CONFONET

USER MANUAL
[OCMS – ONLINE CASE MONITORING SYSTEM]

[2014]

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Introduction:-

The Consumer Protection Act, 1986 is one of the benevolent social legislation intended to protect the large body of consumers from exploitation. It has become the vehicle for enabling people to secure speedy and in-expensive Redressal of their grievances. To provide cheap, speedy and simple redressal to consumer disputes, quasi-judicial machinery is set up at each District, State and National levels called District Forums, State Consumer Disputes Redressal Commission and National Consumer Disputes Redressal Commission respectively. At present, there are around 625 District Consumer Forums, 36 State Commissions with apex body as National Consumer Disputes Redressal Commission (NCDRC) having its office at Upbhokta Nyay Bhawan, 'F' Block, GPO Complex, INA, New Delhi-110023. The details of addresses of consumer forums are available at http://ncdrc.nic.in.

To improve operational efficiency, coordination, accessibility and speed in judicial administration that shall lead to improvement in time bound justice to the consumers, the Department of Consumer Affairs, Government of India has launched a scheme for "Computerization and Computer Networking of Consumer fora in the country" called CONFONET through NIC.

To set up Information Communication Technology (ICT) infrastructure at Consumer Redressal fora and provide IT solutions in order to achieve E-governance, transparency and efficiency at all the levels of consumer disputes redressal fora. The project is being implemented to achieve the following objectives:

a) Transparency among the courts, court system and consumer.

b) To facilitate Reporting and Monitoring.

c) Meeting the targets in a more efficient manner.

d) Time efficient Record search through various queries in the application software.

Audience
- Intended audience of the software is the entire staff of District Consumer Fora, State Consumer Disputes Redressal Commission and National Consumer Disputes Redressal Commission which is directly linked with such court cases.
- The software is further intended to be used by the judge/ member of the court where the cases will be heard.
- Advocates, consumers, bar councils.

Purpose
The current version of the software as well as that of user manual is 2.5. Purpose of the software product is as follows:
- To render speedy justice to the consumers with better legal output to bring about transparency and uniformity in the judicial system.

- To reduce the workload of the staff of the consumer fora considerably.
- To enhance efficiency and result in expeditious disposal of pending cases.
- To process voluminous data with increased speed without losing accuracy thus resulting in greater litigant satisfaction.

Contact

- The contact details of NIC Officers are available at the Confonet web portal http://confonet.nic.in. The Consumer forum staff, if face any technical problem, may contact at below mentioned officers at NIC Hqrs. New Delhi.
  - ➢ Confonet Support Team at 011-24367337
  - ➢ Mr. V. Kumara Jegan, Systems Analyst (Phone No. 24305251)
  - ➢ Ms. Lily Bisht, Sr. Systems Analyst (Phone No. 24305245)
  - ➢ Mr. Arvind Kumar Sharma, Technical Director (Phone No. 24305254)

In addition, to coordinate implementation of Confonet project, the NIC State Coordinator may be contacted, whose details are also available at http://confonet.nic.in.

Types of the cases filed in the application-

Consumer Case- cases are filed against where the value of the goods or services and compensation claimed   within a period of two years from the date on which the cause of action has arisen.

Miscellaneous Application- the application is just like a document attached to any live case like CC, EA, and FA.

First Appeal - Appeal filed against a case for which the complainant is not satisfied by the decision of the court. It is done in a manner like DCF->SC->NCRDC within 30 days of order.

Execution Application- This type of case can be filed when judgment came and party is not implementing court judgment. Complainant, files this case against respondent who is not obeying court judgment.

Transfer Application- This type of application is filed in case, where user needs to transfer the cases. The execution of this application allows the consumer forum to transfer the case; from district forum to state commissions and state to NCDRC.

Revision Petition-A case which is pending before or has been decided by any State Commission can be filed within a period of ninety days from the date of receipt of the order.

Interlocutory Application- This type of case can be filed against live cases. It provides provisional decision given in an intermediate stage between commencement and termination of cause.

Caveat Cases-Filed as a document in state & DCF forum, for FA & RP cases. A case which has been listed in state commission, the appeal/ revision petition for that case number has to be entered.

Review Application-This type of case is filed to review the order. It should be filed within 30 days of justice.

Product features

Login

User simply needs to visit the link **http://ocms.nic.in/OnlineCMS**, in order to access the application. This action will redirect us to the thread as shown below.

> Check the "district forum" tab in case you wish to login from the district accounts, herein we will login from the state commission account, which is quite similar in manner as that of district forum.

In case you enter the invalid Login credentials, you will get an error message stating "Invalid login".

Set application parameters

Remember when you are login from any specific state commissions for the very first time, you need to set the parameters. Contains the basic information related to that state commission. Here in after login we will get the thread as shown.

> Check "Old case" or "New case" format as per your requirement and then click continue.

After setting all the parameters click "log-out" and then click login again for further processing of the application.

Add members

Click on the "Administrator" tab, at the left hand side of your dashboard menus; which will further expand to the "Add member" tab, simply click on this tab; which will then redirect us to the thread as shown below.
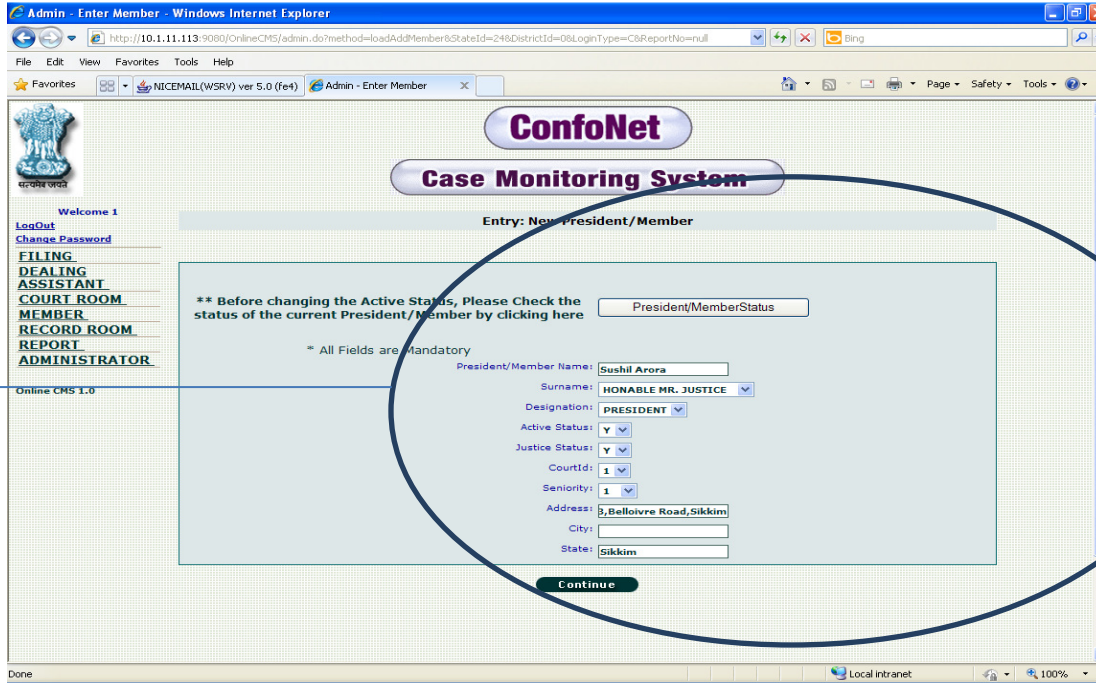
Enter all the credentials being asked by the application and then click "Continue". This will then result in successful member addition into the application.

Add notices

Click on the "Administrator" tab, at the left hand side of your dashboard menus; which will further expand to the "Add notices" tab, simply click on this tab; which will then redirect us to the thread as shown below.
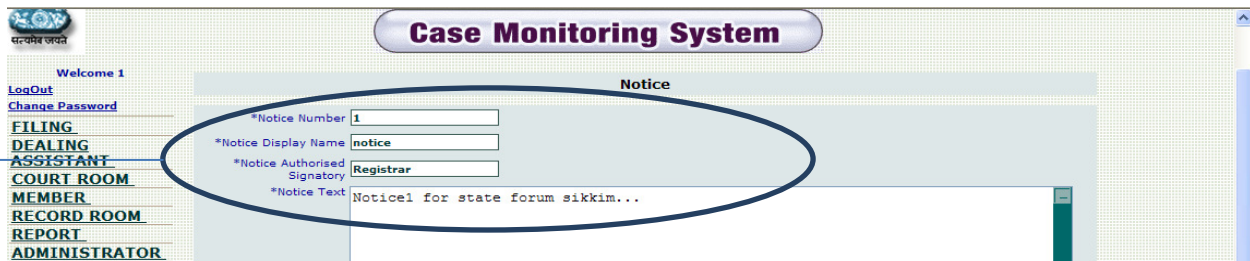
Enter all the information in the schemas provided, and click continue tab to update the desired notes on the application.

Successful login will lead us to the thread as shown below, which is generally comprises of following options

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- Filing: for filing the fresh cases.
- Dealing Assistant: precise cases details are entered, only then it will allow for the actual hearing.
- Court Room: contains information and process flow.
- Member: for accessing the updated cause list, along with searching options.
- Record Room: Archive of Old cases.
- Report: for accessing the segregating information related to CONFONET, which can further be used for auditing and analysis purposes.
- Queries: for accessing the information related the cases based on different filters.
- Administrator: responsible for application configuration.

Case Filing

Click this option for filing the fresh cases into the application. Comprises of following three modules

- Scutiny and case filing
- Acknowledgement
- Check next / previous case number

Scrutiny and case filing

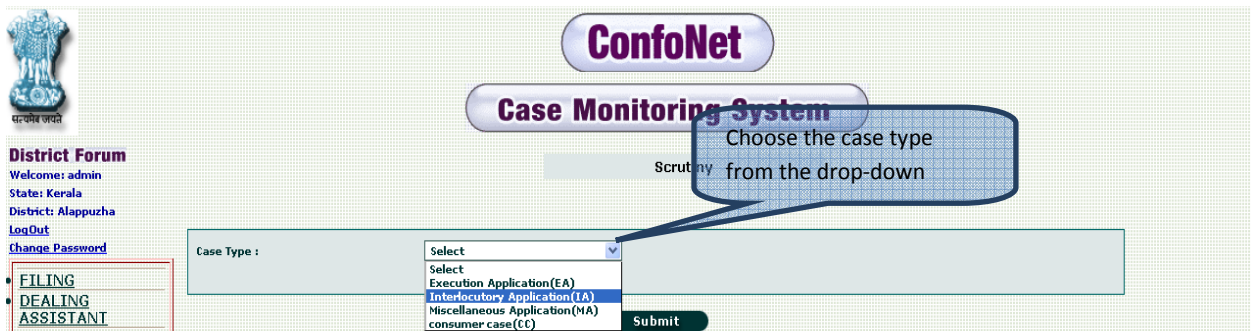Screen shot showing "Scrutiny and case filing" thread
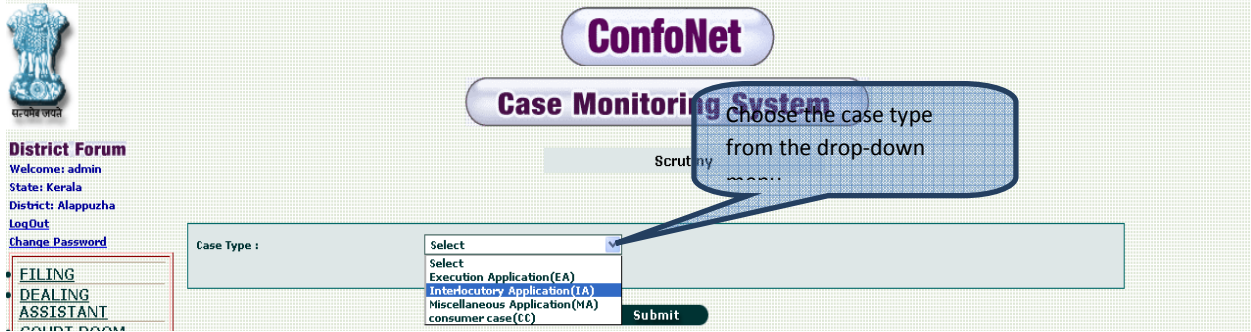
Selecting the case type will redirect us to the next screen as shown below.
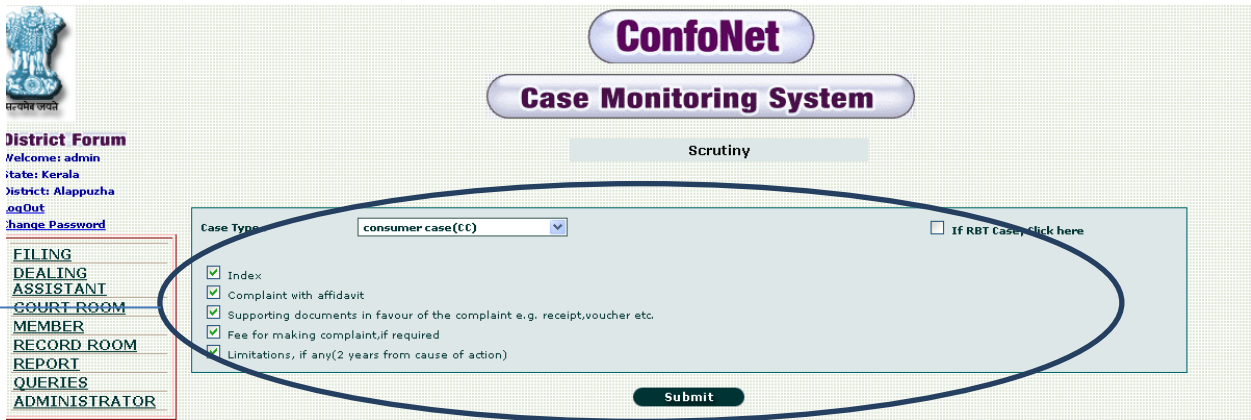
Select the documents list attaches along with your application, failing to provide the mandatory document will result in generating the Error Message as "Mandatory documents have not submitted". Check RBT(Received by transfer for State Commissions) in case your case seems to be compile with the RBT standards.

Screen shot showing "Scrutiny and case filing" thread

Selecting the case type will redirect us to the next screen as shown below.

Select the documents list attaches along with your application, failing to provide the mandatory document will result in generating the Error Message as "Mandatory documents have not submitted". Check RBT in case your case seems to be compile with the RBT standards.

Filing a consumer case

Click "Submit" tab as shown above, this will lead us to the screen as shown below. Fill all the information asked by the application. Remember you cannot skip the information asked as mandatory*. And then click continue to update it into the application. This will further acknowledge us about the recently filed case, with case number, date of filing and category etc.

Similarly you can file for the appeal, caveat and interlocutory application case. Remember for Miscellaneous application cases they should be filed against any live or disposed cases. For filing select any case from the link or from the search option.

If you are filing a case against a live case then search the live case and fill the advocate details as well as date of filing, date of hearing, category and all other required details.

Fill all the information in the schemas provided and then click continue, to update the desired application into the system.

If you want to file the MA case as a normal case, click on "normal" tab as shown in the filing page.

This will then lead us to the thread shown below

Enter all the information in the schemas provided; please don't skip any mandatory filed. Simply click continue to update the MA case in the application. We will get the acknowledgement window as shown below, confirming our application has been successfully updated.

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Filing a Review application case:

Filing cases specific to states accounts:-

Besides these cases discussed above, we have other case like review application, revision petition and transfer application cases. They are specific to states only.

These cases can be filed by clicking on the filing tab in the main menu; this will redirect us to the thread as shown below.

Select the revision petition case, and then click submit to continue, similarly you can file a transfer application and review application cases.

This action will redirect us to the thread as shown below.

Enter all the necessary asked information in the system and then click continue. This will update the application and in turn will generate the acknowledgment number for the same.

Important note:-

Application will generate the case number as soon as you submit the case. Application will result in conflict or wrong result, where two or more simultaneously cases are being filed at the same time.

Condition 1:-

When two person are filing the cases at same time, the person who first hit the submit tab will get the case number as CC/11/1. On the other hand second person will get the case number CC/11/2. The next entry made by the first person will automatically fetch the case number as CC/11/3. In any case, if the second person does not complete the filing process, then system will automatically assigns the CC/11/4 for the next entry. Means there will be no entry for CC/11/2.

Condition 2:

Two people may get the same case number, in condition where sequence number is updated at the time of submission of case.

Case Filing -

Filed name	Description
Date of filing	Registration date of the case; can be changed to the respective past date, but restriction is there for changing it to the future date.
Date of hearing	System automatically assigns the date successive by 7 days of "date of filing". Can be changed as per requirement, but cannot be any past date before the date of filing.
Case category	For selecting the various types of cases, from the drop-down menu.
Case sub category	Foe selecting any sub – type of case. segregated according to two levels of specific case type
Case sub-sub category	For selecting any sub-sub-type of case. segregated according to three levels of specific case type
Case sub-sub-sub category	Segregated up to for four levels of specific case
DD IPO Number	Demand Draft number
DD amount	Complainant registration fee
DD date	Issuing date of DD
DD Bank	Issuing bank name
FDR number	Fixed Deposit number
FDR amount	Amount of FDR
FDR Date	Issuing date of FDR
FDR Expiry date	Expiry date of FDR
FDR Bank / branch	Representing bank of FDR
FDR Serial number	Unique number of FDR
Complainants name	Person filing the complaint
Advocate name	Representing of complainant in the case
Opposite party name	Against whom case is filed
Advocate name of Opposite party	Representing of opposite party
Remarks	Comment, notice etc.

Filing IPO / DD Entry:-

Click on the Filing tab in the main menu, select the scrutiny and case filing sub level. Choose the type of case you need to file. This will lead us to the thread as shown below.

Click on the add IPO / DD entry, it will generate the pop-window as shown.

