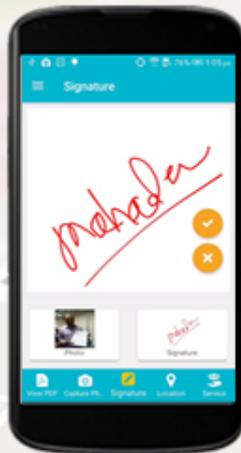
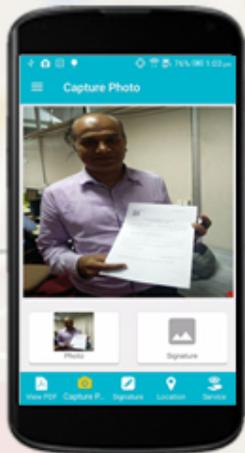




# NSTEP

National Service and Tracking of Electronic Processes



**Transparent & Effective**



**Improved Bailiff efficiency & Productivity**



**Realtime Status through NSTEP mobile app Integrated with Bhuvan**



**Tracking & Monitoring**



# NSTEP

**(National Service and Tracking of Electronic Processes)**

**User Manual for Bailiff / Process Server**

## **Activities to be performed at Bailiff/ Process Server level**

**National Service and Tracking of Electronic Processes (NSTEP) is an Android OS APP developed for service and delivery of Court Processes. This App will be used by Bailiffs of the Courts for delivery of processes.**

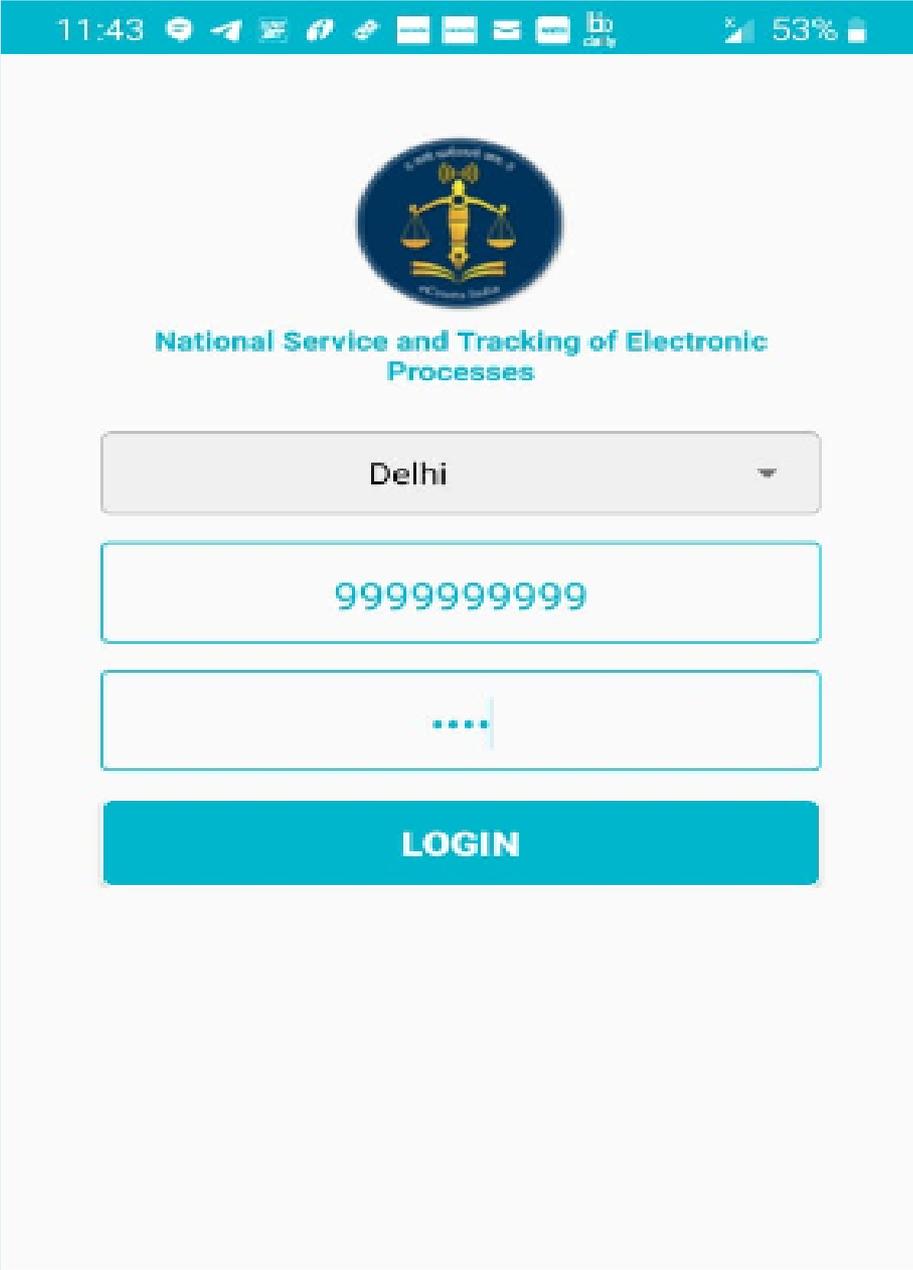
**CIS (Case Information System) software is deployed across all Courts in India. CIS provides facility to generate electronic processes in PDF format.**

