



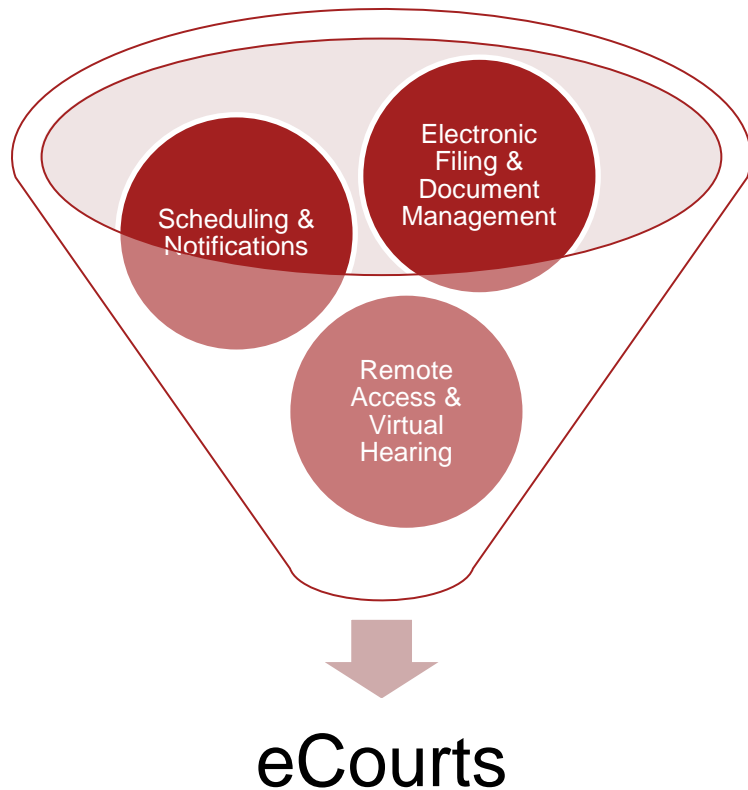
***Uttar Pradesh Real Estate Regulatory Authority
(UP RERA)***

Presentation on eCourts

Date: 19th March 2024

eCourts – Introduction

eCourts represent a significant shift towards digitizing traditional court processes, aiming to modernize and streamline court business.



- ✓ **Introduced eCourts** in February 2020
- ✓ **Virtual hearing** started in April 2020
- ✓ **Major updates** to eCourts in January 2024
- ✓ **AI integration** to eCourts proposed

eCourts – Features

Online Filing of Complaints: Ease of filing and updating complaint at any time and from any place

End-to-End Paperless Process: System designed to accommodate end-to-end paperless process

Dedicated Dashboards: Ease of access to information for Complainant, Respondent, PO and Bench Staff

Online Evaluation: All complaints for their completeness, authenticity of documents before listing

