

HIGH COURT OF MEGHALAYA

AT SHILLONG

NOTIFICATION

No HCM.II/96/2026/COMP/3535

Dated 15th October, 2026

STANDARD OPERATING PROCEDURE (SOP) FOR OPERATION OF MOBILE eSEWA KENDRA

1. INTRODUCTION

The eCommittee of the Supreme Court of India, in collaboration with the National Legal Services Authority (NALSA) and the Department of Justice, Government of India, rolled out the Mobile eSewa initiative which 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.

The eCourts Project aims to leverage Information and Communication Technology to enhance access to justice, improve transparency, facilitate efficient delivery of citizen-centric judicial services and make court-related information and services accessible to litigants, advocates and members of the public as a whole. In furtherance of the objectives of the eCourts Project, the Mobile eSewa Kendra shall function as a mobile extension of the eSewa Kendra established in the Court Complexes whose primary goal is to take citizen-centric judicial services directly to the doorsteps of litigants, rural populations, marginalized communities, and remote regions where access to judicial infrastructure, internet connectivity or digital facilities is limited.

For the operationalisation and optimum utilisation of the eSewa Mobile Van, the High Court of Meghalaya formulates this Standard Operating Procedure.

2. SHORT TITLE, APPLICATION AND COMMENCEMENT

- i. These Guidelines shall be called the **Standard Operating Procedure for Mobile eSewa Kendra under the eCourts Project.**

- ii. They shall apply to the High Court, the High Court Legal Services, District Courts, the Meghalaya State Legal Services Authority, the District Legal Services Authority, Alternative Dispute Resolution and the mediation proceedings in pending cases.
- iii. They shall come into force from the date of approval by the competent authority and shall remain in force until modified, superseded or withdrawn.

3. OBJECTIVES

The principal objectives of the Mobile eSewa Kendra shall be:

- i. Access to Justice: To bridge the digital divide by extending eCourts digital services to remote, rural, tribal, and under-served geographic regions.
- ii. Mobile Dispute Resolution: To conduct mobile Lok Adalats, special drives for pre-litigation settlement, traffic/MV Act challan disposals, e-payments etc
- iii. Service Delivery Point: To provide court case status, orders, cause lists, e-filing assistance, e-certified copies request and free legal Aid services on wheels
- iv. Legal Awareness: To broadcast audio-visual educational content in national and regional languages showcasing IT initiatives of the eCommittee, Supreme Court of India, and legal awareness campaigns functional under NALSA/SLSAs.
- v. Remote Judicial Facilitation: To facilitate remote witness deposition and remote hearing participation via mobile Video Conferencing (VC) setups, as per relevant Video conferencing Rules.
- vi. Digital Literacy: To promote digital literacy in relation to judicial services.
- vii. eCourts Awareness: To facilitate awareness regarding various online services made available under the eCourts Project.

4. SERVICES OF THE MOBILE eSEWA KENDRA

The Services of Mobile e-Sewa will be utilised by the High Court of Meghalaya, Meghalaya State Legal Services Authorities, District Courts, District Legal Services Authorities (DLSAs), the High Court Legal Services.

5. TECHNICAL SPECIFICATIONS & APPROVED VAN EQUIPMENT

Each customized Mobile eSewa Van is built on a Force Motors base vehicle fully retrofitted with specialized power backup, audio-visual display setups, high-definition conferencing equipment, and high-speed multi-network connectivity. Below is the standardized hardware inventory list:

S.No.	Description	Specification	Make/Model	Warranty
1	T1(2.0)DV3700FM2.6 CR BSVI.2 AC PS ABS(G)	Vehicle	Force	3 Years or 3 Lakh Km
2	Inverter (900 VA)	Output power capacity of roughly 672W to 720W on a single 12V battery system	Microtech	3 Years
3	Battery (100 Ah)	Sealed Maintenance Free (SMF) VRLA AGM battery	Amaron	1.5 Years
4	Remi Fan	(12 V DC, 1300 RPM, 3 blades, 300 mm)	Remi	6 months
5	Bluetooth Speaker	With in build Mic.	TBD	1 Year
6	Revolving Light with Siren & Amplifier	(12V / 24V D, Polycarbonate (lens/dome), IP65 (waterproof), Revolving and flashing)	Garuda	1 Year
7	Intercom	(Real-time two-way full-duplex, Plug-in AC adapter Plug-and- play with no complex pairing needed.	Vohra	3 Months

8	TV 32"	(4K resolution, a 50Hz/60Hz refresh rate)	Samsung	1 Year
9	TV 43"	(4K resolution, a 50Hz/60Hz refresh rate)	Samsung	1 Year
10	Water Dispenser	(2 taps typically Hot & Cold, 3 liters per hour, 5 liters per hour)	Atlantis	1 Year
11	Split AC 1 Ton	Hot & Cold Inverter Split AC, 100% copper with Nano BluProtect anti-corrosive fins)	Bluestar	1 Year Complete/ 5 Years Compressor
12	Generator	(3,000 VA, Honda GX200T/OHV, Single Cylinder, 4-stroke, Air-cooled)	Honda	1 Year
13	Camera	(High Resolution, Smart Connectivity, Infrared LEDs providing clear visibility up to 10-30 meters in complete darkness.)	CP Plus	2 Year
14	Router	(Single slot 5G, wireless connectivity upto 10 mtr)	True view	1 Year
15	Fire Extinguisher		Rain-X	
16	Webcam	For Video conferencing (with inbuilt Mic)	Zebronics	1 Year

