

**HIGH COURT OF TRIPURA  
AGARTALA**

No. F.6(50)-HC/2021-26/11988

Dated, the Agartala, 12<sup>th</sup> May, 2026

**N O T I F I C A T I O N**

Hon'ble The High Court of Tripura has been pleased to direct that henceforth all the Courts of the District Judiciary of Tripura shall ensure compliance of the following directives in connection with service of processes through NSTEP:

1. All the processes to be served by the Bailiffs/Process Servers shall invariably be served using the NSTEP Mobile App. The Nodal Officer of the respective Court Complex shall submit monthly compliance report in this regard **through Google Form link** (*to be shared through email*) within the first week of the succeeding month. No physical copy of the statement is to be sent to this Registry.
2. All the processes physically served by the Bailiffs/Process Servers, which couldn't be updated through NSTEP Mobile App, shall be duly updated in the NSTEP Portal by the Nazarat Section of the respective Court Complex and backlog entries are to be cleared at the earliest. The Nodal Officer of the respective Court Complex shall thoroughly monitor the same.
3. Hand-held Devices (Android Mobile Phones) given to Bailiffs/Process Servers, performing field-duty and using NSTEP Application, shall be provided with one/two Prepaid SIM card(s) of the ISP (Internet Service Provider) with best network coverage in and around the State of Tripura. Such SIM Cards shall be procured officially in the names of such Bailiffs/Process Servers by the respective Court Establishment and the details of the same shall be maintained in a Register. The Bailiffs/Process Servers, performing field-duty and using NSTEP Application, may be allowed to recharge their official SIM card(s) quarterly with a maximum amount of ₹1,000/- subject to current tariff rules, which may be reimbursed by the office.
4. At the time of service of summons or notice upon the recipient by the Bailiff/Process Server through NSTEP Application, when photograph of the recipient is taken by the Bailiff/Process Server in their Hand-held Device (Android Mobile Phone) provided by the High Court for this purpose, such photograph shall be used only for the purpose of recording due service and shall not be used for any other purpose. The Bailiff/Process Server may carry this Notification with them in order to persuade the recipient to allow them to take such photograph.

5. The Revised Comprehensive Guidelines Regarding Use of NSTEP (National Service & Tracking of Electronic Processes) Portal and Use of Hand-held Devices (Android Mobile Phones) Distributed to the Bailiffs/ Process Servers for Service of Processes Through NSTEP, **as enclosed**, shall be followed by all concerned in letter and spirit.

This notification is issued in supersession of the earlier Directive dated 24.09.2019, Circular dated 21.03.2020, Order dated 08.01.2021, and Instructions/Guidelines dated 07.05.2021 issued by Hon'ble The High Court of Tripura.

By order,

Digitally signed by ANGSUMAN DEBBARMA  
Date: 2026.05.12 14:52:24 +05'30'

**(Angshuman Debbarma)**  
Registrar General

**No. F.6(50)-HC/2021-26/11989-12004**

**Dated, the Agartala, 12<sup>th</sup> May, 2026**

**Copy to:**

- 1) The Principal Secretary to Hon'ble the Chief Justice, High Court of Tripura, Agartala;
- 2) The Secretary to Hon'ble Justice Dr. T. Amarnath Goud, Judge, High Court of Tripura, Agartala;
- 3) The Secretary to Hon'ble Mr. Justice S. Datta Purkayastha, Judge, High Court of Tripura, Agartala;
- 4) The Secretary to Hon'ble Mr. Justice B. Palit, Judge, High Court of Tripura, Agartala;
- 5) The PS-II to the Registrar General, High Court of Tripura, Agartala;
- 6) The Registrar (Admn., P & M), High Court of Tripura, Agartala;
- 7) The Registrar (Vigilance), High Court of Tripura, Agartala;
- 8) The Registrar (Judicial), High Court of Tripura, Agartala;
- 9) The Joint Registrar, High Court of Tripura, Agartala;
- 10) The Deputy Registrar (Vig.)-cum-CPC, High Court of Tripura, Agartala;
- 11) The Chief Librarian, High Court of Tripura, Agartala;
- 12) All the Deputy Registrars, High Court of Tripura, Agartala;
- 13) The System Analyst/The programmer(s), High Court of Tripura, Agartala for publishing the Notification along with enclosures in the official website of the High Court of Tripura;
- 14) The Senior System Officer, High Court of Tripura, Agartala;
- 15) Order File.