Enter all the asked information in the schemas provided. It will generate the pop-window as shown below

Acknowledgement

This sub-module under filing is provided to fetch the confirmation report of the case being filed in the application.
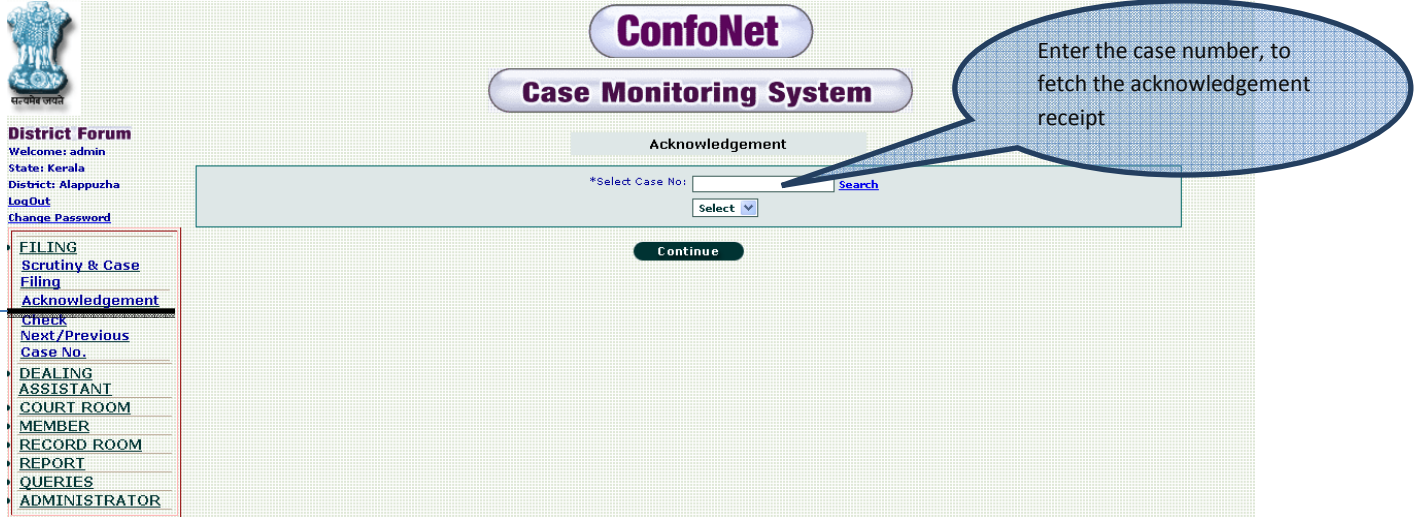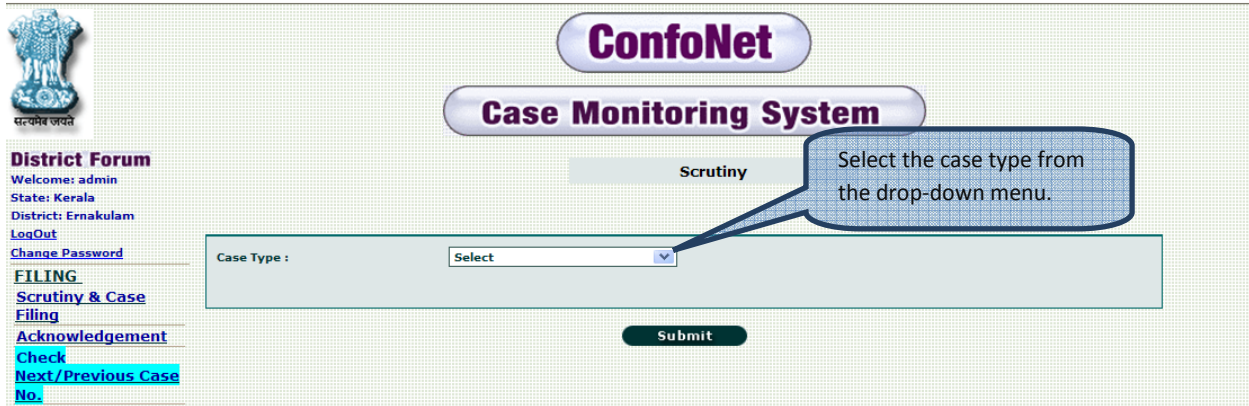

Click on the "acknowledgement" tab, resulting in the generation of the screen as shown above. This will redirect in the generation of the acknowledgement window as shown below.
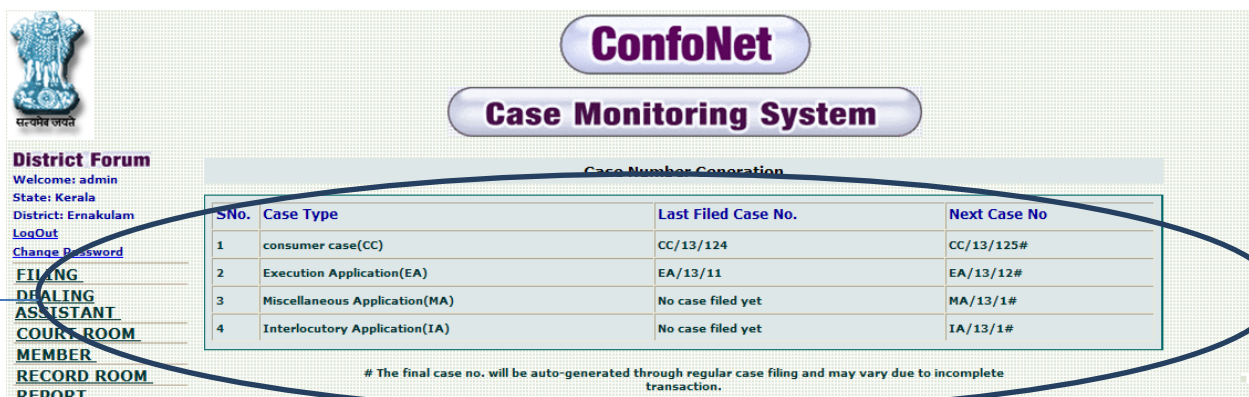
Check next / previous case number:

This module is designed to get the information for last and next filed case in the application. Basically it gives the Case Number*.

Submit to fetch the segregated result, as shown in the screen.

→Segregated list of last and next filed cases

Dealing Assistant

Comprises of fifteen sub-menus;

S.NO	SUB-MENUS
1	Case Details
2	Issue Notice
3	Cause List
4	Pending Cases
5	Add Documents
6	Add More Complainants
7	Add More Respondents
8	Modify Additional Complainants

S.NO	SUB-MENUS
9	Modify Additional Respondents
10	Bunch Case Add
11	Bunch Case Remove
12	Modify IPO/DD
13	Add IPO
14	Add CompResp to EA from CC
15	Case Diary

Case Details

After filing the case, we need to provide its full detail information. It can be easily done through "Case details" menu.

Click on the "case detail" tab, under the "dealing assistant" tab, in the main menu. This action will redirect us to the thread as shown below.

Enter the case number, and then click search for filling full detail information.

Important Note:-

For the very first time, the dealing assistant entry for any specific case is done by accessing the left hand side menus.

Other subsequent entry for specific case will be done by accessing the right hand side option.

Click "continue" for next step.

Enter all the necessary information in the text boxes provided; we can here edit the details of the complainant, respondent as well as their respective advocates.

Issue notice

For issuing any notice to the parties involved in the specific case.

Click on the "Issue notice" tab, in the "dealing assistant" tab. It will redirect us to the thread as shown below.

Click "continue" tab, for the next step.

Corresponding screen shots followed will be like this

Click "continue", for the next step as shown below.

Click "Edit" in case you need to change the content of the notice. Next screen in the process is shown below

Click "Close" tab to issue the notice to the respondent, after entering the notice in the text box.

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Cause list

Segregated list of cases whom, trial will be processed on that specific date.
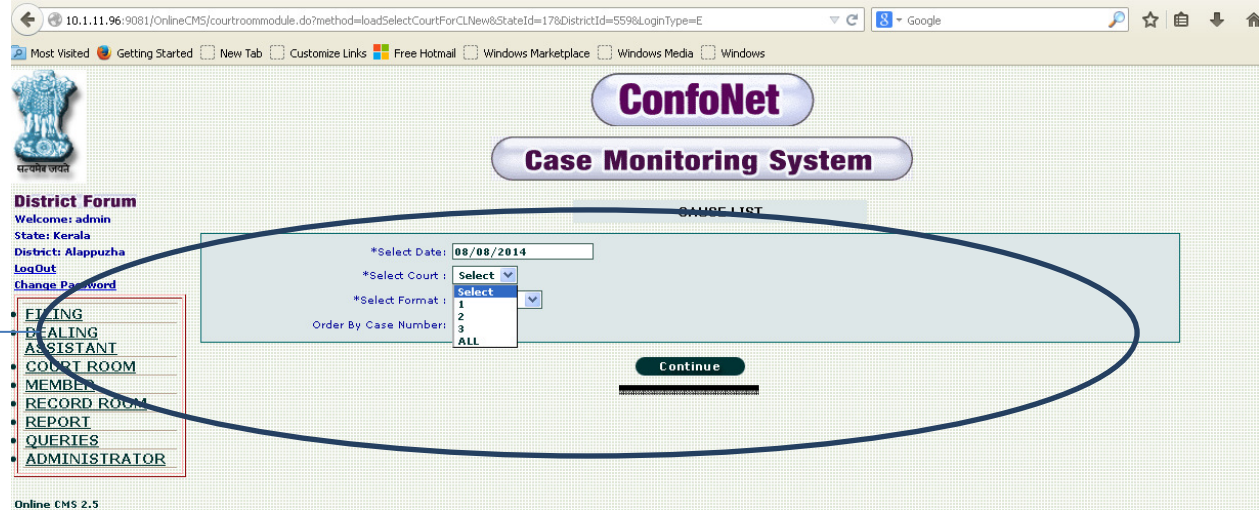
Enter all the information asked, select the court number from the drop-down menu. Click on "continue" tab, to populate your desired list as shown below.
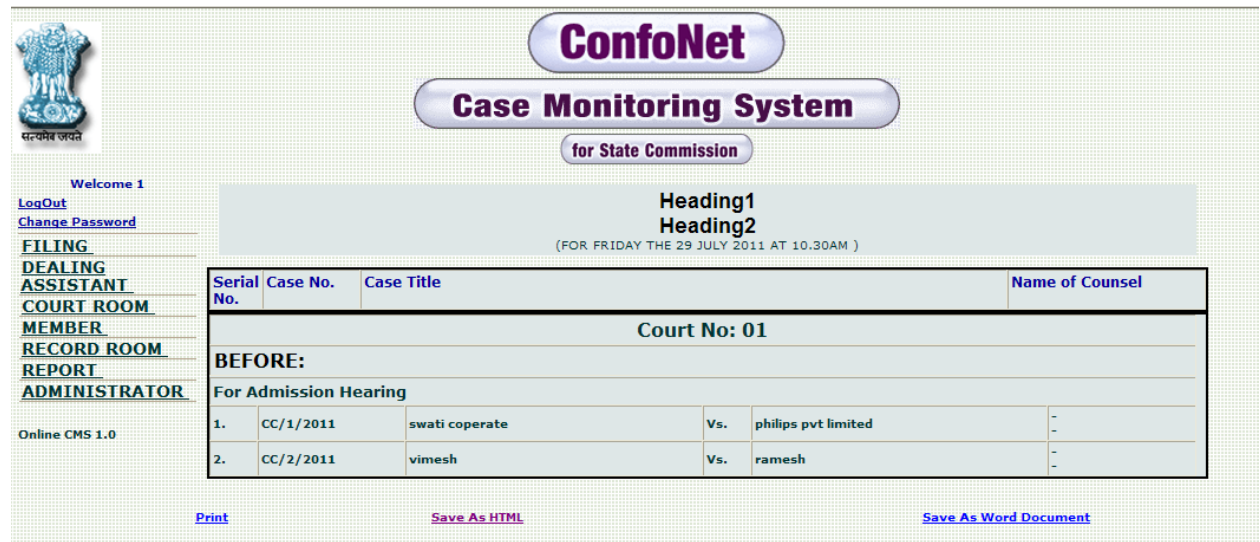
Pending cases

This module is designed to get the segregated list of all the pending cases, currently waiting for their trail.

Click on "pending cases" tab, under the "dealing assistant" tab. This action will redirect us to the thread as shown below.

Enter all the information in the schemas, provided as per your requirement. Click on continue for generating the desired pending list as shown below.

Add Documents

If in any case, user need to provide or asked for any supporting documents related to case. He can do the same by accessing this module.

Click on" Add documents" tab, under the "dealing assistant" tab.

Enter the case number or search for the desired case, click "continue" tab for the next step.

Next screen

> Click on the "Add" tab, to add the desired documents corresponding to the specific case number.

> Clicking "continue", will result in updating of the document in the application. You can see the acknowledgement somewhat like this.

> Confirmation showing successful document addition.

Add more complainants

There are generally cases, where additional complainants need to be added into the case. We can easily do; this by accessing this module in the application.

Click on the "add more complainants" tab, under the main "dealing assistant" tab. This action will redirect us to thread as shown below. Enter all the asked information in the screen shown below and click "continue", for next step.

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This is just a confirmation window, simply click "YES" for adding more complainants in the application.

Add more respondents

There are generally cases, where additional respondents need to be added into the case. We can easily do; this by accessing this module in the application.

Click on the "Add more respondents" tab, in the "dealing assistant" tab. This action will redirect us the thread as shown below.

Enter all the asked information in the schemas, click continue for the next step as shown below

Confirmation window, click "YES" in case. User need to add more respondents.

Modify additional respondent

This module is specifically designed for updating or modifying the details of the additional complainant.

Enter all the asked information in the schemas provided, click continue for confirmation and generation of the acknowledgement, as shown below.

Confirmation, it shows that details have been added successfully.

Similarly, we can follow the same process for "modifying additional complainants" also.

Bunch case add

This module is designed, to make master case and corresponding slave cases. Both cases are directly proportional to each other, proceeding of master cases will be updated in all corresponding slave cases as well.

Creating a bunch case master

Click "case details" tab, under the main "dealing assistant" tab. At the time of filing the case details in the screen shown below, check the "bunch case master", to make it a master case.

Now click "continue", and it will become your master case. To, make a slave case corresponding to this master case. Click "bunch cases add" tab, in the "dealing assistant" tab. This will redirect us to the thread as shown below.

Now we have two conditions here

Condition 1: Creating the existing case as the slave case, we can add more than one slave case under the master case.

Condition 2: Creating the fresh slave case, remember if your Master case is MA then your slave case will also be of same category, I.e. MA only.

Executing condition 1:

Click on the radio button, and then click "add to bunch case".

Executing condition 2:

Choose the radio button "create new case to add to the bunch" as shown below, enter the number of slave case need to create and then click "add to bunch case" tab.

Click "add to bunch case" tab, system will generate the confirmation pop-up as shown below
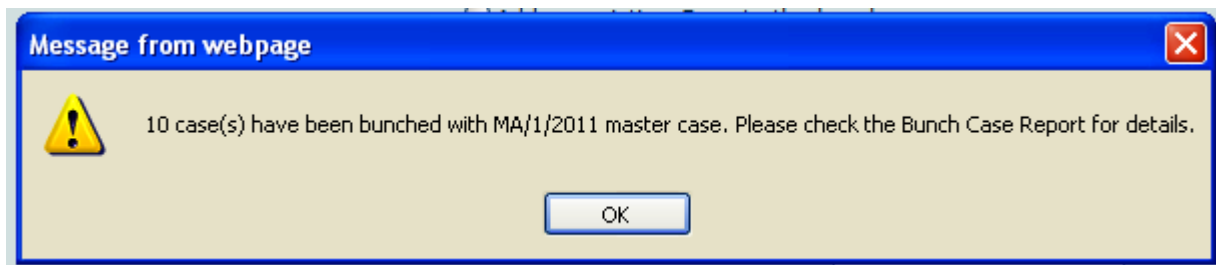
We can easily see the bunch cases details in the "Query" module, whatever proceeding will be done for master case, corresponding to that master case. Same will be updated for slave cases as well.

Enter all the asked information in the schemas, select the desired radio button. Click on the "continue" tab, for generating the desired set of bunch case report as shown below.

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Bunch cases remove

This module is designed to remove the slave case, specified under the master case.

Click on the "bunch case remove" tab, under the "dealing assistant" tab. This action will redirect us to the thread as shown below.
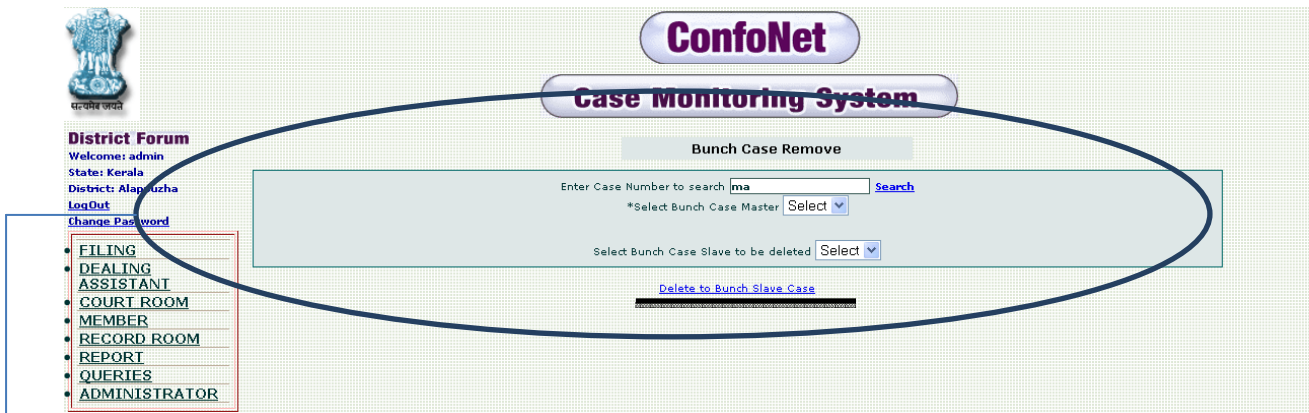
Enter all the asked information in the schemas and then click "delete to bunch slave case" for removing the desired bunch list.

NOTE: after deleting the slave case, corresponding to any master case. Case, will become entirely independent and there will be no as such effect on the preceding from the previous master case i.e. there will be no dependency at all. Also we can edit the dates for hearing independent to previous master case.

Modify IPO/DD

This module is used to change / Edit the details of IPO/DD submitted during the case registration.

Enter the case number, and then click on "continue" tab.

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Click "Edit" tab, for updating any current information related to IPO/DD. Will get the screen shown below

Click "save" tab, after updating all the information in the schemas provided.

"Continue" to get the acknowledgement as shown below.

Add CompResp to EA from CC

This module is designed to update / Edit the additional information related to any EA cases. Specifically, related with respondents / complainants of EA cases.

| Dealing Assitant | Add CompResp to EA from CC | Screen shown below |

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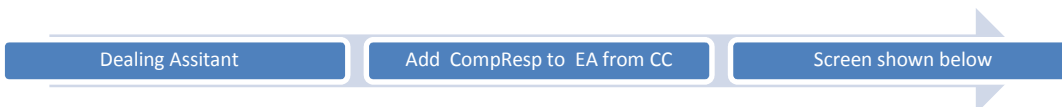
Select the case type from the drop down menu and then click "submit" tab. This will redirect us the thread as shown below.
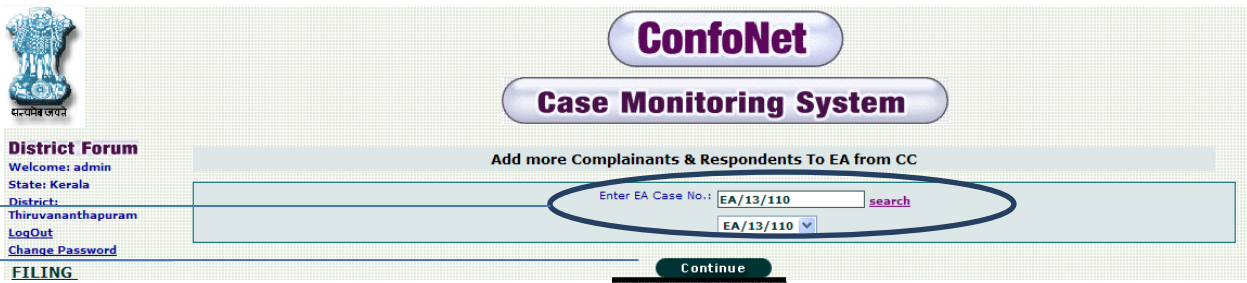
Enter the EA case number, search in case you don't remember the case number.

