



NyayShruti VC platform @ICJS – SOP

न्याय श्रुति

Video Conferencing @ ICJS

Standard Operating Procedure (SoP) for holding Court Hearings through Videoconferencing (NyayShruti):

Provided at



Prepared For
Court



National Informatics Centre

Ministry of Communications & Information Technology, New Delhi



NyayShruti VC platform @ICJS – SOP

Name of the Document		NyayShruti VC platform	
Classification	Restricted	Audience	Court, ICJS Stakeholder
Version	1.0	Date of last change	Mar 12, 2024
	2.0		Oct 25, 2025



NyayShruti VC platform @ICJS – SOP

1. Objective and Scope.....	5
2. Legal Framework.....	5
3. NyayShruti Onboarding Process flow	6
4. Roll-out Procedure of NyayShruti Platform	7
4.1 State-Level Administration Setup	7
4.2 Identification of Pilot District and Pilot Court	7
4.3 Pilot Site Preparation	7
Prior to pilot execution, the following shall be ensured:.....	7
4.4 Pilot Site Training	7
4.5 Pilot Execution and Review	8
4.6 Phased Roll-out	8
5. NyayShruti Workflow for conducting Court Hearing (VC).....	8
5.1 Scheduling the Virtual Court Hearing (VC).....	8
5.2 Virtual Court Room Configuration.....	8
5.3 Case Management	9
5.4 Handling Multiple Cases and Participants	9
5.5 Recording of Proceedings and Evidence.....	9
5.6 Case Completion and Adjournment	9
5.7 Attendees from At Prisons:	10
5.8 Attendees from Police / Forensic / Banks.....	10
5.9 Attendees from Other Stakeholder:.....	10
6. Court Proceeding Flow under NyayShruti	11
6.1 Pre-Hearing Preparation	11
6.2 Calling of Case	11
6.3 Conduct of Proceedings	11
6.4 Case Outcome	11
6.5 Closure of Hearing.....	11
7. Working of NyayShruti Software	11
7.1 Case-Based Operation	11
7.2 User Roles and Access Control	11
7.3 Participant Notification and Connection	11
7.4 Conduct of Virtual Hearings	11
7.5 Recording and Data Management.....	12
7.6 Security and System Logging	12



NyayShruti VC platform @ICJS – SOP

8.1 Court staff and presiding officer	12
8.2 Designated Access Point Coordinators	12
8.3 Prison Authorities.....	13
8.4 Police Officials	14
8.5 Forensic Scientists / Medical Hospitals / Banks	14
9. Recording of Trial	14
10. System Administration / Technical Coordination	15
11. Key Benefits	17
12. Technical Requirements.....	18
13. Security and Data Privacy.....	19
14. Support	19
15. Glossary.....	19



1. Objective and Scope

“**NyayShruti**” is an ecosystem for managing virtual court proceedings through a scheduled cause list, utilizing Virtual Court (VC) links, and facilitating the participation of various stakeholders such as court masters, prisoners, police, and others. The aim is to ensure a smooth and efficient process that maintains judicial integrity while adapting to modern digital practices.

This platform has been developed as a transformative initiative to **modernize** and **digitize** the judicial process in India. It aims to comply with the directions issued by the Courts and enhance the efficiency, accessibility, and transparency of judicial proceedings.

The system provides video conferencing links and sends real-time alerts whenever a court issues a summons or warrant, allowing all relevant parties to participate remotely at designated times. This electronic approach significantly expedites case resolutions, enhances transparency, and reduces the logistical challenges of physical court appearances.

In essence, NyayShruti is not just a technological tool but it is a transformative platform that empowers the judiciary, legal professionals, and citizens alike by redefining how justice is delivered in a digital-first ecosystem.

2. Legal Framework

Three new Criminal Laws passed by Parliament namely, **Bhartiya Nyay Sanhita(BNS)**, **Bharatiya Nagarik Suraksha Sanhita(BNSS)** and **Bhartiya Sakhya Adhiniyam (BNS, BNSS &BSA 2023)**, replacing the existing IPC, CrPC and Evidence Act.

