)

There is a Post Office Extension Counter at Dispatch Section, Basement, Main Building for service of Summons/Notices through Speed Post.

Working hours of the post office extension counter are as follows:-

10:00 a.m. to 03.00 p.m (Monday to Friday)

1:00 p.m. to 2:00 p.m. (lunch break)

10:00 a.m. to 01.00 p.m (Saturday)

Book Sellers:

For purchasing any Bare Acts or books relating to law, there are three sale counters/shops located in the High Court premises near gate No.7.

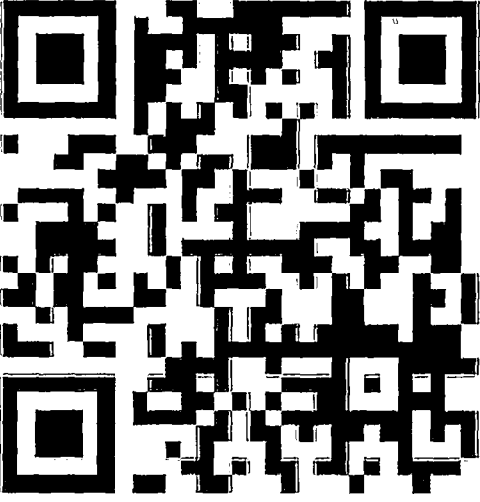
Cafeteria:

There is a cafeteria functioning in the High Court premises itself for the advocates. There is also an eating corner in the premises of the High Court near

	<p>gate no.7 for litigants and general public. An outlet of Sagar Ratna is operating near Gate No. 7 An outlet of Starbucks is operating in Canteen Area of 'S' Block (Ground Floor). *An outlet of McDonald's is likely to be opened shortly in the Canteen Area of 'S' Block (Ground Floor)</p> <p><u>Medical facilities:</u> The High Court premises also have a Medical and Health Centre located at the back of the Main Building.</p> <p><u>Photocopying facility:</u> For photocopying any document(s) there are kiosks located in the High Court premises near gate No.7 as well as on the ground floor of the Old Lawyers Chambers Block from where photocopy of the documents can be got done on payment.</p>
14.	<p>Inspection of Judicial Records</p> <p>If you are a party to a case you can inspect the judicial record of that case on your own or your advocate can inspect the record on your behalf. There are three inspection rooms in the High Court for inspecting judicial record/files. For inspecting the Appellate Side (both Civil and Criminal) record/files one such room is located on the first floor of the Main Building and the other is in the basement of the Extension Block. One room for inspecting record/files pertaining to Original Side is in Main Building 'A' Block, Ground Floor.</p> <p>If the inspection of the file/record is of urgent nature you will be required to file an application duly stamped with court fee of ₹ 10/- between 10:00 a.m. to 11:00 a.m. in the respective inspection branches and file/record will be made available on the same day for inspection.</p> <p>If the inspection of the file/record is of ordinary nature you will be required to file an application duly stamped with court fee of ₹ 5/- between 10:00 a.m. to 1:00 p.m. and 2:00 p.m. to 3:00 p.m. in the respective inspection branches and file/record will be made available on the following working day.</p> <p>Inspection can be made by you between 11:00 a.m. to 4:00 p.m. (excluding lunch break time). However, fresh file/record is not made available after 3:00 p.m. for inspection.</p> <p>All the inspections are carried out in the presence of an officer of the court. Copying of any document or portion of the record in ink is strictly prohibited but the same can be done by a lead pencil. While inspecting the record you are not supposed to put any mark on the record being inspected. The inspection allowed will remain valid for the day on which the application is allowed.</p> <p>Facility for electronic inspection of cases, which have been converted into digital record, is also available.</p> <p>While carrying out inspection of the file/record, you can seek unattested copies of pleadings, exhibits, depositions and orders/judgments. For this you will be</p>

