

**E-Committee, Supreme Court of India**

A-313, 'A' Wing, Loknayak Bhawan,  
Khan Market, New Delhi 110 003.  
Phone: 011 - 24632071 - 71  
ecommittee@ajj.gov.in

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**CIRCULAR**

**Subject: Helpdesk for eCourts Video Conferencing & AIJ email accounts**

For providing support through telephone as well as through Video Conferencing to the users of eCourts VC at Courts & Jails and also to the users of official email address of AIJ.GOV.IN, a helpdesk is functional at the office of the E-Committee.

The contact details of the same are as follows:

**E-Committee Helpdesk**

**Landline No. 011-24632071/72**

**Desktop VC ID: 321106**

It may be noted that, while calling from hardware (IP / Studio / legacy device) based VC systems, '05' or '09' should be prefixed to this VC ID i.e. 05321106 or 09321106. Similarly, a user calling from a Desktop VC setup to any hardware based VC system, should prefix 03 to the IP of the destination VC system e.g. 0310.21.147.19

All Nodal Officers at the concerned Court Complexes and the coordinators at the concerned Jail may contact this helpdesk for any issues being faced with relating to the use of Desktop VC provided by the eCourts Project at Courts & Jails under software VC domain <http://ecourtvc.nic.in>. Issues relating to connectivity and hardware should be reported to the concerned High Court only.

This helpdesk will work during office hours i.e. from 10 am to 5 pm on all working weekdays and from 10 am to 1 pm on all working Saturdays.

Member (Processes), E-Committee  
Supreme Court of India.