

e-SEWAKENDRA Standard Operating Procedure (Service for Litigants/ Advocates) 2023

Debts Recovery Tribunals and Appellate Tribunals



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List of Abbreviations Used:

ARC	Asset Reconstruction Company
CPIO	Central Public Information Officer
DDO	Drawing and Disbursing Officer
DRAT	Debt Recovery Appellate Tribunal
DRT	Debt Recovery Tribunal
e-DRT	e-Debt Recovery Tribunal
eSK	e-Sewa Kendra
IA	Interlocutory Application
MA	Miscellaneous Application
NIC	National Informatics Centre
NICSI	National Informatics Centre Services Inc.
OA	Original Application
OS	Operating System
OTS	One-time Settlement
PMU -NIC	Project Monitoring Unit- National Informatics Centre
PO	Presiding Officer
RC	Recovery Certificate
RDB Act 1993	Recovery of Debt and Bankruptcy Act, 1993
RO	Recovery Officer
SA	Securitization Application
SARFAESI Act	Securitisation and Reconstruction of Financial Assets and
2002	Enforcement of Security Interest Act, 2002
UPI	Unified Payment Interface

1. INTRODUCTION

e-Sewa Kendra (eSK) is conceived and conceptualized on the principle of "Access to Justice" for all in the emerging digital legal system. The e-Sewa Kendras are set up at all the Debt Recovery Tribunals (DRTs)/Debt Recovery Appellate Tribunals (DRATs) complexes with the intention of facilitating the lawyers and litigants who need any kind of assistance ranging from information relating to the case status, assistance in e-filing process, assistance in obtaining copies of judgements and orders, resolution of grievances and suggestions received etc. These centres also extend assistance in e-filing of cases. eSKs have been set up for the convenience of litigants. eSK bridges the gap between the DRATs/DRTs and other stakeholders. eSK serves as a one stop Digital centre for e-filing related needs for the common litigants. It functions as the first line of contact between the litigants, lawyers and the DRTs/DRATs. eSK provides various e-services to the lawyers and common litigants who do not have access to Internet or require assistance at the time of e-filing. eSKs are fully equipped requisite systems, computer internet connectivity, with and infrastructure. Grievances/suggestions registration and its resolution are also provided by eSKs.

2. FACILITIES PROVIDED IN e-SEWA KENDRA:

2.1 Access to DRT web site: (https://drt.gov.in.):

e-DRT is the web based application used by DRTs/ DRATs. This webbased application enables the user for real time data posting round the clock. Access to this system is in two modes access with username and password and access without username password. Access with username is a restricted access where a user is required to get registered with system while the other type of access is open to general public to view information available on the web portal. The e-DRT system is a work-flow based software application in which application entry point is filing of application online and terminates with closure of Recovery Certificate.Recognizing the importance of e-Governance as a strategic tool, DFS initiated its e-Governance plan with the view to provide more efficient and effective system, ensure transparency and quality in services of Debts Recovery Tribunals and Appellate Tribunals. As a result, to automate core processes of DRT and DRAT, e-DRT project was started in 2018 through NIC/NICSI. Some of these core processes are case application filing, scrutiny of cases, case registration, listing of cases for hearing, generation of cause list, notices and summons, order upload, daily hearing update, uploading of daily orders, disposal of cases, uploading of judgments, generation of recovery certificate, generation of warrants/show cause notices for recovery of debts due to Banks/FIs/ARCs through OTS, sale of property, settlements by the Certificate Holder Banks, auction detail update, upload of notices, circulars and auction notices, public view of cause list, order sheet download, case search etc.

2.2 Case Status:

The facility of handling inquiries about case status, next date of hearing and other details has been provided on the e-DRT portal to review the case status. The case status can be viewed by entering individual case no./ diary no. and also, by free text search by party name. The user needs to visit the e-DRT portal (Home | DRT) and click on the case detail tab available on the Home Page of the website. After that user needs to select the radio button: individual diary no. wise/ case no. wise for instance if the user selects the option case number wise, then selects DRT Name- \rightarrow case type- \rightarrow and enters the case number and case year, the case status can be viewed.