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**Registrar General**

**HIGH COURT OF TRIPURA  
AGARTALA**

**No.F.6(50)-HC/2021-26/11987**

**Dated, the Agartala, 12<sup>th</sup> May, 2026**

REVISED COMPREHENSIVE GUIDELINES REGARDING USE OF NSTEP (NATIONAL SERVICE & TRACKING OF ELECTRONIC PROCESSES) PORTAL AND USE OF HAND-HELD DEVICES (ANDROID MOBILE PHONES) DISTRIBUTED TO THE BAILIFFS/PROCESS SERVERS FOR SERVICE OF PROCESSES THROUGH NSTEP

1. Stock of the Hand-held Devices (Android Mobile Phones) shall be maintained and regularly updated by the Nazarat Section of the respective Court Complex in the designated Asset Register.
2. Hand-held Devices (Android Mobile Phones) shall be given only to the Bailiffs/Process Servers who are actually engaged in field-duty and need to use NSTEP Application. Surplus Hand-held Devices (Android Mobile Phones), if any, shall be kept in safe custody in the Nazarat Section of the respective Court Complex.
3. The users of the Hand-held Devices (Android Mobile Phones) shall be the Bailiffs/Process Servers themselves and they shall use the same exclusively for official purposes only. The Hand-held Devices (Android Mobile Phones) given to the Bailiffs/Process Servers for the implementation of NSTEP application shall not be used for any personal use whatsoever.
4. The users shall install very limited apps in the Hand-held Devices (Android Mobile Phones) like eCourts Services, Adobe Scan, NSTEP etc. related to their official duties. Apps other than the pre-installed ones in the Hand-held Devices (Android Mobile Phones) and the official ones shall not be downloaded and installed.
5. The respective Bailiff/Process Server shall have the responsibility to keep the Hand-held Device (Android Mobile Phone) in their safe custody. If case of theft of a Hand-held Device (Android Mobile Phone) provided to any Bailiff/Process Server, the same shall be reported to the jurisdictional Police Station by the Office immediately, with intimation to the High Court. The Nodal Officer of the

concerned Court Complex shall submit a brief report to the High Court reporting the incident of theft.

6. Non-working Hand-held Devices (Android Mobile Phones) shall be returned by the Bailiffs/Process Servers to the Nazarat Section of the respective Court Complex and necessary entries in this regard be maintained in the Asset Register. The said non-working Hand-held Devices (Android Mobile Phones) shall not be used by any official thereafter and shall be subject to condemnation as per Rules for the time being in force.
7. New Hand-held Devices (Android Mobile Phones) would be given by the High Court to the respective Court Complex on actual demand and availability of fund. Such Hand-held Devices (Android Mobile Phones) shall be given to the respective Court Complex, and not to any individual Bailiff/Process Server.
8. When any Bailiff/Process Server is transferred from any Court Complex to another, they shall deposit their Hand-held Devices (Android Mobile Phones) along with all the accessories to the Nazarat Section of the former Court Complex and necessary entries in this regard be maintained in the Asset Register. However, SIM Card(s) procured in the name of the Bailiff/Process Server are not required to be returned by them, rather they may use the same in the new place of posting.
9. Whenever a Hand-held Device (Android Mobile Phone) is returned to the Nazarat Section on the ground of its non-working condition or due to transfer of the Bailiff/Process Server, the Section-In-Charge of the Nazarat Section shall verify that the device has been returned along with all its accessories and without any physical damage. Assistance of the System Officer/ System Assistant may be taken in such verification process. The Bailiff/Process Server shall be personally liable for any physical damage in the device due to possible mishandling or loss of any of the accessories.
10. When a Bailiff/Process Server is unable to serve all the processes allocated to them before getting released from a Court Complex on transfer or otherwise, the Nazarat Section shall reallocate the pending processes to other Bailiffs/ Process Servers in NSTEP Portal.

11. If the Hand-held Device (Android Mobile Phone) is within warranty period, in case of any damage, it may be sent to the nearest Authorized Service Center of the OEM (Original Equipment Manufacturer) by the Office for repairing/servicing. In case of any damage in the Hand-held Device (Android Mobile Phone) beyond the period of warranty, it may be repaired by the office on its own without sending it to the High Court. Accessories provided with the Hand-held Device (Android Mobile Phone) for E.g., Charging adapter etc. are consumable items, and as such, in case of damage of such items, it may be replaced by the Office on its own without sending it to the High Court. Physical damages caused due to possible mishandling are not covered above, and in terms of point no. 9, the Bailiff/ Process Server shall be personally liable for such damage.
12. It shall be the responsibility of the concerned Court Establishment to cover the working Hand-held Device (Android Mobile Phone) and accessories under AMC (Annual Maintenance Contract) on expiry of the warranty period.

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**(Anshuman Debbarma)**  
Registrar General