



Supreme Court of India

SuSwagatam

(सुस्वागतम्)

Service for litigants to visit the Supreme Court of India



SuSwagatam
Gateway To Visit Supreme Court of India

Prepared for:
Officer/AOR



National Informatics Centre
Ministry of Communications & Information Technology, New Delhi

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1. SuSwagatam Portal

SuSwagatam is an initiative introduced by the Supreme Court of India to provide a seamless and straightforward process for obtaining, paperless ePasses required to visit the SCI for official or case-related purposes. The platform offers advanced features aimed at eliminating the cumbersome and tedious procedures involved in making visit requests.

The application is cloud-based software equipped with an easy-to-use graphical interface and robust security measures. It efficiently maintains all relevant visitor information, automatically saving it in a secure database.

The primary objective of this document is to outline the workflow for the Visitor/Litigant role on the SuSwagatam portal and the associated processes. This system ensures that visitors/litigants can easily apply for and receive ePasses, streamlining the overall visitation process to the Supreme Court of India.

2. Stakeholders

The SuSwagatam system involves five main types of stakeholders:

1. **Visitor/Litigant:** A visitor/litigant is an individual, who wish to visit the Supreme Court of India and apply for an online ePass to gain entry.
2. **Advocate on Record (AOR)/Senior Advocate:** AOR/Senior Advocate can approve or reject ePass requests submitted by litigants. AOR/Senior Advocate concerned can recommend one litigant in particular Court number and Item number and total 4 litigants can be recommended.
3. **Registry/Other Officers:** This group consists of officers from the Registry of Supreme Court of India, who are authorized to create, approve, or reject ePass requests for all types of visitors.

4. **Head of the Contractor, Institutions, or Delegations for Group Pass:** Individuals in this category can submit ePass requests for groups, such as study tours or contractual work, as permitted by the Registry officer.
5. **Reception Officials:** These officials are stationed at the reception area and are responsible for verifying the identity of visitors, capturing their ID documents and photos, and issuance of passes to walk-in and/or pre-approved visitors.

3. Visitor / Litigant

A Visitor/Litigant can submit an online request for ePass for the applicable permit based on their category and/or role. An ePass shall be issued to the visitor/litigant subsequent to the approval of their request by the concerned authority. On approval, an ePass will be issued and sent to the visitor/litigant's registered email, mobile or the same can also be downloaded from the SuSwagatam portal.

1. All Visitors must complete one-time registration process on the SuSwagatam portal to submit online ePass requests and receive ePasses from the approving authority.
2. During registration, visitors are required to provide their personal details, such as - name, mother/father/spouse name, date of birth, address, occupation, email-ID, ID type and number, ID document, and photo. Please note that it is mandatory to capture live photo of the visitor for the process of registration.
3. On successful registration, a visitor will not be able to change name, mother/father/spouse name, mobile phone number and date of birth.
4. Successfully registered visitor is referred to as "*Visitor with verified profile.*"
5. After registration, a visitor will have a personalized dashboard, where one can access all relevant information and perform ePass-related activities.
6. While approving the request for issuance of an ePass of the visitor, the approving authority can view the visitor's personal details, excluding ID details and address.
7. Once the concerned approving authority acts on visitor's ePass request, visitor will be notified through SMS & email.
8. A visitor may either download the ePass through the SuSwagatam portal or through registered email ID.
9. The complete details of the visitor, including their ID document, can be viewed by the following authorities:

- a) Reception Official for creating passes at the reception, handling queries, and generating reports.
- b) Group/Institute Head authorized by an officer of the Registry, to create online group ePass of the group members.
- a) Monitoring Authority