	<p>required to make an application in the concerned inspection branches and court fee of ₹ 5/- and ₹ 3/- per page shall be charged.</p> <p>Online inspection of Judicial Record</p> <p>The facility of online inspection of judicial records is available through e-inspection portal http://dhccaseinfo.nic.in/inspection/ as per “The Delhi High Court Rules for Electronic Inspection of Digitized Court Records, 2023” and other applicable rules/guidelines/directions. The Link of e-inspection Portal is available on the home page of the website of Delhi High Court. This facility is in addition to the existing facility of providing physical inspection of judicial records as provided in Part A of Chapter 5, Volume V of Rules of High Court of Delhi.</p>
15.	<p>Certified/attested copies of judicial record and Dasti orders</p> <p>You can apply for certified/attested copies of judicial record at the certified copy counter from 10:30 a.m. to 1:00 p.m. and 2:00 p.m. to 3:00 p.m.</p> <p>Fee charged for certified/attested copies- On an application for certified/attested copies, ₹ 5/- per page irrespective of number of words/lines is charged and a uniform fee of ₹ 50/- is charged as ‘processing fee’ with an initial deposit of ₹100/- to be adjusted against the charges for certified/attested copy at the time of delivery.</p> <p>Time for delivery of certified/attested copies – Copies of the documents sought for shall be delivered to you as per rules and not later than three working days at the certified copy counter from 10:30 a.m. to 1:00 p.m. and 2:00 p.m. to 3:00 p.m.</p> <p>Dasti orders - In such cases where <i>dasti</i> orders are passed by the Hon’ble Court such orders shall be issued by the Despatch branch on making an application by you or your advocate duly stamped with court fee stamps of ₹ 5/- and ₹ 3/- per page.</p> <p>E-True Copy of Judicial Records:- The facility of providing e-True Copy of judicial records is available through e-True Copy portal https://dhccaseinfo.nic.in/ecopy as per “e-True Copy Rules of the High Court of Delhi, 2024” and other applicable Rules/guidelines/directions.</p> <p>The link of e-True Copy portal is available on the home page of the website of Delhi High Court.</p> <p>This facility is in addition to the existing facility of providing certified/attested copies of judicial records in physical form.</p>
16.	<p>Supply of Digital copies of cases pending in Hon’ble e-Courts</p> <p>Digital copy of the complete Judicial file (except the records, papers, documents, things or matter prohibited for inspection or ordered to be kept as confidential by the Hon’ble Court/Authority) of the cases pending in Hon’ble e-Court is being</p>

	<p>provided free of charge to the nominated standing counsels, advocates who have already filed the Vakalatnama and litigants who are appearing in person and have not engaged any Advocate(s) on receiving an application form duly allowed/forwarded by the Court Master of the concerned Hon'ble Court.</p> <p>The application form, duly approved by Worthy Registrar General of this Court for supply of digital copy of the cases pending in Hon'ble e-Courts is uploaded on the official website of this Court (https://delhihighcourt.nic.in) under the heading "Public Notices/Download forms".</p>
17.	<p>e-DHCR Portal (electronic- Delhi High Court Reports)</p> <p>e-DHCR portal has been successfully launched on 05.08.2024. At present, the e portal of Delhi High Court contains all the important judgments with significant questions of law, rendered by Delhi High Court. The main objective of the e-DHCR project is to design, develop and deploy the e-DHCR (electronic Delhi High Court Reports) portal that provides access to OCR enabled legal judgments published by the Delhi High Court.</p> <p>e-DHCR attempts to dispense with head-noting judgments in the traditional style, in favour of a Question and Answer form-titled as "Key issues and findings". The objective is to identify the legal issues raised in the judgment and crystallize the law laid down for easier and better understanding of the reader.</p> <p>All reportable judgments of Delhi High Court starting from the year 1968 are uploaded. Apart from updating the legacy data of Delhi High Court, the e-DHCR portal would include judgments rendered by the Delhi High Court on a Monthly basis. The e-DHCR Portal has included the Hindi translated version of most judgments available on the portal and aims to include the Hindi translated version of all the judgments available on the portal.</p>
18.	<p>Case/filing status</p> <p>As of now, all the cases are filed in Delhi High Court through Online e-Filing System https://dhcefiling.nic.in/eFiling as per "e-Filing Rules of High Court of Delhi 2021" and case/filing status is available on the website of Delhi High Court under the link-Case/Filing Status.</p> <p><u>Delhi High Court WhatsApp Services</u></p> <p>Any Advocate, litigant and general public can avail the Delhi High Court WhatsApp Services to get case information as under:-</p> <ol style="list-style-type: none"> i) Status by Case No. ii) Status by Diary No. iii) Generate Cause list iv) Get Status by Party <p>The official WhatsApp number of Delhi High Court is 9112114450.</p>