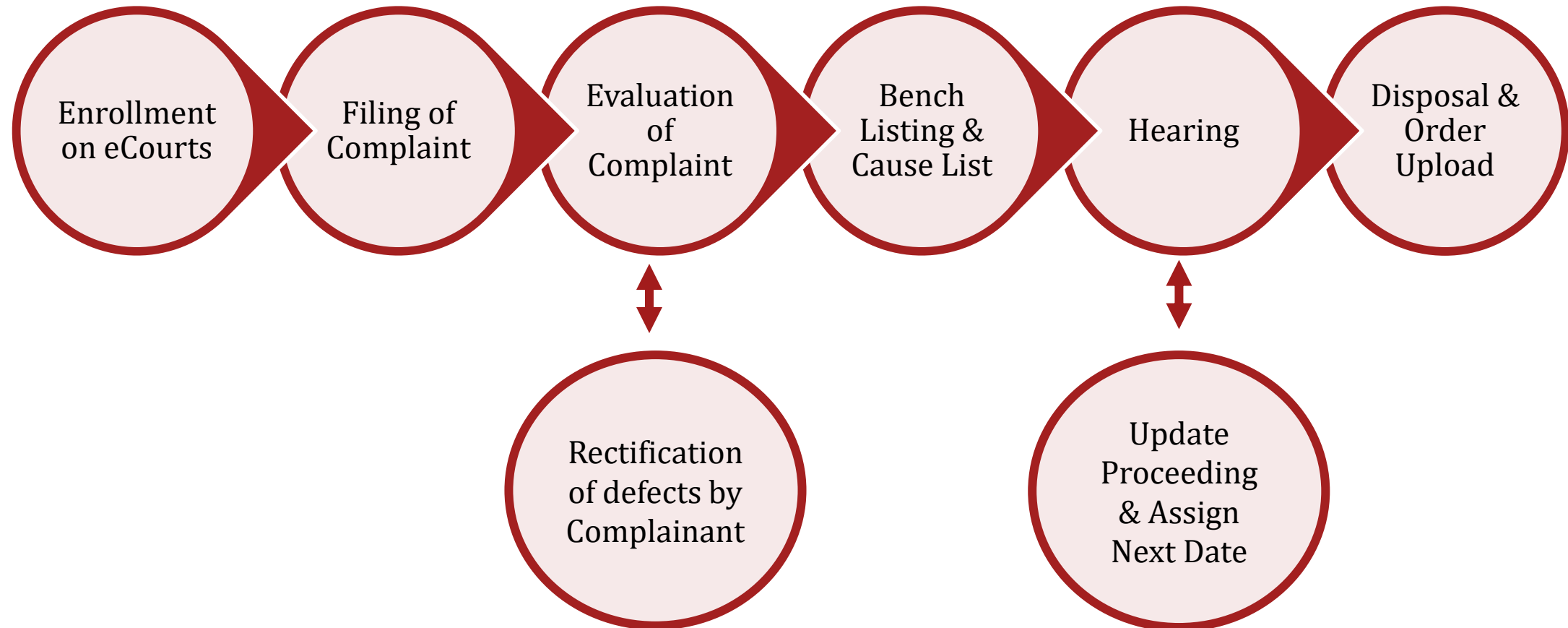
Automated Notifications & Cause List: Automated notifications during complaint adjudication process

Transfer Between Benches & Conciliation: Ease of transfer between Benches & Conciliation Forum

Enforcement of Orders: Complainants can file application for enforcement of orders.

Orders Compliance Tracking: Respondents can file the compliance status and complainants can respond.

eCourts – Complaint Filing to Disposal



eCourt Enrollment & Profile Creation by Complainants

- ✓ Complainants have to first enroll themselves on eCourts Module to access Complainant Dashboard
- ✓ eCourts Module currently is enabled for 'Allottee' and 'Association of Allottees'.
- ✓ Enrollment is unique to every Allottee or Association of Allottees.

Enrollment Process

<u>ALLOTTEES</u>	<u>Association of Allottees</u>	<u>Promoters</u>
Name	AoA Name	No separate enrollment
Address	AoA Registration Details	Can be accessed from Promoter Dashboard
Mobile Number	AoA President & Secretary Name & Mobile	
Email	Mobile Number	
Password	Email	
	Password	