(Snapshot no. I has been attached below for reference purpose):

स्पमेन जमते	DEBTS RECOVERY AP DEBTS RECOVERY	PELLATE TRIBI TRIBUNALS	UNALS (DRA (DRTs)	lTs)				स्वच्छ भारत एक करम स्वच्छना की ओर
cts & Rules		Case Details +	Cause List +	Order +	List of CPIOs	Notices +	Registry Login 占	E-Filing 🕹
		DRT/DRAT Case	<u>Status</u>					
		 RC/TRC Case Sta 	tus					
			UNID	RAT Case Stati	us Report			
	Indi	Individual Case No. Wise		lividual Diary M	lo. Wise	Freetext sear	ch party name	
	Select DRT/DRAT :			Select Case T	/pe:	Enter Case	No: Enter Ca	ase Year :
	PLEASE SELECT DRT/DRAT	T NAME :	*		~			
	326104 Enter Capt	cha Value						
		Sea	rch					

Snapshot no. I

<u>Free text Search RC search party name</u> option is also available under the Case Details search tab .The user can select among the three options which are available in the case details tab and thus find the details of RC/TRC case status report.(Snapshot II has been Attached).



<u>Snap Shot II</u>

2.3 Certified copies:

The system enables online applications for certified copies. Certified copies tab is available in the e-filing module (Registry/ External Login). User can apply for certified copy after applying for it through certified form option (snapshot III has been attached for reference).

Home Applic	ation in DRT IA/MA/Appeal/I	RA in DRT Ot	her Application	Document Filing	Logout
If the User receives any one of the status fro	om: <u>1.Confirmed 2.FailRef 3.Pending</u>	<u>g 4.RefSet</u> .Then it i	s advised to wait t	or atleast 24 Hours an	d do not make Rej
	WELCOME TO DEBTS RI	rtified Copy	SUNAL DELH	I(DRI I)	
	Fields mark	ted as * are ma	ndatory		
Certified Copy					
*Diary No (*Case No			*RC/TRC ()	
*Diary No	*Year			- Ko IKo U	
469	2022			Search	
Applicant and Defendant Details			2		
HDFC BANK Vs Rahil					
Last Date of Hraring : 12/08/2022					
Application for Grant of Certifie	d Copy				
Whether Party to the Case:		Case Statu	5		
Select Whether Party to the Case		 Pending 			
		Date(s) of	Document(s) applied	l for:	

Snapshot III

2.4 <u>e-filing:</u>

The system enables e-filing of petitions right from upload of the scanned copy petitions onto Case Information System and generation of filing number. Solution is also provided for the issues faced during e-filing to litigants and lawyers through the Help Desks on the e-DRT portal and through the e-SKs. The facility of e-SKs will be highly beneficial to those individuals who do not have access to the internet facility and require assistance with accessing the e-DRT portal for e-filing. A user manual for e-filing is also available on e-DRT portal at https://drt.etribunals.gov.in/edrt/user_manual.pdf. The user is requested to refer to this manual and follow the steps provided to proceed for e-filing. The user is requested to approach eSK in case of any difficulties in e-filing in order to get real time-based solution. The eSK will facilitate in e-filing and generating the diary number for the user.

e-filing in the DRTs/DRATs can be done by the individuals themselves or by the legal counsel of the party. Legal counsels/individuals need to register with the e-DRT portal with the demographic details, mobile number and valid email ID.

2.4.1 Types of Applications filed in DRTs and DRATs:

 a) Original Application (OA): OA is filed by the Bank/FI or agent (duly authorised legal practitioner - Advocate) against the borrower under Section 19(2) of the RDB Act, 1993 for recovery of dues to the Bank/ Financial Institution/ ARC.

Securitization Application (SA): Any aggrieved person (borrower/bank/third party) can file SA under SARFAESI Act, 2002 for claiming relief against SARFAESI action by Secured Creditor.

- b) Other Applications
 - Interlocutory Application (IA): Any applicant can file IA for interim relief. IA can be filed only for the pending cases.
 - **Review Application:** Review Application is filed by aggrieved party for relief.
 - **Caveat Filing:** Caveat can be filed by the applicant/borrower praying for notice before hearing a case against the caveator.
 - **Miscellaneous Application (MA):**MA is filed by applicant for claiming various relief by the aggrieved party.
- c) Appeals

- **Appeal against RO Orders:** Any aggrieved party can file appeal before Presiding Officer against the Recovery Officers' Orders.
- **Appeals against DRT Orders:** Any aggrieved party can file Appeal in DRAT against the Presiding Officers' Orders.