Click on "continue" tab, for next step.
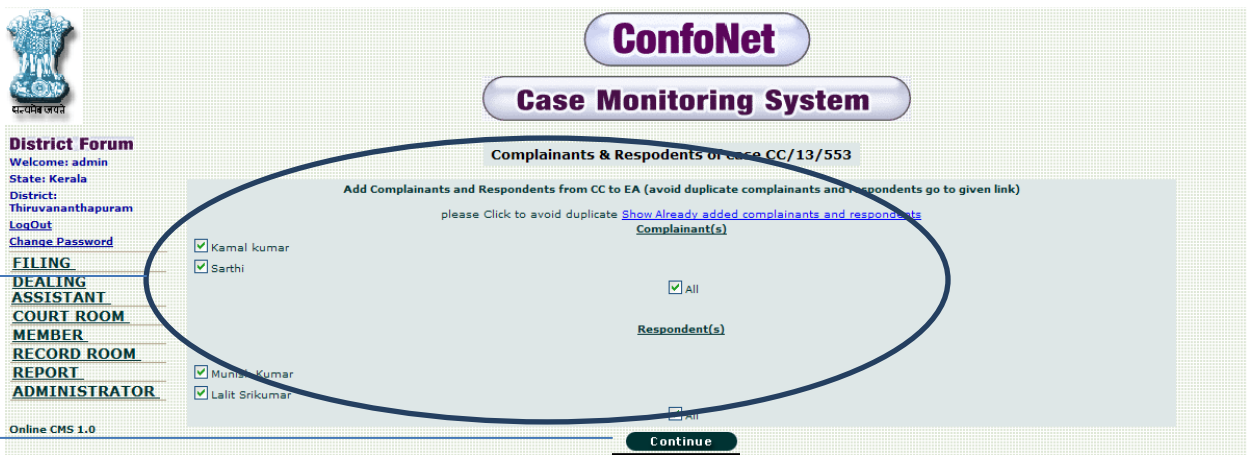
Check the radio button correspoding to additional complainants / respondanants.

Click continue to get the acknowledgement as shown below.

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Case diary

Contains, case information segregated according to any specific dates.

➢ Enter the desired date.

➢ Click on "continue" to fetch the desired list as shown below.

Court Room

This module is designed to update / edit any information related to hearing of the case. There are total of nine sub-module discussed in detail one by one.

Cause list

This sub-module is designed to fetch the list of all the cases, for which hearing will be done on that specific date.

➢ Select the date, court room and format.

➢ Click on "continue" tab, for fetching the desired hearing cases list as shown below

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Court hearing in court room

This sub-module is designed for entering the hearing information related to cases.

Enter the date and court room you desired and then click "continue" tab.

Click on "case number serial" tab, for expanding the desired case information. This action will redirect us to the thread as shown below.

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Continue Screen, after dragging the screen down.
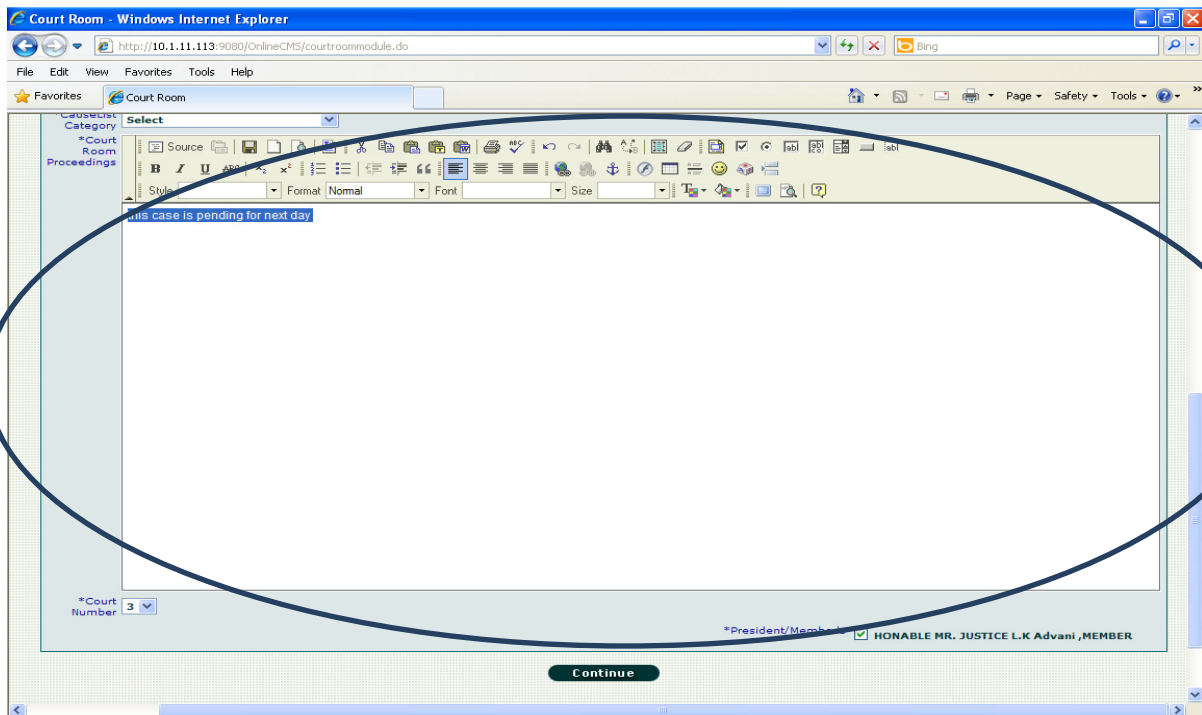
Enter the details in the schemas provided, click on "continue" tab, to get the acknowledgement as shown below.

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Court Room table

Field Name	Description
Case No.	Unique number allocated to case for example "FA/238/2012"
Date of Hearing	Hearing day, case will be heard at the hearing date only
Date of next Hearing	Automatic allocated by the system, successive to hearing day by next 7 days. It can be edited as per the requirement.
Cause list	Segregated list of cases, whose hearings is to be done on that specific date
Cause stage	List of stages involved
Notice number	List of all the notices, pertaining to the cases.
Complainants	Generally person who files the case.
Advocate Complainants	The person, who is handling the case on behalf of the complainants
Proxy counsel	Schemas, where complainants "proxy counsel" information will be entered
In Person	Schemas, where complainants "In Person" information will be entered
Respondents	Synonym, for complainants
Proxy Counsel	Same as that for complainants
In Person	Same as that for complainants
Cause list category	Possible type of cause lists
Court room proceedings	Editor, for entering the court room hearing information. Specific to a date
Court Number	Unique number, allocated for hearing the case
President / Member	The person responsible for selecting the time of hearing.

Court hearing modification

If in any case, user need to modify the hearing information related to any case. We can do the same by accessing this sub-module. Remember we can modify the case hearing. Even, if court has already heard the case.
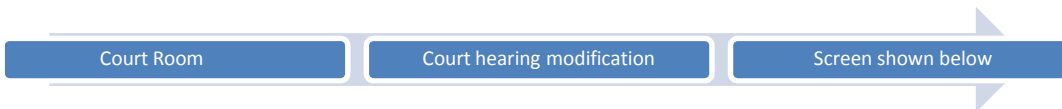
Choose the desired case number and date of hearing; click "continue" for next step.
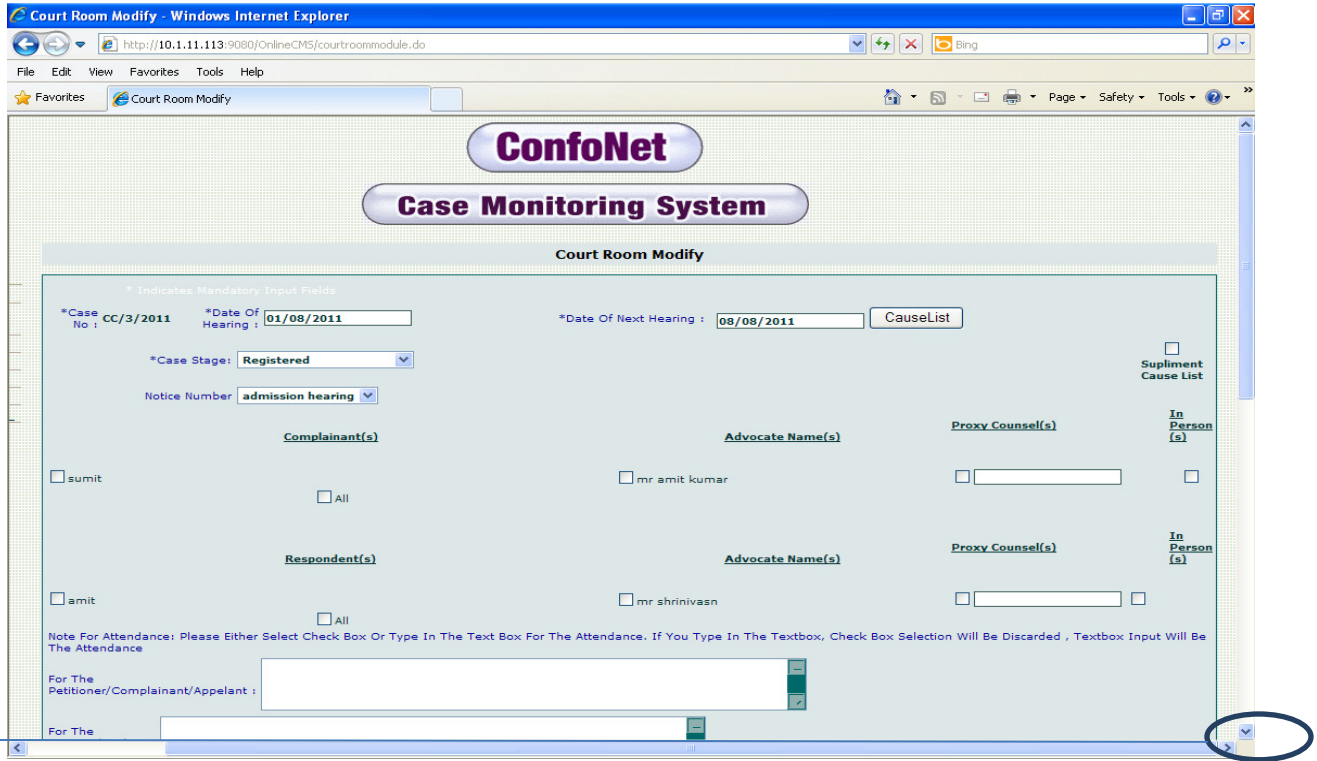
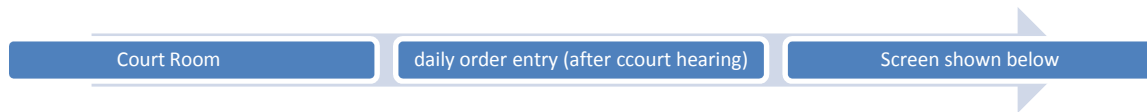Drag the screens down to access the remaining part of the screen.
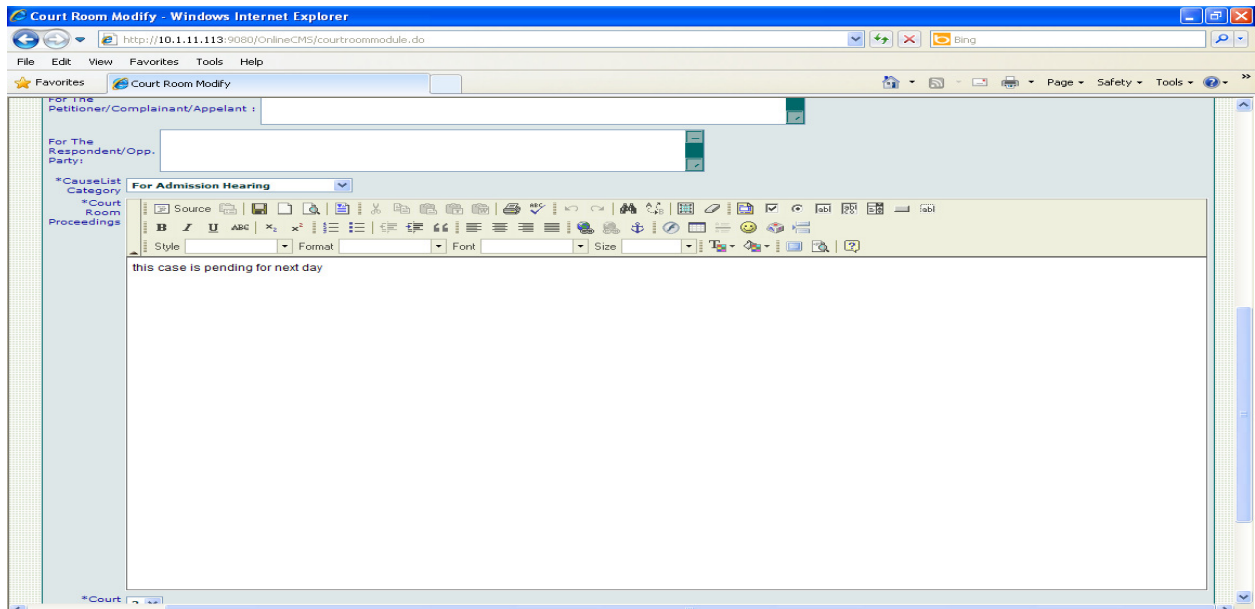
Enter all the asked information in the text box provided, click "continue" to get the acknowledgement.

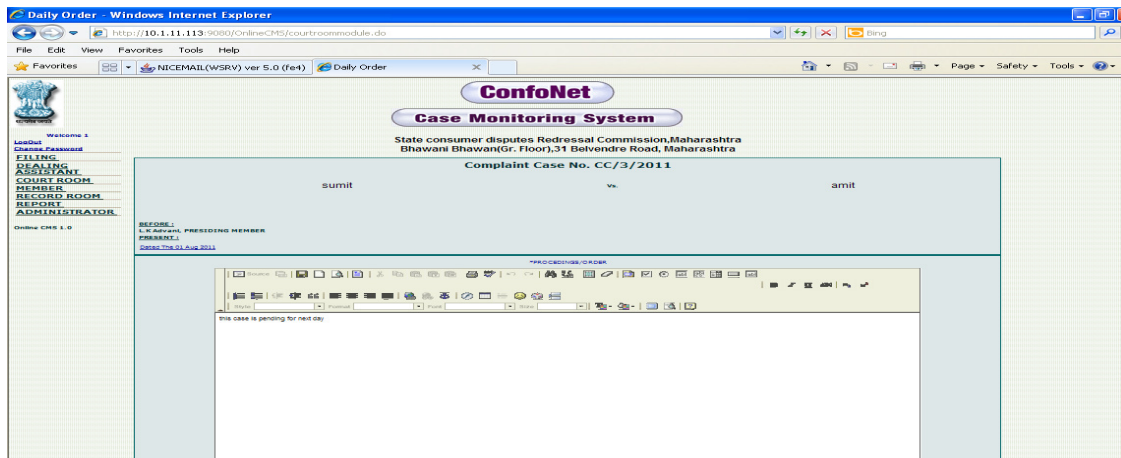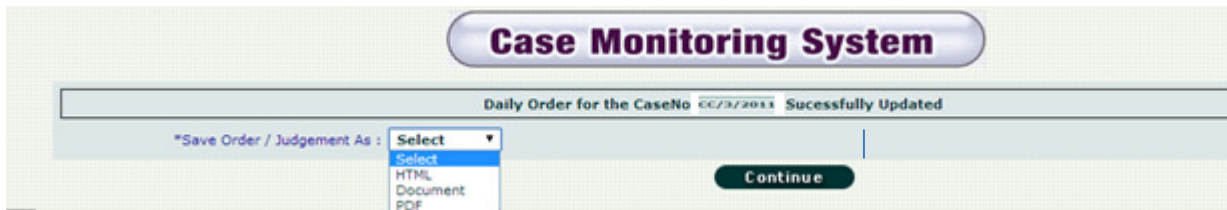Application has the provision, for modifying the following sets of information

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	1 Date of hearing
Modification sets	2 Case stage
	3 Notice Number
	4 Complainants (Cannot be edited, just check or uncheck provision is there)
	5 Complainants Advocate (same as that for complainants)
	6 Complainants counsel / In Person
	7 Respondents (Cannot be edited, just check or uncheck provision is there)
	8 Respondents Advocate
	9 Respondents Counsel / In Person
	10 Cause List category
	11 Court Room Proceedings
	12 Court Number
	13 President / Member

Daily order entry (after court hearing)

After the hearing for the cases is done for the day, user need to enter all the information related to the cases in the application. This sub-module is designed for this purpose only which is termed as the name suggest "daily order entry".
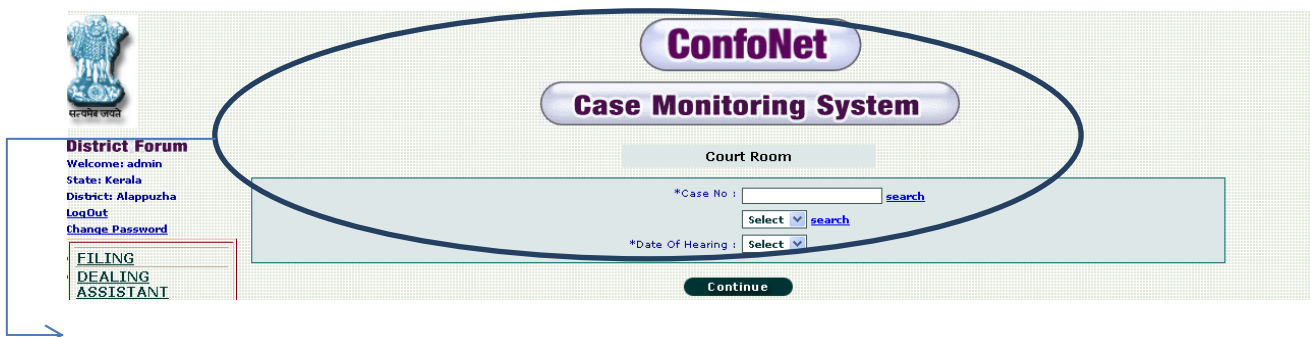
Enter the case number, date of hearing and then click "continue" for the next step.

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Drag the screen down to access the remaining part of the screen as shown below.

Enter the information in the schemas asked by the application, click on "continue" tab, to get the acknowledgement as shown below.

Now, application has the provision here for accessing these reports in HTML, Word Document or PDF. User just needs to click on the desired format.

