

上海金融法院

诉讼服务须知

一、12368 诉讼服务平台

1.热线诉讼服务：拨打 12368，可联系法官、查询案件、诉讼咨询，并可对人民法院工作提出意见建议等。

2.网络在线诉讼服务：通过案沪通网站（www.hshfy.sh.cn）及上海金融法院官网（www.shjrfy.gov.cn），选择“诉讼服务”栏目，当事人可凭案件查询密码，办理文书送达、办案进度查询、联系法官、网上阅卷等诉讼事项。

3.短信诉讼服务：人民法院通过 12368 诉讼服务平台发送短信，告知当事人相关案件庭审时间、审限变动、程序变更、执行措施等审判、执行流程节点信息，为当事人送达出庭通知书、受理通知书、告知合议庭组成人员通知书等。

4.微信诉讼服务：“案沪通”平台提供上海法院司法公开信息，并提供申请开具法律文书生效证明、申请开具诉前调查令、“异步微法庭”等多元化、智能化诉讼服务。

5.窗口诉讼服务：为当事人提供导诉、立案、咨询、调解、诉讼事务办理、信访接待等诉讼服务。

二、金融纠纷多元化解机制

1.在线调解诉讼服务：当事人可以通过微信登录“人民法院在线服务全国版”小程序、“案沪通”平台或下载 APP，采取在线视频方式，对案情较为简单或当事人身处外地的金融民商事案件进行网上远程调解。

2.特邀调解机构服务：当事人可选择上海市金融消费纠纷调解中心、上海银行业保险业纠纷调解中心、中证资本市场法律服务中心有限公司、上海经贸商事调解中心、上海资本市场人民调

解委员会、上海市工商联民商事调解委员会、上海市融资租赁行业协会人民调解委员会、上海市虹口区联合人民调解委员会、上海市浦东新区金融纠纷人民调解委员会对案件进行调解。

Notice on Litigation Services

I. 12368 Litigation Service Platform

1. Hotline Services: Call 12368 to contact judges, inquire about case status, seek legal advice, or provide feedback on the People's Court operations.

2. Online Services: Visit AnHuTong Website (www.hshfy.sh.cn) or Shanghai Financial Court's official website (www.shjrfy.gov.cn), navigate to the Litigation Services section. You can use case inquiry password to process litigation matters such as receive documents, track case progress, contact judges, and submit petitions and so on.

3. SMS Services: The People's Court sends SMS of trial and enforcement process information via 12368 to inform parties of trial schedules, procedural matters, enforcement measures, service of notices (e.g. court summons, case acceptance notices, panel member notifications).

4. WeChat Litigation Services: "AnHuTong" Platform provides judicial information updates, diverse and intelligent litigation services such as requesting certificates of legal document effectiveness, applying for pre-litigation investigation orders, and accessing "Asynchronous Micro-Court" sessions.

5. In-Person Services: Visit court service counters for guidance, case

filing, consultations, mediation, litigation procedures, or petitions.

II. Diversified Dispute Resolution Mechanisms

1. Online Mediation: For straightforward cases or parties located outside Shanghai, use "People's Court Online Service" WeChat mini-program, "AnHuTong Platform" or dedicated apps and conduct video-mediated negotiations for financial civil and commercial disputes.

2. Designated Mediation Institutions: Parties may option for mediation through the following institutions: Shanghai Financial Consumer Dispute Mediation Center; Shanghai Banking and Insurance Dispute Mediation Center; China Securities Legal Service Center Co. Ltd.; Shanghai Commercial and Trade Mediation Center; Shanghai Capital Market People's Mediation Committee; Shanghai Federation of Industry and Commerce Civil-Commercial Mediation Committee; Shanghai Financial Leasing Association People's Mediation Committee; Shanghai Hongkou District Joint People's Mediation Committee; Shanghai Pudong New District Financial Dispute People's Mediation Committee.