2.4.2 Instructions to be followed:

Pre-requisites for efiling of an application/appeal in DRT/DRAT through e-filing:

- 1. Duly completed physical copy of OA (Part-I, Part-II and Part -III) or SA, IA, MA
- a) Application shall be typed or printed in English in Times New Roman Font, size 13, or in Hindi with double space between the lines on the paper size (A4), left margin 5 cm and right margin 2.5 cm duly paginated, indexed and stitched together in form of a paper book.
- b) OA Part -I contains Memo of Parties, List of dates and events, application with all supporting affidavits, Fact Sheet etc.
- c) OA Part-II contains Vakalatnama.
- d) OA Part-III contains List of Documents and Reliance with Documents.
- e) Ensure correct DRT/DRAT and Court Fee before starting e- filing.
- 2. Scanned copy of documents in PDF size not exceeding 25 Mb for each type of document (optional). Documents should be uploaded with proper Indexing i.e., it should contain Bookmarks in it and documents in bigger volumes should be split into small documents like annexure A1, A2, A3 etc.
- 3. System should be with any OS i.e., Windows, Linux capable of running leading browser.
- 4. Web Browsers- Latest version of leading browser Mozilla Firefox, Chrome, Edge, Safari etc.

Note: At the end of filing, user will get Diary No. for future reference. In case while filing, payment is deducted and diary no. is not generated due b payment transfer error, please connect with DRT/DRAT DDO for Diary No. Contact Details of DRTs/DRATs are provided on https://drt.gov.in/front/rti.php (List of CPIOs). Please read BharatKosh disclaimer carefully before making payment. A user manual for e-filing is already available on e-DRT portal https://drt.etribunals.gov.in/edrt/user_manual.pdf. Please refer to this manual and follow the Steps to proceed for e-filing.

Snapshot for e-filing:

STEP 1:



STEP 2:



DEBTS RECOVERY APPELLATE TRIBUNALS (DRATs) DEBTS RECOVERY TRIBUNALS (DRTs)



Home New User Registration-e	Filing User Manual for e-filing FAQs Help Desk
Walcome to DBT/DBAT	Login
Welcome to DR I/DRAT	9654191649
Enter Your Details in the form	Password
	DILEFK 🜒 3 Captcha.
	Login Forgot Password?

STEP 3:

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Debts Recovery Appellate Tribunals (DRATs) Debts Recovery Tribunals (DRTs)



Home | Application in DRT | IA/MA/Appeal/RA in DRT | Other Application | Document Filing | Logout

If the User receives any one of the status from: <u>1.Confirmed 2.FailRef 3.Pending 4.RefSet</u>. Then it is advised to wait for atleast 24 Hours and do not make Repayment. WELCOME TO DEBTS RECOVERY TRIBUNAL CHENNAI (DRT 2)

Original Application Filing

Fields marked as * are mandatory



Filing of Original Application under Section 19 of the Recovery of Debts Due to Banks and Financial Institutions Act:-

o Park o 1P	Particulars of Applicant	Туре	State	District	Police Station	Suit Amount Involved In Rs.
		Poilce Station	MAHARASHTRA	MUMBAI CITY	KALA CHOWKY	INR 20000000

STEP 4:

HOME > APPLICANT > DEFENDANT

Filing of Original Application under Section 19 of the Recovery of Debts Due to Banks and Financial Institutions Act:-