	<p>In order to use the WhatsApp Services of Delhi High Court , the user is required to save this number and then open WhatsApp chat box & send 'Hi' message to initiate conversation.</p> <p>Delhi High Court WhatsApp Chatbot can be accessed by scanning the following QR code:-</p>  <p>This Chatbot/number can be used to avail of Delhi High Court WhatsApp services only and it will not be accepting any other messages or calls.</p> <p>As of now, all the cases, pleadings documents etc are filed in Delhi High Court through Online e-Filing System only. And you can know the filing status from the e-Filing counter or from the website of Delhi High Court. In addition, an SMS alert as well as e-mail (with details of defects/objections) is sent to the registered mobile number and e-mail ID. If the matter is passed for listing, an SMS as well as an e-mail with date of listing is sent to the registered mobile number and e-mail.</p>
19.	<p>Information regarding Juvenile Justice Boards and Child Welfare Committees</p> <p>The Juvenile Justice Secretariat has a website domain name www.jjcdhc.nic.in for general public. The website provides exhaustive information to the general public with regard to the Juvenile Justice Boards and Child Welfare Committees functioning in Delhi along with names and contact details of the Officers presiding over these benches. The website also provides other relevant information such as details of various Child Care Institutions, District Child Protection Units and Special Juvenile Police Units, One Stop Centres etc. in Delhi.</p>
20.	<p>Daily orders and judgments</p> <p>If the reason for your visit to the High Court is only to know what order or judgment has been passed in your case then there is no need for you to visit the court. Your visit to the website of the High Court would be sufficient. All the orders and judgments of the High Court are available on the website of High</p>

	<p>Court. It is however, made clear that the copies of orders and judgments downloaded from the website cannot be used as certified copies for filing appeals etc. You will have to apply for certified copies separately if you desire to challenge any of the orders or judgments of the Court.</p>
21.	<p>If you come to a public counter</p> <p>If you come to a public counter or enquiry point we will do the following:-</p> <ul style="list-style-type: none"> • Provide polite and helpful staff who will treat you with courtesy and respect; • Ensure that a trained member of staff assists you promptly; • Ensure that the office staff wear uniform.
22.	<p>Legal Aid Service</p> <p>In terms of Section 12 of the Legal Services Authorities Act, 1987 read with the Delhi Legal Services Authorities Rules, 1996 (as amended up to 1st January, 2024), the following categories of persons are entitled to free legal services:</p> <ul style="list-style-type: none"> • A member of Scheduled Caste or Scheduled Tribe. • A victim of trafficking in human beings or begar as referred to in Article 23 of the Constitution. • A woman • A child • A person with disability as defined in clause (i) of section 2 of Persons with Disabilities (Equal Opportunities, Protection of Rights and Full Participation) Act, 1995 (which means persons suffering with blindness, low vision, leprosy-cured, hearing impairment, loco motor disability, mental retardation or mental illness). • A person under circumstances of undeserved want such as being a victim of mass disaster, ethnic violence, caste atrocity, flood, drought, earthquake or industrial disaster. • An industrial workman. • A person in custody, including custody in a protective home within the meaning of clause (g) of section 2 of the Immoral Traffic (Prevention) Act, 1956 (104 of 1956) or in a juvenile home within the meaning of clause (j) of Section 2 of the Juvenile Justice Act, 1986 (53 of 1986) or in a psychiatric hospital or psychiatric nursing home within the meaning of clause (g) of Section 2 of the Mental Health Act, 1987 (14 of 1987) • A person having annual income not more than three lakhs. (Vide Notification No. F.27/3/2003-Judl./Suptlaw/430-436 dated 28.05.2021) • A senior citizen having annual income less than four lakhs. (Vide Notification No. F.27/3/2003-Judl./Suptlaw/527-533 dated 21.05.2020) • A transgender having annual income less than four lakhs. (Vide Notification No. F.27/3/2003-Judl.Suptlaw/527-533 dated 21.05.2020) . • A victim of Acid Attack. (Vide Notification No. F.27/3/2003-Judl.Suptlaw/527-533 dated 21.05.2020) • A person infected and effected with HIV (AIDS) (Vide Notification No. F.27/3/2003-Judl.Suptlaw/527-533 dated 21.05.2020)