Filing of Complaints – Information & Documents Sought

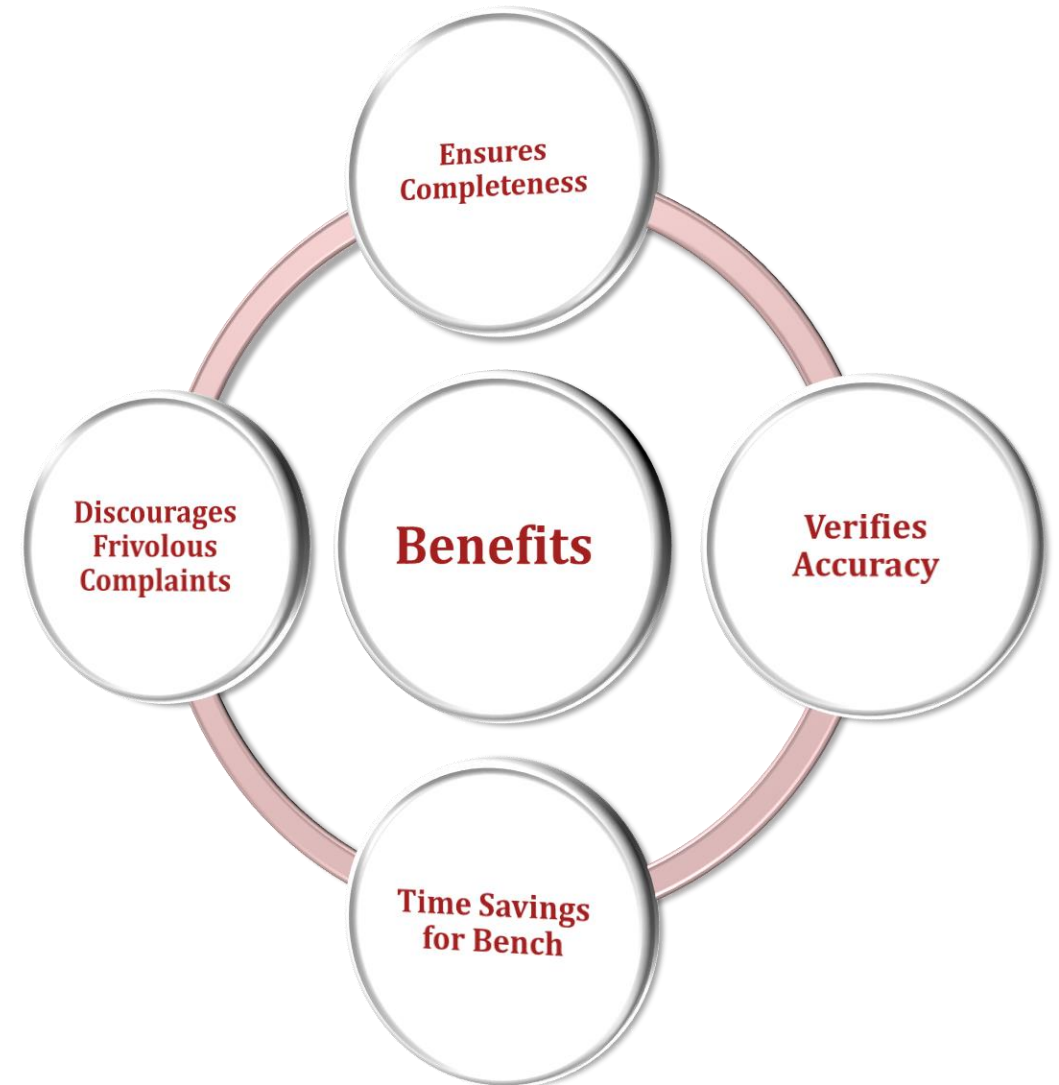
Suggestion of Conciliation	Suggested option for conciliation to resolve dispute through mutual consent
Declaration on pending Complaint	Prevent the same dispute being heard in multiple forums
Respondent Details	Details of registered & unregistered projects including check on NCLT
Authorized Representative Details	Option to add authorized representative
Booking Details	Unit No, Value of Unit, Payment Made, Supporting Documents

Payment Details	Payment made to & payment received from respondent
Bank Loan Details	Payments made to bank loan by complainant / respondent
Relief Sought	Explanatory note on relief sought
Additional Facts & Documents	Additional facts & supporting documents
Payment of Fees	Payment of fees through payment gateway

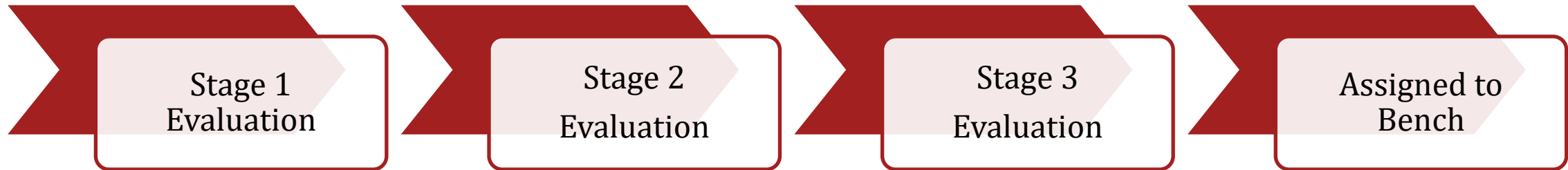
eCourts - Evaluation of Complaints

Evaluation Parameters

- ✓ Whether the Complainant Details are accurate?
- ✓ Whether the Unit, Project & Promoter Details are accurate?.
- ✓ Whether the Payment Details are complete and correct?
- ✓ Whether all supporting documents (Allotment Letter, BBA etc) are complete?