5. SCOPE OF THE MOBILE eSEWA KENDRA

The Mobile eSewa Kendra may be deployed in:

- Remote and rural areas;
- Areas having limited access to Court complexes;
- Areas having poor digital infrastructure;
- Geographically difficult areas;
- Villages and administrative blocks located far from District/Sub-Divisional Courts;
- Locations identified on the basis of demand for judicial services;
- Legal awareness camps, Lok Adalats and other outreach programmes;
- Government/public premises where temporary service camps are organized;
- Other locations as may be approved by the competent authority.

However, this is subjected to a pre-approved deployment schedule.

6. NATURE OF SERVICES

The Mobile eSewa Van shall function as a multi-purpose mobile judicial node. Services/ activities include, but are not limited to, the following illustrative categories:

6.1 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, High Court of Meghalaya Mobile Apps.
- e. ePayments: Guiding/facilitating ePayments for different category of matters.

6.2 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 MSLSA, DLSA, and TLSAs.
- d. Alternative Dispute Resolution: Court referred mediations, Counselling etc.

6.3 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.

6.4 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.

7. OPERATIONAL GOVERNANCE & DEPLOYMENT STRUCTURE

7.1 The High Court Computer Committee shall hold overall administrative authority over van deployment, policy compliance, and inter-agency coordination. It may be ensured that the optimum utilisation of the Mobile e-Sewa facilities takes place.

7.2 MSLSA Nodal Role: The Meghalaya State Legal Services Authority (MSLSA) shall act as the nodal coordinating agency for scheduling awareness camps, mobile Lok Adalats, legal aid drives, eServices.

7.3 The High Court Computer Committee shall designate a Nodal Officer for supervision and coordination of the Mobile e-Sewa facilities.

8. HUMAN RESOURCE & STAFFING ARRANGEMENTS

To ensure smooth service delivery, each Mobile eSewa Van shall be manned by a dedicated team, comprising of the following.

8.1 Technical Staff: The services of Systems Assistants, eSewa Kendra staff, eCourts Technical Team members, and other technical personnel from the establishment of the High Court of Meghalaya or the respective District Courts may be engaged, as required, to provide technical and IT-related services such as eCourts Services, e-filing and VC operations during awareness programmes, special drives, Lok Adalats, and other court-related outreach activities.

8.2 Legal Aid & DLSA Staff: A Legal Aid Counsel or Panel Lawyer / Para-Legal Volunteer (PLV) appointed by DLSA or HCLS may handle legal inquiries, scheme awareness, and grievance intake.

8.3 Driver Engagement: The base vehicle shall be driven by an existing official driver from the High Court or the Meghalaya State Legal Services Authority.

8.4. A designated Nodal Officer for supervision and coordination.

9. RECURRING EXPENSES

The recurring expenses for the operations i.e fuel for the VAN & generator, ICT equipments maintenance, connectivity, operational/incidental cost will be borne by the High Court of Meghalaya.

10. STATISTICS, REPORTING & FOOTFALL MONITORING

To measure the impact and ensure accountability, the standardized logbook and reporting mechanism is enforced:

10.1 Daily Logbook Entry: The Technical Assistant on board shall maintain a daily logbook recording location visited, distance travelled, total footfall, and individual service transactions. The Monthly footfall statistics, IT services availed, and awareness camp numbers shall be transmitted to the Nodal Officer.

10.2 Monthly Reporting: The Monthly footfall statistics, IT services availed, and awareness camp numbers shall be compiled and transmitted to the eCommittee & NALSA by the Nodal Officer.

10. REVIEW AND SUPERVISION

10.1 Bi-Annual Performance Review: The High Court Computer Committee along with the Meghalaya State Legal Services Authority will conduct periodic bi-annual reviews of services provided through Mobile eSewa Van.

10.2 Modifications & Amendments: Based on feedback from DLSAs and ground experience, necessary modifications to the SOP may be made from time to time.

11. RESPONSIBILITIES OF THE TECHNICAL STAFF, DRIVERS

- a. Maintain punctuality and discipline.
- b. Treat every user with courtesy and dignity.
- c. Maintain confidentiality of information accessed during service delivery.
- d. Assist users courteously and without discrimination.
- e. Maintain the prescribed log books and digital records.
- f. Maintain daily activity and service records.
- g. Ensure proper handling and safe custody of the ICT and other equipments.
- h. Report technical problems immediately to the designated authority.
- i. Refrain from giving legal advice or opinion.
- j. The Technical staff shall not draft pleadings or legal documents
- k. The Technical staff shall not provide confidential or restricted information to unauthorized persons.

