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.	Particulars
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1.	Location
	Delhi High Court is located on the Shershah Road, New Delhi-110503 on the 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.
	- Filing Counter
	10:00 a.m. to 12:00 noon (urgent)
	10:00 a.m. to 1:00 p.m. (ordinary)
	02:00 p.m. to 4:00 p.m.
	- Inspection rooms for receiving applications for inspection of case files:
	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: 11:00 a.m. to 1:00 p.m.

02:00 p.m. to 4:00 p.m.

- Certified copy counter (receiving and delivery) 10:30 a.m. to 1:00 p.m. . 02:00 p.m. to 3:00 p.m.

- Uncertified copy counter: 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)

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.

You may contact :-

- 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. On the Web

The website of the Delhi High Court is at: *delhihighcourt.nic.in*Information about the Delhi High Court including the display board, daily cause list, Delhi High Court Rules and Orders, judgments delivered, daily orders, notifications and practice directions etc. can be viewed on the website.

Information about a Judge not being available on a particular date or any change in the cases listed in the advance list or any other important information is given under the heading 'notes' published daily along with the cause list. Additionally, in the link 'Display Board' the current status of matters listed for that day can be accessed.

4. Visiting the High Court

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:-

- A. That your case is listed in court for the day or you seek inspection of records.
 - 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.
 - 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.
- 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.

C. You may also get entry pass through 'Online Gate Pass Registration Facility' and register your request online at 'www.evisitordhc.gov.in'. If you apply online, then 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 'Links Category'.

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.

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.

6. May I Help You Counter

In the lobby of Main Building and Extension Block you will find a 'May I help you' counter/kiosk 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.

Availability of wheelchair:-

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/Kiosk. Wheel Chairs are also available for differently abled persons and senior citizens, if required.

7. Special filing counter for senior citizens / handicapped persons/women

There is a special filing counter No. 25 for entertaining senior citizens/handicapped persons/women.

8. Filing of e-court fee

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.

9. Signboards

You will find signboards showing the way to court rooms, utility services such as wash room, drinking water etc.

E-kiosks

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.

Display Boards

You will also find electronic display boards outside every court room, lobby of Main Building and that of Extension Block, cafeteria and lawyers' chamber blocks where current status of the cases listed on the given day can be seen.

10. Urgent (Mentioning) Cases for Listing / Accommodation

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-II. However, all such cases shall be accompanied by duly filled in "Form for Urgent (Mentioning) Cases for Listing / Accommodation".

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".

11. Utility facilities available in the High Court Premises

Court fee vendors:

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 Chamber Block-III. (http://www.shcilestamp.com)

Working hours of SHCIL are as follows:-

10:00 a.m. to 4:00 p.m. (Monday to Friday) 2:00 p.m to 2.30 p.m (lunch break) 10:00 a.m. to 2:00 p.m. (Saturday)

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 Friday) 02:00 p.m. to 2.30 p.m. (lunch break) 10:00 a.m. to 01:00 p.m. (Saturday)

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 01:00 p.m. (Monday to Friday) 1:00 p.m. to 2:00 p.m. (lunch break) 02:00 p.m. to 03:30 p.m. 10:00 a.m. to 2:00 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.

<u>Cafeteria:</u>

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 gate no.7 for litigants and general public.

Medical facilities:

The High Court premises also have a Medical and Health Centre located at the back of the Main Building.

Photocopying facility:

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.

12. Inspection of Judicial Records

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.

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.

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.

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.

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.

Facility for electronic inspection of cases, which have been converted into digital record, is also available.

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 required to make an application in the concerned inspection branches with court fee of ₹5/- and ₹3/- per page shall be charged.

13. Certified/attested copies of judicial record and Dasti orders

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.

Fee charged for certified/attested copies-

On an application for certified/attested copies, $\stackrel{?}{\underset{?}{?}}$ 5/- per page irrespective of number of words/lines is charged and a uniform fee of $\stackrel{?}{\underset{?}{?}}$ 50/- is charged as 'processing fee' with an initial deposit of $\stackrel{?}{\underset{?}{?}}$ 100/- to be adjusted against the charges for certified/attested copy at the time of delivery.

