

DATA QUALITY OF CASES ENTERED THROUGH CONFONET APPLICATION (CMS)

We have checked the data quality of CONFONET scheme at National Server and found that the many consumer forums including state commission are not doing correct data entry in confonet ONLINE / OFFLINE CMS application according to standard procedure. As per the data available on National Server, we have noticed that most of the consumer forums are entering only the details of cases filed at consumer forum, after that they are not updating/entering the daily orders regularly. It is requested that all the details of entire life cycle of case starting from filing till its disposal should be entered in CMS application so that the consumer could be benefited and proper case status could be visible on the website

Following common errors are found in the CONFONET data at National Server:

- **Heading of Causelist / Daily Order / Judgment are not set in the application** used by most of the consumer forum hence the reports are not being generated as desired. Please enter the headings of report using the module Administrator--> Format Heading Address.
- **Courtroom--> Daily order entry of most of the cases is not being done by various consumer forums.** Because of this reason, data is not available in Case Status link of confonet website.
- **In Courtroom --> Cause Title/ Judgment Entry** - the user need to **enter only the content of judgment in the proceeding part**, but user is entering / pasting the heading, complainant- respondent present, judges name also in the proceeding part. Due to this, when the judgment is viewed through the software, the judgment heading and the footer in the report are coming twice in a single document. You can also check the same on confonet website.
- For each and every case, user needs to **do the courtroom proceeding and daily order entry**. After doing the daily order entry, user need to check and verify the data using Daily order report and Cause Title / Judgment Report under Reports section whether the daily order/judgment is being displayed in correct format or not. After uploading the data on National server, please check the same at case status link on confonet website. All TSPs/ DMAs should check the already uploaded judgments of their respective consumer forum for this kind of error and correct the same as per the instructions given.
- **Dealing Assistant --> case detail entry.** In the complainant/respondent name field, you should enter only their name, do not include the address in complainant/respondent name field.

All TSPs/ DMAs have to ensure that, staff at consumer forums makes data entry in accordance to above guidelines which has also been explained in various e-learning sessions conducted by NIC-Hqrs. You may also refer the CMS manual available on “confonet.nic.in” website or contact the confonet team at 011-24367337 or may drop a mail at confonet-info@nic.in , in case of any query.