	<p>The address, phone numbers and the website address of the Delhi High Court Legal Services Committee are:-</p> <p><u>33-38, Lawyers Chambers,</u> <u>Delhi High Court, New Delhi-110503.</u> PH: 23383418, 43010101 Extn.4381. <u>www.dhclsc.org</u></p>
23.	<p>Forums under alternative dispute resolution mechanism</p> <p>The Delhi High Court provides alternative dispute resolution mechanisms such as Mediation, Arbitration and Lok Adalat.</p> <p>1. Delhi High Court Mediation and Conciliation Centre:</p> <p>Delhi High Court Mediation and Conciliation Centre, aptly named as ‘Samadhan’ through 256 mediators on its panel, works as a catalyst in providing to the litigating parties a forum to amicably resolve their disputes. Samadhan has woven a change in the perception of conflict, the treatment of disputes and dispensation of justice through its unique collaboration between the Bench and the Bar.</p> <p>Samadhan has come a long way from two small rooms to a state-of –the-art infrastructure comprising of 31 rooms spread over three floors with well equipped reception and large waiting areas for litigants and lawyers. It has a psychologist’s room, a bright and cheerful children’s room and three well-equipped pantries, one on each floor with constant supply of tea and coffee. To help the conflicting parties engulfed in deep emotions, a panel of eleven Child Counselors/Psychologists has also been created to deal with their psychological issues, whenever required.</p> <p>Samadhan has been handling family and matrimonial disputes; disputes of child rights and child custody; business contracts and transaction disputes; real estate and construction disputes; consumer disputes; employment and service disputes; industrial disputes; banking and insurance cases; intellectual property rights disputes including trade mark, copyright and patents disputes; company and commercial disputes including winding up petitions; disputes under section 138 of the Negotiable Instruments Act. In addition to handling cases on references by Delhi High Court, Samadhan also handles cases referred by the Supreme Court of India.</p> <p>Apart from Court referred matters, the Centre is also handling cases at Pre-litigation stage where the parties approach the Centre directly for resolution of their disputes without seeking recourse to litigation. Samadhan has a high success record in encouraging the disputing parties to resolve their disputes at Pre-Litigation stage. The guidelines for approaching the Centre for Pre-litigation Mediation are available on the website of Samadhan i.e <u>www.dhcmediation.nic.in</u> under the link ‘Types of Mediation’.</p> <p>Under the online Mediation Project of Samadhan, sessions for mediation are also</p>

being held through Video Conferencing, both in Court referred cases as well as in cases filed for Pre-Litigation Mediation and Conciliation.