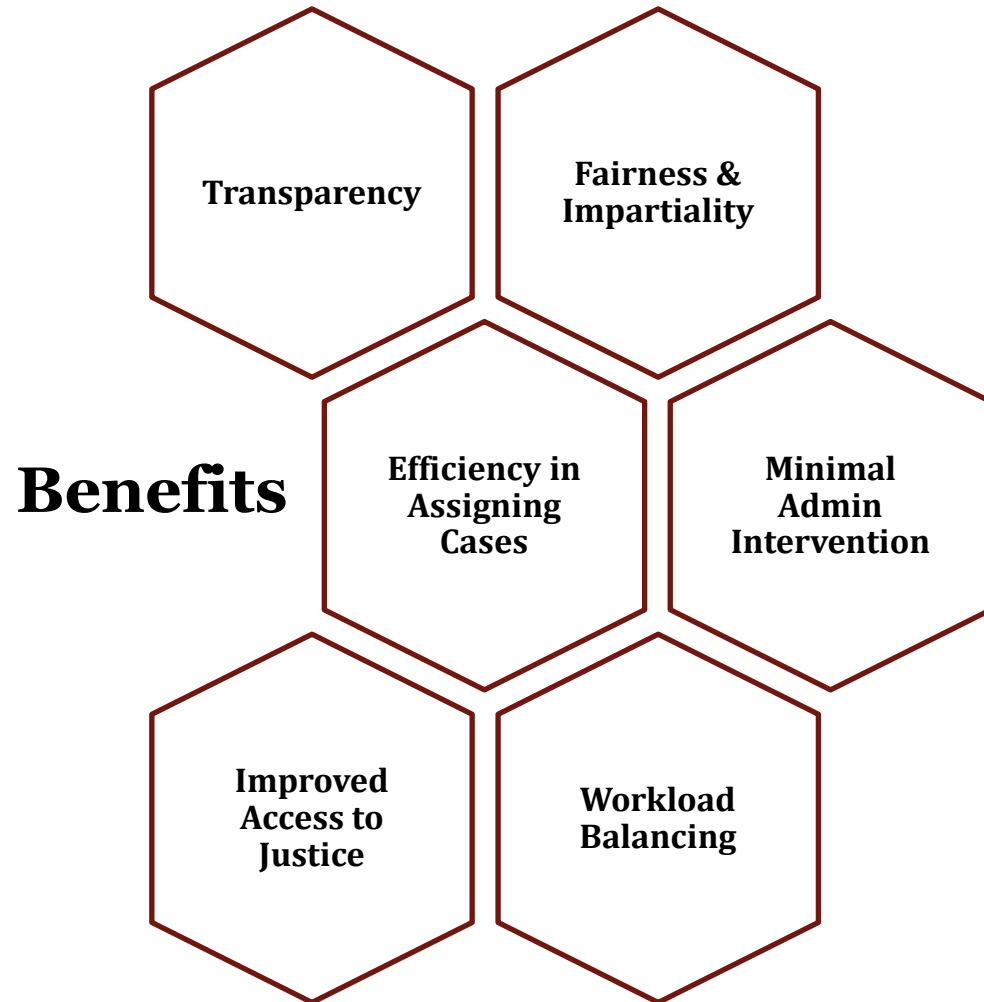


eCourts – Evaluation Process Flow



- ✓ At each stage of evaluation, if the complaint is found complete and accurate, it is marked as 'Fit' and assigned to Automated Case Assignment System (ACAS)
- ✓ If objections found at Stage 1 and Stage 2 of evaluation, communication is sent to Complainant for response.
- ✓ If objections persist at Stage 3, the complaint is assigned to ACAS with comments.
- ✓ Complainant is provided 7-days to clear objections and an additional 7-days with reminder communication. If the complainant does not clear the objections, the complaint is assigned to ACAS with comments.

