

HIGH COURT OF DELHI: NEW DELHI

No.119/RG/DHC/2020

Dated: 22.04.2020

OFFICE ORDER

As per the directions of Hon'ble the Chief Justice, on the recommendations of the Hon'ble Information Technology Committee, and in view of the directions passed by the Hon'ble Supreme Court in the case of Suo Motu Writ (Civil) No.5/2020 dated 6th April 2020 titled "Re: Guidelines for Court Functioning Through Video Conferencing During Covid-19 Pandemic", this Court has started a Helpline Number "14611" to receive any complaint with regard to deficiency in visual acuity or audibility experienced by participants during the video conferencing proceedings. The helpline number will be manned by the officer nominated by the Registrar (IT) for receiving of any complaint, who, in turn, will communicate the same to the Court Master(s) of the concerned Bench. To facilitate lodgement of complaints the Listing Branch shall provide in the cause list, in addition to the helpline number, the mobile number of the court master of the concerned Bench.

Furthermore, the cause list will indicate that no grievance will be entertained with regard to connectivity, quality or otherwise, after the video conferencing proceedings are over, save and except, where directions are passed by the concerned Bench to entertain such complaints post conclusion of video conferencing proceedings.

By Order

Sd/-

**(Manoj Jain)
Registrar General**

Endst. No. 120/RG/DHC/2020

Copy forwarded to all concerned.