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.

Dasti orders -

In such cases where *dasti* 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 $\stackrel{?}{\stackrel{}{\sim}}$ 5/- and $\stackrel{?}{\stackrel{}{\sim}}$ 3/- per page.

14. Case/filing status

You can know the case/filing status of your fresh petitions/matters as to whether it has been passed for being listed or is under objection for some reasons, either from the filing counter or from the website of Delhi High Court, as follows:-

After 2:00 p.m. – urgent matters filed before 12:00 noon for being listed on the next working day.

Next day – urgent matters filed after 12:00 noon up to 4:00 p.m. for being listed on the second day from the date of filing.

Non-urgent matters – after three working days filed up to 4:00 p.m. on any given day.

(Note: the objections, if any, in all non-urgent matters, in any case, are notified not later than 10 days from the date on which the petition was filed).

- Objections, if any, in *dak* viz. the process, pleadings, documents etc. filed in a pending matter are notified within a period of three working days from the date the same is filed.

To enquire about the cases filed in this Court through Cell phone, SMS Message Facility is available on the website of Delhi High Court i.e. www.delhihighcourt.nic.in under the navigation link-'Public Notices-General' titled as – Procedure to get case information through SMS.

If the fresh petition/matter/process fee/Dak is under objection, a SMS alert in this regard is sent to the mobile number provided at the time of filing.

The filing status of all the petitions/matters filed on the day is displayed on an LED installed at Filing Counter near counter No.6.

In Company, Tax and Arbitration Matters, where e-filing is mandatory, you can know the filing status from the e-Filing Counter or from the website of Delhi High Court. In addition, a SMS alert as well as e-mail (with details of defect/objections) is sent to the registered mobile number and e-mail id. If the matter is passed for listing, a SMS as well as an e-mail with date of listing is sent to the registered mobile number and e-mail.

15. Daily orders and judgments

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 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.

16. If you come to a public counter

If you come to a public counter or enquiry point we will do the following:-

- 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 and name badges;
- Respect your privacy.

17. Legal Aid Service

Subject to fulfilling certain conditions, a person is entitled to legal aid from the Delhi High Court Legal Services Committee.

The following categories of persons are entitled to legal aid as per Section 12 of the Legal Services Authorities Act, 1987:-

- a. a member of a Scheduled Caste or Scheduled Tribe;
- b. a victim of trafficking in human beings or *begar* as referred to in Article 23 of the Constitution;
- c. a woman or child;
- d. a person with disability as defined in clause (i) of section 2 of the Persons with Disabilities (Equal Opportunities, Protection of Right and Full Participation) Act, 1995, [which means persons suffering with blindness, low vision, leprosy-cured, hearing impairment, locomotor disability, mental retardation or mental illness];
- e. 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, or
- f. an industrial workman; or
- g. a person in custody, including custody in a protective home within the meaning of Section 2(g) of the Immoral Traffic (Prevention) Act, 1956 or in a juvenile home [within the meaning of Section 2(j) of the Juvenile Justice Act, 1986] or in psychiatric hospital or psychiatric nursing home within the meaning of Section 2(g) of the Mental Health Act, 1987; or
- h. where the annual income of a person "From All Sources" does not exceed rupees one lakh. (As per notification No.F.27/3/2003-Judl/345-349 dated 29.3.2010)
- i. senior citizens with an annual income less than ₹2 lacs. (As per notification No.F.27/3/2003-Judl/794-798 dated 04.7.2011)
- j. transgender with an annual income less than ₹2 lacs. (As per notification No.F.27/3/2003-Judl/794-798 dated 04.7.2011)

The address, phone numbers and the website address of the Delhi High Court Legal Services Committee is:-

33-38, Lawyers Chambers,

Delhi High Court, New Delhi-110503.

PH: 23383418, 23387907

Extn.4381.

www.dhclsc.org

18. Forums under alternative dispute resolution mechanism

The Delhi High Court provides alternative dispute resolution mechanism such as Mediation, Arbitration and Lok Adalat.