eCourts - Automated Case Assignment System (ACAS)



Automated Case Assignment System (ACAS) has been implemented to **automatically assign 'Bench' and 'First Hearing Date'** to new complaints using a pre-defined algorithm and criteria such as

- Project
- Past Complaints in the Project
- Bench Workload
- Available Hearing Dates

eCourts – Access to Information During Hearing

All pertinent information regarding complaint and project details is consolidated and readily accessible on one single screen for judicious decision making

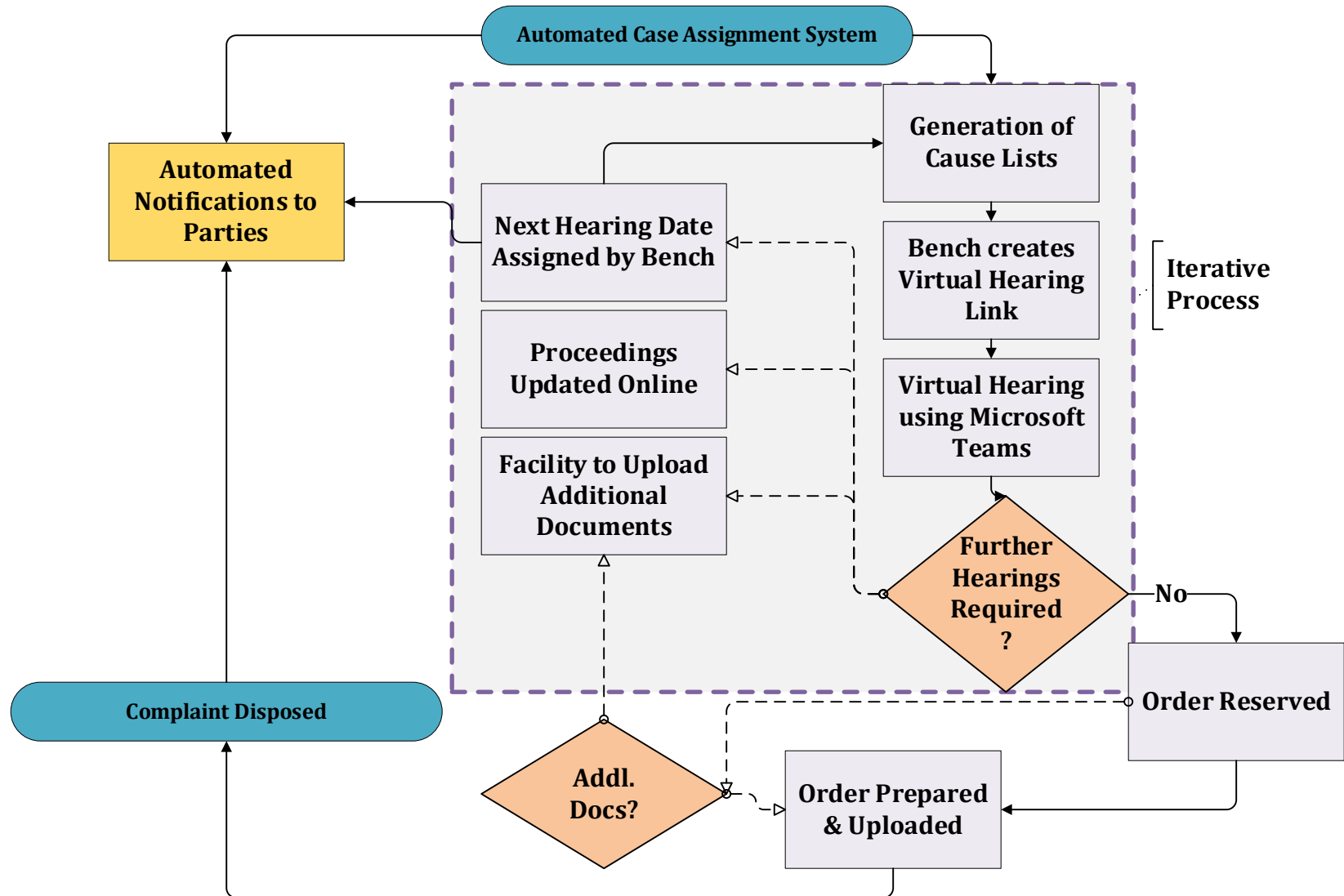
Complaint Details: All the information submitted by the complaint

Respondent Objection: Written objection by the respondent

Project Details: Information on projects such as project status, physical & financial progress status, inspection reports etc.