**Once the electronic processes are generated, process admin of the respective court will assign the delivery of processes to Bailiffs.**

**To view list of processes allocated to him, Bailiff must have Smartphone with NSTEP App installed.**

**The Procedure to operate the App is as follows:**

- Bailiff needs to select State from dropdown list and enter Registered Mobile number and already provided OTP password to login into the system.



The screenshot shows a mobile application interface for the National Service and Tracking of Electronic Processes. At the top, there is a status bar with the time 11:43, signal strength, and 53% battery. Below the status bar is a circular logo featuring a golden scale of justice on a dark blue background. Underneath the logo, the text "National Service and Tracking of Electronic Processes" is displayed in a teal color. The main form consists of four vertically stacked elements: a dropdown menu currently showing "Delhi", a text input field containing "9999999999", a text input field with masked characters "....", and a prominent teal "LOGIN" button.

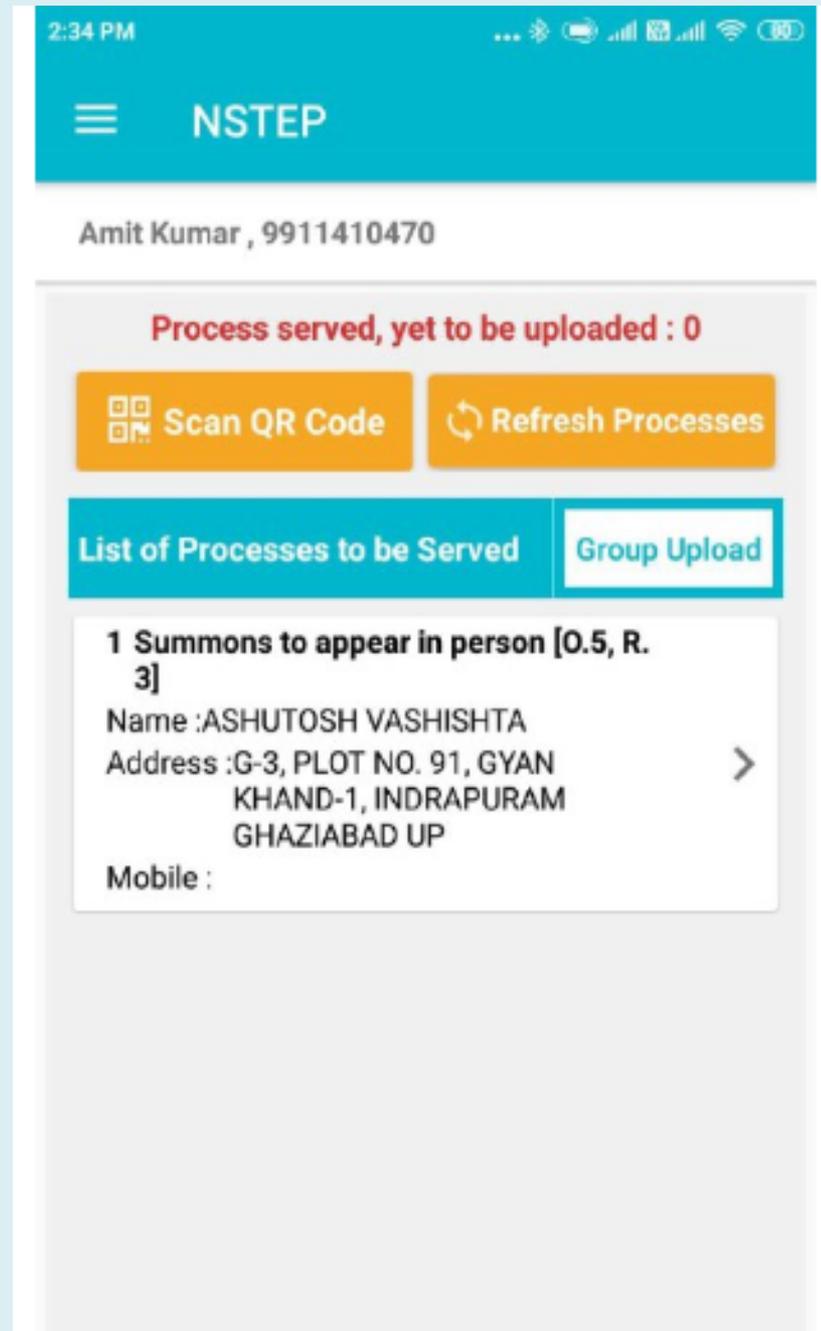
Once logged into the system, Main screen of the App will be displayed