1. Delhi High Court Mediation and Conciliation Centre:

The "Delhi High Court Mediation and Conciliation Centre" known as "SAMADHAN" is located in three parts i.e. on the ground floor, 1st floor of the Extension Block and 4th Floor of Administrative Block of this court. Mediation is a process in which an impartial or neutral third party assists disputants in finding a mutually acceptable solution. A party desirous of availing pre-litigation service of the Centre may register directly with the Coordinator of the Centre by making a simple application along with one stamp paper of ₹100/- with ID proof and a photograph of the Applicant / Petitioner OR the Court may refer the proceedings before it to the Mediation Centre. Generally, Mediation Services are free for litigants but the Court, in given cases, may direct the parties to share the costs equally.

Fee norms for availing pre-litigation services of the centre are as under:-

(i) Both parties together or singly shall pay ₹1,000/- in all as administrative charges of the Mediation Centre;

- (ii) The fees of the Mediator i.e. ₹10,000/- in all, together or singly, shall be paid by the parties at the initial stage on appointment of the Mediator by depositing it with the Mediation Centre.
- (iii) Both parties together or singly shall pay ₹500/- per sitting for the use of the Mediation Centre.

The above amount/s shall be paid either in cash or through Pay Order/Demand Draft dawn in favour of the Registrar General, Delhi High Court.

Rules of mediation can be seen on the website of Delhi High Court under the heading "Mediation Centre" in "Related Links".

Phone number of Delhi High Court Mediation and Conciliation Centre is: 011-23383289

2. DELHI INTERNATIONAL ARBITRATION CENTRE (DAC)

The DELHI INTERNATIONAL ARBITRATION CENTRE (DAC) is situated on the 2nd & 3rd Floor of New Medical and Health Centre Building, Delhi High Court.

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 the Medical and Health Centre 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 Arbitral Award is drawn on the agreed terms.

The website of Delhi High Court Arbitration Centre is at : *dacdelhi.org* and the e-mail id is:

delhiarbitrationcentre@gmail.com

Telephone No.: 011-23386492

Fax No.: 011-23386493

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 nor 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) Continuous Lok Adalat -

Continuous lok adalat functions in the premises of High Court which is usually presided over by retired High Court Judges. If need arises your case can also be sent by the court either on your request or on its own for resolution to the said continuous lok adalat. The focus again is on compromise and when no compromise is reached the matter goes back to the court.

19. Right to Information

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

20. Complaint Mechanism

If you have any complaint against the staff of High Court you may approach Registrar (Vigilance). We assure that you will be heard patiently and due action

will be taken on your complaint. In case you desire to make the complaint in writing or in confidence that too is possible. Your name can be kept secret and discreet independent inquires will be made on your complaint. However, no anonymous complaint will be entertained.

You can also send your complaint through e-mail at rv.dhc@nic.in

21. Suggestions or complaints relating to amenities and facilities

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 suggestion or complaint through e-mail at rga.dhc@nic.in

22. Box for suggestions and complaints

There are three suggestion boxes placed in the High Court at following locations. You may drop your complaints or suggestions of any nature with your name, address, email address, telephone number in any of the said boxes:-

- (i) Out side 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.

23. Response Time

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.

24. Representation to Registrar General against the complaints being not attended to

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.

You may also send your representation through e-mail at rg.dhc@nic.in

25. Complaints against the Advocates

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:-

Delhi High Court Bar Association, Delhi High Court, Shershah Road, New Delhi

Ph: 23385562

e-mail id: info@dhcba.com

Bar Council of Delhi, Bar Council of Delhi Bhawan, 2/6, Siri Fort Institutional Area, Khel Gaon Marg, New Delhi-110049 Ph:26498356, 26495195, 26495196 e-mail id: barcouncilofdelhi@rediffmail.com

Bar Council of India, 21, Rouse Avenue, Institutional Area, New Delhi-110002

Ph: 23231647

e-mail id: http://barcouncilofindia.nic.in/

	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.
26.	Helping us to serve you better
	You can help us to serve you better by doing the following:-
	 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.

REGISTRAR GENERAL HIGH COURT OF DELHI