Past Compliance Status: Compliance details of previous orders.

eCourts – Complaint Hearing & Orders



eCourts – Functionality on Bench Dashboard

Bench is provided the following functionalities to support complaint hearing and disposal

Dashboard Functions	
1. Assigning of Hearing Date	7. Uploading Interim / Final Order
2. Communicating Virtual Hearing Link	8. Refer Complaint to Conciliation Forum
3. Creating Cause Lists	9. Refer Complaint to Legal Advisor
4. Uploading of Proceeding	10. Rule 24-Transfer of Complaint to the Adjudicating Officer and Vice-Versa
5. Permission for uploading additional documents	11. Compliance Check
6. Disposing of Complaint	12. Shifting of Hearing Date Time

eCourts – System Communication to Complainant / Respondent

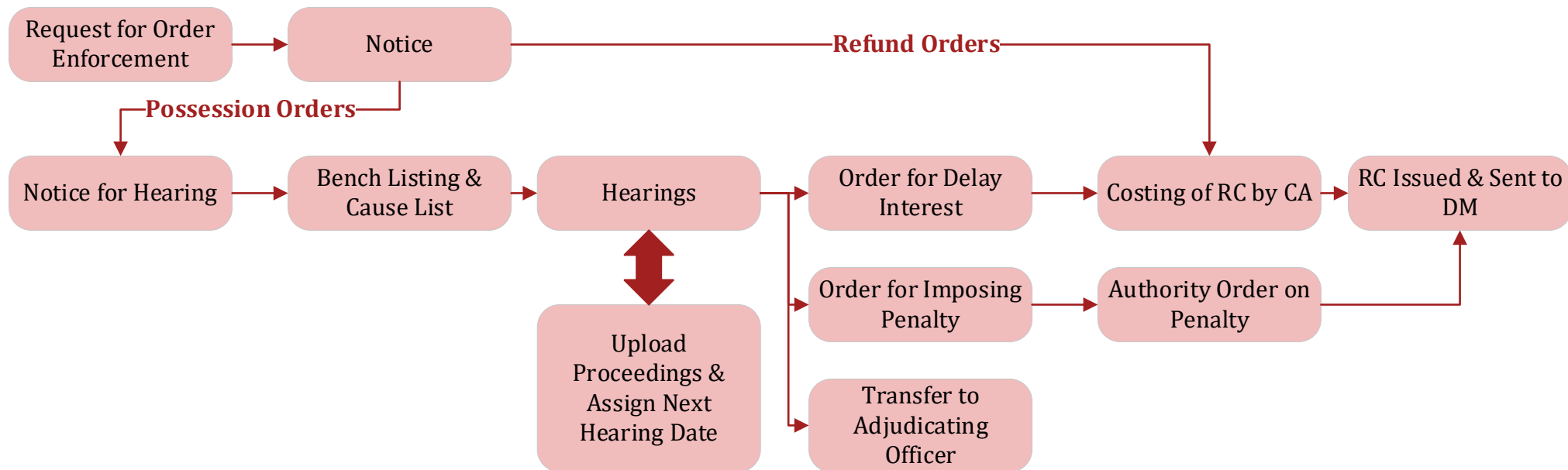
Automatic communications & notices are sent by the system at different stages of complaint lifecycle