**1. On the Top, App will display count of processes for which status needs to be uploaded on the server.**

**2. 'Scan QR Code' button is used to Scan QR Code of the case and displays list of processes belonging to that case.**

**3. Once QR Code is scanned, button 'Show Previous' will be enabled. After clicking, it will show all processes allocated to the Bailiff.**

**4. List of processes to be served is displayed.**



# A. Process Service

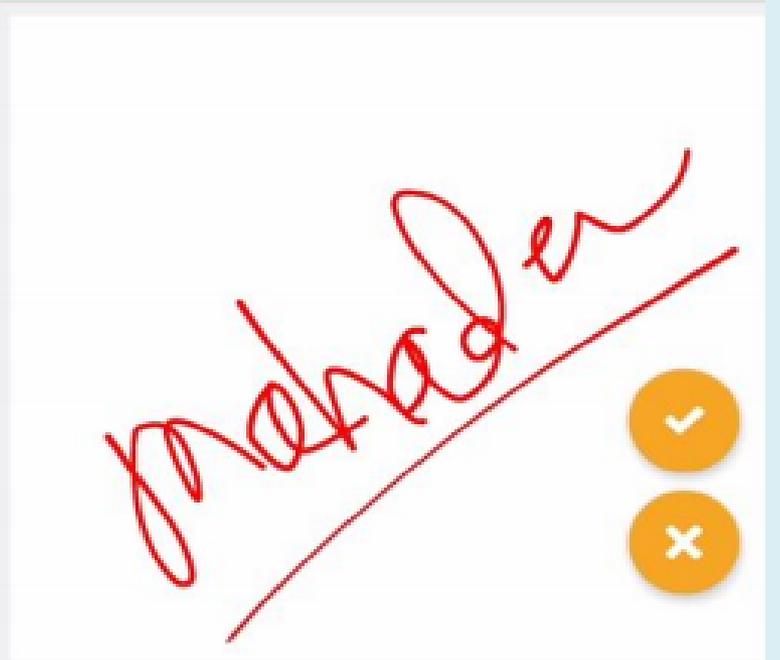
1. After the Bailiff reaches the address of the party to whom process is to be served, he needs to tap on the process from the list which will display the process in PDF format.