Particulars of Applicant Bank ARC Institution(Other) Poilce State Poilce Station CHANDIGARH CHANDIGARH SECTOR- 39 ARC Code U45200MH2006PLC161190 ARC Code U45200MH2006PLC161190 ARC Code Vame of ARC Address of Registered Office: Reliance Centre, North Wing, 6th Floor, Off Western Express Highway, Santacruz (East), Mumbai 400055 *District: *District: *State: *District: *District: *District: *S	lease Note Ref. No 8773065585						
Bank ARC Institution(Other) Poilce Station CHANDIGARH CHANDIGARH SECTOR- 39 ARC Code U45200MH2006PLC161190 ARC Detail Particulars of ARC *Name of ARC Address for serving all notices: Reliance Asset Reconstruction Company Limited Address of Registered Office: Reliance Centre, North Wing, 6th Floor, Off Western Express Highway, Santacruz (East), Mumbai 400055 *State: *District: *State: *District: MathARASHTRA Bid *Inicpmu-drt@nic.in City: Pincode: 400093 Add Adddicand Party Save & Next	Particulars of A	Applicant	Туре	State	District	Police Station	Suit Amount Involved In Rs.
ARC Code U45200MH2006PLC161190 ARC Detail Particulars of ARC *Name of ARC Reliance Asset Reconstruction Company Limited Address of Registered Office: Reliance Centre, North Wing, 6th Floor, Off Western Express Highway, Santacruz (East), Mumbai 400055 *State: *District: Details of Institution *State: Save & Next	Bank • ARC Inst	itution(Other)	Poilce Station	CHANDIGARH	CHANDIGARH	SECTOR- 39	INR 2000000
U45200MH2006PLC161190 ARC Detail Particulars of ARC Name of ARC Reliance Asset Reconstruction Company Limited Address of Registered Office: Reliance Centre, North Wing, 6th Floor, Off Western Express Highway, Santacruz (East), Mumbai 400055 State: District: Dis	ARC Code						
Particulars of ARC Name of ARC Reliance Asset Reconstruction Company Limited Address of Registered Office: Reliance Centre, North Wing, 6th Floor, Off Western Express Highway, Santacruz (East), Mumbai 400055 *State: *District: MAHARASHTRA District: Pincode: Add Additional Party Save & Next Details of Institution	U45200MH2006PLC161190	ARC Detail					
*Name of ARC Reliance Asset Reconstruction Company Limited Address of Registered Office: Reliance Centre, North Wing, 6th Floor, Off Western Express Highway, Santacruz (East), Mumbai 400055 *State: *District: MAHARASHTRA Bid *Inicpmu-drt@nic.in Select Counsel: nicpmu-drt@nic.in Select Counsel Name	Particulars of ARC						
*Name of ARC Address for serving all notices: Reliance Asset Reconstruction Company Limited Address for serving all notices: Address of Registered Office:							
Reliance Asset Reconstruction Company Limited Address of Registered Office: Reliance Centre, North Wing, 6th Floor, Off Western Express Highway, Santacruz (East), Mumbai 400055 *State: *District: *District: *Email ID: MAHARASHTRA Bid City: Pincode: 400093 Add Additional Party Save & Next	*Name of ARC			Address for serving all	notices:		
Address of Registered Office: Reliance Centre, North Wing, 6th Floor, Off Western Express Highway, Santacruz (East), Mumbai 400055 *State: Mobile Number: 9654191649 *Email ID: Select Counsel: MAHARASHTRA Bid City: Pincode: 400093 Add Additional Party Save & Next Details of Institution	Reliance Asset Reconstruction Com	pany Limited					
Reliance Centre, North Wing, 6th Floor, Off Western Express Highway, Santacruz Mobile Number: Phone Number: (East), Mumbai 400055 *District: Mobile Number: 9654191649 *State: *District: *Email ID: Select Counsel: MAHARASHTRA Bid *Income. Select Counsel Name City: Pincode: 400093 Save & Next Details of Institution Save & Next Save & Next	Address of Registered Office:						
(East), Mumbai 400055 Mobile Number: Phone Number: *State: *District: *Email ID: Select Counsel: MAHARASHTRA Bid incpmu-drt@nic.in Select Counsel Name City: Pincode: 400093 Add Additional Party Save & Next	Reliance Centre, North Wing, 6th Fl	loor, Off Western Express Highway, S	Santacruz				
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MAHARASHTRA Bid nicpmu-drt@nic.in Select Counsel Name City: Pincode: 400093 Image: Construction of the second sec	*State:	*District:		*Email ID:		Select Counsel:	:
City: Pincode: 400093 Add Additional Party Save & Next Details of Institution	MAHARASHTRA	♥ Bid	~	nicpmu-drt@nic.in		Select Coun	sel Name
Add Additional Party Save & Next	City:	Pincode:					
Add Additional Party Save & Next Details of Institution		400093					
Details of Institution	Ac	ld Additional Party		Save & Ne	ext		
	Details of Institution						

2.4.3 e-Payments:

Assistance in online Payments or e- payments. eSK will also assist in generating the receipts through online payment mode. On e-DRT portal as of now there are four payment options for online payment: Net Banking, Debit Card, Credit Card and UPI. The user should possess any of these online payment facilities for making e-payment. Please note that there is no provision for making e-payment through cash or other methods such as cheque/DD/Pay order etc. at the eSK.