Cause Title / Judgment Entry

Same what we do for daily order entry. But, here user will enter the judgment corresponding to specific case in the application.
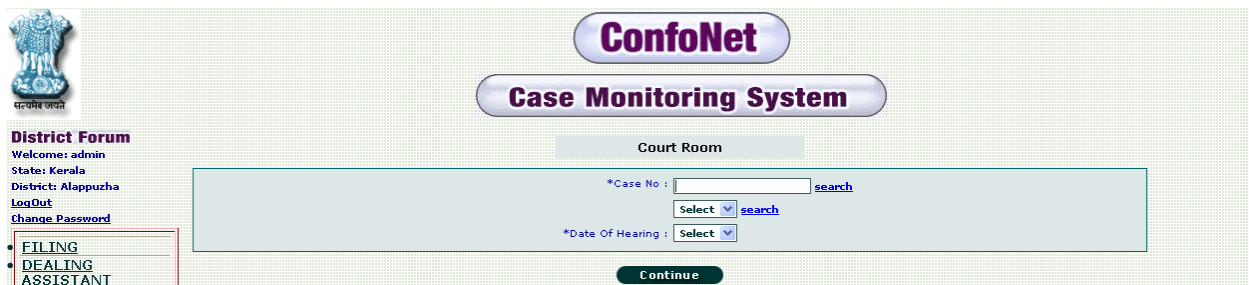
Enter case number, date of hearing asked by the application and then click "continue".
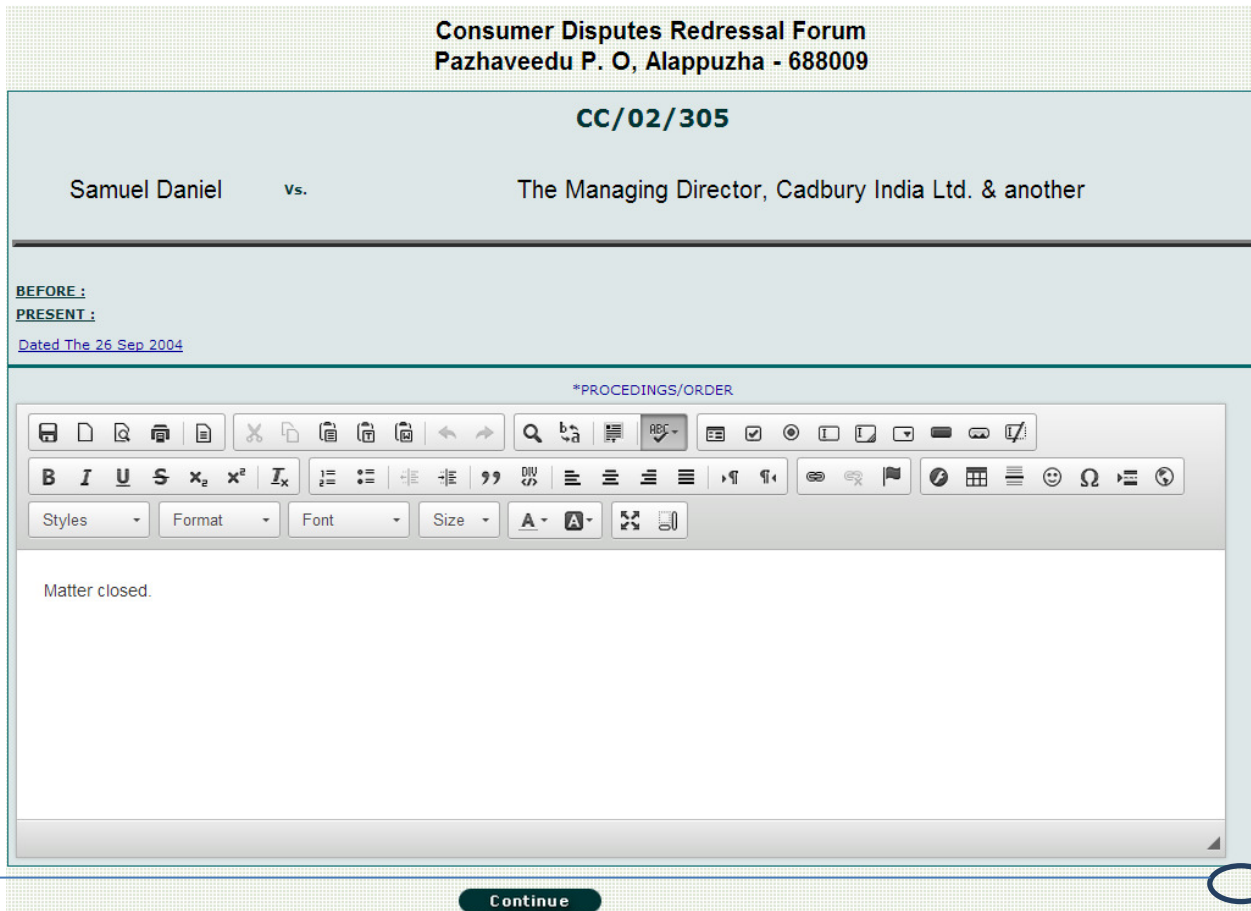
Drag the screen down to access the remaining part of the screen as shown below.
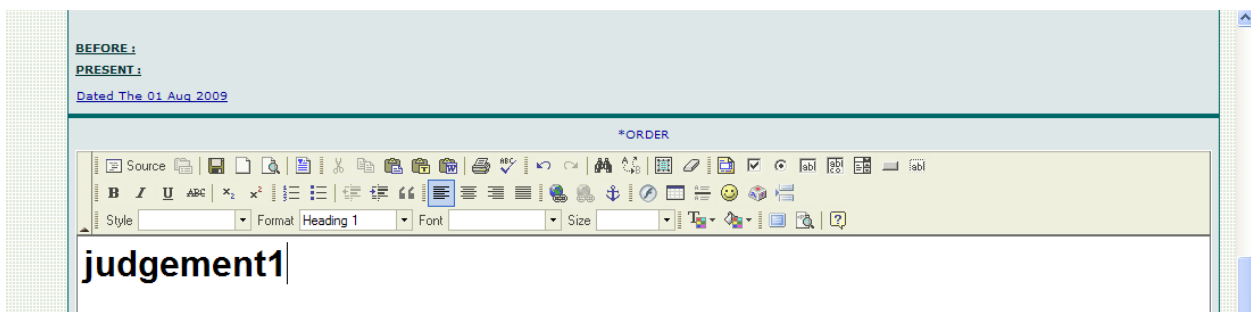
Enter the details of the judgment and then click "continue" to get the acknowledgement for the same as shown below.

Now, application has the provision here for accessing these reports in HTML, Word Document or PDF. User just needs to click on the desired format and then click on the "continue" tab.

Daily order entry for approval

This feature is incorporated in the application, for approvals required to send the data to the national server.

Court Room	daily order entry (after ccourt hearing)	Screen shown below

Enter the case number and date of hearing, and then simply click "YES" for the approval.

Restore cases

Sometimes User need to restore the disposed off cases, he can do the same through "Restore Cases" sub-module. User can also edit or set the next hearing date for the recently restored case.

Court Room	Restore cases	Screen shown below

Enter the details as asked and then click "continue" to restore the desired disposed case. This action will acknowledge the user as shown in the screen below.

In order to restore the desired case, user need to first fill the MA application corresponding to that case. For filing the MA application follow the path as shown.

| Filing | Scrutiny & case filing | Screen shown below |

State: Kerala
District: Alappuzha
LogOut
Change Password

FILING
DEALING
ASSISTANT
COURT ROOM

Case Type : Select ▼
Select
Execution Application(EA)
Interlocutory Application(IA)
Miscellaneous Application(MA)
consumer case(CC)
Submit

Choose the case type as" MA"and then simply, click on the "continue" tab for the next process.

Miscelleneous Application

* Indicates Mandatory Input Fields

*Live/Disposed Case No : Normal CC/09/342 Search   CC/09/342 ▼   *Date Of Filing : 29/08/2014   *Date Of Hearing : 05/09/2014

Type For Directions ▼

Case Category : ELECTRICITY   Case Sub Category : None   Case Sub Sub Category : None   Case Sub Sub Sub Category : None

Show Next Fano

Complainant's Details

*Petitioner's Name : BELL CHIT FUNDS & 2 OTHERS   ☐ Senior Citizen   ☐ Widow   ☐ Physically handicap
Advocate's Name :

Respondent's/Opposite Party Details

*Respondent's Name : KSEB ▼   ☐ Senior Citizen   ☐ Widow   ☐ Physically handicap
Advocate's Name :

Case Type : Miscellaneous Applica

Remarks : N/A

Continue

Enter the desired case, as shown in the above screen shot and then simply, click on the "continue " tab to get the acknowledegement as shown below.

Acknowledgment

Case No : **MA/1/2014**   In **CC/09/342**
Date Of Filing: **29/08/2014**
Complainant : **BELL CHIT FUNDS & 2 OTHERS**
Opposite Party: **KSEB**
Category : **ELECTRICITY**
Date Of Admission Hearing : **05/09/2014**
Filed By:

Dealing Assistant

Date of Hearing Noted 05/09/2014 at 10.30 AM

Signature of the Party/
Authorised Representative Counsel

Print

Now, we have filed an MA application corresponding to the case which; user is trying to restore. User will have to dispose this case before the final restore.

Follow the path for disposing the case.

Court Room	Court hearing in court room	Screen shown below
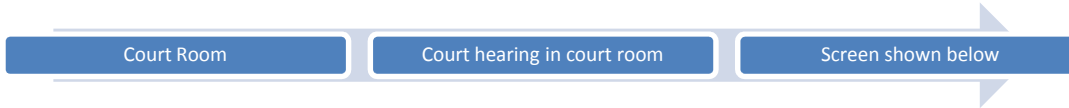
Drag down the screen litllebit, to access the "continue" tab to get the disposing off akcnolwdegement screen.

Now, user can simply restore the case by following the path as shown below.

Court Room	Restore case	Screen shown below

Enter the case details and click on "continue" tab to get the achknoledement screen as shown below.

Daily Report

This module is designed to know the ware bouts of the cases, and their respective current information. We can segregate the list of cases, according to the desired date.

Court Room	Daily report	Screen shown below
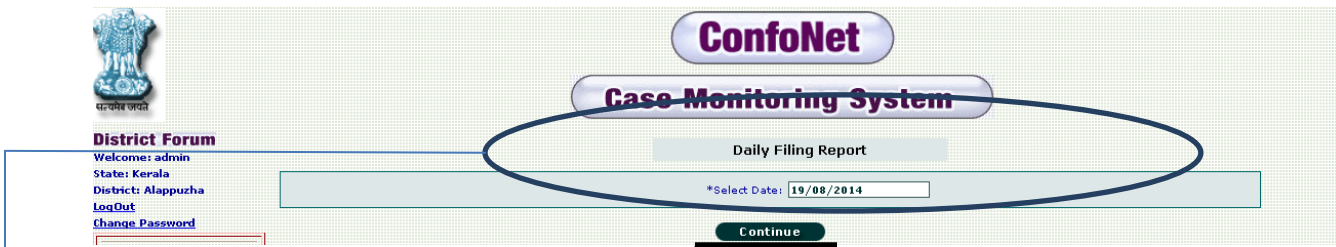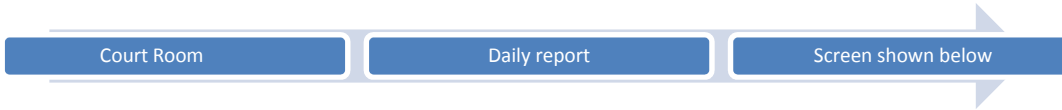
Enter the desired date; click "continue" for the next step.
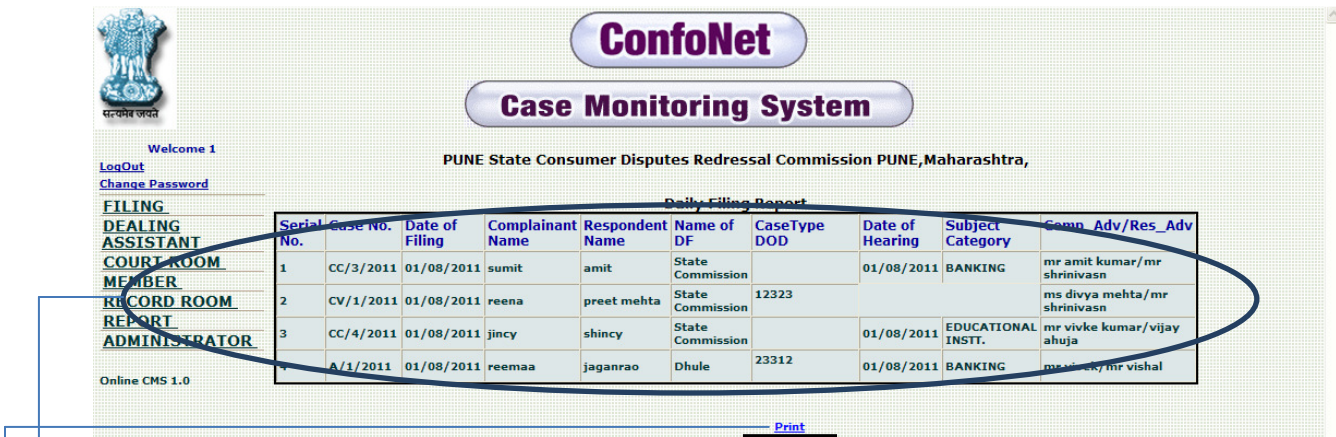
List of cases, segregated according to date desired.

Click on "print" tab, to download the list or to take the hard-copy.

Query New

This module is designed to know the current status of the cases, along with the proceedings date as well. Here in user will have the option to customize its report by applying various queries.

Various possible queries are as follows

- In duration
- Select any condition
- Select cause list category
- Select any option of filing listing

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Court Room	Query new	Screen shown below

Select the various fields as per your requirement; this action will redirect us to the result as shown below.

Click on the "serial case no." to get the proceedings details for specific case, as shown below.

	ConfoNet		
	Case Monitoring System		
Case No: CC/03/51		Category:	OTHERS
Complainant: V S KANNAN		Respondent:	BRANCH MANAGER FIRST FLIGHT COURIERS AND ANOTHER

S.N.	Date Of Hearing	Court Proceeding	Date Of Next Hearing
1	2010-04-15	DISMISSED	2010-04-21

Member

This module is designed for accessing two main sub-modules consists of:

- Cause list
- Search

Record Room

Consists of:

- Pending cases: for entering the records of the pending cases;
- Modify Record Room: for Editing and modifying any new information

Pending cases:

Before the actual implementation of this application, pending cases are being recorded in the registers; simply on the piece of paper. Advent of this application allows the user to record all such pending cases in the application. We can easily do the same through this module

Record Room	Pending cases	Screen shown below

Simply, fill all the information asked by the application. * Marked schemas are mandatory and cannot be left blank.

Click on "continue" tab, to get the acknowledgement screen.

Record room case filing table

Field Name	Description
Case Type	Types of cases, applicable for the application
Case No.	Unique number, user need to enter this manually in the application
Date of filing	System generated, can be edited as per the requirement
Date of next and previous hearing	System generated, can be edited. But, it should not be before the date of filing
Applicant name & address	Name and address, information of the applicant
Advocates name & address	Name and address, information of the applicants advocates
*Respondents information	Name and address, information of the respondents. Cannot be left blank
Advocates name & address	Name and address, information of the respondents advocates
Attach to case number	NA, for modification only
Date of order	NA, for modification only
*Case category	Case Type, mandatory cannot be left blank
*Case Stage	List of case stages involves
Notice number	System generated, corresponds to the case stage
Date of Issue of First Notice	First Issue Notice date(DD/MM/YYYY)
Cause List Category	List of cause lists category
Court Number	Unique, allocated number to the court
Court Proceedings	Text area for the previous court room hearing

'

Modify Record Room

If in any case user need to modify or edit the cases information, which belongs to the record room. They can do the same through this module.

| Record Room | modiffy record room | Screen shown below |
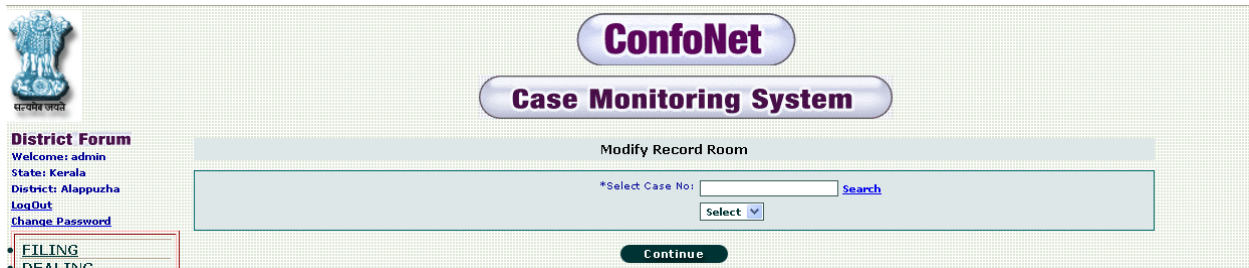
Enter the desired case number, and then click "continue" for the next step.

After doing the modification in the screen shown below, simply click on the "continue" to get the acknowledgement for the same.
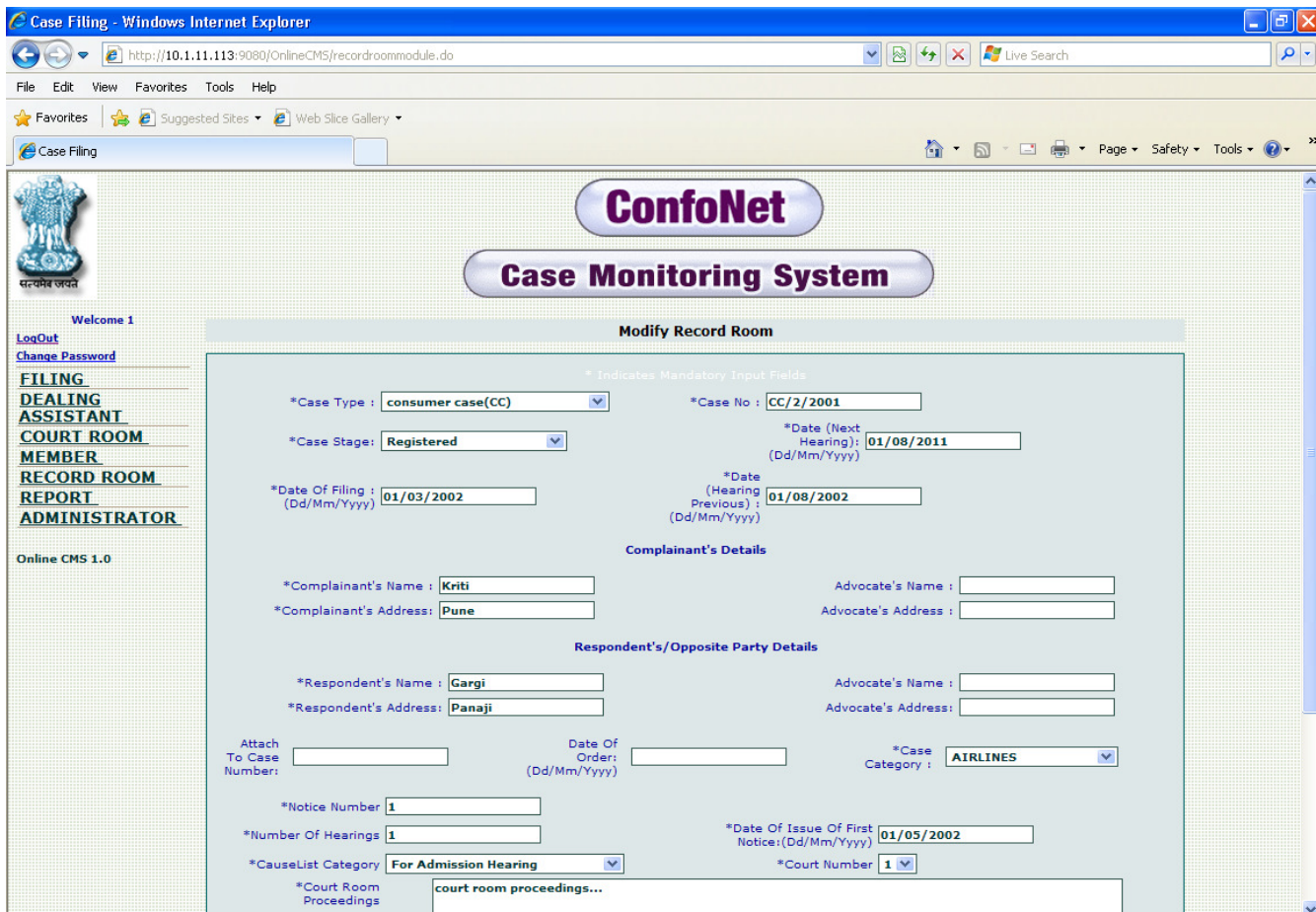
Report

Consists; lists of segregated and customized reports as per the user requirements. These reports can further be used for auditing and analysis purposes.