Samadhan is also handling Pre-Institution mediation cases referred by Delhi High Court Legal Services Committee (DHCLSC) under the Commercial Courts Act, 2015 and in accordance with Commercial Courts (Pre-Institution Mediation & Settlement) Rules, notified on 03.07.2018 by the Ministry of Law and Justice, Government of India. The guidelines for conducting Pre-Institution Mediation in matters under the Commercial Courts Act, 2015 are also available on the website of Samadhan i.e. www.dhcmediation.nic.in under the link 'Types of Mediation'.

Delhi High Court Mediation and Conciliation Rules, 2004 are available on the website of Delhi High Court under the link '*Public Notices-General*', and of the Delhi High Court Mediation and Conciliation Centre under the link '*The Rules*'.

Dedicated staff is available to answer queries of all the stakeholders on its Phone number i.e. 011-43010101 (Extn. No. 4632, 4633 and 4552) and 011-23383289

2. DELHI INTERNATIONAL ARBITRATION CENTRE (DIAC)

The **DELHI INTERNATIONAL ARBITRATION CENTRE (DIAC)** is situated on the 1st & 2nd floor of S-block, Delhi High Court, Dr. Zakir Hussain Marg, New Delhi.

Any person/party, desirous to commence an Arbitration, shall submit his/their request in writing for Arbitration to the Secretariat of the Centre situated at the Second Floor of S-Block addressed to the Coordinator with a simultaneous copy to the respondent(s). During the proceedings, settlement of the dispute with the agreement of the parties is encouraged and if any settlement is arrived at, the Arbitral Award is drawn on the agreed terms.

The website of Delhi High Court Arbitration Centre is : <https://dhcdiac.nic.in> and the email id is : delhiarbitrationcentre@gmail.com

Telephone No. : 011-23386492

011-23386493

011-23386480

3. Lok Adalat:

(i) These are generally presided over by sitting High Court Judges. It roughly means "People's court". There are no court fees or any rigid procedural requirements to be followed. Parties can directly interact with the Judge. Cases that are pending in regular courts can be transferred to a Lok Adalat if both the parties agree. A case can also be transferred to a Lok Adalat if one party applies to the court and the court sees some chances of settlement after the other party has been given an opportunity of being heard. The focus in Lok Adalats is on compromise. When no compromise is reached, the matter goes back to the court.

(ii) Pre Institution Mediation under amended Commercial Courts Act, 2015.

	<ul style="list-style-type: none"> • In terms of Commercial Courts Act, 2015 and the Rules framed there under, the Secretary, DHCLSC, is the Nodal Officer for conducting Pre-Institution Mediation in commercial disputes, falling within the pecuniary jurisdiction of the Delhi High Court. The applications in respect of the commercial disputes are received in the office of DHCLSC and after the service of the said applications is effected upon the opposite parties, the consent of parties is recorded in the matter. If the opposite party is willing to participate in the said pre-institution mediation proceedings, the case is referred to the Mediation Centre of the Delhi High Court after deposition of requisite mediation fees by both the parties. In the event of the refusal of the opposite party to enter into mediation proceedings, the office of DHCLSC issues a non-starter certificate to the applicants.
24.	<p>Right to Information</p> <p>The Delhi High Court (Right to Information) Rules, 2006 besides the “RTI Disclosure” (in terms of Section 4 of the RTI Act, 2005) and Form-A can be accessed on the Delhi High Court website i.e. www.delhihighcourt.nic.in.</p> <p>In addition to the already existing mode of accepting RTI applications Offline, this Court, as a constructive step towards RTI movement, inaugurated its RTI web portal on 21.09.2021 which is now being used by all the Citizens to file RTI applications online. The Indian Citizens who are living abroad can also file RTI applications online through this portal. The following features are available for the applicants who desire to use RTI web portal:-</p> <p>(i) an applicant can acquire information and make a request in portal.</p> <p>(ii) an online payment gateway is available to make requisite fee payment under the RTI Act.</p> <p>(iii) applicants are able to access online replies uploaded by the RTI Cell and can also file First Appeal through the portal.</p> <p>The provision of an online web portal will help the Citizens by speedy dissemination of information requested which, in turn, would help in achieving the aim of the RTI Laws for bringing transparency in Administration.</p> <p>An applicant who desires to obtain information under the RTI Act can make request through this online web portal which is readily available on the home page of this Court i.e. https://delhihighcourt.nic.in.</p>
25.	<p>Complaint Mechanism</p> <p>The Complaints against staff of Delhi High Court shall be made in writing and addressed to the Registrar General. The complaints can be sent to this Court either through email at rg.dhc@nic.in or rv.dhc@nic.in or by post. The complaints can also be submitted <i>by hand</i> in the office of Registrar (Vigilance), Room No. 106, 1st Floor, Main Building, A-Block. However, anonymous complaints will not be entertained.</p> <p>The name of the complainant shall be kept secret in case, he so desires.</p>

