



HIGH COURT OF TRIPURA AGARTALA

Standard Operating Procedure (SOP) For Effective Deployment and Operation of Mobile eSewa Van

A. INTRODUCTION:

The eCommittee, Hon'ble Supreme Court of India, in collaboration with the National Legal Services Authority (NALSA) and the Department of Justice, Government of India, has rolled out the Mobile eSewa initiative. It is designed to deliver technology-driven, citizen-centric legal services to remote, rural locations with the objective to ensure every citizen benefits from IT and Legal Services regardless of their location or background.

B. OBJECTIVE & PURPOSE OF THIS SOP:

To establish a standardized procedure for operation and management of the eSewa Mobile Van including expenses thereof.

C. GOVERNANCE & ROLES RESPONSIBILITY MATRIX:

- **High Court Computer Committee** shall hold the overall administrative authority over policy formulation, financial allocations and optimum utilization of the van.
- **Tripura State Legal Services Authority (TSLSA)** shall act as the Nodal Coordinating Agency to schedule legal aid drives, mobile Lok Adalats, awareness camps and other eServices.
- **District Courts/ DLSAs** shall oversee the local execution, staffing (Driver/ PLVs/Panel Lawyers) and day-to-day operations including field visits.

D. DEPLOYMENT & ON-BOARD STAFFING:

Each deployment unit shall consist of the following, to be nominated by the concerned District Judge in consultation with the concerned Secretary, DLSA:

1. **Technical Staff:** One or more District Court/ DLSA staff and/or PLV(s) trained in eFiling, ePayment, Video Conferencing (VC), Network Troubleshooting etc.

2. **Legal Aid Staff:** Panel Lawyer(s)/ PLV(s) to handle legal inquiries, grievance intakes etc.
3. **Driver:** Driver(s) of the District Court on 'as and when required' basis.

E. OPERATIONAL WORKFLOW & SERVICES DELIVERED:

Step 1: Pre-Deployment: As per direction of the competent authority, Driver(s) of the High Court shall take the eSewa Mobile Van(s) to the concerned District Court Complex and place the same under the disposal of the concerned District Judge. Whenever, the said van(s) are required to be brought back to the High Court, Driver(s) of the High Court shall reach the concerned District Court Complex and take over the same.

Step 2:Deployment & Maintenance: During deployment of the eSewa Mobile Van(s) in the District Court Complex(s), the concerned District Judge in consultation with the Secretary, DLSA, and the Member Secretary, TSLSA, whenever required, shall create itinerary for visiting remote regions, Court Complexes or designated camp sites for extending eCourts digital services. The Driver(s) of the concerned District Court shall be utilized at this juncture. Periodical inspections of the Vehicles and the IT equipment therein shall be done by the Driver(s) of the concerned District Court and the System Officer/ System Assistant(s) respectively. Fuel bills and other recurring bills including vehicle and IT equipment maintenance charges along with complete itinerary shall be forwarded by the concerned District Judge to the High Court for reimbursement.

An eSewa Mobile Van deployed in a particular District Court Complex may be utilized by other District Courts/DLSAs falling under the same cluster, as per the notification issued in this regard. In such a case, on receipt of requisition from another District Judge, the District Judge in whose Court Complex the eSewa Mobile Van is stationed shall arrange for its temporary movement to the said other District by engaging Driver(s) from his office. However, the Technical and Legal Aid Staff shall be engaged by the District Judge in whose District such temporary deployment is done. Coordination in this regard shall be done by the TSLSA.

Step 3: Proper Utilization: During deployment of the eSewa Mobile Van(s), the guidelines of the eCommittee, Hon'ble Supreme Court of India, shall be strictly followed. Specifically, such deployment shall be limited to offering the following key services:

- **Core eCourts Citizen Services:**

- a) Information Dissemination: Querying court case status, next date of hearing, and order/judgment copies.
- b) E-Filing Facilitation: Assisting litigants and advocates in e-filing pleadings, applications, and appeals.
- c) Cause Lists & Court Fees: Generation and issuing of e-Courts cause lists and court fees payment guidance.
- d) Certified Copies & Mobile Apps: Providing digital copies of judicial records and downloading e-Court mobile apps.
- e) ePayments: Guiding/facilitating ePayments for different category of matters.

- **Special Drives & Mobile Adjudication:**

- a) MV Act Challan Drives: On-the-spot disposal and digital payment processing for Motor Vehicle (MV) Act challans etc.
- b) Utility services & Electricity Disputes: Conducting Lok Adalat sessions for compoundable electricity disputes, water bills, municipal dues and other matters covered under the scheme.
- c) Pre-Litigation Mediation: Pre-litigation mediation camps organized jointly by SLSA, DLSA, and TLSAs.
- d) Alternative Dispute Resolution: Court referred mediations, Counselling etc.

- **Video Conferencing & Remote Deposition:** As per applicable Video Conferencing Rules:

- a) Witness Deposition: Recording testimony of remote, vulnerable, elderly and other witnesses via the van's VC setup, as per applicable Video-conferencing Rules.

- b) Stakeholders VC Appearance: Facilitating remote appearance of litigants/stakeholders in ongoing court proceedings and the Van may be designated as Court/remote point.

- **Legal Awareness & Audio-Visual Campaigns:**

- a) Multimedia Display: Displaying high-definition awareness videos on the 43" external displays.
- b) Broadcasting Awareness Videos: Broadcasting standardised awareness material prepared by the eCommittee, Supreme Court of India, NALSA, SLSAs in National and local regional languages.
- c) NALSA Scheme Outreach: Promoting legal aid schemes, victim compensation projects, women helpline services, and child rights awareness etc.

- **Local Adaptability:**

- a) High Courts, in consultation with SLSA/NALSA, may identify additional customized operational usages based on local geographic or legal demands and also optimum utilisation of the Mobile e-Sewa facilities.

F. NETWORK AND CONNECTIVITY IN THE E-SEWA MOBILE VAN:

The internet connectivity in the eSewa Mobile Van will be provided through 5G SIM connectivity. One SIM card per vehicle will be procured by the High Court, having wide coverage across the state of Tripura. The concerned District Judge will manage the recurring expenditure of the said connectivity and the bills for the same shall be sent to the High Court for reimbursement. The recharge amount should be sufficient to seamlessly maintain sustained connectivity in the eSewa Mobile Van(s).

G. FINANCIAL MANAGEMENT & RECURRING EXPENSES:

All the operational and maintenance expenses will be borne by the High Court of Tripura as per the Scheme and Operational Guidelines for Mobile eSewa Services, as provided by the eCommittee, Hon'ble Supreme Court of India.

H. LOGGING, REPORTING & FOOTFALL MONITORING:

- The Driver(s) of the Mobile eSewa Van, as engaged by the High Court/concerned District Judge shall maintain a Daily Logbook recording locations visited and distance travelled.
- The Technical Staff member(s) engaged in the eSewa Mobile Van shall maintain a Daily Register recording total visitor footfall and detailed account of individual service transactions (e-filings, Case inquiries, VC sessions, etc.).
- Monthly compiled data on locations visited and distance travelled, total visitor footfall and detailed account of individual service transactions shall be provided by the concerned District Judge to the High Court in prescribed Google form.

By order,

Digitally signed by ANGSHUMAN DEBBARMA

Date: 2026.10.13 15:03:00 +05'30'

(Angshuman Debbarma)

Registrar General