Case dealt in state forum

This module is designed to specifically fetch the cases, which are being handled in the state commissions along with their cases types as well.

Reports	Cases dealt in deistrict forum	Screen shown below

Enter all the information being asked by the application as per your requirements, and then click on "continue" tab.

Disposed cases summary (Date of Hearing)

This module is specifically designed for accessing the list of disposed cases, segregated according to respective dates.
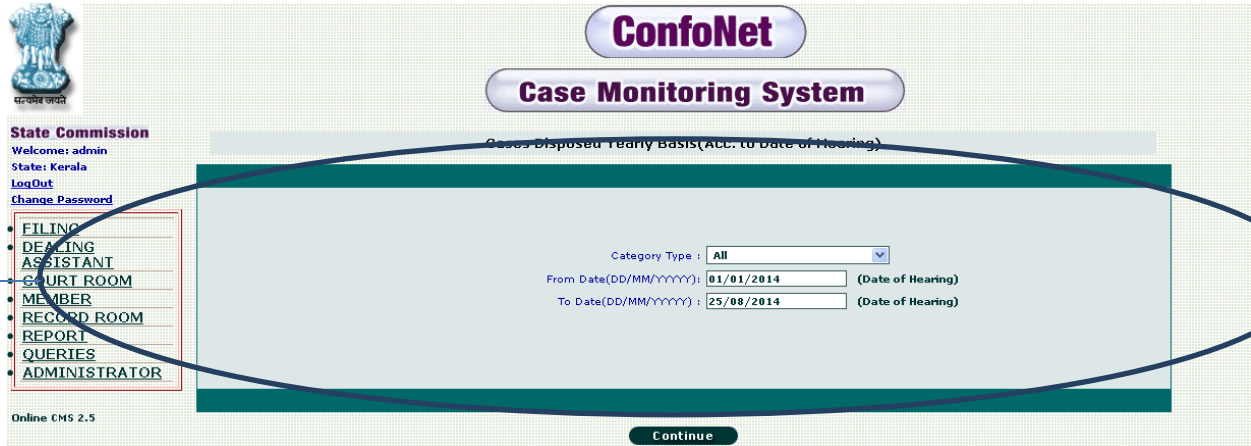
Enter all the information being asked by the application as per your requirement, and then simply click on "continue" tab. To, get the summary shown below.
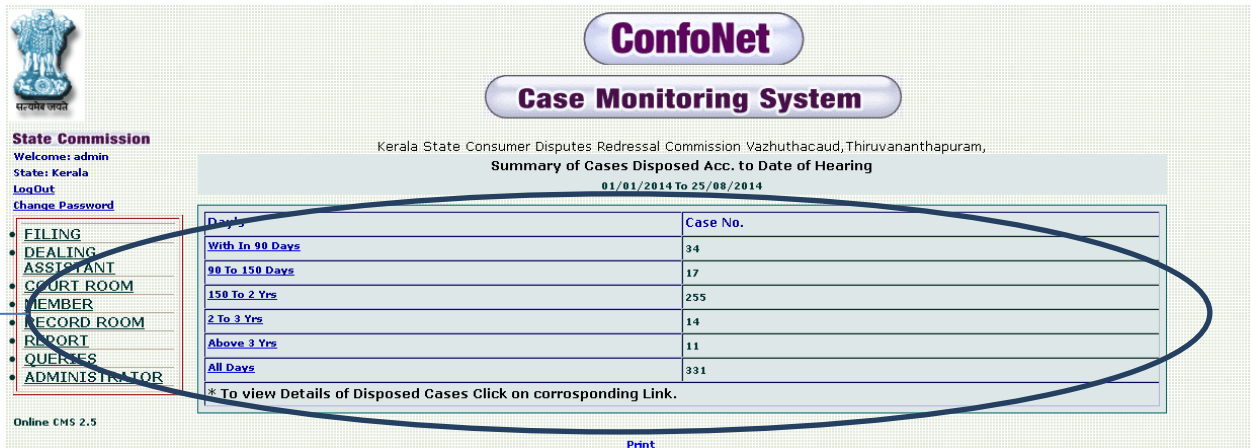
Showing the dates of hearing allocated to dispose case no.

Disposed cases summary (Date of filing)

This module is specifically for accessing disposed cases according to the dates of filing allocated along with their respective summary.
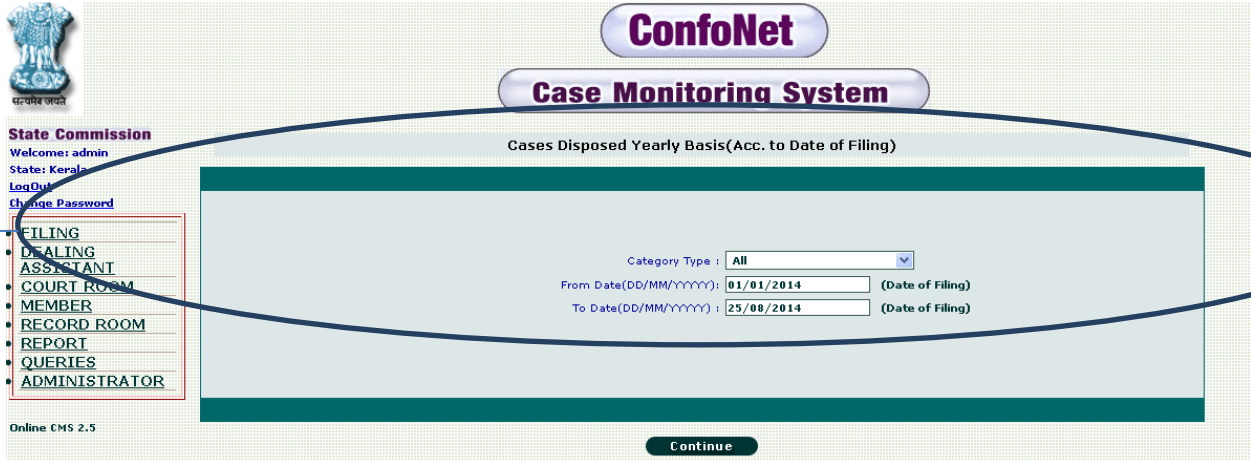
Reports → Disposed cases(DOF) → Screen shown below

Enter all the information being asked by the application as per your requirement, and then simply click on "continue" tab. To, get the summary shown below.
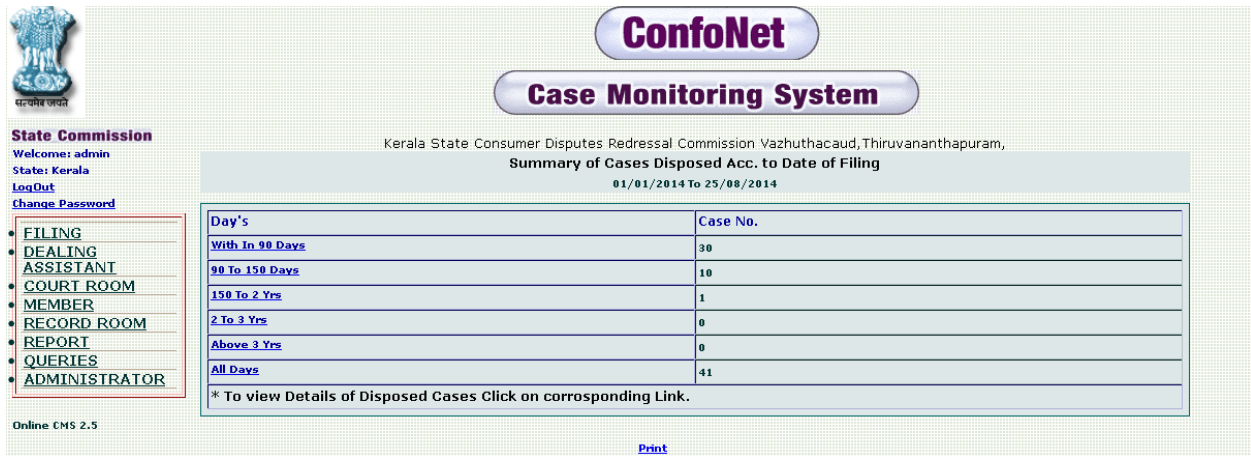
Disposed pending reports

Herein user can fetch the details of pending and disposed cases, segregated according to dates along with their summary as well.

| Reports | Disposed pengding reports | Screen shown below |
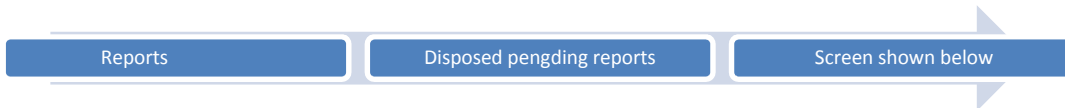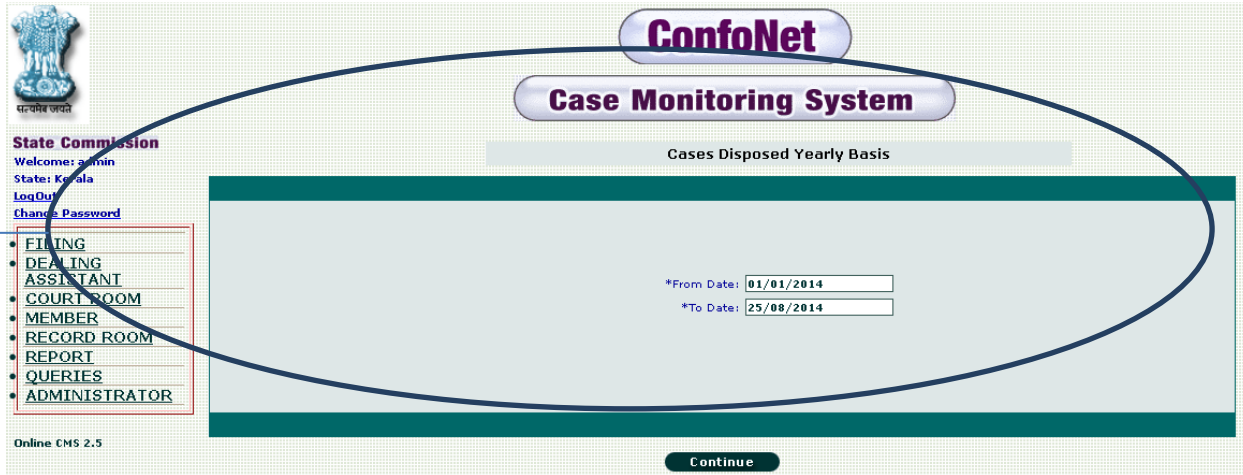
Select the "From date" and "To date", from the date pickers and then simply, click on the "continue" tab. This action will redirect us to the desired information as shown below.
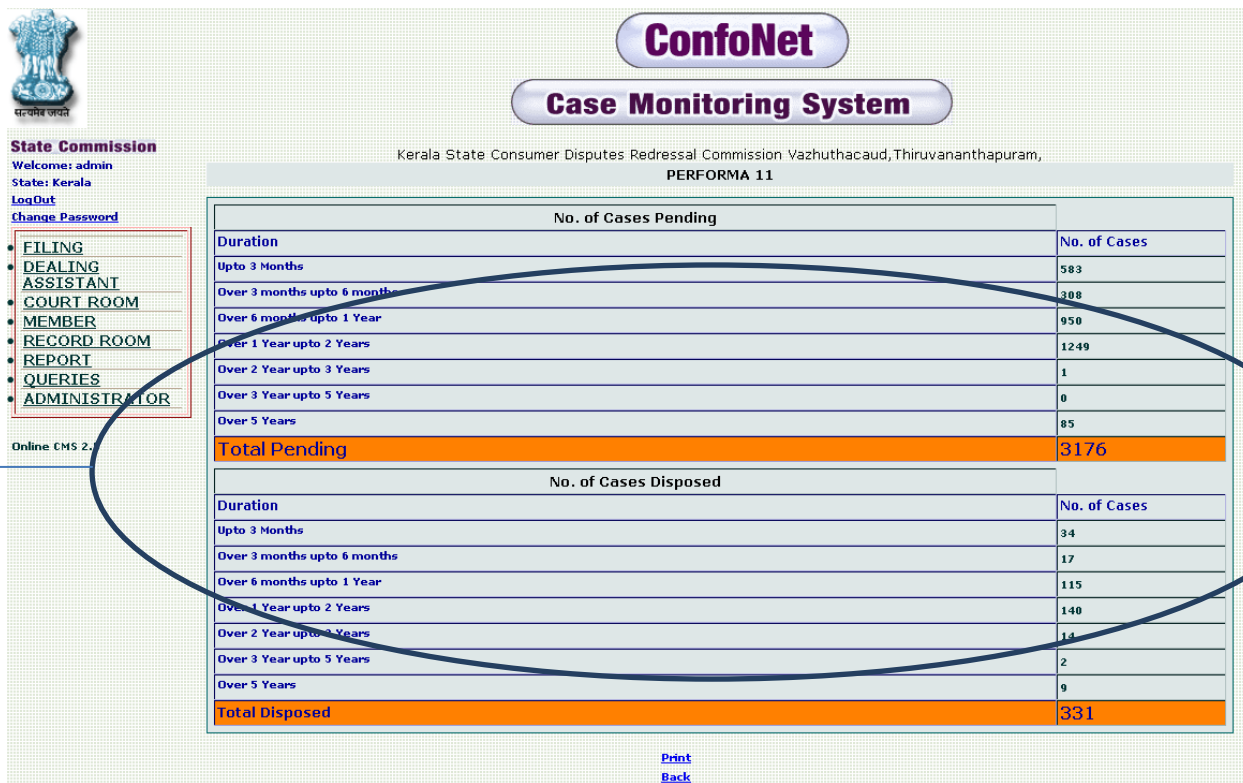
You can see the number of pending and disposed cases, segregated according to dates selected by the user.

Category wise pending cases

This module will specifically segregate the result according to categories as desired by the user. This can be related to any industry like airline, banking etc.

| Reports | category wise pending reports | Screen shown below |

Select the category along with other desired information being asked by the application, and then simply click on the "continue" tab.

Pending cases, segregated according to category "airline".

Pending cases

This module is designed to fetch all the cases, pending in states commissions. It can further be segregate according to dates.

| Reports | Pending cases | Screen shown below |
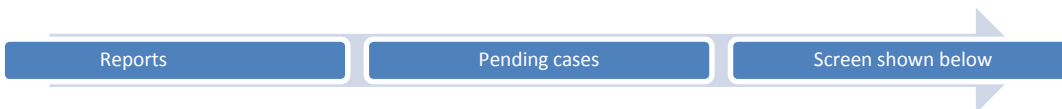
▷Please select all the information being asked and then simply, click on the "continue" tab, to fetch the desired result as shown below.

▷ Screen showing the list along with their current status.

Category wise cases dealt in district forum

Here in user can fetch the cases, which are being dealt in district forum segregated to according to category.
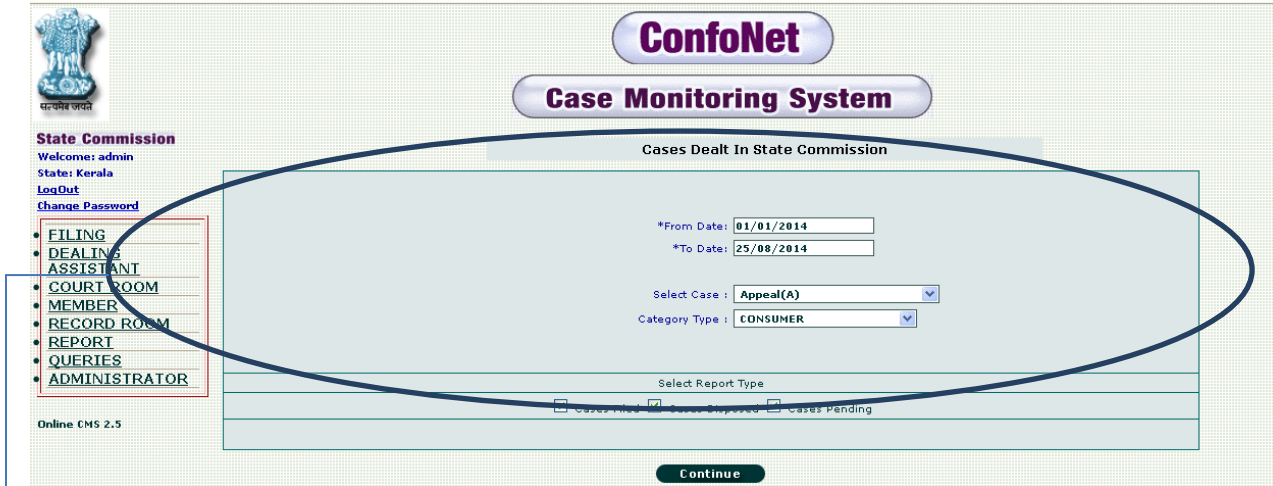
Select the "category type" along with the other desired information, and then simply click on the "continue" tab to fetch the desired report as shown below.
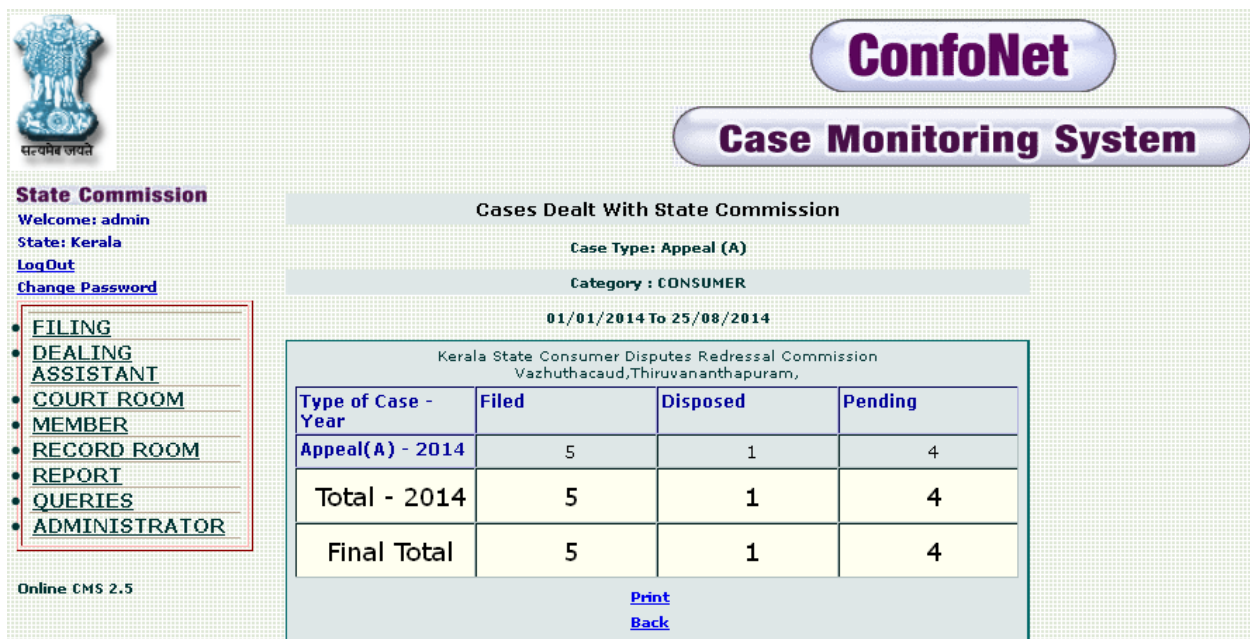
EA type report
For accessing all the EA type cases and their details.

