# NSTEP

National Service and Tracking of Electronic Processes

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## User Manual

### ACTIVITIES TO BE PERFORMED AT PROCESS ADMINISTRATOR

National Service and Tracking of

Electronic Processes

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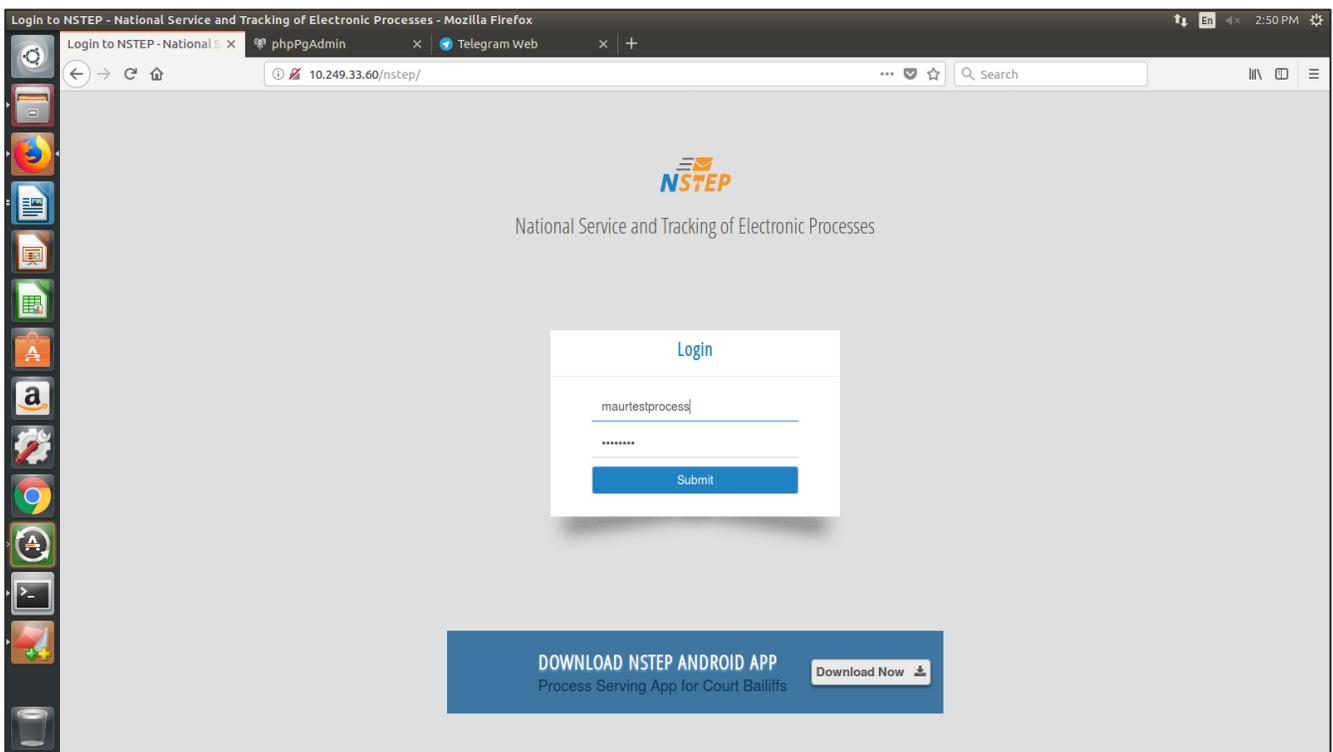**URL of NSTEP Portal**: http://10.249.33.60/

# ACTIVITIES TO BE PERFORMED AT PROCESS ADMINISTRATOR

Login as Process Administrator using Login Password provided by District Administrator.



Following facilities are available to the Process Administrator
- Consume Data
- Process Allocation
- Process Delivery
- Process Status.