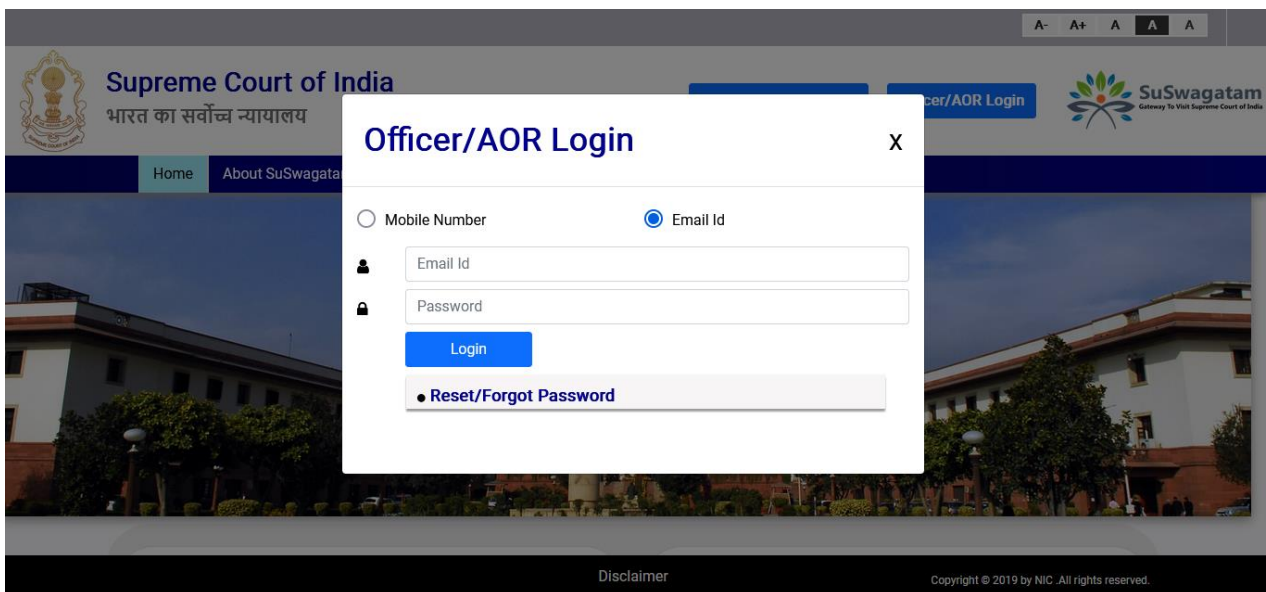
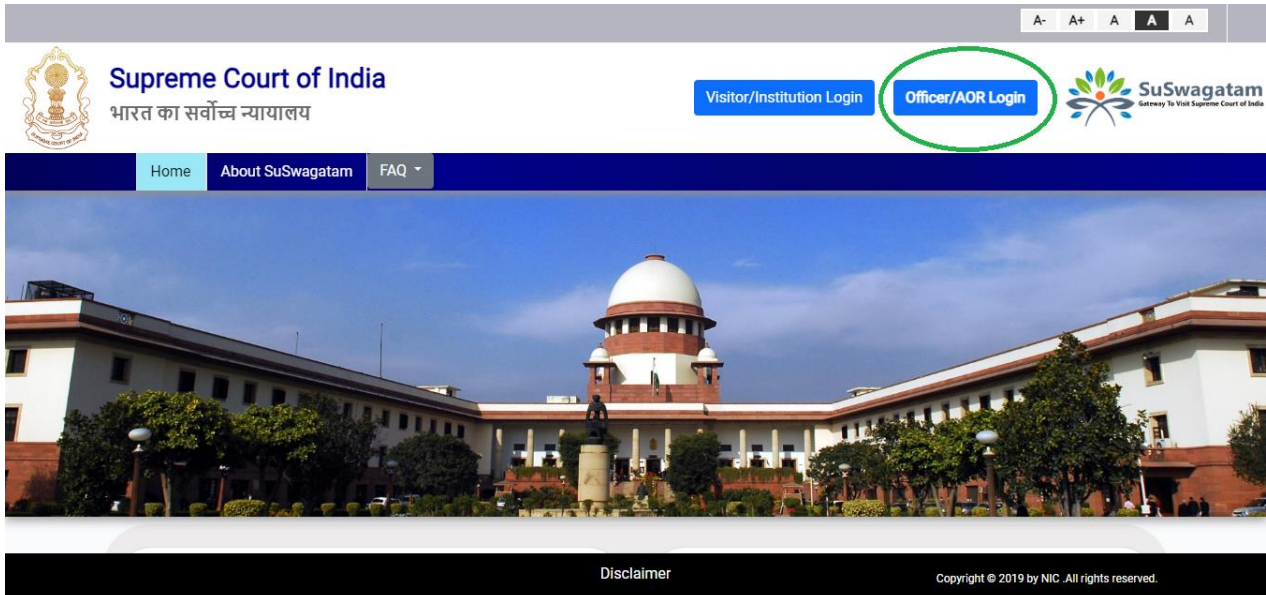
4. Registry & Other Officer