| Reports | EA type report | Screen shown below |
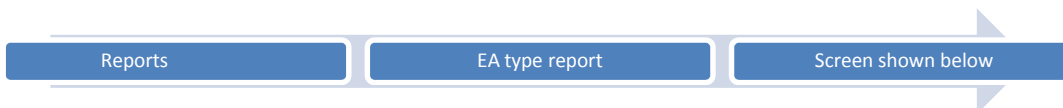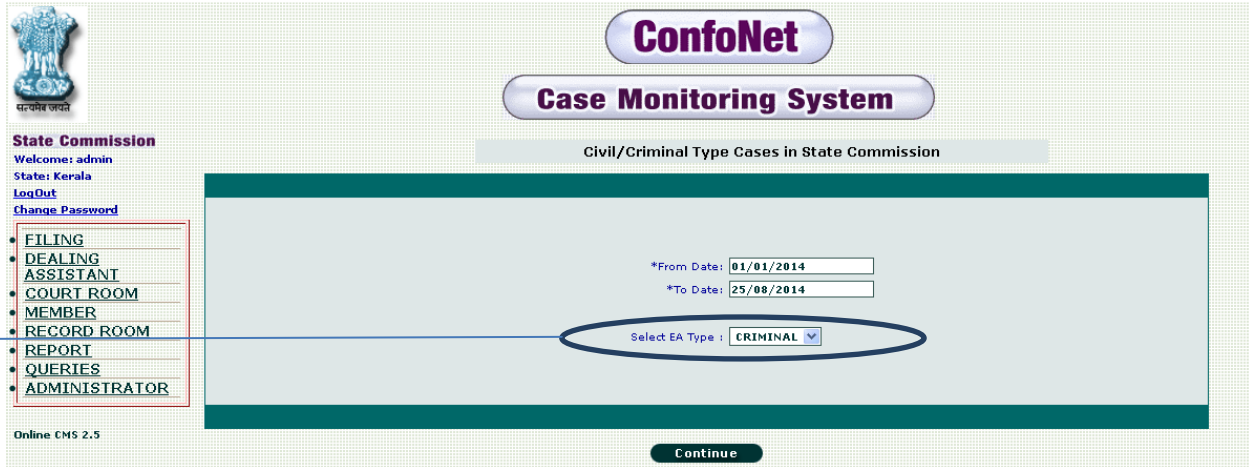
Select the EA type category and then simply, click on continue to fetch the desired reports
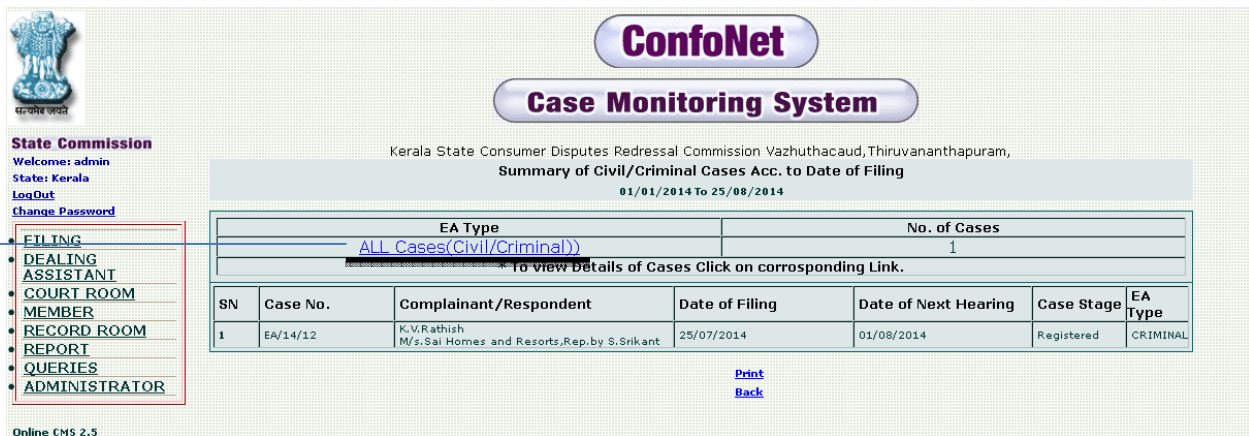
Click to further Expand it.

CAV Report

Sometimes, judgments of the cases are reserved by some president / member. These types of cases are termed as CAV cases and can be easily accessed here in this sub module. Generally, in these types of cases judgment is reserved and either to be pronounced after 1month or already been pronounced before 1month.

| Reports | CAV Reports | Screen shown below |

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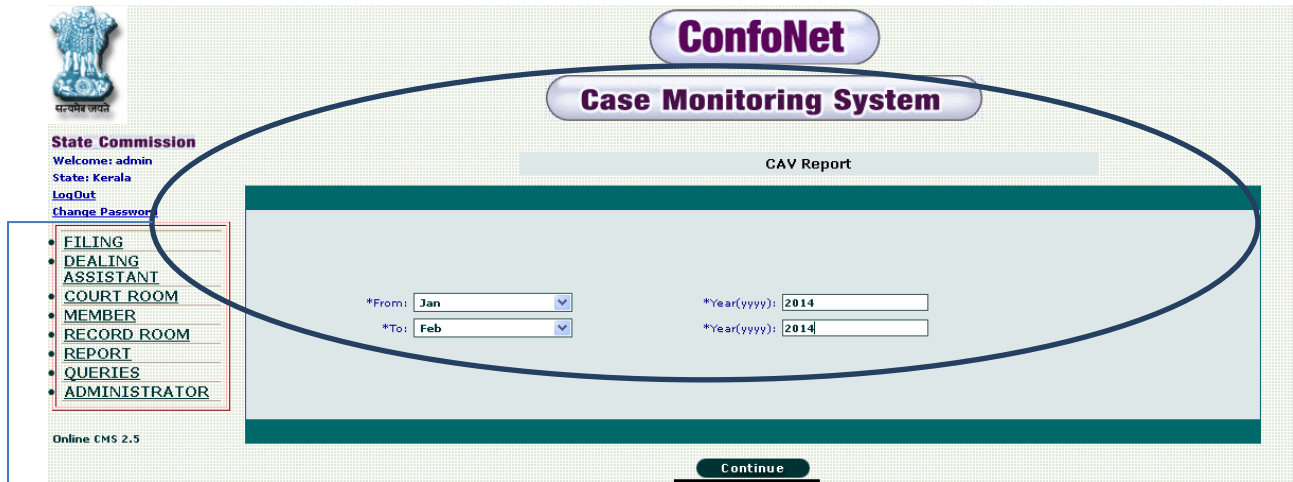
Select the From and To dates from the drop-down menu along with the year as well to fetch the desired result as shown below.
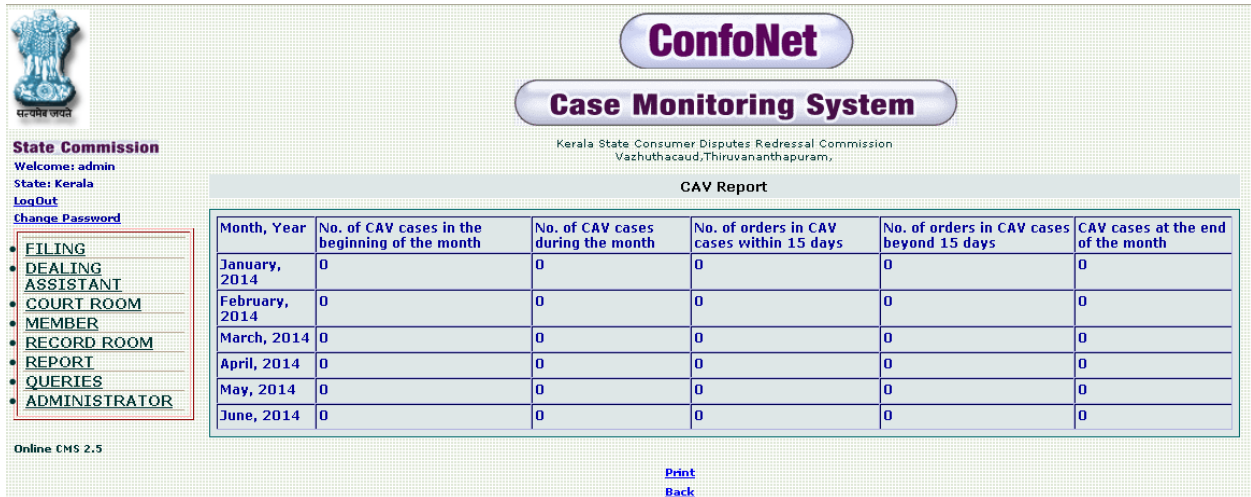
IPO / DD report

This module is designed to fetch the details of the IPO / DD corresponding to specific cases. We can search the cases on the basis of either duration or by selecting the case type.
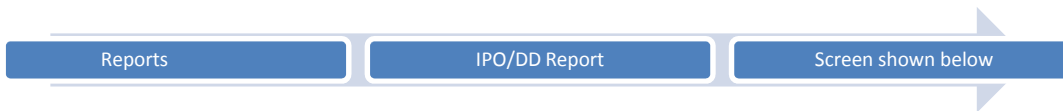
| Reports | IPO/DD Report | Screen shown below |

Select either by duration or by case type as per your requirement and then simply, click on the "continue" tab to fetch the desired result as shown below. User, cannot select both the option simultaneously

Stage wise pending reports

List of pending cases filtered according to their stage e.g. (registered, admit, issue, notice, final hearing etc.).

Select the duration by, year by, case type and stage type along with the report type.

Reports → StageWise pending cases → Screen shown below

Click on "continue" tab, after selecting all the desired information being asked by the application.

Judgment Reserved

During the overall process of the cases, there might be stage of Judgment reserved. Wherein, judgment is reserved for some time to be announced by some president / member. This module will fetch the information regarding all the reserved judgments. User can select this case stage, during the court room hearing or court room modification along with the president / member for whom its judgment will be reserved.

Reports	judgement reserved	Screen shown below
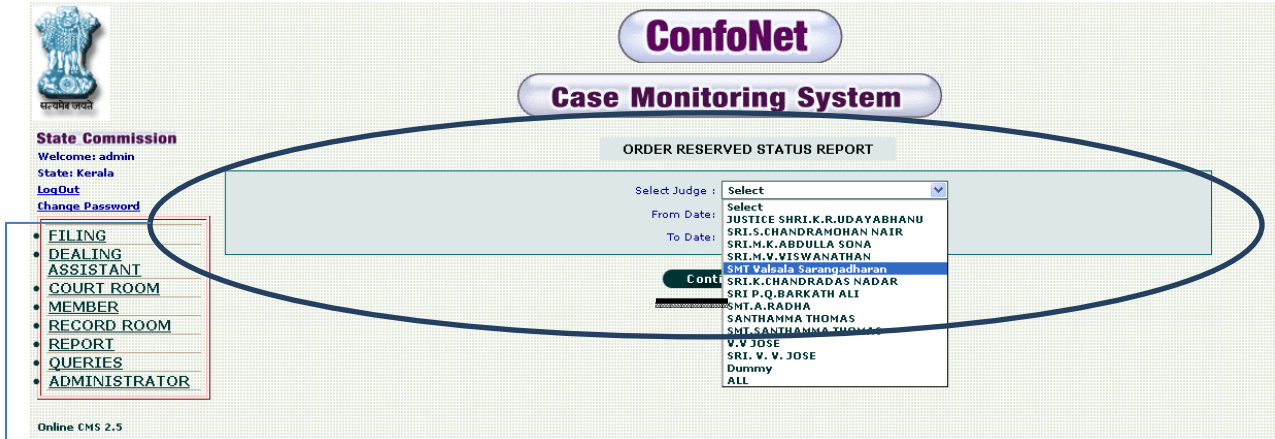
> Select the judge along with the "from" and "to "date. Then, simply click on the "continue" tab to fetch the desired result.
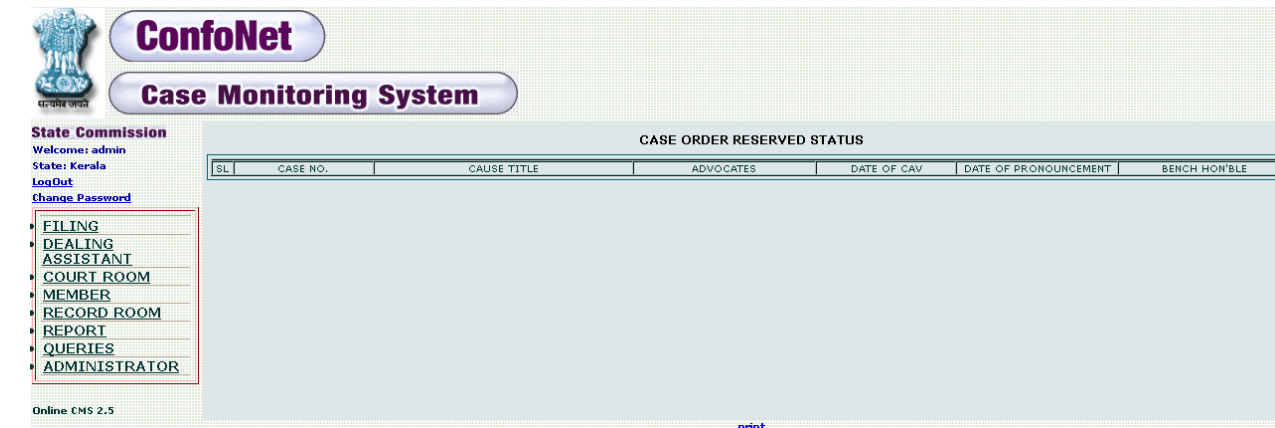
Case disposed and pending yearly

This module provides us the combined report of all the pending and disposed cases separated according to selected duration.

Reports → case disposed anf pending yearly → Screen shown below
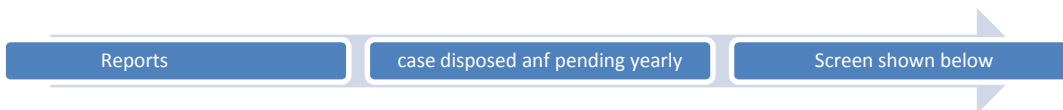
Select the "from" and "to" date, along with the report type and then simply, click on "continue" tab to get the desired screen as shown below.

MIS Reports

Management information system, this module will further segregate reports as per the management wish. Herein different check box and radio buttons are provided to further filter the report to more precise manner.

Herein we can filter the reports according to following parameters

- Select Report (select the radio button as per your requirement, it can be either yearly, monthly, daily or none)
- Select Period (it can be either a current year, duration "from" to "to" dates or since inception)
- Case type include (select the type of cases, you wish to include or take information from)
- Disposal includes (it can either Disposed off, allowed and disposed off / compliance or mix one or two)
- Options (it can be combination or either of disposal against date of filing, disposal against date of hearing, include old balance, show old balance and no breakup for old pendency).
- Breakup by (it can be either category or case type)
- Report Columns Includes (it can be combination or either of previous pending, registered, restored, disposed, pending, disposal rate, month and year)
- Report Format

Click on "continue" tab, after segregating from the following parameter to get the desired result as shown below.

MIS REPORT

YEARLY STATEMENT OF PENDINIG CASES FOR THE PERIOD 01/01/2014 and 31/12/2014

Commission : Kerala
Fora :State Commission
Case Type Includes : consumer case(CC),null
From : 2014 To : 2014
#Disposal includes the cases disposed against the cases filed in the period

Year	Previous Pending	Filed	Disposed	Pending	Current Pending	Disposal Rate
Upto 2013	0	7364	5535	1840	1840	75.16
2014	1840	383	28	355	2195	7.31
	Sub Total	383	28			7.31
	Total	7747	5563		2195	71.81

Print

Query

This module is designed to give answer to the questions, related to cases. Where in sometime user need more precise information about the cases. It consists of number of sub-module; we will discuss each of these sub-modules in details as the document proceeds further.

Case History

This module will present you with the detail information regarding the case. Further, user can easily segregated the result; as per your requirement.

Query	Case History	Screen shown below

Enter the case number and then click on search. After that simply, select the same case number from the select drop-down menu, along with select the report type to segregate the report as per your requirement. After that simply click on the "continue" tab, to get the desired report as shown below.

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Click to expand the additional complainant information.

Click to expand the additional respondent information.

Click to expand the hearing information.