2. Hand over the physical copy of the process to the concerned party.

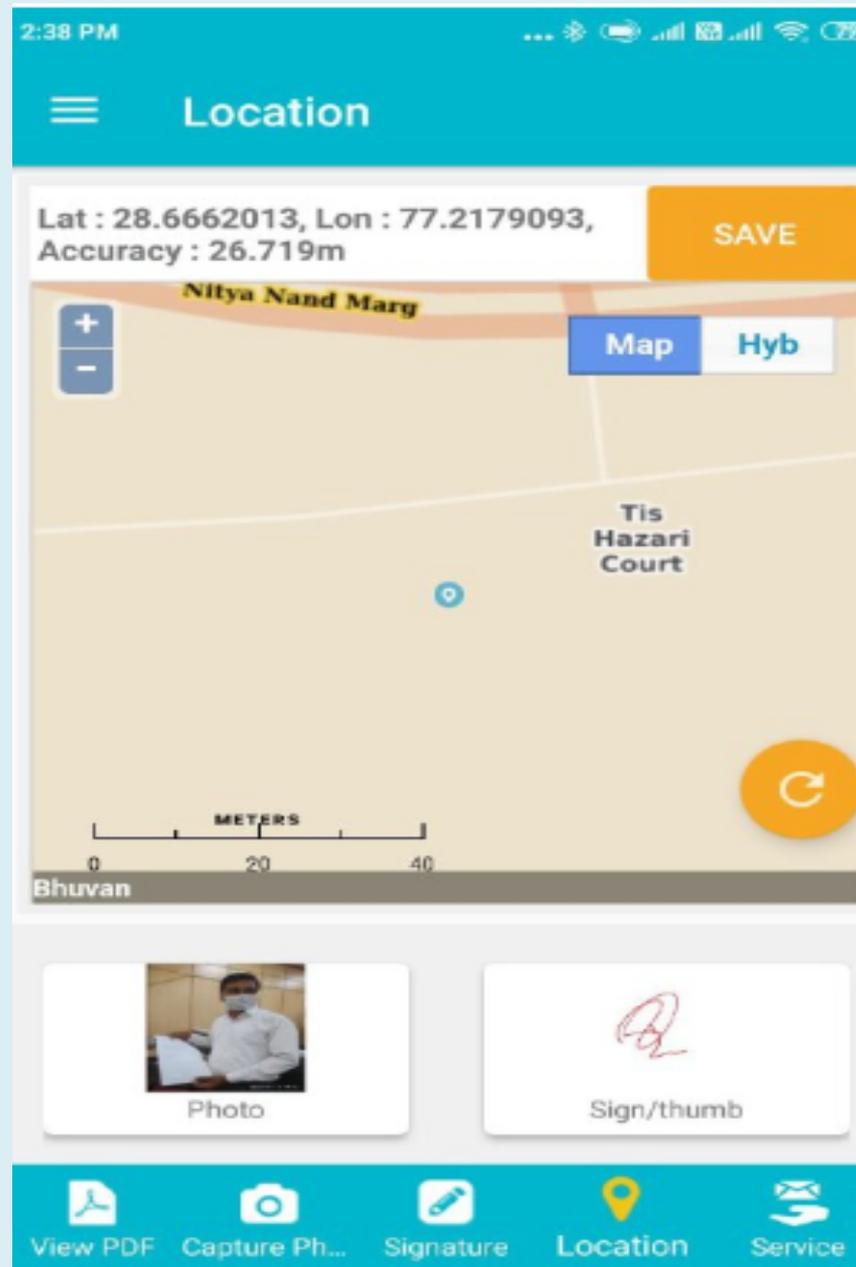
3. Click on 'Capture Photo' to capture photo of the person to whom process is served and tap on

4. Click on 'Signature' to capture the Signature of the person to whom process is served and tap on





5. Once signature is captured, App displays the map for capturing mobile device location . Bailiff needs to tap on 'Save' button to store Latitude and Longitude of the location.



6. After capturing Location details, Bailiff needs to mark the status of process as “Served” or “Not Served” with respective remarks or reason for serving or non serving.

