



**Sensitization Programme for High Court Staff on Public Dealing**

**for**

**High Court Staff deployed at the Filing Counter/Facilitation/Pass  
Counter/Help Desk/EPABX**

**on**

**22<sup>nd</sup> July, 2023**

***Venue: Delhi Judicial Academy, Dwarka, Sector - 14,  
New Delhi – 110078  
India***

## INDEX

### A. Rules and Guidelines

<b>S. No</b>	<b>Title</b>	<b>Source</b>
1.	High Court of Delhi Citizen's Charter	<a href="https://delhihighcourt.nic.in/uploads/public_notice/PublicNotice_C1924HUU.PDF">https://delhihighcourt.nic.in/uploads/public_notice/PublicNotice_C1924HUU.PDF</a>
2.	Guidelines for Implementing Sevottam	<a href="https://darpg.gov.in/sites/default/files/Sevottam_Guidelines_Sept_2011.pdf">https://darpg.gov.in/sites/default/files/Sevottam_Guidelines_Sept_2011.pdf</a>
3.	Guidelines for Designing and Implementing Sevottam Compliant	<a href="https://darpg.gov.in/sites/default/files/Sevottam_RFID_Guidelines_August_2010.pdf">https://darpg.gov.in/sites/default/files/Sevottam_RFID_Guidelines_August_2010.pdf</a>
4.	Citizen's Charters- A Handbook	<a href="http://goicharters.nic.in/cchandbook.htm">http://goicharters.nic.in/cchandbook.htm</a>

### B. Professional Etiquettes

<b>S. No</b>	<b>Title</b>	<b>Source</b>
1.	Corporate Etiquette - Do's and Dont's	<a href="http://www.fao.org/docrep/w8088e/w8088e03.htm">http://www.fao.org/docrep/w8088e/w8088e03.htm</a>