After completing the Application form online and after confirmation by the user that the information provided is correct, the user is navigated to Confirm and Payment online. On Clicking pay online user is navigated to Bharat Kosh Payment Gate way. (snapshot IV has been attached below).

ts Recovery	Home About Us About Us						Power To		
	Payment Purpose		Depositor's Details		Confin	n Info	P	1	
Pay	ment Mode Online								
D	Home About Us L S Recovery Trib Permett Purpose Permett Purpose Permett Purpose Permett Purpose Payment Mode Online Permett Purpose Payment Mode Online Permett Purpose Payment Mode Online Payment Mode Online <td colspan<="" td=""><td></td><td></td><td></td><td></td><td></td><td></td></td>		<td></td> <td></td> <td></td> <td></td> <td></td> <td></td>						
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Add	rs Recovery Tri overy Appellate Tribunal Payment Purpose Payment Mode Online Depositor's Details Name Address 1 City State Pincode/Zipcode Mobile No. (+91) Taxi		MAHARASHTRA		Address 2				
City			Mambal		District		AUJABAU		
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Mob	nie No. (+91)		7054484146						
TAN					TIN				
Pu	urpose Details								
Sr. No.	Ministry	PAO Name		DDO Name		Purpose and Paym Type	ent Payment Period / Frequency	Amount (in INR)	
а.	Department of Financial Services Min of Finance	PAO, Departi (DFS), Nagpu	nent of Financial Services #[006701]	The Registrar Debts - I Mumbai[206849]	Recovery Tribunal	SERVICE AND SERVI NAGPUR ONLINE,	CE FEE One Time	150005	
						INR one lakh(s) fif thousand five only	a.	Total::150005	

Snapshot IV

User shall select Payment Gateway of their choice, select modality i.e., Net banking, Debit Card or Credit Card. User shall Click "I acknowledge and confirm that I have read and agree to the Terms and Conditions" and click button "Pay". As soon as button is clicked, payment transfer process will start. User should not refresh screen or press any key/click mouse until payment process is complete". (Snapshot V attached) For complete procedure please refer User Manual of e-filing.

	ough RuPay Credit Card	and UPI mode is availabl	e through Kotak bank, H	DFC Bank, SBlePay and B	ank of Baroda Payment Gate	way Aggre
O CHERCEBANK We understand your world Success Rate 84 %	O Contraction Success Rate 81 %	Oricical Bank Success Rate 80 %	Buccess Rate 79 %	Success Rate 79 %	O Success Rate 78 %	
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View User Charge						
Enter the letter she	own JJQ3FG			JJ	<i>Q3FG ²⁷</i> Get a new Ca	ptcha Acti
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Snapshot V

3.1 Orders/Judgements:

The eSK will provide soft copies of orders/judgments via email, WhatsApp, or any other prescribed mode. The DRTs/ DRATs Daily Order/ Final Order, DRTs Recovery Certificate Order / Final Order can be viewed from the Order tab available on e-DRT portal. The user needs to visit the e-DRT portal and in the order tab, the following four options are available:

- DRTs Daily Order
- DRTs Final Order
- DRTs Recovery Certificate order/ Final Order
- DRATs Order/ Final Order

