

## **Frequently Asked Questions by CMS User**

**Q.1. I am using Offline CMS. In Case, my internet is not working today, can I upload the exported files (dat, clob) on next day when internet connection is available?**

**Ans.** Yes, you can upload the exported files on next day but please make sure that the order in which the export files are generated they should be imported in the same sequence.

**Q.2. How to enter old pending cases/ backlog entries?**

**Ans.** You can enter pending cases of previous years by selecting Pending cases under Record Room Module of CMS Application i.e.  
**Record Room → Pending Cases**

**Q.3. How to add, update President/Member's status active or inactive?**

**Ans.** Go to **Administrator → Update President/ Member Status**

If you want to update status of New President then:

Choose Designation =President

Seniority=1

Active Status=Y

Then, go to **Administrator → Add Members → Enter details**

**Note** -There will be only 1 President and seniority code of President will always be 1.

**Q.4. What can I do, when any error occurs during any operation / transaction?**

**Ans.** In this situation, please send us the screen shot of the error, username and password of Online CMS at [confonet-info@nic.in](mailto:confonet-info@nic.in). Our support team will do the needful to resolve the error.

**Q.5. In Online CMS, how EA cases can be entered?**

**Ans.** EA cases can be filed as follows:

**Filing module → Scrutiny and case filing → Case types → EA case**

**Note**-EA case is filled against disposed CC cases only. Please refer OnlineCMS manual published on Confonet.nic.in.

**Q.6. How to check Previous/Next Case No.?**

**Ans.** To check the previous & next case number, go to Previous/Next Case Number link under Filing module i.e.

**Filing → Check Previous/Next Case No or in the filing screen itself, a link (Check next case number) is there to check next case number.**

**Q.7. Where can we enter the old disposed cases?**

**Ans.** To enter the old disposed cases go to Pending cases sub module under Record room module i.e.

**Record room → Pending Cases**

Enter the details and select the case stage as Disposed off.

**Q.8. How to file Miscellaneous and Execution Application?**

**Ans.** To file Miscellaneous and Execution Application go to

**Filing module → Scrutiny and case filing → select Case type → (select MA or EA case type)**

MA case is filed against live and disposed Consumer case. EA case is filled against disposed Consumer case only.

**Q.9. What should I do if my Server or any Hardware item is not working?**

**Ans.** Please contact the concerned vendor regarding any hardware issue. Contact Details of vendors are provided in Confonet.nic.in under the link General Information.

**Q.10. How to upload causelist & judgment?**

**Ans.** For uploading Causelist & Judgment follow the following steps:

- a. Download Causelist from **Courtroom**→**Causelist**→**tick desired check box e.g. Html, word, PDF** → **Save**.
- b. Download Judgment from **Courtroom**→**Causelist title / Judgment entry**→**tick desired check box e.g. Html, word, PDF**→ **Save**.
- c. Upload the Causelist and Judgment file in the following URL using your username & password for your SC/DCF.  
<http://164.100.72.12/ncdrc/>

**Q.11. How to do export import in Online CMS Application?**

**Ans.** There is no need to do Export-Import when you are using Online CMS. This activity is meant for the user of Offline CMS only.

**Q.12. I am using Offline CMS. How to upload Case Status on National Server or How to do the data replication on National server?**

**Ans.** For uploading Case Status go to

- a. Administrator →Export Cases.
- b. Using WinSCP transfer the export data (.dat & .clob files) from server (root/opt/transfer data) to client machine.
- c. Login to the URL given below using username and password and upload .dat & .clob file.  
<http://164.100.72.12/ncdrcusersWeb/pages/login1.jsp>

**Q.13. How to activate consumer for a mail id which was issued by NIC?**

**Ans.** Ask your DIO to send an E-mail to [support@nic.in](mailto:support@nic.in) for activation of your Consumer Forum nic mail id.

**Q.14. How to change the case sequence number?**

**Ans.** Below are the steps for changing case sequence number.

**Administrator**→**Update Case Sequence Number**

Choose Case Type then In Sequence No. write last case filed number (write number only).

**Q.15. How to create Bunch cases?**

**Ans.** Bunch cases can be created through Bunch cases add under Dealing Assistant module.

**Dealing Assistant** → **Bunch Case Add**

For more details please refer the Online CMS user manual published on Confonet.nic.in.

**Q.16. How to edit the notice title?**

**Ans.** Notice title cannot be edited once the notice is entered in the application although you can edit the format of the notice

**Q.17. How to add Notice format?**

**Ans.** Notices can be added by Add Notice sub module under Administrator module.

**Administrator**→**Add Notice**→ Fill the Notice Display Name, Notice Authorized Signatory and Notice Text and then click continue button.

**Q.18. What is Record Room module?**

**Ans.** Record room module is use to enter old cases in the application.

**Q.19. What is CAV Report?**

**Ans.** CAV reports show the report of the cases, for which judgment is reserved by the President/Member of that particular SC/DCF.

**Q.20. What is RBT case?**

**Ans.** RBT stands for Received by transfer. If any case is transferred from one consumer forum to another, then we file that case as RBT case.

**Q.21. How to shift cases displayed in a particular cause list, from one date to another date?**

**Ans.** For shifting those cases go to the Administrator→Shift/Adjourn Cases sub module and shift the date of hearing for the case.

***Note: For more clarification, all the users are requested to read the Online CMS Manual, published in the CONFONET website under tab “General Information”.***