It is expedient to formalize and enable use of electronic communication and other audio-video electronic means for the purpose of conducting trial, inquiry and proceeding under the Bharatiya Nagarik Suraksha Sanhita, 2023.

BNSS Provisions for VC based hearings:

- Electronic Mode of Proceedings (Section 530 of Bharatiya Nagarik Suraksha Sanhita, 2023): All trials, inquiries, and proceedings may be conducted electronically, including Examination of complainants and witnesses, Recording of



NyayShruti VC platform @ICJS – SOP

- Appearance via Video Conferencing (BNSS Sec 154, 355): Persons required to appear before the court may do so via video conferencing, including cases where the accused is absent.
- Accused in Judicial Custody (BNSS Sec 187): Accused persons may be presented before the court via video conferencing, except for the first appearance, which requires physical presence.
- Framing of Charges (BNSS Sec 251): Charges may be read and explained to the accused through video conferencing, with their plea recorded electronically.
- Evidence of Witnesses (BNSS Sec 254, 265, 266, 310, 356): Witness testimonies and depositions may be recorded via audio-video means in designated locations.
- Deposition of evidence of any police officer or public servants (BNSS Sec 254): Testimonies of public servants may be recorded electronically to expedite legal proceedings.
- Discharge of Accused (BNSS Sec 262): Courts may examine the accused via electronic means before granting discharge.
- Examination of Accused in Custody (BNSS Sec 316): Accused persons in custody may be examined electronically, with signature verification required within 72 hours.
- Evidence from Public Servants, Experts, and police officers (BNSS Sec 336): Public officials, forensic experts, and police officers may provide evidence via video conferencing.
- Judgment Pronouncement (BNSS Sec 392): Accused persons in custody may hear their judgment via video conferencing.
- Presence of Accused during Evidence Recording (BNSS Sec 308): Accused persons must be present, either physically or via video conferencing, during the recording of evidence.

3. NyayShruti Onboarding Process flow

- 1) The requesting State is required to send an official onboarding request via email to support-nyayshruti@nic.in



wise URL configuration and Court mapping.

- 3) A State-level NyayShruti training session is organized to familiarize stakeholders with the basic workflow and key features of the platform.
- 4) The State Admin Request Form is shared with the concerned State for necessary details and authorization.
- 5) After successful onboarding of the State Admin, additional users are created through the State Admin credentials.
- 6) Training sessions are conducted for all Court stakeholders to ensure smooth onboarding and usage.
- 7) Upon completion of UAT (User Acceptance Testing), the Go-Live Certificate is issued by the State.

4. Roll-out Procedure of NyayShruti Platform

4.1 State-Level Administration Setup

Each State / Union Territory shall designate a State NyayShruti Administrator responsible for overall coordination and implementation of the NyayShruti platform within the State. The designated authority shall act as the nodal point for coordination with NIC and ICJS.

4.2 Identification of Pilot District and Pilot Court

The State NyayShruti Administrator shall identify one pilot district and one or more pilot courts for initial implementation. Selection shall be based on administrative approval and readiness of participating stakeholders.

4.3 Pilot Site Preparation

Prior to pilot execution, the following shall be ensured:

- Availability and functionality of video conferencing infrastructure
- Readiness of designated access points for prisons, police, forensic units, and other stakeholders
- Provisioning of user accounts with appropriate roles and permission

4.4 Pilot Site Training

Training shall be conducted for judicial officers, court staff, Designated Access Point Coordinators, prison officials, police personnel, forensic staff, and other stakeholders involved in the pilot court. Training shall cover system usage and court proceeding flow.



4.5 Pilot Execution and Review

Virtual court hearings shall be conducted at the pilot site for a defined period. Observations, issues, and feedback shall be documented and reviewed. Necessary refinements shall be undertaken before expansion.

4.6 Phased Roll-out

Based on the outcome of the pilot, NyayShruti shall be rolled out in a phased manner across additional courts and districts within the State.

