**Monitor DRC and Re-Assign DRC**

| **Use case ID** | UC019 | |
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| **Use case name** | Monitor DRC and Re-Assign DRC | |
| **Process ID** | *1.17 & 1.18* | |
| **Actors** | SLT staff | |
| **Description** | Monitor the assigned DRC. Re-assign the DRC if necessary based on the performance.  Or, When the case fails from the mediation board and the duration criteria are also less than 6 years, the case moves to C1 decision. Where re-assigning DRC can be done if needed. | |
| **Pre-conditions** | Cases have been successfully assigned and distributed to the DRC | |
| **Post-conditions** | If Re-Assign DRC  Change the DRC and Assign a new DRC.  Update the assign DRC log  If Withdraw  Add case to Pending Withdraw case log | |
| **Back-end/front-end** | Front – end | |
| **Pre status** | *Open\_Assign\_Agent* | |
| **Status** | *Open\_With\_Agent*  *RO\_Negitiation*  *Negotiation\_Settle Pending*  *Negotiation\_Settle Open-Pending*  *Negotiation\_Settle Active*  *RO\_Negitiation\_Extended*  *FMB*  *MB\_Negotiation*  *MB\_Settle Pending*  *MB\_Settle Open-Pending* | |
| **Post status** | If Re-Assign DRC  *DRC\_Manager\_Approval*  If Withdraw  *Pending\_Withdrawal* | |
| **Massage of status** | - | |
| **Notification** | - | |
|  | **Action** | **System Response** |
| **Success path** | Select the DRC’s case from the DRC List  Check the Case Progress  (Check the Case progress by the status of the case with the assigned date)  If no progress  If Re-Assign DRC  Select new DRC and submit  Else Withdraw Case | Navigate to the DRC’s Case list  Check the DRC count <= 3 && Validity Period == Extended  If DRC count >= 3  Display Necessary error message  If total Validity period >= 5 months  Display Necessary message  Else  Navigate to the Re-Assign DRC page  Send the case to the Manager for approval  Add Case to Pending Withdrawal log and Send for approval |
| **Alternate path** |  | |