26.	<p>Suggestions or complaints relating to amenities and facilities</p> <p>Your suggestions or complaints in respect of the amenities and facilities are always taken positively. You may feel free to make all such suggestions or complaints in writing or otherwise to Registrar (Genl. Admn.). You may also send your suggestions or complaints through e-mail at rga.dhc@nic.in</p>
27.	<p>Box for suggestions and complaints</p> <p>There are three suggestion boxes placed in the High Court. You may drop your complaints or suggestions of any nature with your name, address, email address, telephone number in any of the said boxes located at:-</p> <p>(i) Outside the office of the Registrar (Vigilance) on the first floor, 'A' Block, Main Building. (ii) On the ground floor in the lobby of Main Building 'A' Block. (iii) On the ground floor in the lobby of Extension Block.</p>
28.	<p>Response Time</p> <p>Depending upon the nature of your complaint and suggestions resolution of your grievances may take some time. We, in any case, assure you that your complaint would be attended to within a period of 30 days under intimation to you.</p>
29.	<p>Representation to Registrar General against the complaints being not attended to</p> <p>If you do not hear anything from us within a period of 30 days after making a complaint you may make a representation to the Registrar General. You may note that any decision taken on your representation by the Registrar General is final. The Registrar General may, however, in his discretion before taking any final decision call you for hearing. If your complaint becomes a reason for a vigilance inquiry, you would be expected to fully cooperate with the Authorities of this court dealing with the matter.</p> <p>You may also send your representation through e-mail at rg.dhc@nic.in</p>
30.	<p>Complaints against the Advocates</p> <p>We may inform you that as far as complaints against the advocates are concerned you may directly approach the Delhi High Court Bar Association, Bar Council of Delhi or Bar Council of India at the following addresses respectively:-</p> <p>Delhi High Court Bar Association, Delhi High Court, Shershah Road, New Delhi Ph: 23385562 e-mail id: info@dhcba.com</p> <p>Bar Council of Delhi, Bar Council of Delhi Bhawan, 2/6, Siri Fort Institutional Area, Khel Gaon Marg, New Delhi-110049</p> <p>Bar Council of India, 21, Rouse Avenue Institutional Area,</p>

	New Delhi-110002 If you think that the complaint relates to the Administration of Justice you may bring it to the notice of the Bench hearing your matter.
31.	Help us to serve you better You can help us to serve you better by doing the following:- <ul style="list-style-type: none"> • Read information sent to you carefully and follow any instruction given; • Arrive in time for appointments and hearings; • High Court premises is strictly a no-smoking area; • Co-operate with security checks. These are for your own safety; • Keep your mobile phone switched off or on silent mode to maintain silence in the Court; • Treat court staff, other court users and court buildings with respect.

- NOTE: (1) The Citizen's Charter will be periodically reviewed as per the inputs/suggestions received from the citizens after its implementation.
(2) Anything mentioned in this Charter shall not have the effect of overriding any provision of law in force.

Sd/-
REGISTRAR GENERAL
HIGH COURT OF DELHI