5. NyayShruti Workflow for conducting Court Hearing (VC)

5.1 Scheduling the Virtual Court Hearing (VC)

- The Court Master schedules all hearings through the cause list for the day. This list will include:
 - Case serial number
 - Parties involved
 - Scheduled time for each case
 - Required participants (prisoners, police, witnesses, etc.)
- The cause list is organized in a manner where the **serial number** dictates the order in which the cases will be called up.

5.2 Virtual Court Room Configuration

- Prisoners who are required for hearings will join through a virtual link set up by the Court Master. They will be placed in a **virtual holding room** until their specific case is called.
- Police officers and other individuals who are summoned for specific cases can join via a **VC link** and wait until their testimony is needed. They may join at different stages depending on the case schedule.
- The **VC link** is active for each case, ensuring secure and authenticated access for the participants.



5.3 Case Management

- The **Court Master** is responsible for managing the court sessions, pulling up cases according to their cause list serial number, and ensuring that all parties involved are connected.
- Once a case is called, the **Judge** and **Court Master** can proceed with the proceedings, recording the **evidence** and **testimonies** as needed. The Court Master may assist in taking down records of the proceedings if required.
- The **Judge** may request the recording of proceedings, and in this case, the system will automatically start recording all verbal exchanges and testimonies for accurate documentation.

5.4 Handling Multiple Cases and Participants

- In cases where **prisoners** need to be produced for hearings in different cases, the prison can facilitate their presence through video links. They will be transferred virtually between cases as the Court Master calls them up.
- **Police officers** and other individuals may also need to participate in multiple cases during the session. The Court Master ensures that these individuals are kept informed of when they need to join the hearing and can manage their participation accordingly.

5.5 Recording of Proceedings and Evidence

- Both the **Judge** and **Court Master** have access to recording tools within the virtual system to capture audio, video, and any evidence presented during the proceedings. This ensures that a thorough record is maintained for all cases heard in the virtual session.
- Evidence such as documents or physical items can be shared electronically via the VC platform, allowing for seamless presentation during hearings.

5.6 Case Completion and Adjournment

- Once all the cases scheduled for the day have been heard, the **Judge** will make a ruling or adjourn the proceedings as necessary.
- The **Court Master** will then ensure that the **VC link** is closed, and the system is



5.7 Attendees from At Prisons:

- Logs in for a Court for a day from a designated cubicle
- Checks the items listed for a day of the desired court
- Mark presence in all the cases where the accused is to be presented
- Call the accused and line them up for a hearing
- Keep on checking the item being heard in the court presently
- Accused from the jail will be connected automatically as and when the matter is started for hearing
- If no case is shown then link jail with the manual number so that the court can call it as and when they want to call

5.8 Attendees from Police / Forensic / Banks

- Logs in for a Court for a day from a designated cubicle
- Checks the items listed for a day of the desired court
- Mark presence in all the cases where the accused is to be presented
- Official may be present and keep on checking the item being heard in the court presently
- Official will be connected automatically as and when the matter is started for hearing
- If no case is shown then link PS with the manual number so that the court can call it as and when they want to call

5.9 Attendees from Other Stakeholder:

- An individual or an organization involved in the court hearing process through the Nyayshruti, can join through Designated Access Points after Verification of identity of participants (accused, witness, counsel, etc.)



6. Court Proceeding Flow under NyayShruti

6.1 Pre-Hearing Preparation

The Court Master shall finalize the daily cause list. All required participants shall mark their presence through their respective systems. Accused persons and witnesses shall remain available at designated access points.

6.2 Calling of Case

The Court Master shall call the cases sequentially as per the approved cause list. The concerned participants shall be connected through VC when their case is taken up.

6.3 Conduct of Proceedings

Court proceedings, including examination, submissions, and arguments, shall be conducted through the virtual court platform. Documents and evidence may be presented electronically. Recording of proceedings shall be initiated as per the directions of the Presiding Judge.

6.4 Case Outcome

Upon completion of hearing, the case may be disposed of, adjourned, or reserved for orders. Directions and the next date of hearing, if any, shall be communicated to all concerned stakeholders.