		E- FC	FILING OF PLEADING SHAL DR COMPLAINTS / SUGGEST	L BE MANDATORY WHERE FIONS PLEASE VISIT HELP E	THE DEBTS TO BE RECOVE DESK. SKIP TO MAIN CON	ERED, AS MENTIO ITENT DRAT DISPLA	N IN THE APPLIC	DESK Q T T	HUNDRED English V
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Abo	out Us 🛛 A	Acts & Rules		h Case Details + C	ause List + Order +	List of CPIOs	Notices +	Login Internal å	Login Externa
				DRT	's Daily Order Report				
			Case	No. Diary No	IA Order DRT's I	Daily / Final C	Order		
			Case I	No. Diary No	IA Order DRT's I	Daily / Final C	Order		
		Select I DEBI	Case I DRT : TS RECOVERY TRIBUNAL BA	No. Diary No	IA Order DRT's I Select Case Type: Original Applicatio	Daily / Final C Ent	Order er Case No:	Enter Case Year : 2022	
		Select I	Case 1 DRT : IS RECOVERY TRIBUNAL BA	No. Diary No	IA Order DRT's I Select Case Type: Original Applicatio	Daily / Final C Ent n v 27	Order er Case No: 22	Enter Case Year : 2022	
		Select I DEBI	Case 1 DRT : I'S RECOVERY TRIBUNAL BA	No. Diary No	IA Order DRT's I Select Case Type: Original Applicatio	Daily / Final C Ent	order er Case No: 22	Enter Case Year : 2022	
		Select I DEBT	Case 1 DRT : IS RECOVERY TRIBUNAL BA	No. Diary No	IA Order DRT's I Select Case Type: Original Applicatio	Daily / Final C	order er Case No: 22	Enter Case Year : 2022	
		Select I DEBT	Case 1 DRT : IS RECOVERY TRIBUNAL BA	No. Diary No	IA Order DRT's I Select Case Type: Original Applicatio	Daily / Final C Ent n v 2:	Order er Case No: 22	Enter Case Year : 2022	
		Select I DEBI	Case 1 ORT : IS RECOVERY TRIBUNAL BA	No. Diary No	IA Order DRT's I Select Case Type: Original Applicatio	Daily / Final C	Order er Case No: 22	Enter Case Year : 2022	

<u>Snap shot VI</u>

The user needs to enter the details as per snap shot VI attached above. For instance, if DRT's Daily Order Report is selected, then order can be searched by: Case No./Diary No./IA Order.

Please Select the details such as:

- Select DRT
- Select Case Type
- Enter Case no.
- Enter Case Year
- Enter Captcha code
- Search.

After entering all the details, the user can view the order as per snapshot VII attached.

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				DRT	's Daily Orde	r Report					
			Case No.	Diary No I	A Order	DRT's Daily /	Final Order				
	Select DI	RT : RECOVERY T	RIBUNAL DELHI(DR	F1) 🗸	Select Cas Original	e Type: Application	Enter Case No: 469	Enter Case Year : 2022	ŝ.		
	859	416 Ente	r Above Value]			Search				
	SI. No.	Diary No.	Application No.	Date of Order	Applicant	Respondent	Pronounced By	View Daily Order(s	•)		
	1	620/2022	OA/469/2022	10/04/2023	HDFC BANK	SAHIB SINGHSINGH	REGISTRAR	PDF			
	2	620/2022	OA/469/2022	04/01/2023	HDFC BANK	SAHIB SINGHSINGH	P.O	PDF			
	3	620/2022	OA/469/2022	22/12/2022	HDFC BANK	SAHIB SINGHSINGH	P.O	PDF			
	4	620/2022	OA/469/2022	19/09/2022	HDFC BANK	SAHIB SINGHSINGH	P.O	PDF			
	5	620/2022	OA/469/2022	15/06/2022	HDFC BANK	SAHIB SINGHSINGH	P.O	PDF			

Snapshot VII

3.2 Cause list:

Queries about cause list and whether the case is taken up for hearing or not will be answered at the eSK The Cause List tab is available on e-DRT portal it generates the DRTs/ DRATs Cause list and RC Cause List. The user needs to Select the DRT, enter the date, Court name and Court number there after the Print Cause List tab gets generated.

(Snapshot VIII & IX have been attached for reference)

\leftarrow C \bigcirc http	://drt.gov.in/front/rccauselist.php A 🖧 🗲 🔂		
	E-FILING OF PLEADING SHALL BE MANDATORY WHERE THE DEBTS TO BE RECOVERED, AS ME FOR COMPLAINTS / SUGGESTIONS PLEASE VISIT HELP DESK. SKIP TO MAIN CONTENT DRAT DISPLAY BOARD HELP DESK Q TT A Project of the second s		
्रि स्टापमेन जयते	DEBTS RECOVERY APPELLATE TRIBUNALS (DRATS) DEBTS RECOVERY TRIBUNALS (DRTs)		
About Us Act	s & Rules 🏾 Transferred Case Search Case Details + 🛛 Cause List + 🛛 Order + List of CPIOs Notices + Login Internal 🛔 Login Externa		
	SELECT DRT LOCATION		
	Website Policies Help Contact Us Terms and Conditions Web Information Manager FAQs Disclaimer		
Designed, Developed and Hosted by <u>National Informatics Centre</u> (NIC)			
_			