1. An officer can log in to the portal using their registered mobile number, email ID or from the login-ID which can be created/updated from the Update Profile page.
2. An officer may approve/disapprove the ePass request submitted by a visitor.
3. An officer can also create an ePass for the visitor.
4. While approving or generating an ePass for the visitor, the officer can view all details of the visitor, except for their address and ID details.
5. All Officers on successful logging shall have access to a personalized dashboard, where one can perform various ePass-related activities for the visitor. On a click of a button, an officer can also view the details of the ePasses issued by them, whether they were generated online or over the counter at the Reception Office.
6. An ePass generated either online or at the reception can be cancelled or revoked by the respective officer. In such cases, the visitor will be notified about the cancellation through SMS and email. This feature allows officers to manage the ePasses effectively and take necessary actions as needed.

5. Officer Login

An Officer can login from the registered mobile number either through one time password (OTP) or registered email ID from the home page of SuSwagatam portal

<https://suswagatam.sci.gov.in>



<https://suswagatam.sci.gov.in>

6. Officer Dashboard

The screenshot displays the Officer Dashboard interface. At the top, there is a navigation bar with the following tabs: Home, Create ePass, ePass For Approval(0), Active Visitor's ePass(s) (9), Rejected/Expired Request(s) (43), and All Visited Visitor(s) (79). The main content area is divided into two sections. On the left, there is a profile card for 'Ramesh Kumar' with contact information and an 'Update Profile' button. Below this is a 'Roles Available' section with a card for 'Others'. On the right, there is a 'Daily Pass' summary table with the following data:

Category	Count
ePass For Approval	0
Today's Visitor(s)	0
Today's Visited Visitors	1
Upcoming Visitor(s)	1
Rejected/Expired/Canceled Request(s)	44
Visited Visitors All	81

After successful login an Officer can access the dashboard as per the pre-assigned role. An Officer can manage all the ePass related activities from the various option available on the dashboard.

7. Create ePass (By Officer)

The authorized Officers of the Registry have the authority to create ePasses for visitors based on the following business rules:

- a) **Visitors with verified profiles:** For visitors who have successfully completed the one-time registration process on the portal and have verified profiles, can generate online ePass. The visitor will receive the ePass on the registered email ID, or the same can also be downloaded from the portal.
- b) **Visitors with unverified profiles:** For a visitor with unverified profile or first time visitor, an Officer can create a pre-approved ePass. However, the visitor will be required to collect the ePass by visiting the front desk of the Reception office. At the Reception office, the official will complete the verification process by entering the personal details, proof of identity, and photo, and thereafter issue the physical pass to the visitor.

Create ePass

Foreign Visitor Yes No

Mobile No *

Name *

Gender * Age Is Differently Abled?

Father/Mother/Husband Name

Email Id

Occupation

Applicant Role/Category*

Required Permit*

Visit Purpose*

Advance/ Duty Pass Yes No

Remarks
(Max: 50 Chars)

Id/Pcc And Other Doc.

8. Visitor ePass request

The officer can approve or disapprove the ePass request submitted by visitor in two ways:

- (i) Approve/Disapprove request from the link received on email ID / SMS
- (ii) Approve/Disapprove request by logging into the portal

After the request is processed, visitor/litigant will receive a notification through email/SMS. On approval, the ePass will be sent to their email and can also be downloaded from the portal.

8.1 Approving request from the link received on email ID /SMS

The officer can click on the link received in the email/SMS to directly access the ePass request for approval.

Template SMS text message



Template email message

Dear Madam/Sir,

You have received visitor Visit Request for approval as per the below details :

Visitor Name : AMAN SHARMA, M, 21 Years,B 101 PARTAP VIHAR
Requested Visit Date : 30-07-2023
Visit Purpose : Official Visit
Visitor Remarks :

To View and approve/reject request, kindly login to the Suswagatam portal bt clicking on the 'officer/AOR' Login (<https://suswagatam.sci.gov.in/>). Your Email Id is your login ID on SuSwagatam Portal.