6.5 Closure of Hearing

The recording shall be stopped upon completion of proceedings. The virtual court session shall be closed and all records shall be stored securely in accordance with prescribed procedures.

7. Working of NyayShruti Software

7.1 Case-Based Operation

NyayShruti operates as a case-based system wherein each virtual court hearing is linked to the respective court, cause list, and case identifier

7.2 User Roles and Access Control

Access to the NyayShruti platform is governed through predefined user roles (Stakeholders). Users are permitted to perform actions strictly in accordance with the permissions assigned to their roles.

7.3 Participant Notification and Connection

The system facilitates electronic notification to relevant stakeholders. Participants are connected to the virtual court session automatically when the respective case is taken up for hearing.

7.4 Conduct of Virtual Hearings



NyayShruti VC platform @ICJS – SOP

court staff, accused persons, witnesses, and other authorized participants. Electronic presentation of documents and evidence is supported during proceedings.

7.5 Recording and Data Management

Recording of court proceedings is initiated only by authorized court officials. Each recording is automatically associated with relevant case details and stored securely to ensure integrity and authenticity.

7.6 Security and System Logging

All system activities, including user access and virtual court sessions, are logged. Logs and records are retained securely and made available for audit and compliance purposes as per applicable guidelines.

8. Roles and Responsibilities

8.1 Court staff and presiding officer

- a. Scheduling of Videoconference (VC) Hearings
- b. Moderation of the Court Hearing through VC
- c. Recording of the VC Session and Trial
- d. Closing the session

8.2 Designated Access Point Coordinators

a. Ensure the IT Setup is Operational with All Components

- The Designated Access Point Coordinator (DAPC) shall ensure that the **videoconferencing setup** (camera, microphone, speakers, display system, and network connectivity) is **fully functional** before the commencement of each court hearing.
- The coordinator shall conduct a **pre-session technical check**, verifying audio-visual quality, network stability, and power backup readiness.
- Any hardware or connectivity issue identified shall be immediately reported to the **technical support team / NIC coordinator** for prompt resolution.
- The DAPC shall maintain an **IT Readiness Log**, recording daily verification of system health and usage.

b. Verification of Persons Attending the Court Hearing and Allocation of VC Cubicle

- The coordinator shall verify the **identity and authorization** of each individual attending the VC session (accused, witness, investigating officer, counsel, etc.)



NyayShruti VC platform @ICJS – SOP

as per the **Cause-list of the Court** for the day.

- Verification shall be done using **official ID proof or system credentials**, ensuring that only listed participants are allowed to attend.
- Upon verification, the coordinator shall **assign a VC cubicle or terminal** to each participant, ensuring privacy and proper environment for the hearing.
- An **Attendance Register** shall be maintained (digital or physical) containing participant details, case reference, and time of joining.

c. Joining the VC through the Link Provided in the Portal

- The DAPC shall access the **NyayShruti portal** or authorized VC platform and initiate the session using the **unique link or meeting ID** shared by the court.
- The coordinator shall facilitate smooth joining of all authorized participants from the access point, ensuring that the **correct session and courtroom** are selected.
- The coordinator shall assist the participants in case of login issues, technical errors, or device configuration requirements.
- The DAPC shall remain present throughout the session to provide **real-time technical support** until the hearing concludes.

d. Ensure that There is No Undue Pressure on the Accused

- The coordinator shall ensure that the **accused or any participant** attending from the designated access point is not subjected to **coercion, intimidation, or influence** during the proceeding.
- The environment must be **neutral and conducive** to free participation, without any external interference.
- In case of any suspicious behavior or attempt to influence the participant, the coordinator shall **immediately inform the Presiding Officer** and the supervisory authority.
- The DAPC shall also ensure that **only authorized personnel** are present in the cubicle or vicinity during the VC hearing.



