**Electronic Court Case Management System (eCCMS)**

Objective: To automate the functioning of the judiciary and make the functional areas in Judicial Service more efficiency and effective.

1. Business Goals

* There is a huge backlog of court cases and they take a long time to deliver the judgement
* One of the reasons for delay is the process involved and the amount of information involved.
* Many of the processes and information are paper based
* Hence automating these processes & information will enable speedy closure of cases
* The application has to be mobile enabled

1. User of the system

* Judges
* Citizens
* Court staff

1. Requirements are summarized in the table below

|  |  |
| --- | --- |
|  | Citizen should be in a position to   * File a case * Upload relevant documents * View date of hearing * Check status of case, steps completed and steps pending; Any change of state of the case should be notified to the citizen via SMS * View related documents   It should provide an ack # to the citizen for every activity done |
|  | Judges Should be in a position to   * View documents pertaining to a case * Schedule case hearing * Record proceedings * View pending cases * Mention category of case: Civil, Criminal, Labour * Assign a judge to the case (only for coordinating judge) * Record evidences * Record verdict * Request information from defendant or petitioner * Approve information added by court staff   The judge should be able to get a list of pending cases and the reasons they are pending (pending for scheduling, pending for approval of info added, etc.) |
|  | Court staff related functions   * Add information to the case, as provided by the judge (in paper written form). Info can be proceedings, evidences, observations |
|  | The system should be very easy to use for all users and especially for a regular ordinary citizens |
|  | The system should be intuitive and provide help whenever required. For example, It should clearly indicate the steps to file a case, add documents to a case, and all other activities done by different types of users |
|  | Citizen, judge and court staff should be able to see the chronological events and changes to the case |
|  | Only authorized personnel should be able to view and add information |
|  | No information should be deleted |
|  | Modification can be done only by judge |
|  | Log should be maintained of all addition & modifications – who, when, what |
|  | The response time for all transactions (queries or update) should be less than 3 seconds |
|  | The application should have an availability of 99% |