Dashboard Functions	
1. Confirmation on Filing of Complaints	6. Communication of Virtual Hearing Link
2. Objections and Notices During Evaluation	7. Communication on Proceedings
3. Objections Cleared Post Evaluation	8. Communication on Order Upload
4. Communication to Respondent on Complaint	9. Communication after Compliance Due Date
5. Communication of Hearing Date	

eCourts – Enforcement Proceedings Process Flow

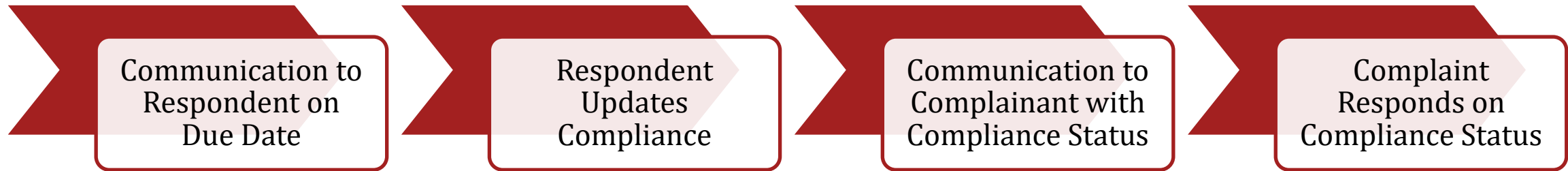
Complainants, at any time after lapse of due date for compliance, can raise a request for enforcement of orders on the eCourts Module.

From Enforcement Request to Compliance Action Process Flow



eCourts – Compliance Tracking

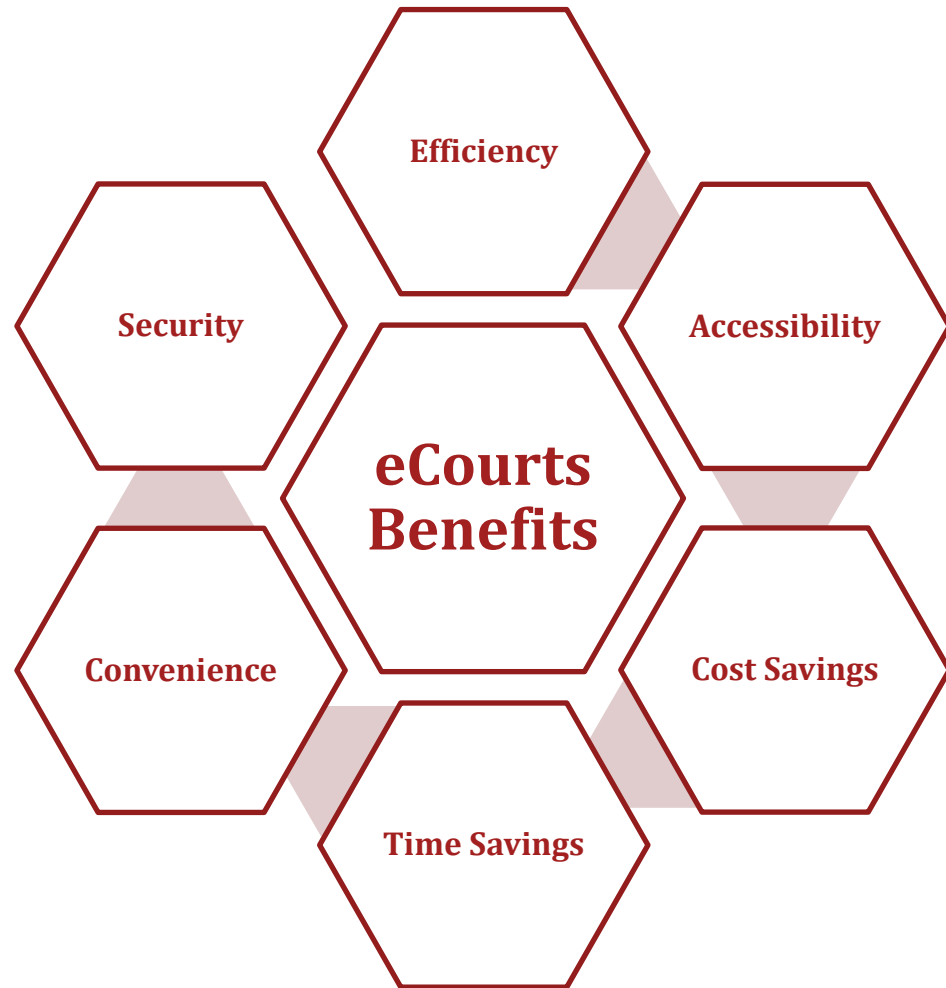
Respondent, at any time, can update the compliance status of the orders issued using the functionality on Promoter Dashboard