Alternatively copy and paste the below URL in your browser to view the detail and approve/reject the request.

<https://suswagatam.sci.gov.in/Public/WebVisitorEmail.aspx?id=3C755D47D885930805F3FBBD47B25C09&No=I/0001/0002/15953/2023/2137939906>

or [Click Here](#)

Thanks & Regards
SuSwagatam Team

The link will redirect the Officer to the relevant page on the portal, where the. Officer can view the details of ePass request and process the same by approving/disapproving the same.



ePass Request Details

<p>Name : ██████████</p> <p>Mobile : ██████████</p> <p>Email Id : ██████████@██████████.in</p> <p>Category : Other</p> <p>Gender / Age : F / 39</p>	<p>Requested Visit Date : 16/08/2023 To 23/08/2023</p> <p>Permit : Office Block</p> <p>For : Official Visit</p>
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Visitor Remark :

Officer Remark:

Enter OTP Sent On Your Mobile No.-: *****4558

Verify
Cancel

8.2 Approving request from the Portal

To process a for issuance of an ePass, the Officer must loginto the SuSwagatam portal and click on the tab, **ePass for Approval**, to view all the pending requests. The Officer may take necessary action to approve or disapprove the request.

Home
Create ePass
ePass For Approval(3)
Active Visitor's ePass(s) (6)
Rejected/Expired Request(s) (23)
All Visited Visitor(s) (32)

AMAN SHARMA, Male, 21 Years

Mobile No. ██████████

Email Id. sa8619507@gmail.com

Category : Other

Permit : Office Block

For : Official Visit

Requested Visit Date : 04/08/2023

Approve
Reject

ANJALI, Female, 39 Years

Mobile No. ██████████

Email Id. ██████████

Category : Other

Permit : Office Block

For : Official Visit

Requested Visit Date : 16/08/2023 To 23/08/2023

Approve
Reject

ANJALI, Female, 39 Years

Mobile No. ██████████

Email Id. s█████████

Category : Other

Permit : Office Block

For : Official Visit

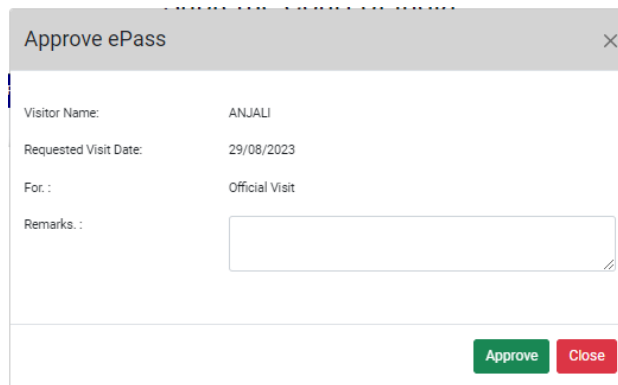
Requested Visit Date : 29/08/2023

Approve
Reject

[View PCC/Other Document](#)

<https://suswagatam.sci.gov.in>

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Visitor Name:	ANJALI
Requested Visit Date:	29/08/2023
For. :	Official Visit
Remarks. :	<input type="text"/>