## 1. Consume Data:

Processes are generated in the CIS Software. Same are to be made available in the NSTEP software. To make the process available in the NSTEP Software it is essential that the processes needs to be consumed. It is expected that every hour or periodically Processes are consumed using the following menu item. The form of consume data gives all the establishments which are assigned to the process admin user. Select the establishments for which the processes are to be consumed.
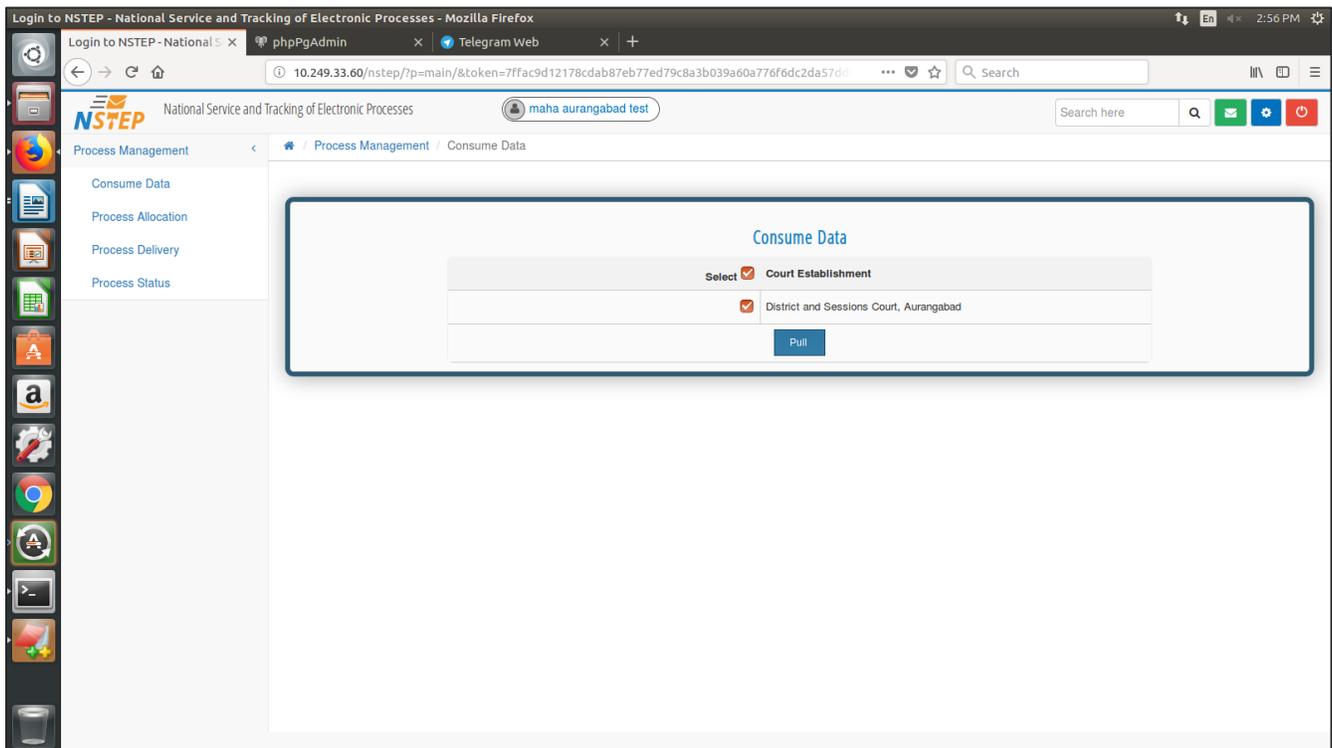
## 2. Process Allocation:

Once the processes are consumed the processes are available to be allocated to the process messengers.