A-Diary

This module presents the court-proceedings for the particular specific day.
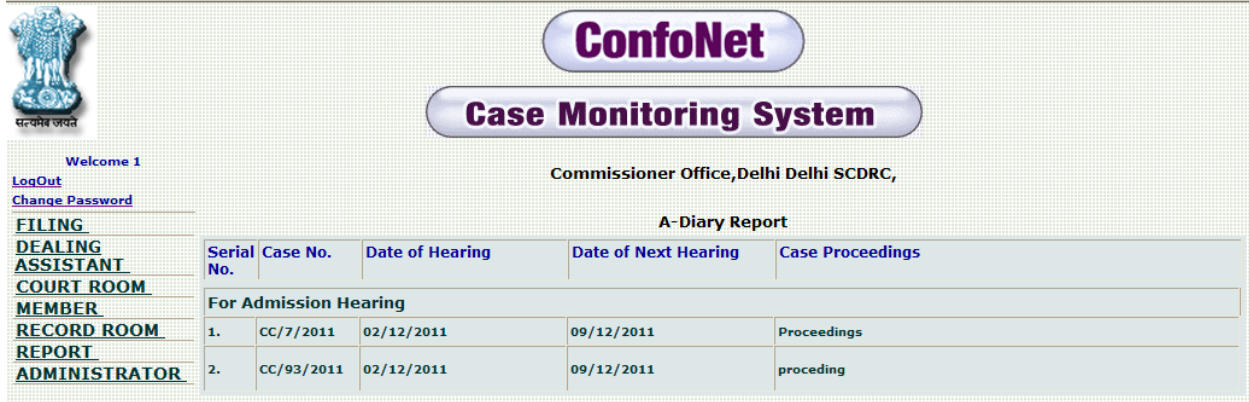
Select the date and click continue to get the desired result as shown in the screen below.
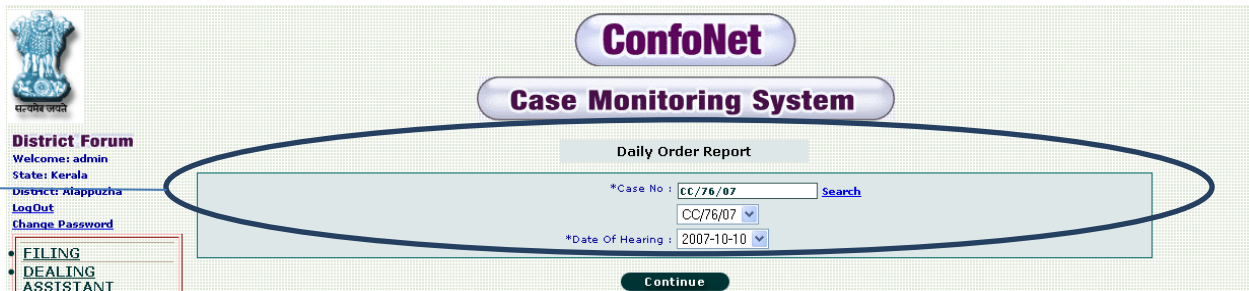
Daily Order Print

User can print the daily order entry information through this module. But, it can be done only after entry is being done in "daily order entry" sub-module under the "court room" module.
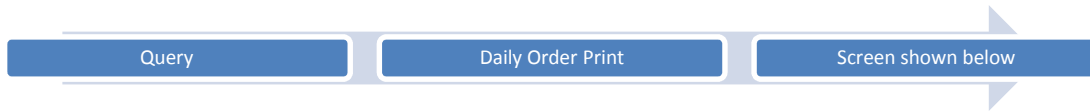
| Query | Daily Order Print | Screen shown below |

Select the case number and date of hearing from the drop-down menu and then simply click on the "continue" tab for the next step as shown below.

Click on "print" to get the daily order information, as in the screen shown below.

State Consumer Disputes Redressal Commission,Maharashtra

Bhawani Bhawan(Gr. Floor),31 Belvendre Road, Maharashtra

Complaint Case No. CC/2/2011

vimesh   Vs.   ramesh and Others

ramesh

BEFORE:

     HONABLE MR. JUSTICE L.K Advani PRESIDING MEMBER

For the Complainant:
For the Opp. Party:
Dated : 29 Jul 2011

The court room proceedings....

ORDER

[HONABLE MR. JUSTICE L.K Advani]
PRESIDING MEMBER

"Daily order", information for the selected case

Cause Title /Judgment Print

This sub-module presents us with the final order report of the disposed cases. User enter this information in the "cause title/judgment entry" sub-module under the "court room" module

Query	cause title/judgement entry	Screen shown below

Enter the case number and date of hearing from the drop-down menu and then simply click on the "continue" tab for the next process as shown below.

Click on the "print" tab, to get the final order information as shown below.

final order
maharashtra,pune
india

Complaint Case No. CC/5/2011

1. farash ....Complainant(s)

Versus

1. reena ....Opp.Party(s)

BEFORE:
HONABLE MR. JUSTICE L.K Advani PRESIDING MEMBER

For the Complainant:
For the Opp. Party:

ORDER

Proceedings...

[HONABLE MR. JUSTICE L.K Advani]
PRESIDING MEMBER

Final order report for the selected case

No of days to dispose off a case

This module presents the information regarding the number of days to dispose off a case, since its date of filing.

| Query | No of days to dispose off a case | Screen shown below |
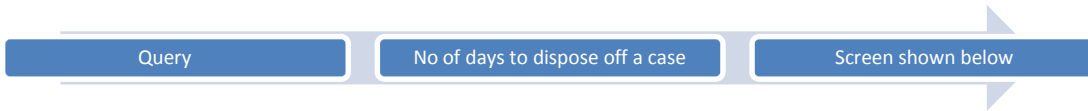
Select the case number and then click on the "Get days" tab.

Desired result

User Entry Records

This module is designed to fetch the information related to user records corresponding to any particular case.

User entry can be viewed in two options

- User Filing history (contains the details of the user at time of filing the case)
- User Court room master entry (Full detail information)
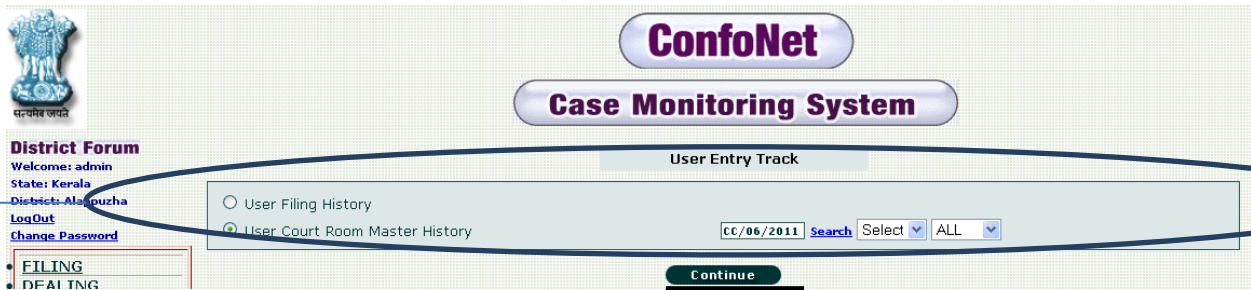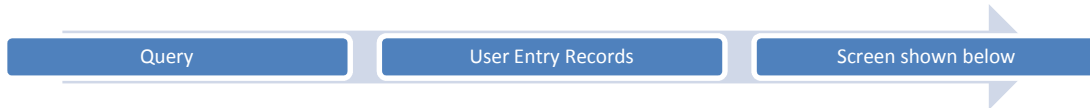
Select the type of user entry from the radio buttons now, select the case number and simply click "continue".
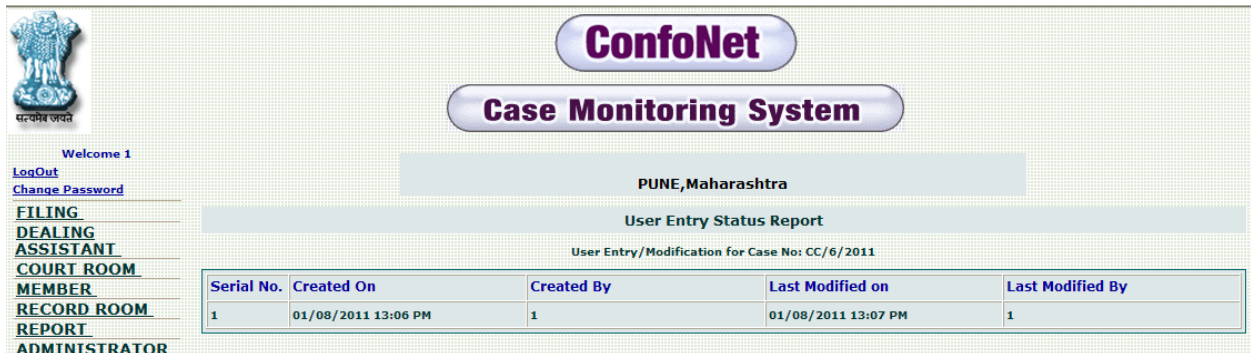
Notice Issued Summary

This module is used to get the notices information corresponding to any case, its entry is being made in "Issue Notice" sub-module under the "dealing assistant" module. These notices summary can be easily accessed here.

Enter the case number and then click on the "continue" tab.

Documents Added Summary

This module presents us with the information and number of all the documents added corresponding to any case. These documents are generally added in the "Add Documents" sub-module in the "dealing assistant" module.

Query	Documents Added Summary	Screen shown below

Enter the case number and then click on the "Continue" tab.

Case Summary

This module will present the user, with the summary of the corresponding case.

Enter the case number and then click on the "Continue" tab.

Serial No.	Case No.	Date Of Filing	Complainant/ Appellant Name	Complainant/ Appellant Advocate	Respondent/ Opposite Party Name	Respondent/ Opposite Party Advocate	Date of Hearing	Stage	Causelist category
1	CC/76/07	26/04/2007	K.Ravindran	M.R.Chandra Ketha	Secretary, K.S.E.B.		27/11/2008	Hearing	Miscellaneous Matters

Find deleted cases

This module is designed to get the information of all the cases, which are deleted along with the reason that why, those cases are deleted?

There are two ways to find the delete cases

- Generate report based on a range of date.
- Generate report based on a delete case Number.

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Select your preference, by clicking on the radio button corresponding to it. Fill all the details and then simply click on the "continue" tab to generate the desired result.
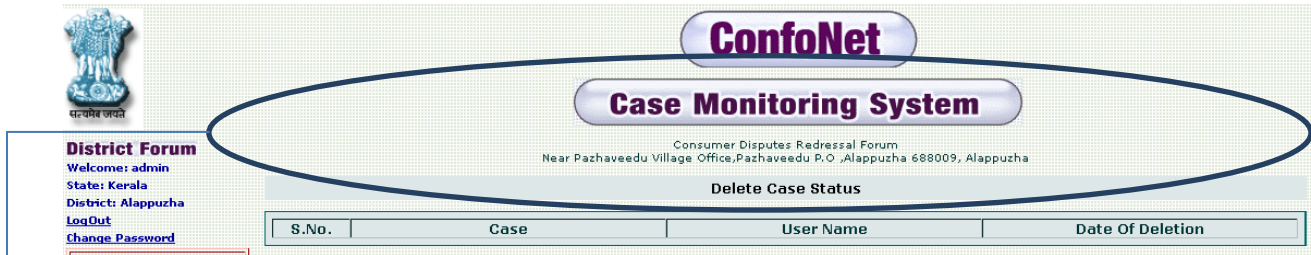

Format; showing the delete case status, user can also take the print out of the same by clicking at the "print" tab provided at the bottom of the application.

Second option is to simply, select the delete case number in the schemas provided and then click on the "continue" tab to generate the result.

Bunch case report

This module will help in fetching all the information related to bunch cases master and their corresponding slave cases.
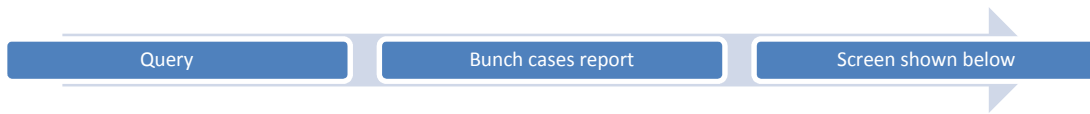
There are two ways to fetch the bunch case master report

- Generate report based on range of dates
- Generate report bases on master case number
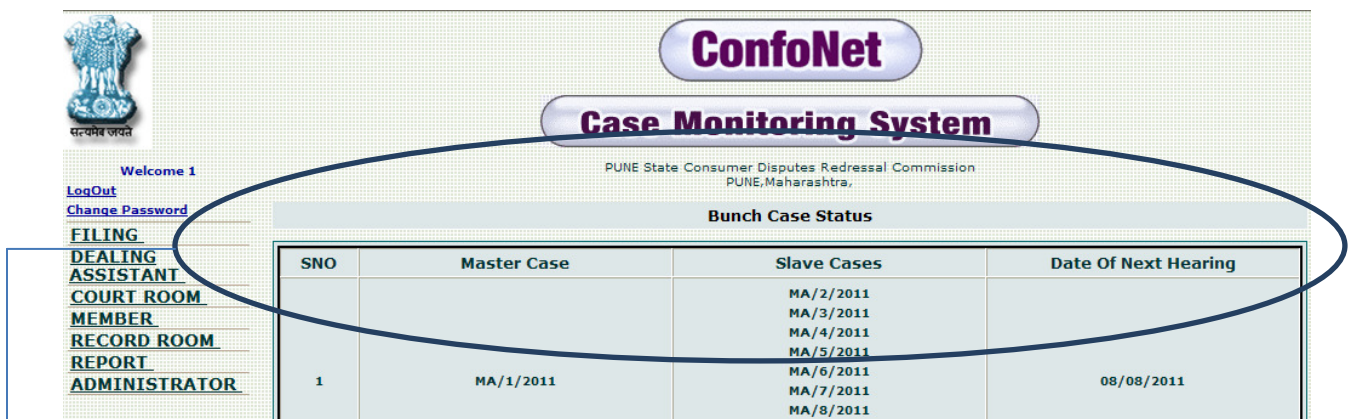
Screen, shows the master cases and their corresponding slave cases along with their date of next hearing.

Filed by consumer /advocate report

It shows the combine report of cases filed by consumers and cases filed by the advocate. It can be viewed on the basis two main parameters.

- Select duration by (segregation will be on the basis of duration)
- Select year by () segregation will be on the basis of year)
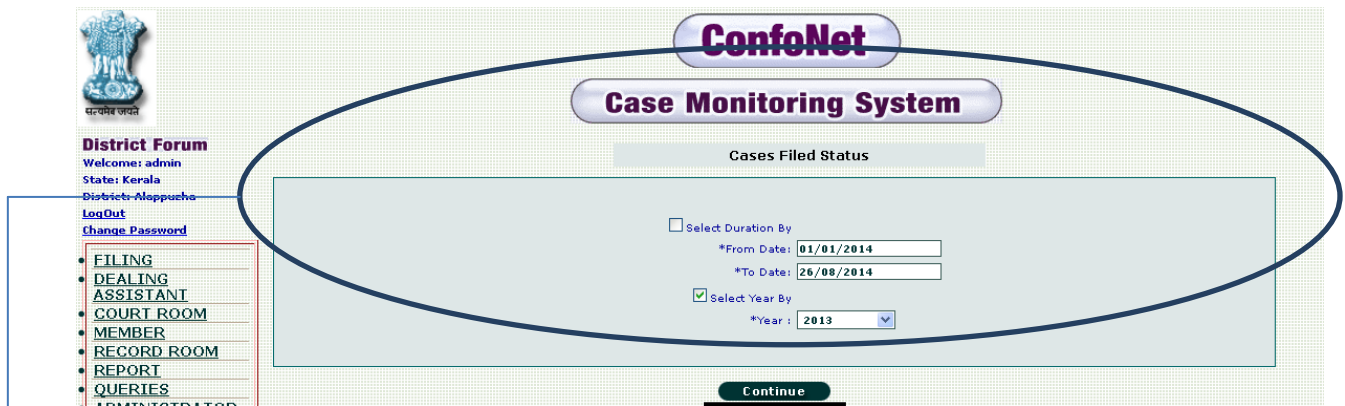
User can either go by duration or by year. Click on "continue" tab to get the desired result as shown below.
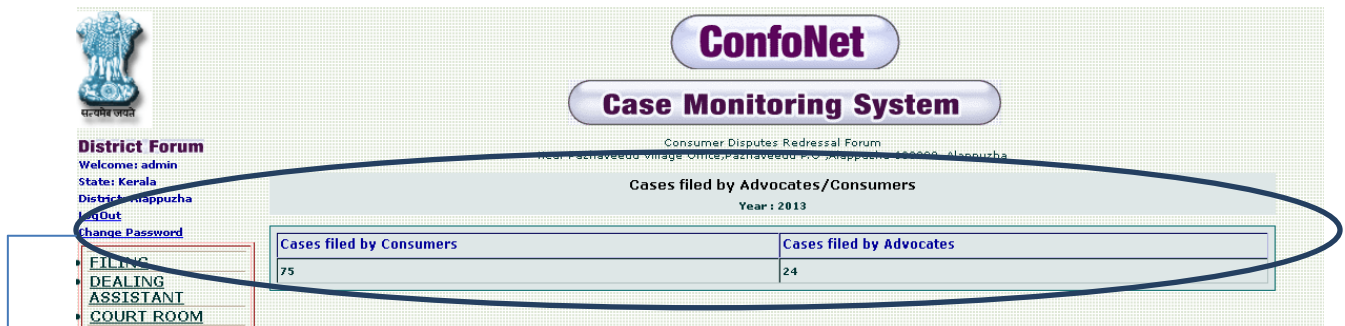
It shows the cases filed by the consumer and cases filed by the advocates for the specific year 2013.

Cases Summary details

(Window / Senior Citizen /PH)

It shows the pending cases details of the consumer who either fall In (Window / Senior Citizen / physical handicap) category.

Here also details can be fetched by two ways.

- Select duration by
- Select year by

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Click on "continue" tab to get the desired result after filing all the asked information by the application.

Administrator

This module is for the official who will overlook all the operational management of the application. It will manage the entire admin related task and only authorized personal can have the access of this specific module.

Admin will be able to

- Set application parameters
- Change password
- Add User
- Assign Module
- Add Members
- Update president / member status
- Shift adjourn cases to new date
- Add Notices
- Edit Notices

- Update case
- Sequence Number
- Format heading address
- Delete cases

We will discuss each of these sub-modules in details.

Set application parameters

These parameters are state specific and here at the very first go we define the heading reports and court name etc. in the format. So that, when a user will be generating the reports, these parameters will be incorporated in the reports by the application automatically.
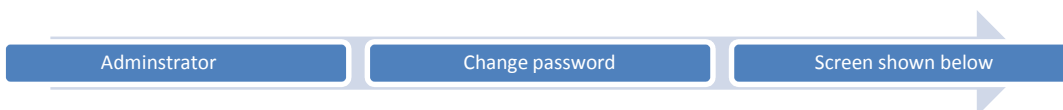

Enter all the information asked by the application and then click on the "continue" tab to get the acknowledgement as shown below.

Acknowledgement screen

Change password

This module is to change or update the new system for the account.

Enter the old password (which you are currently using to logging into your account)

Password (password, you want to switch too)

Confirm password (renter the password again)

Submit to get the acknowledgement for the password change as shown below.

Add User

Here Administrator can add the new user for the application; admin will create the user name and password for the user as shown below.

Enter the username, password for the new user. Please check the availability for the username by clicking on the "check availability" tab, submit to get the acknowledgement confirmation for the same.

NOTE: Password must contain some at least one uppercase letter, one lower case letter and one digit.

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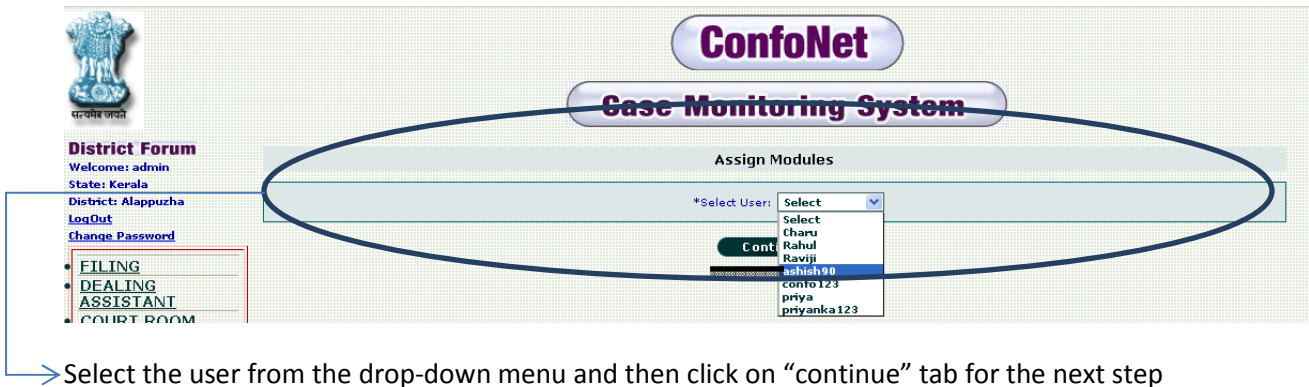
Now, after acknowledgement please login from the newly user to see whether it's being created or not.