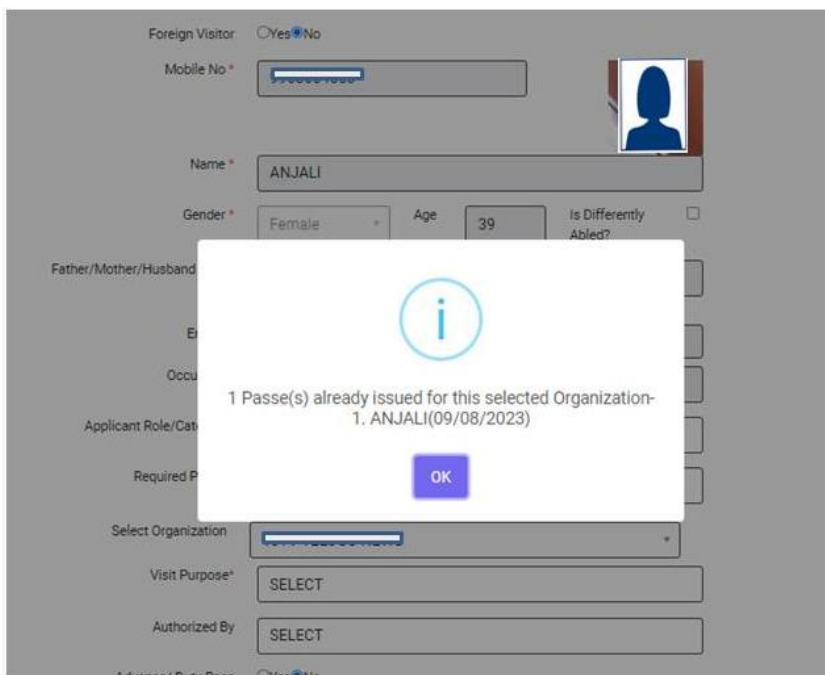
While Approving the ePass, the concerned Officer can specify in the 'Remarks' viz. Advocate Enclosure, Court Room or Judges Corridor Area, with tools etc. The remarks recorded by the Officer will be printed on the ePass for the security personnel as instructions.

9. ePasses to Journalist

Branch Officer, Reception Office and/or Branch Officer, Editorial are the approving authorities for issuance of ePass to the journalists. Please note that as a prudent practice, one ePass per journalist per organization shall be followed.

During the approval process of an ePass request by a journalist or when an Officer creates an ePass request for a journalist, the system will display details of any active ePasses that have already been issued to the journalist of the same organization.

Furthermore, in the link '**PCC/Other Document**' the Officer can view documents such as ***Letter signed by Chief of Bureau and/or Editor***, uploaded by the journalist.







10. Cancel/Revoke Active ePass

An Officer through the portal can view details, download ePass issued/approved either by them through online mechanism or physically from the front desk of the Reception office.

An ePass generated online or from the front desk of the Reception office can be cancelled / revoked by the respective officer and the same shall be notified to the visitor through SMS and email.

An Officer can also view all active visitors’ ePass, rejected/expired requests for ePass and list of visitors, who visited the Supreme Court on the basis of the ePass approved and issued.

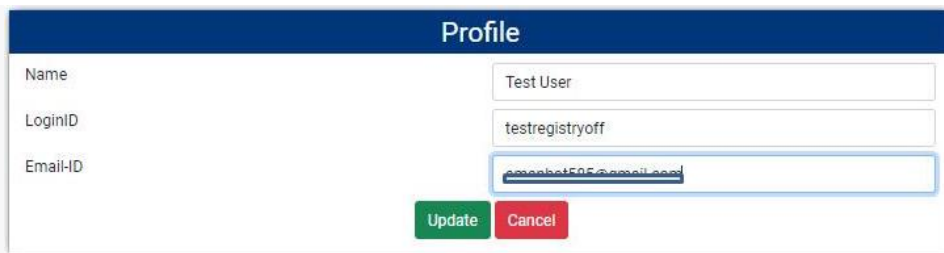
Home Create ePass ePass For Approval(0) Active Visitors ePass(s) (9) Rejected/Expired Request(s) (43) All Visited Visitor(s) (79)									
Copy Print Column visibility Search: <input type="text"/>									
S.No	Visitor Photo	Visitor Name	Mobile No	Category	Permit	For	Requested/Visit Date	Request Mode/Remark	View Details
1		MANU DOOR 22 Years/Male	9368001913	Other	Office Block	Contractual Work	03/08/2023	Online allow	Download e-Pass Cancel ePass
2		DEEPMANU GUPTA 49 Years/Male	901000111	Other	Office Block	Official Visit	28/07/2023	Online asas	Kindly collect ePass from SCI Reception
3		SEEMA JAIN 39 Years/Female	900000138	Other	Office Block	Official Visit	27/07/2023	Online kukukiuy	Download e-Pass Cancel ePass
4		AMAN SHARMA 20 Years/Male	8506001010	Other	Office Block	Contractual Work	26/07/2023 To 02/08/2023	Online Approved	Download e-Pass Cancel ePass