- l. The Technical staff shall not Influence or attempt to influence judicial proceedings.
- m. The Technical staff shall not Accept cash on behalf of the court, DLSA, MSLSA.
- n. Maintain political and personal neutrality.
- o. Avoid any conflict of interest.
- p. Refrain from soliciting or accepting unauthorized benefits.
- q. The Technical staff shall submit periodic reports to the Nodal Officer.

12. INTERNET AND CONNECTIVITY

The Mobile eSewa Kendra should preferably have reliable internet connectivity through:

- Mobile broadband;
- 4G/5G connectivity;
- Multiple network SIMs, wherever feasible;
- Wi-Fi hotspot;
- Other approved connectivity solutions.

13. LOG BOOKS OR DIGITAL REGISTER

A Mobile eSewa Kendra Service Register or Digital Log Book shall be maintained containing, as appropriate:

1. Serial Number;
2. Date;
3. Name of applicant/user;
4. Contact details, where necessary;
5. Nature of service requested;
6. Case number/CNR number, where applicable;
7. Service provided;

8. Whether printing/download was provided;
9. Remarks; and
10. Signature/acknowledgement of the user, wherever required.

The collection of personal information shall be limited to what is necessary for the particular service.

14. DAILY CLOSING PROCEDURE

At the end of each working day, the technical staff shall:

1. Ensure that all systems are properly logged out.
2. Shut down computers and other equipment safely.
3. Secure all official documents and equipment.
4. Ensure that no confidential document is left unattended.
5. Verify the inventory of equipment.
6. Record the day's activities.
7. Report any malfunction, loss or incident to the Nodal Officer
8. Ensure safe parking/storage of the Mobile eSewa Kendra vehicle, wherever applicable.

15. GRIEVANCE REDRESSAL

A mechanism shall be established for receiving complaints or grievances relating to Mobile eSewa Kendra services.

Complaints may relate to:

- Non-availability of service;
- Misconduct;
- Delay;
- Unauthorized charges;

- Technical problems;
- Misuse of personal information; or
- Other service-related issues.

Complaints shall be forwarded to the designated Nodal Officer for appropriate action.

16. REPORTING AND MONITORING

The Nodal Officer shall submit a periodic report to the competent authority.

1. Number of locations visited;
2. Number of days of operation;
3. Number of users served;
4. Category of services provided;
5. Number of case-status enquiries;
6. Number of orders/judgments accessed/downloaded;
7. Number of persons assisted in accessing eCourts services;
8. Number of awareness activities conducted;
9. Technical issues encountered;
10. Complaints received;
11. Feedback received;
12. Expenditure incurred; and
13. Any other relevant information.

17. COORDINATION WITH LEGAL SERVICES AUTHORITIES

Where appropriate, the Mobile eSewa Kendra may coordinate with the **Meghalaya State Legal Services Authority/District Legal Services Authority** for:

- Legal awareness programmes;

- Lok Adalat awareness;
- Awareness regarding ADR mechanisms; and
- Other access-to-justice initiatives.

Such coordination shall not affect the independent functioning of the Judiciary or the statutory functions of the respective authorities.

18. SPECIAL FOCUS ON VULNERABLE PERSONS

The Mobile eSewa Kendra shall make reasonable efforts to facilitate access for:

- Senior citizens;
- Persons with disabilities;
- Women;
- Persons residing in remote areas;
- Economically disadvantaged persons;
- Persons with limited digital literacy; and
- Other persons requiring assistance in accessing digital judicial services.

The service shall be provided without discrimination on any ground.

19. REVIEW OF THE SOP

This SOP shall be reviewed periodically by the competent authority to incorporate:

- Changes in eCourts services;
- Technological developments;
- Changes in applicable rules;
- Feedback from stakeholders;
- Operational experience; and
- Directions issued by the High Court/eCommittee, Supreme Court of India.

The competent authority may amend, modify or supplement these Guidelines as and when considered necessary.


REGISTRAR GENERAL

Memo No HCM.II/96/2026/COMP/3535

Dated 15th October, 2026

Copy to:-

- i. Registrar cum PPS to Hon'ble Chief Justice for favour of her Ladyship's kind information.
- ii. P.S to Hon'ble Mr Justice H S Thangkhiew, Judge, High Court of Meghalaya for favour of his Lordship's kind information.
- iii. P.S to Hon'ble Mr Justice W Diengdoh, Judge, High Court of Meghalaya for favour of his Lordship's kind information.
- iv. P.S to Hon'ble Mr Justice B Bhattacharjee, Judge, High Court of Meghalaya for favour of his Lordship's kind information.
- v. Member Secretary, Meghalaya State Legal Services Authority
- vi. All District & Sessions Judge
- vii. Registrar (JS) & Central Project Coordinator, High Court of Meghalaya
- viii. Registrar (Admin), High Court of Meghalaya
- ix. Registrar (Vigilance), High Court of Meghalaya
- x. Secretary, High Court Legal Services Committee & High Court Mediation Committee
- xi. Secretary, DLSA of all Districts
- xii. Assistant Registrar (Establishment), High Court of Meghalaya
- xiii.  System Analyst, High Court of Meghalaya for uploading the same in the Official Website of the Registry.
- xiv. Office Copy


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