Newly created account, we cannot find some modules in this account. We will assign module for this user in "Assign module" tab.

Assign module

Herein admin will assign the modules to the newly created user name.

Select the user from the drop-down menu and then click on "continue" tab for the next step

Select the modules from the radio button, which you want to assign to the new user and then click on "continue "tab, to get the acknowledgement.

Acknowledgement screen for the user "ashish90"

Add Members

Herein user admin will add the president / member for the court room hearing. These are some of the constraints which should be kept in mind before adding any members / president.

- Seniority level for the president will always be "1" i.e. on the top.
- There should be only one president for one court room hearing.
- If in any case there is already a president with seniority level "1", then in order to add a new president, user need to select the active status for the previous present as "No" or active status of the newly added president should be set "No".

CONSTRAINT:

We need to change the active status as shown below, to update the following president.

Constraints for adding the new member (Not President):

- Member's seniority level will always be greater than "1"
- If there is already an active member with some seniority and we are giving the same seniority to a new member with active status 'Y' then it will, assign this seniority to new member and old member will have updated seniority with 1+.
- If we add a new member with active status 'N' then it will take the priority other than "1".

In short, two active members cannot have the same priority.

Enter all the information being asked by the application and then click on the "continue" tab to get the acknowledgement as shown below.
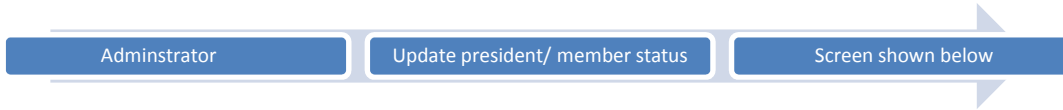

Acknowledgement screen

Update president / member status

This module is designed to add any new information for the president or member already incorporated in the application or to change their active status.

| Adminstrator | Update president/ member status | Screen shown below |

Do all the desired modification, from the drop-down menu and then click on the "continue" tab to get the acknowledgement as shown below.


Shift / adjourn cases to new date

Here in admin user will be able to change the dates of next hearing and court number for the cases.

Changing date of next hearing

- From date: should be greater or equal then current date
- To date: new date, to which user need to shift the cases, it cannot be any holiday.

Please select the "from" and "to" date and then click on the "continue" tab to get the acknowledgment

Acknowledgement screen
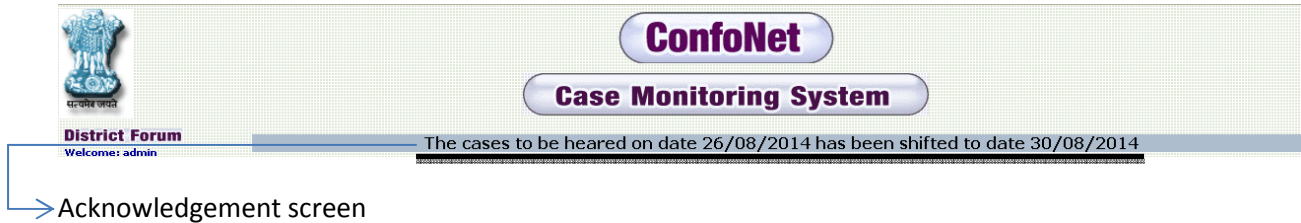
Change court number

Select the change court No. radio button as shown below.

- From Court: current court number.
- To Court: number, you want to shift too.

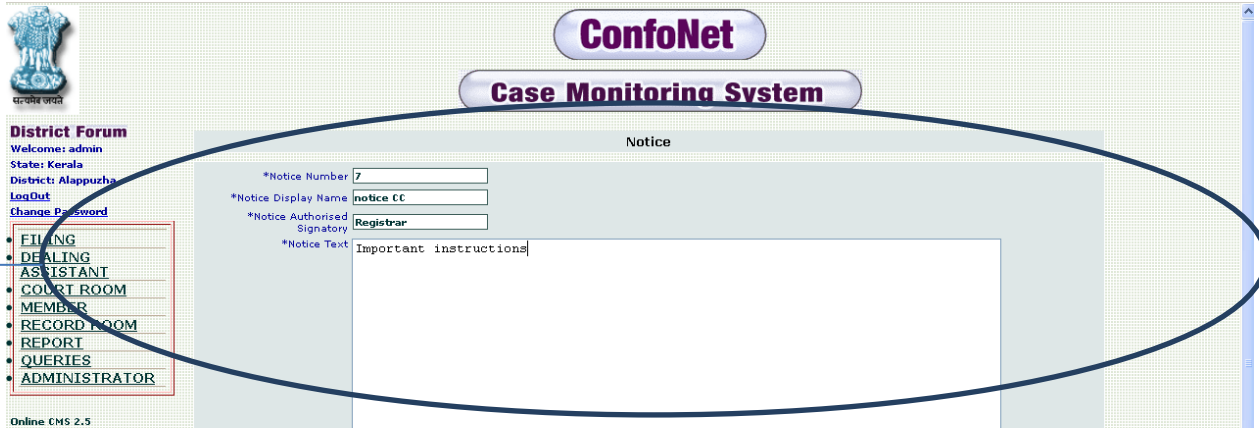Click on continue to get the acknowledgement as shown below.

Add notices

This sub-module is provided so that admin can add a notice, which can be issued in "Issue Notice" module in "dealing assistant" module.

Enter the notice number, notice display name, notice authorized signatory and finally the text of notice as shown below.


| Adminstrator | Add notices | Screen shown below |
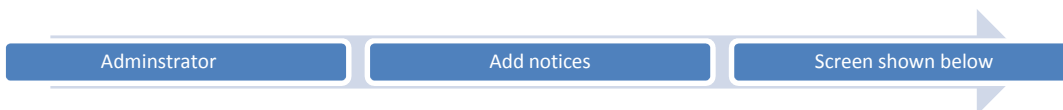
Please drag down to find the "continue" tab, click on it, after writing the notice and to get the acknowledgement screen as shown below.
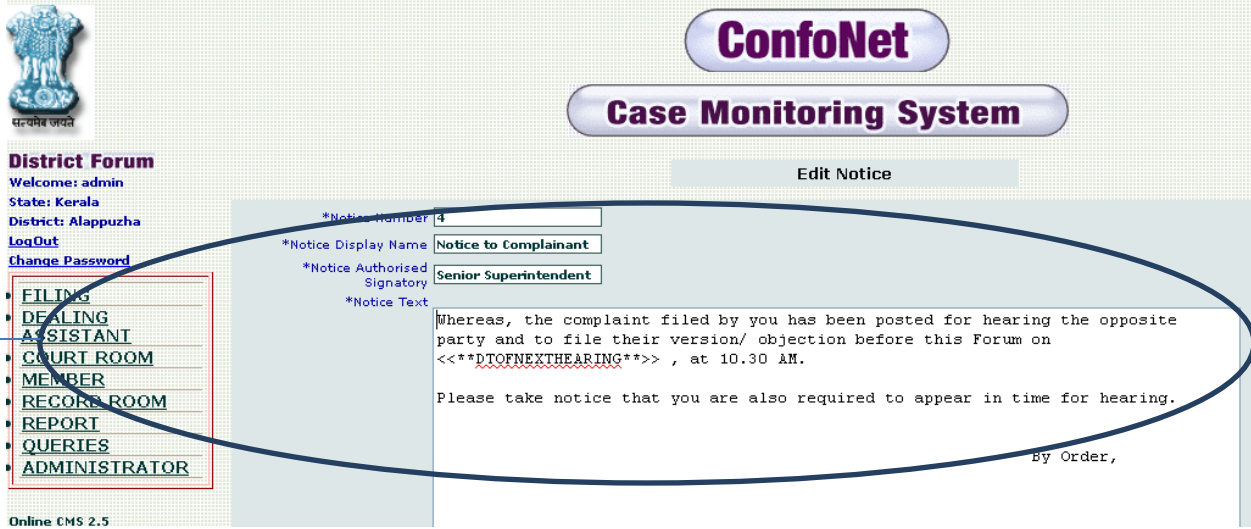

We can see this notice, whenever we are selecting notices in the "Issue notice" sub-module under the dealing assistant main module.

Edit notice

Herein admin user can edit or change the notices which are already added, and need some modification.
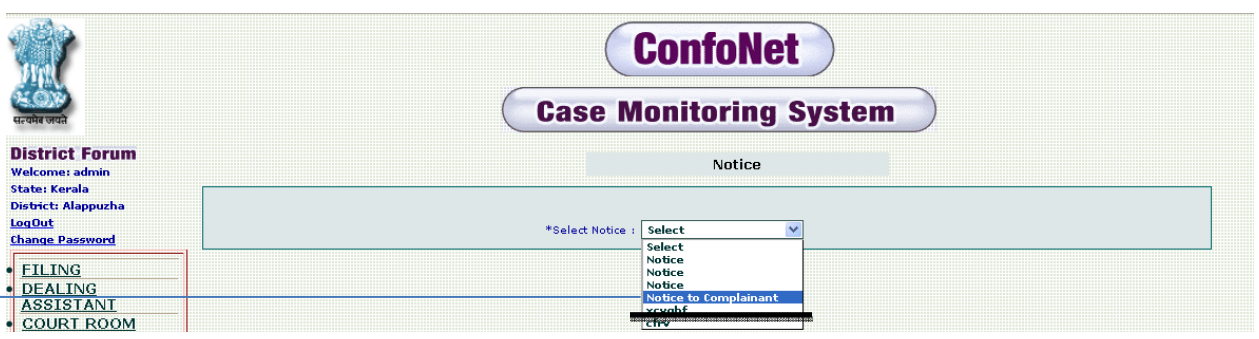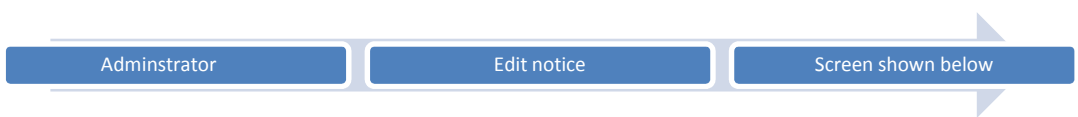
Please select the notice from the drop-down menu and then click on the "continue" tab for the next process as shown below.

After modification in the already added notice, please drag down to access the continue tab and get the modification acknowledgement for the same.

Update case sequence number

Herein admin will update the sequence number corresponding to any case, as per the requirement. This is generally useful to generate the proper case number by application, in "scrutiny and case filing" sub-module under the "Filing" module.
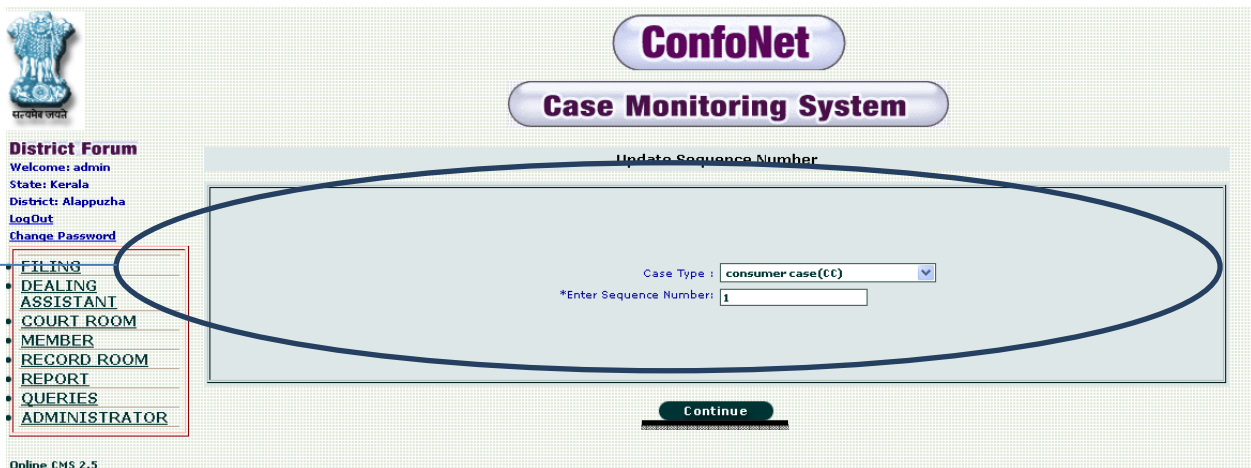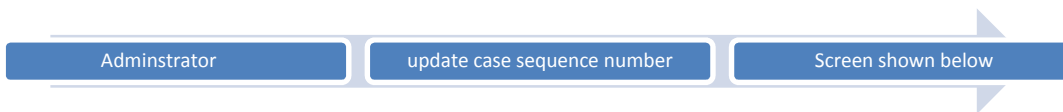
Select the case number and enter the sequence number you wish to change too. Then simply click on the "continue" tab to get the acknowledgement as shown below.
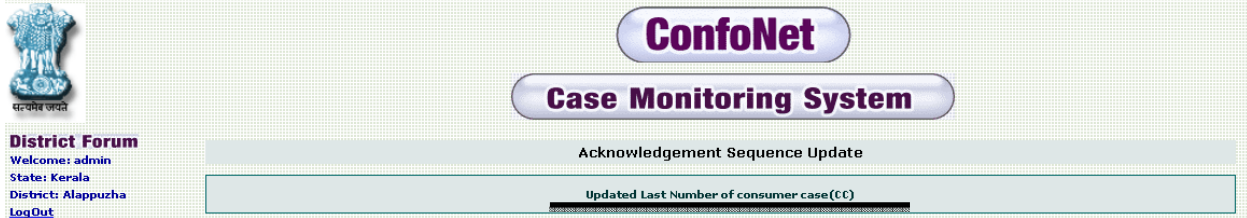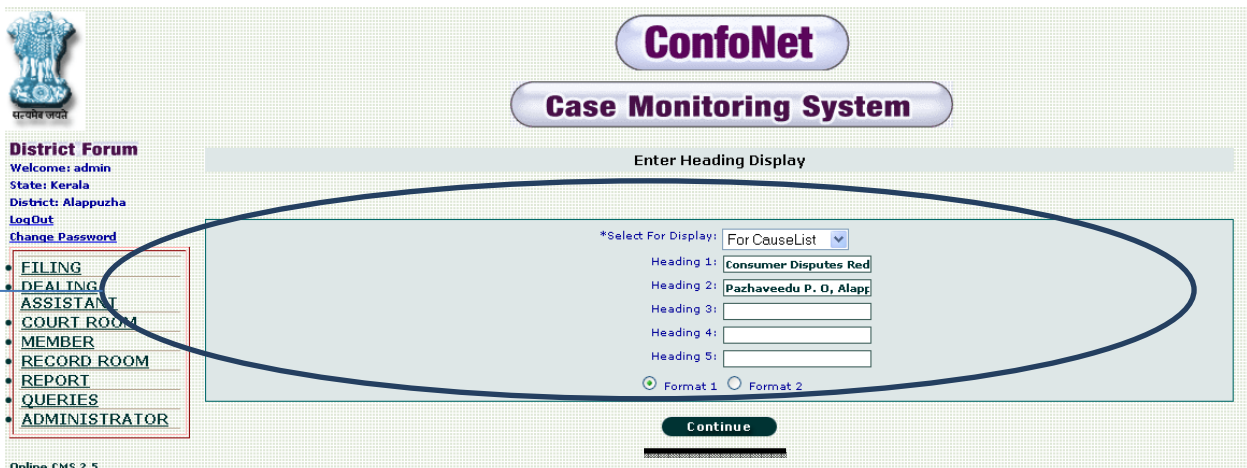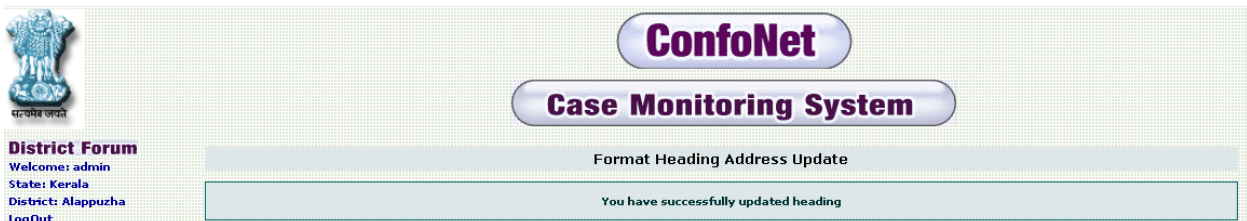
Format heading Address

This is to give the heading display manually, as per the requirement for the following:

- For cause list
- For daily entry
- For final order
- For notice

For cause list:

Please select for display from the drop-down menu, enter the heading as per your requirement and select the format ether 1 or 2 from the radio button. Now, simply click on continue to get the acknowledgement, as shown below.

Similarly, select the daily order from the drop-down menu and follow the same process as shown above.

Now, to see the headings for the "daily order ", go to "daily order entry" sub-module under the "court room" module. This will present you with the screen shown below.

Heading updated by the user.

Similarly,select the final order from the drop-down menu and follow the same process as shown above.

Now, to see the headings for the "final order ", go to "cause list / judgment entry" sub-module under the "court room" module. This will present you with the screen shown below.

Headings updated by the user.

Similarly, do the same process for notice as well

Enter the headings as per your requirement and then click on the continue tab to get the acknowledgement.

Format Heading Address Update

You have successfully updated heading

Now, user can see these headings in the "Issue notice" sub-module under the "dealing assistant" module. Please follow the path as shown below.

| Dealing assistant | Issue notice | Screen shown below |
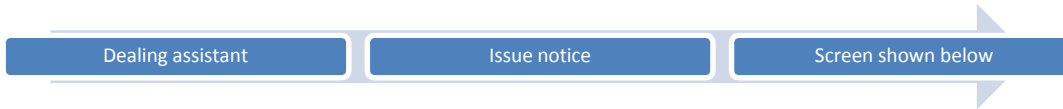
Please select the case number along with the notice and then click on "continue" tab for the next step as shown below.

Select the respondents, to whom you want to issue the notice and then click on the "continue" tab for the next step.

→ You can see these headings at the top of the notice.

Delete cases

This module is use, when there is need to delete any case from the application national server.
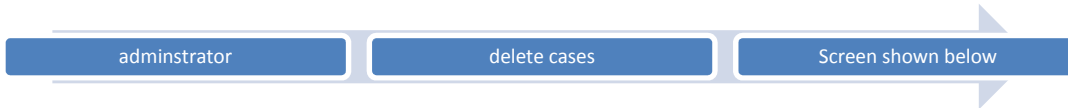
→ Select the case you want to delete from the drop-down menu and then click on the "continue" tab for the next step as shown below.

Enter the details asked by the application, reason for deletion is mandate and cannot be left blank. Click on the "continue" tab to get the acknowledgement for the same.

Acknowledgement screen shows the confirmation of the deletion. Note that, before this confirmation, application will create a pop-up asking the user to "Yes" or "No" before the final submission.

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