

# Court Case Monitoring System

## FAQ's

Q1. How to add case in Dashboard in CCMS Portal?

Ans: - **To Add Cases in the CCMS Portal**

1. Log in to the CCMS Portal.
2. In the **Action** section, click **Add New Case**.
3. Enter the appropriate case details.
4. Match the case details and Click '**Add case in Dashboard**'

Q2. How to link given AG number to the case number?

Ans: - **To Link a Case in the CCMS Portal**

1. Log in to the CCMS Portal.
2. In the **Action** section, click **Link AG: - Case No.**
3. Enter the correct **AG No.** in the search field.
4. Click the **Search** button.
5. Review the case details in the results.
6. Click **Add Case to Dashboard**.
7. The case will now appear on your **Dashboard**.
8. Reply to the case or forward it to another user.

Q3. How to Forward/Reply a particular case?

Ans: - **to Reply or Forward a Case**

1. Navigate to the **Inbox** page.
2. Locate the **Status** column for the case.

3. Click either **Reply** or **Forward** option.

**Note:** Reply and Forward are available only to **Nodal** login users.

Q4. How to select and mark a particular case is 'Performa Party' or not?

Ans:- **Adding a Performa Party Manually**

1. In the **Action** section, click **Add Performa Party Manually**.
2. Enter the necessary case details on the opened page.
3. Click **Search**.
4. Review the displayed case details.
5. Click **Add Performa Party**.

**Viewing Performa Party Cases**

- Go to **Reports > Performa Party cases (Dashboard)**.
- View all cases added by your department.

Q5. How see the Court Order Compliances of the cases and assign compliance to a user in the Department?

Ans:- **To Add Court Order Compliance**

1. Go to **Compliance > Court Order Compliance**.
2. Click **Create Follow Up Activity**.
3. Select a case from the list.
4. Click **Details** at the end of the grid row.
5. Enter compliance details on the new page.
6. Submit—the compliance will be visible to the assigned user.

Q6. How to see all the case details and its summary for your concerned login?

Ans:- **To View Cases with Details and Summary**

1. Go to **Query > Query Builder**.

2. Filter cases using these options:

- Case Status
- Case Nature
- Directorate
- Category
- Subject
- District
- Case Year
- Report Type

3. Click **Summary** to see case counts only.

4. Click **Details** to view full case information with case Number and other information like oath submitted and sof submitted.

Q7. How to upload letter and send it to other users or in within department?

Ans:- **To Upload and Send a Letter**

1. Go to **Letter > Create**.
2. Search for the case by **Case Number** or **AG No**.
3. Review the case details after search results appear.
4. Select the recipient user.
5. Choose the document type.
6. Submit—the letter appears in the recipient's **Letter** section and your **Inbox**.

Q8. How to transfer a case within department?

Ans:- **To Transfer a Case**

1. Click **Case Transfer**.
2. Enter the **Case Number**.
3. Select a user from your department.
4. Add necessary remarks.

5. Click **Transfer Case**.

Q9. How to download copy of petition filed in Patna High Court?

Ans: -Login with Nodal officer credentials

1. Click on 'Inbox'
2. Click on **PDF icon** to download and save Petition copy locally in your System.

Q10. How to send a case to the users down the office?

Ans:-to send a case down the users within the department:

1. Enter your **Nodal** login credentials.
2. Go to Inbox page and then click on forward.
3. A list of users will be displayed and then you select the concerned user to which you want to send the case details.

Q11. How to upload document to a Case?

Ans:- **To Upload Documents in Case**

1. Log in to the CCMS Portal with your credentials.
2. Go to **Action > Upload Documents**.
3. Enter the **Case Number** and click **Search**.
4. Verify the displayed case details.
5. Select the **document type**.
6. Choose the file from your system.
7. Click **Upload**.

The document will appear in the case details and dashboard (search by case number).

Q12. How to change your Password?

Ans:- **How to Change Your Password**

1. Log in using the **User ID and password** provided by **NIC Patna, CCMS team**.
2. On the first page, enter your **old password**.
3. Click **Verify**.

4. Enter your **new password** twice (confirm field).
5. Click **Submit**.

You can now log in with the new password.

Q13. How to know the hearing of a particular case?

Ans:- Log in using your provided credentials.

1. Click **Dashboard**.
2. View:
  - Number of **pending cases**
  - Number of **disposed cases**
  - **Calendar**
3. Click any date and it will display the list of cases.
4. See the detailed list for that specific day.

Q14. How to get you Login credential for the CCMS Portal?

Ans:- **To Request CCMS Portal Login Credentials**

1. **Email Option 1:** Send a formal letter with your **name, email, and phone number** addressed to **State Informatics Officer, NIC Patna**.
2. **Email Option 2:** Send a request email to [ccms-help@nic.in](mailto:ccms-help@nic.in) asking for login credentials.

Q15. How to see the cases assigned to the users of you department?

Ans:- **To View Department User Case Assignments**

1. Log in using **Nodal** or **SLO officer** credentials.
2. Go to **Query > Office Wise Dashboard**.
3. Select a user from your department.
4. View all cases and details assigned to that user.

Q16. How to see the details of the Document uploaded from your department ?

Ans:- **To View Department Document Uploads**

1. Log in to the CCMS Portal using your credentials.
2. Go to **Report > Document Uploaded.**
3. Sort/filter data by:
  - Users
  - Date
  - District
4. View columns showing:
  - **Case Number**
  - **Document** name
  - **Uploaded by** user
  - **Document** file itself

Q17. How to see the list of compliances sent by you or received by you?

Ans:- **To View Sent/Received Compliances**

1. Log in to the CCMS Portal using your provided credentials.
2. Go to **Report > Activity Compliance.**
3. Filter compliances by:
  - **Sent or Received**
  - **Date**
4. Download the list and details as an **Excel file.**

Q18. How to see the full case details ?

Ans:- **to View Full Case Details**

1. Log in to the CCMS Portal using your provided credentials.
2. Go to **Search Case** and enter the **Case Number.**
3. Click the **Case Number** link in the search results.

4. A new window opens showing:

- Complete case details
- Uploaded documents
- Interim orders
- All related information