7. Bailiff needs to tick on ‘Confirm and Upload’ to upload status of process to the server.

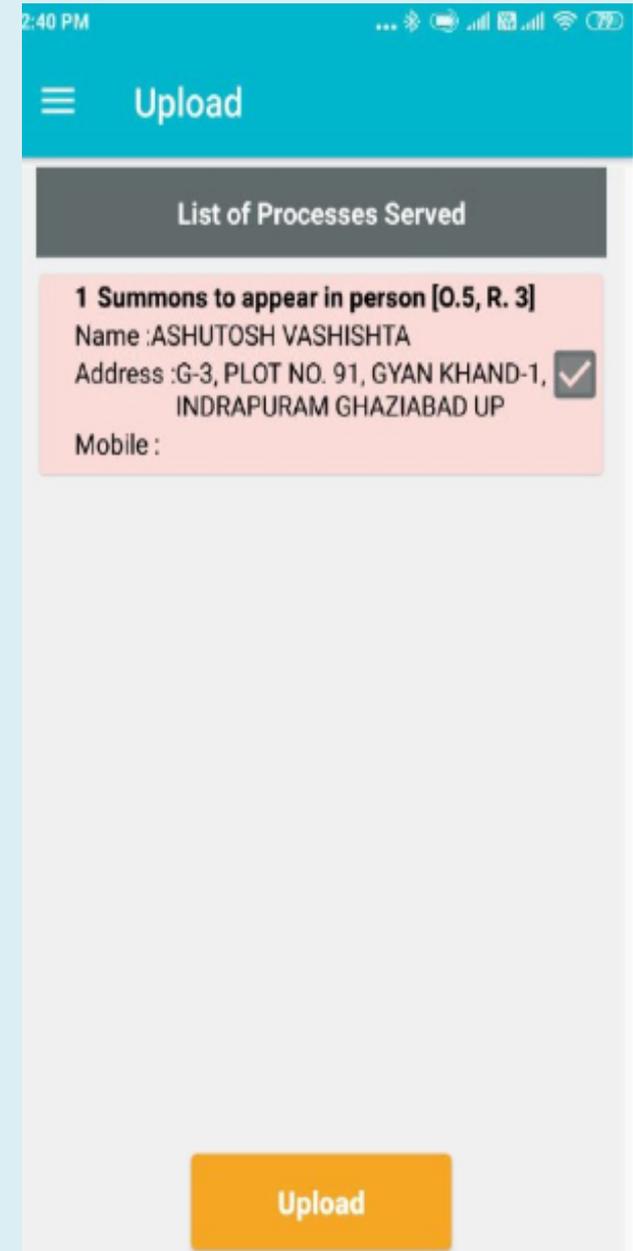
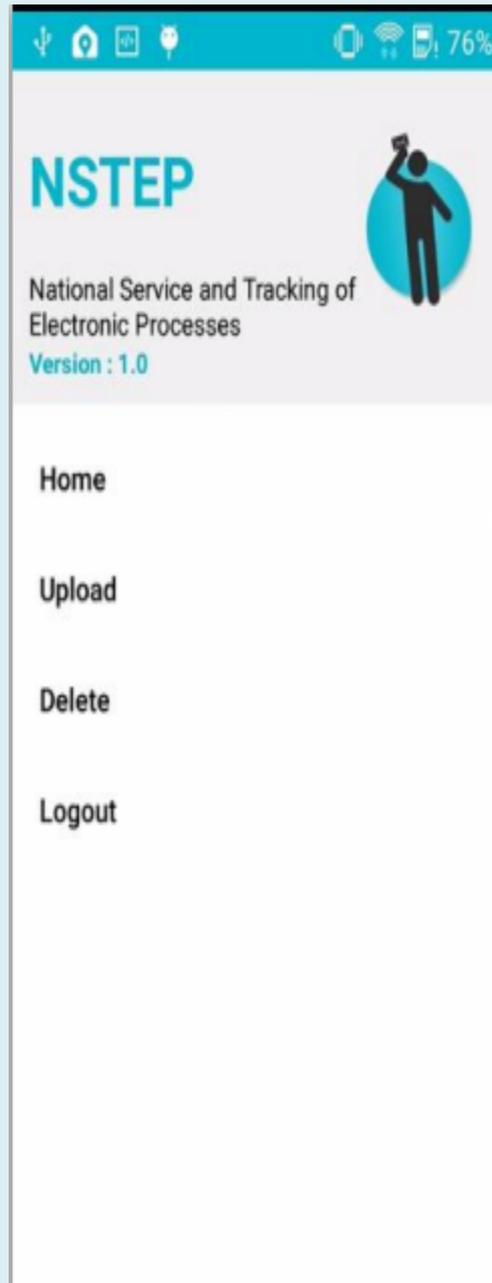
8. While uploading the status of processes to the server if any communication problem arises or device has network issues, then status gets uploaded locally on the mobile device of the Bailiff.