      a. Bailiff
      b. Other Process Messenger
      c. Within State
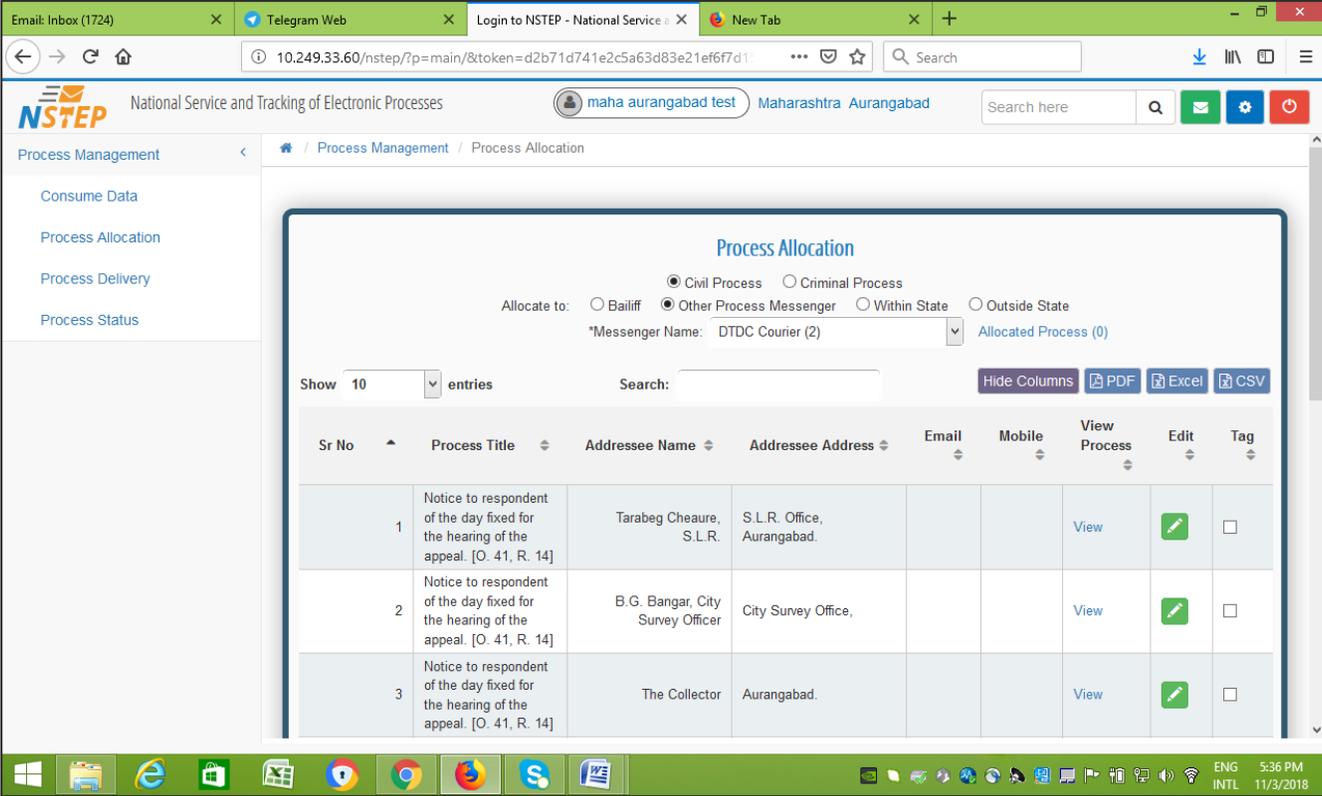      d. Outside State

### Bailiff :

In the form below, select Allocate to: Bailiff. Unallocated processes are shown in the list. In the drop down list, Bailiffs assigned to process admin are shown. **Select the Bailiff** to whom processes are to be allocated. The moment Bailiff is selected, (**Allocated Process**) processes already allocated to the selected Bailiff are prompted. If you click on allocated process, you can view the list of processes which are currently pending with the Bailiff. **Check** the process to be allocated to the Bailiff. While allocating process, admin can verify the process by clicking on **View (the process will be opened in new window in pdf format)**. Finally submit it. The moment the process is allocated to Bailiff it is available on the Bailiff's mobile App.

## Other Process Messenger:

In the form below, select Allocate to: Other Process Messenger. Unallocated processes are shown in the list. In the drop down list, list of other types of process messengers are shown. **Select the process messenger** through which the process is to be sent. The moment Process Messenger is selected, (**Allocated Process**) processes already allocated to the selected Process Messenger are prompted. If you click on allocated process, you can view the list of processes which are currently pending with the Process Messenger. **Check** the process to be sent through the Process Messenger. While allocating process, admin can verify the process by clicking on **View (the process will be opened in new window in pdf format)**. Finally submit it.

## Within State:

In the form below, select Allocate to: Within State. Unallocated processes are shown in the list. List of Districts within State and Establishment is shown. **Select the District and Establishment** through which the process is to be served. **Check** the process to be sent through the Establishment of the respective District. While allocating process, admin can verify the process by clicking on **View (the process will be opened in new window in pdf format)**. Finally submit it.

## Outside State:

In the form below, select Allocate to: Outside State. Unallocated processes are shown in the list. List of State, Districts and Establishment is shown. **Select the State District and Establishment** through which the process is to be served. **Check** the process to be sent through the Establishment of the respective District from the respective State. While allocating process, admin can verify the process by clicking on **View (the process will be opened in new window in pdf format)**. Finally submit it.