Snapshot VIII

			SKIP TO MAIN CONT	ENT DRAT DISPLAY BC	E-FILING OF P FOR COMPLAI DARD HELP D	LEADING SHALL BE M NTS / SUGGESTIONS F JESK Q TT A	ANDATOR' LEASE VIS English V
स्थिम स्थमेव वर्षे	DEBTS RECOVERY APPEL DEBTS RECOVERY TR	LATE TRIBUNALS (E BUNALS (DRTs)	DRATs)			स्वच्छ भा एक करम स्वयल्वा व	स्त्र) गे जोर
About Us A	cts & Rules Transferred Case Se	andh Case Details +	Cause List + Order +	List of CPIOs	Notices +	Login Internal 🛔	Login External
		ŝ	DRT Causelist Report				
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	*Select DRT DEBTS RECOVERY TRIBUNA Enter Cantch	*Date: • 04/04/2023	*Court Name: PO	Y	*Court No.: 1	~	
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	Print Daily Cause List for	04/04/2023					

Snapshot IX

3.3 Other queries:

All other queries regarding e-filing will be addressable at eSK.

4. e-sewakendra Working Hours:

The normal working hours of the eSK will be from 10:00 hrs to 17:00 hrs all working days of concerned DRT/DRAT.

5. Monitoring of Complaints/Suggestions:

To monitor the complaints/suggestions received at the eSK, the DRTs/DRATs maintain a register which is monitored by DRTs/ DRATs. It helps in obtaining feedback regarding the services and ensures smooth operation of the eSK. To deal with suggestions/problems reported to e-Sewa Kendra, following escalation matrix is provided:

In DRTs:

L1 Support Executive: Manpower responsible for working of eSK will be registering Complaints which will be monitored by Technical Associate of the DRTs.

L2: Assistant Registrar of concerned DRT for resolving the issue if issue is not resolved at Level 1.

L3: Registrar of concerned DRT for resolving the issue if issue is not resolved at Level 2.

L4: Presiding Officer of concerned DRT for resolving the issue if issue is not resolved at Level 3.

In DRATs:

L1: Support Executive: Manpower responsible for working of eSK will be registering Complaints which will be monitored by Technical Associate of the DRATs.

L2: Section Officer of concerned DRAT for resolving the issue if issue is not resolved at Level 1.

L3: Registrar of concerned DRAT for resolving the issue if issue is not resolved at Level 2.

L4: Chairperson of concerned DRAT for resolving the issue if issue is not resolved at Level 3.

Note: Further, if the issue has not been resolved at DRTs/ DRATs in the duration of 7 working days then it will be escalated to:

The Help Desk<u>https://drt.gov.in/edrt/help_center.php</u> :

This Facility has been already provided on e-DRT portal which is regularly monitored by NIC Team and Officers of Department of Financial Services, Ministry of Finance, New Delhi. 5.1 The mechanism followed for Help Desk is explained as below:

L1 Support Executive: NIC Officer registering all the customer complaints in online mode at the helpdesk

L 2 Support Executive: PMU, NIC for resolving the case if issue is not resolved at Level 1

L 3 Support Executive: Technical Director, NIC in charge of e-DRT system if the issue is not resolved at Level 2

S.No.	Incident category	Description
1	Technical	Problems of technical nature pertaining to the web portal.
2	Process related	Queries related to department specific processes regarding application for services, documents required.
3	Grievances	Call pertaining to grievances/ complaints/ governance and others matters.
4	Suggestions/feedback	Any suggestions or feedback received regarding the services provided.
5	General Inquiry	An enquiry pertaining to the services offered.

• Incident Category

• Incident Priority

S.No.	Incident category	Description
1	Urgent (Critical Impact)	 Any issue impacting significant group of users. Any showstopper issue impacting a single user.
2	High (Significant Impact)	 Non-critical but significant issue impacting a single user Issue degrading the performance or reliability of the system.