9. Bailiff can upload status of processes using ‘UPLOAD’ menu available in Side Menu.

The screenshot displays the 'Service' app interface. At the top, the status is set to 'Served' (indicated by a selected radio button) and 'Not Served' (indicated by an unselected radio button). Below this, there is a 'Remarks' section with a dropdown menu currently showing 'Served on party'. A checkbox is checked, with the text 'Check to Save the Data of Process. Once Saved it cannot be modified further.' Below the checkbox is a large orange button labeled 'Confirm and Upload'. At the bottom of the screen, there are two preview cards: 'Photo' showing a person in a white shirt and mask, and 'Sign/thumb' showing a red signature. The bottom navigation bar includes icons for 'View PDF', 'Capture Ph...', 'Signature', 'Location', and 'Service'.

# B. Upload

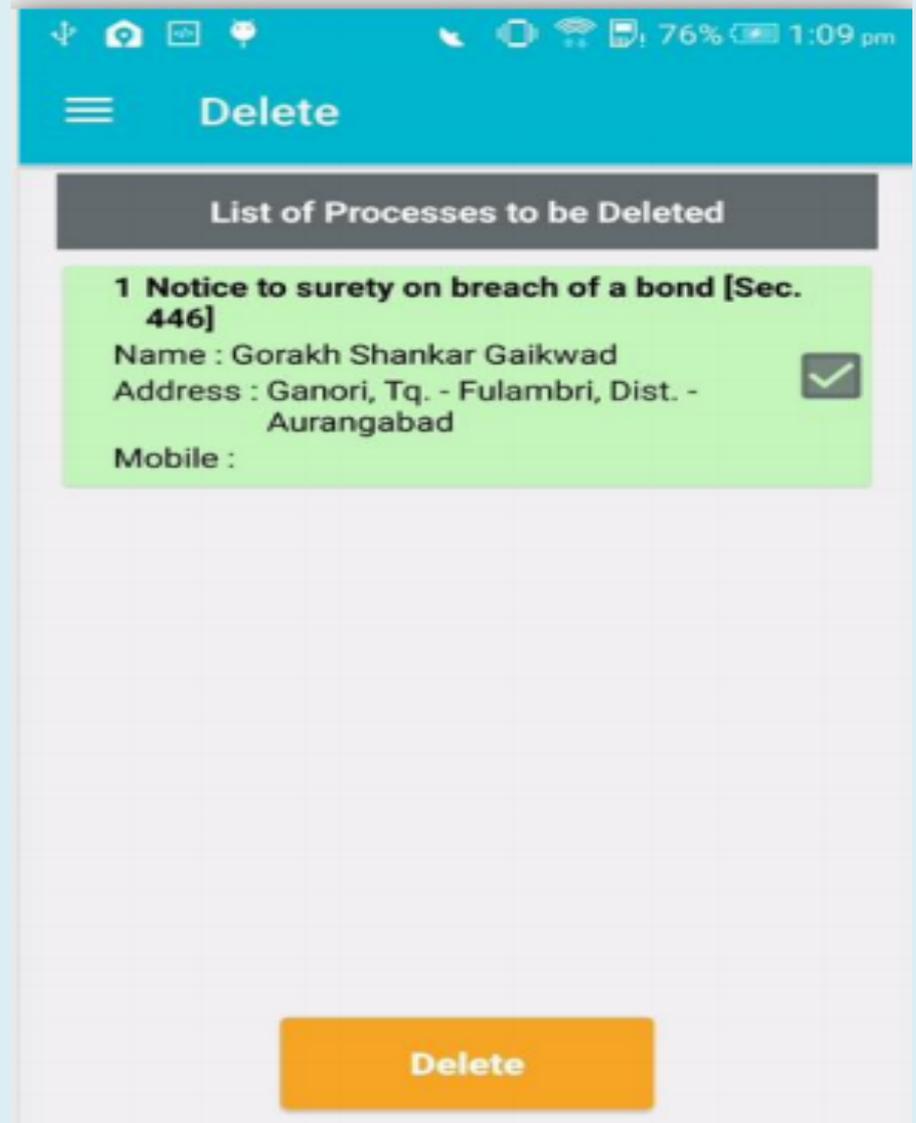
1. This option displays list of all served processes.
2. Bailiff can upload status of served processes to the server.
3. Re-uploading of process status can also be done from this option.



# C. Delete

1. This option displays list of processes whose status is already uploaded by Bailiff to the server.

2. Delete option is provided to the Bailiff to delete the processes from this list.



**THANKS**