NyayShruti VC platform @ICJS – SOP

- e. Ensure the IT Setup is Operational with All Components
- f. Present All the Accused as per the Cause-list of the Court
- g. Join the VC through the Link as Made Available in ePrisons
- h. Ensure that There is No Undue Pressure on the Accused

8.4 Police Officials

- a. Ensure the IT Setup is Operational with All Components
- b. Present All the Police Officials as per the Cause-list of the Court
- c. Join the VC through the Link as Made Available in CCTNS

8.5 Forensic Scientists / Medical Hospitals / Banks

- a. Ensure the IT Setup is Operational with All Components
- b. Present All the Scientists / Doctors as per the Cause-list of the Court
- c. Join the VC through the Link as Made Available in eForensic / MedLEAPR / MIS of Banks

9. Recording of Trial

a. Initiation of Recording

- The **Moderator (Court Officer)** shall initiate the **recording of the VC session** when the trial or proceeding commences, in accordance with the directions of the **Presiding Judge**.
- The recording shall capture the **complete audio-visual proceedings** of the trial to ensure authenticity and transparency.
- The system shall automatically tag the recording with relevant **case metadata** (CNR number, date, time, and participant details).

b. Termination of Recording

- The **recording shall be stopped** immediately upon completion of the trial or as specifically directed by the **Presiding Judge**.
- The Moderator shall confirm the proper closure of the recording session and verify that the recorded file is **complete and intact**.

c. Download and Secure Storage

- After the conclusion of the session, the **recording file** may be **downloaded to the designated court system/device** by the authorized Court Officer.
- Before storage, the **integrity of the recording** shall be verified through the **hash**



value generated by the NyayShruti platform to ensure no alteration or tampering.

- The verified file shall then be **stored in encrypted form** in the designated secure directory or judicial data repository as per court protocol.
- The recording shall not be shared or accessed by any unauthorized person, and all access shall be **logged and auditable**.

d. Retention Policy

- The **Court** shall retain the recorded trial proceedings **for as long as required** for judicial or administrative purposes.
- Upon expiry of the prescribed retention period or upon judicial direction, the recording may be **archived or securely deleted** following approved data management policies.
- Any use or reproduction of the recording shall be strictly in accordance with the **confidentiality and evidence-handling guidelines** issued by the judiciary or competent authority.

10. System Administration / Technical Coordination

a. User Management and Log Management

- The Technical Coordinator / System Administrator shall be responsible for user account creation, authentication, and role-based access control within the NyayShruti platform and integrated systems.
- They shall ensure that only authorized users (judicial officers, court staff, prison officials, police, and other stakeholders) have appropriate access permissions in accordance with security guidelines.
- The administrator shall monitor, maintain, and periodically audit system logs, including login records, VC session logs, and activity trails to ensure accountability and data integrity.
- All access and transaction logs shall be securely stored and retained as per the prescribed data retention policy, ensuring availability for audit and investigation when required.



NyayShruti VC platform @ICJS – SOP

- Any unauthorized access attempt, system anomaly, or security incident shall be immediately reported to the designated supervisory authority and NIC security team.
- b. Ensuring the System is Operational**
 - The Technical Coordinator shall ensure that the **VC infrastructure, servers, and network components** remain fully operational and available for scheduled court hearings.
 - Regular **health checks** of hardware, network connectivity, and power backup systems shall be performed to maintain uninterrupted service.
 - The coordinator shall **apply necessary updates, patches, and configuration changes** to keep the system compliant with security and performance standards.
 - In case of any technical malfunction, connectivity failure, or software error, the Technical Coordinator shall take **immediate corrective action** and coordinate with NIC or vendor support teams for resolution.
 - A **daily operational report** shall be maintained indicating system uptime, usage statistics, and any issues encountered during court proceedings.
 - On-Site Technical Team – Ensures quick resolution of technical issues.
 - 24/7 Remote IT Support – Provides assistance for troubleshooting.
 - Regular Equipment Maintenance – Ensures uninterrupted functionality
- c. User ID Management and Log Auditing**
 - The **Court Administrator** shall manage **user IDs, activation, deactivation, and password resets** for all users under their domain.
 - Every user's login, logout, and operational activity shall be recorded in the **system logs** maintained within NyayShruti.
 - These logs shall capture details such as **user identity, timestamp, IP address, and actions performed**, ensuring complete traceability of activities.
 - The Court Administrator shall be authorized to **view, audit, and provide user activity logs** as and when required by competent authorities or for security review.