Benefits

- ✓ **Accountability:** Holds responding party for timely compliance of orders
- ✓ **Enforcement:** Tracking compliance allows timely enforcement actions by Authority
- ✓ **Transparency:** Allows complainants to monitor and understand the status of compliance

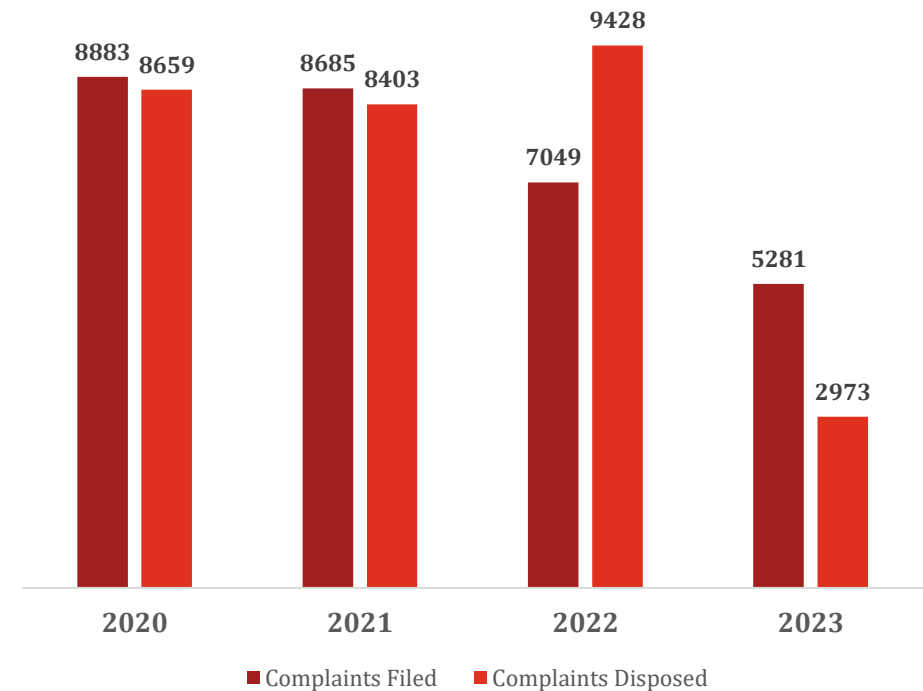
eCourts – Benefits & Achievements



Complaints Filed – 53,350

Complaints Disposed – 45,390

Yearly Complaint Filed vs Disposed



Quantifiable Impact of eCourts

Parameter	Pre eCourts	Post eCourts
Disposal Rate	650 per Month	860 per Month
Number of Hearings per Day	~ 40	~ 60
Number of Hearings per Complaint	5 Hearings	4 Hearings
Complaint Filing to Disposal Time	7-8 Months	4-5 Months
Attendance During Hearings	< 50%	> 90%

Future of eCourts @ U.P. RERA

U.P. RERA is working towards automating the order generation process using AI and had already issued an Expression of Interest (EOI) to Conceptualize, Develop and Implement an Intelligent Quasi-Judicial Decision-Making System (Smart Court)



- ✓ Collection and **extraction of case specific information** from documents
- ✓ Classification of documentary evidence & **Legal Argument Mining**
- ✓ **Question generation** to support the Presiding Officer of the bench during hearings
- ✓ **Bi-lingual Speech to Text** (Transcription Model) for documenting the hearing sessions
- ✓ Summarization of dialogues during the hearings and **drafting of orders**
- ✓ Interactive tools for any complex functions / tasks (For Instance, claim calculator with relevant document viewer)
- ✓ Storyboarding for tracking and monitoring the complaint specific information

Thank you