3	Normal (Minor Impact)	 Any issue which is important but does not require immediate action Issue does not prevent the normal operation of the system.
4	Low (Information)	 Issues consisting of any general enquiry.

• Resolution Time

S.No.	Priority level	L 1 Timeline	L2 Timeline
1	Urgent	One day	2 days
2	High	3 days	4 days
3	Complex	7 days	15 days
4	More Complex	10 days	15 days

Note: To address the grievances of female Litigants/ Advocates the Resolution time has been reduced as follows:

• Resolution Time for Female Litigants/ Advocates

S.No.	Priority level	L 1 Timeline	L2 Timeline
1	Urgent	Same Day	1 day
2	High	2 days	3 days
3	Complex	4 days	12 days
4	More Complex	7 days	12 days

6. Frequently Asked Questions (FAQs):

A preliminary set of FAQs along with the corresponding responses have been published at <u>https://drt.gov.in/</u> for the assistance of users. This database of questions and answers are maintained and updated regularly by the helpdesk operations manager (NIC, Project Manager) based on the queries received at the helpdesk. <u>Microsoft Word - FAQs (drt.gov.in)</u> (Refer to Annexure A).

<u>Annexure A</u>

FREQUENTLY ASKED QUESTIONS (FAQs)

Question 1: How will I file cases online in DRT?

Ans. Cases can be filed after visiting e-Drt Portal https://drt.gov.in. Go into External user and first register yourself. Then the system will allow you to file cases.

Question 2: What are the types of applications that can be filed through e-filing in DRT?

Ans. Presently four types of applications i.e., OA, SA, MA, and IA can be filed through e-filing window.

Question 3: What are options of online payments in E-filing?

Ans. There are four payment options for online payment: Net Banking, Debit Card, Credit Card and UPI.

Question 4: What should applicant do if he/she does not get dairy no. after making payment?

Ans. Applicant should contact the concerned DRT/ DRAT through the Contact Persons details provided on DRT Poral https://drt.gov.in/. Applicant can also send a mail to nicpmu-drt@nic.in . Please share details like name of applicant, name of defendant, date of filing, payment date, name & contact no of the person by whom payment made and application reference/Payment reference no.

Question 5: What are the documents which are needed to be uploaded at the time of e-filing?

Ans: Space of uploading 100 MB data in PDF form is provided in 04 blocks of 25 MB each. You should upload the copy of application, List of Diary and events and list of Documents, Affidavits and important loan Documents like Agreements/Guarantees. It is not a mandatory field and even if you are not able to upload all the documents you can very well file the case.

Question 6: What if fee is not paid or there is short fee payment, Will the case be registered?

Ans: The system will calculate the fee amount automatically and which is to be paid in full, then only system will generate diary no. Short fee payment is also not accepted. Question 7: If while making payment account is debited and message is showing unsuccessful then how will I get the refund?

Ans: In case the amount is debited from your account for the failure reference case, then you can expect the refund to be credited to your account in 3-5 working days.

Question 8: If the payment is not done then will the data be erased from the system?

Ans: The data filled in e- DRT portal is in Draft Save mode for 15 days.

Question 9: Will I be able to do modification in draft save data?

Ans: The system permits you to do modification in the draft save data.

Question 10: Do we have to deposit the hard copy of file in the concerned DRT?

Ans: No. The hard copy of file is not required to be deposited in the concerned DRT.

Question 11: Is it mandatory to file cases in DRT online?

Ans: Yes, it is mandatory to file cases in DRT Online, as per Gazette notification dated 31.01.2023.

Question 12: If a case is wrongly filed then how we get the refund of fee paid?

Ans: In such a situation you will have to contact the Section Officer/DDO of the concerned DRT/DRAT and apprise him about the facts and seek your refund.

Question 13: Is there any User Manual for e-filing in DRT?

Ans. Yes. Snapshots of e-filing process are available in user manual for e-filing in DRT. User can download user manual from DRT Portal https://drt.gov.in/ ->User Manual for e-filing in DRT. Users are advised to read the user manual carefully and keep the required things handy before doing e-filing.

Question 14: In case I feel any difficulty in filing of case on e-DRT portal then whom should I contact?

Ans: In case you feel any difficulty in filing of case on e-DRT portal feel free to contact us on nicpmu-drt@nic.in.



Debts Recovery Tribunals and Appellate Tribunals