NyayShruti VC platform @ICJS – SOP

- Log data shall be **retained securely** for the prescribed period and protected against unauthorized access or tampering in compliance with judicial IT security policies.

11.Key Benefits

- Reduces delays by minimizing logistical bottlenecks of physical court appearances.
- Saves time and resources for the judiciary, law enforcement, and participants.
- Enhances transparency, since hearings can be recorded, monitored, and tracked electronically.
- Improves access to justice, especially for witnesses or accused persons for whom travel to court is difficult.
- All participating departments are linked on a central dashboard (Nyay Shruti), so police, prosecutors, forensic experts, and jail authorities have synchronized, coordinated case progress and resource allocation.
- Different departments receive electronic alerts and video conferencing links as soon as a court issues a summons or hearing date, ensuring coordinated remote appearance across agencies.
- All digital records—video hearings, digital evidence, case logs—are securely encrypted and stored for reference and compliance, with access managed through designated roles.
- **Efficiency:** The ability to manage multiple cases with various participants at different locations ensures that hearings proceed smoothly without delays.
- **Cost-Effective:** Virtual hearings reduce the need for physical presence, travel costs, and logistical challenges, especially for individuals such as prisoners and remote witnesses.
- **Access to Justice:** The virtual system makes it easier for people to participate in hearings, regardless of their physical location.
- **Reduced Delays:** The Court Master's role in managing the cause list and keeping track of participants ensures timely progression of the cases.



12. Technical Requirements

Operating System Support:

- Windows: Windows 10 or later (64-bit recommended).
- MacOS: macOS 10.14 (Mojave) or later.
- Linux: Modern distributions with a 64-bit kernel (e.g., Ubuntu 20.04 or later).

Webcam

- A webcam capable of delivering 1080p resolution at 30 frames per second (FPS) to ensure clear and high-quality video output.

Audio Devices:

Use one of the following options to guarantee excellent audio clarity and

- minimize background noise:
- Noise-cancelling headphones
- Noise-cancelling Speakerphones
- Noise-cancelling Goose-neck microphones

Processor and Memory:

- A processor equivalent to Intel Core i3 or higher.
- At least 4 cores running at 2.6 GHz to handle video conferencing software efficiently.
- A minimum of 8GB RAM to support smooth multitasking and prevent performance lag during sessions.

Browser Compatibility:

- Ensure that the latest versions of either Google Chrome, Safari or Microsoft Edge browsers are installed for optimal compatibility and performance with the ICJS video conferencing platform.

Internet Connection:

- A stable internet connection with a minimum bandwidth of 4 Mbps per session (bidirectional) is required for multiple simultaneous sessions, the bandwidth should scale accordingly.
- For instance, 40 Mbps for 10 concurrent sessions ensures reliable connectivity.

For Android Devices:

- Devices must run on Android 8.0 (Oreo) or later to ensure compatibility with the conferencing application.

For IOS Devices:

- Devices must have iOS 13 or above installed to support the conferencing application effectively



NyayShruti VC platform @ICJS – SOP

13.Security and Data Privacy

- Encrypted video conferencing (E2E)
- Firewall & VPN protection
- Multi-factor authentication (MFA)

14.Support

Contact Type	Details
Email Support	support@nyayshruti.nic.in
Helpdesk	Available Monday to Friday, 9:00 AM - 6:00 PM IST
Website	https://nyayshruti.nic.in

15.Glossary

MHA	Ministry of Home Affairs
NIC	National Informatics Centre
NCRB	National Crime Record Bureau
BNS	Bhartiya Nyaya Sanhita
BNSS	Bharatiya Nagarik Suraksha Samhita
BSA	Bhartiya Sakhya Adhiniyam
CNR	Case Number Record
FSL	Forensic Science Laboratories
OTP	One Time Password
ICJS	Interoperable Criminal Justice System