# 3. Process Status:

In the Process Status Form, all the Processes may be served on un-served, which are updated by Bailiff through the Mobile App are shown. Process Admin can view the Signature, Photograph, and also GPS location on the Map by clicking on **view map**. The reason for not service the process like "Door Lock" is also shown. The Status is instantly available the moment process is served.
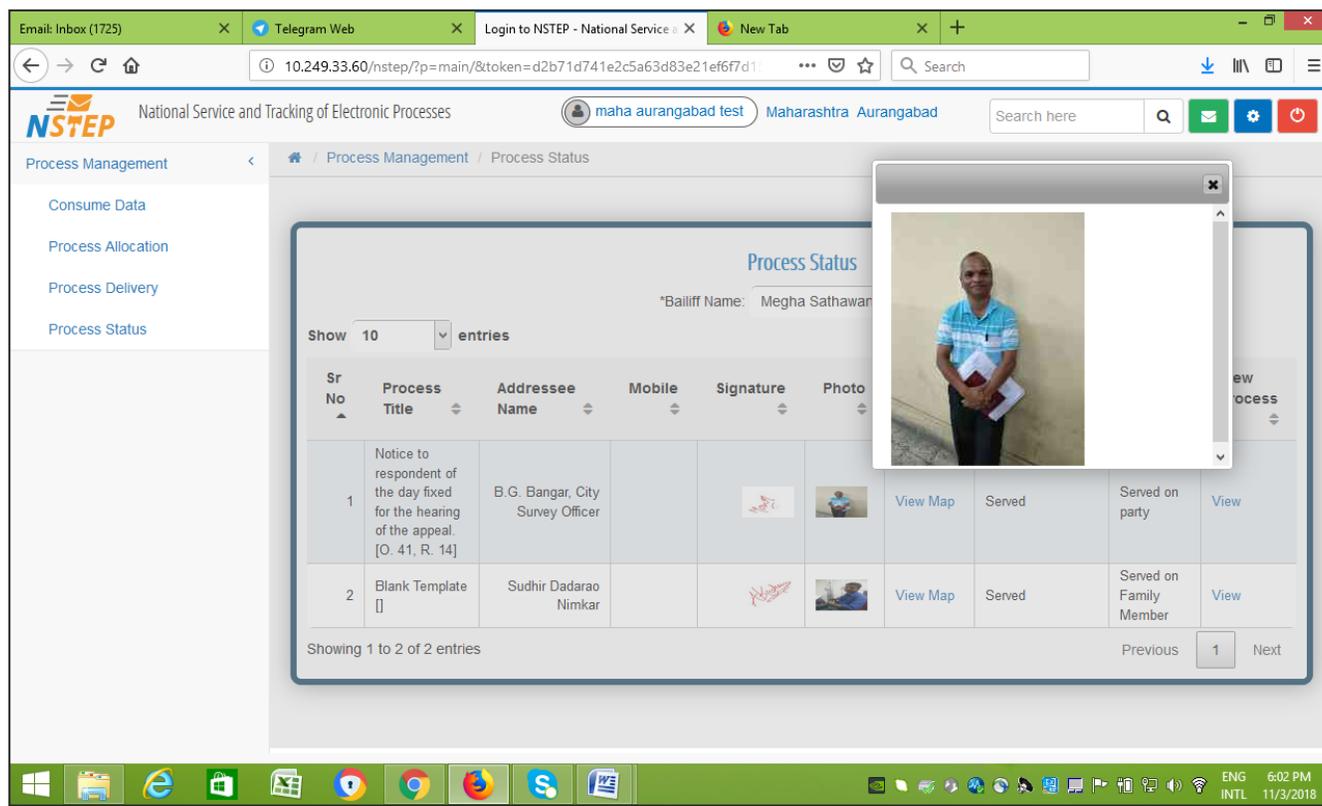
## 4. Process Delivery:

If the status is not updated by the Bailiff, same can be updated by Process Administrator himself through this facility. Facility to update the status through mobile app is available only for Bailiffs. For other Process Messengers like Indian Post, Courier, etc upon receiving the delivery status report from these process messengers same can be updated. Processes that are allocated to other establishments can also be shown and its delivery can also be updated.

# 5. Dashboard:

Facility to view at a glance the status of the processes allocated to various process messengers is shown in the Dashboard.