11. Update Profile

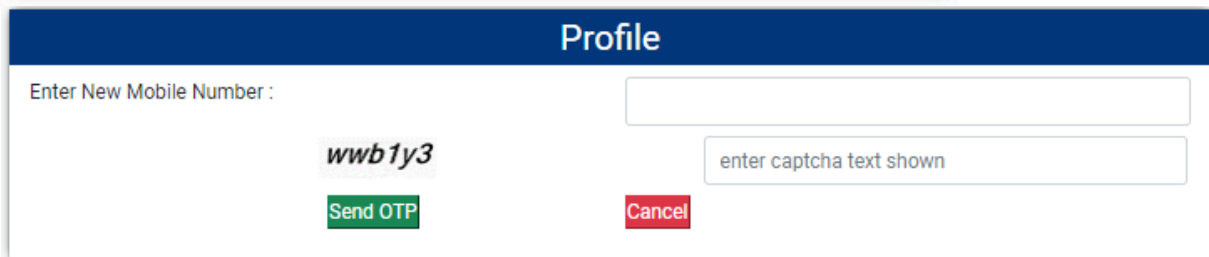
An Officer can update their profile by clicking on the tab button '**Update Profile**'.

Please note that an Officer can update –

- Email ID
- Mobile phone number
- Login ID



The screenshot shows a 'Profile' update form. It has a dark blue header with the word 'Profile' in white. Below the header, there are three input fields: 'Name' with the value 'Test User', 'LoginID' with the value 'testregistryoff', and 'Email-ID' with the value 'test@bet505@gmail.com'. At the bottom of the form, there are two buttons: a green 'Update' button and a red 'Cancel' button.



The screenshot shows a 'Profile' update form for entering a new mobile number. It has a dark blue header with the word 'Profile' in white. Below the header, there is a label 'Enter New Mobile Number :' followed by an empty input field. To the left of the input field is a captcha image showing the text 'wwb1y3'. Below the captcha image is a green 'Send OTP' button. To the right of the input field is another input field containing the text 'enter captcha text shown'. Below this second input field is a red 'Cancel' button.

12. Applicable Visitor Category for Registry Officer

The following list provides information about each category of visitor, type of visit and corresponding approving authority:

S.No.	Visitor Category and Permit	Remarks
1.	Litigant <ul style="list-style-type: none"> Court Room (via cause list) Office Block 	<ul style="list-style-type: none"> Single Day Pass For Court Room - Only in specific cases, such as contempt case or on the directions and order of the Court or Party-in-Person
2.	Party-in-Person <ul style="list-style-type: none"> Court Room (via cause list) Office Block 	<ul style="list-style-type: none"> Single Day Pass For Court Room –The Approving Authority can specify in remarks viz., <ol style="list-style-type: none"> Advocate Enclosure Court Room Judges Corridor Area
3.	Law Clerk / Law Intern <ul style="list-style-type: none"> Advocate Enclosure Via Cause List or All Courts Court Room Via Cause List or All Courts Office block Other <ul style="list-style-type: none"> Office Block for official Visit 	<ul style="list-style-type: none"> Advance ePass for one month can be created except for the passes via cause list
4.	Contractual Staff <ul style="list-style-type: none"> Court Room for all Courts Office Block 	<ul style="list-style-type: none"> Advance ePass for one month can be created
5.	Journalist <ul style="list-style-type: none"> Press Lounge 	<ul style="list-style-type: none"> The Branch Officer, Reception Office and/or Branch Officer, Editorial are the Approving Authority. Advance ePass for one month can be created One ePassper journalist per organization. During approval / creation, system will display active ePass of the said organization. Approving Authority can view the letter signed by Chief of Bureau and Editor uploaded by journalist on profile page under heading PCC/Other Document
6.	Other <ul style="list-style-type: none"> Office Block for official Visit 	<ul style="list-style-type: none"> Advance ePass for one month can be created

13. Applicable Visitor Category for Other Officer

S.No.	Visitor Category	Remarks
1.	Other <ul style="list-style-type: none">• Office Block for official Visit• Contractual Staff	<ul style="list-style-type: none">• Advance ePass for one month can be created

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