

Tracking and Handling of Issues Raised in DCMS

To establish a structured and accountable mechanism **for court staff** for reporting, escalation, resolution, and closure of technical issues/system Issues and queries.

Roles Involved

- User (District Level)
- SSO (Of concerned district)
- System Assistants / Technical Staff in the district
- High Court IT Help Desk
- DCMS Developers in the High Court

Step 1:Report the Issue

The User reports the technical issue with relevant details (problem description, screenshots, etc) using the Report Issues module in their dashboard. The Issue is assigned to the SSO of the concerned district.

Step 2 : Initial Verification by SSO

The **SSO** verifies,clarifies and assigns a priority level to the issue (Low, Medium High).This priority level will not be visible to the User who raised the issue. Then, SSO can assign the Issue to the system assistants / technical staff in the district if the issue can be resolved at their level. If any development or intervention from the DCMS development team is needed it can be allocated to the IT Helpdesk team.

Step 3: IT Help Desk – Technical Review

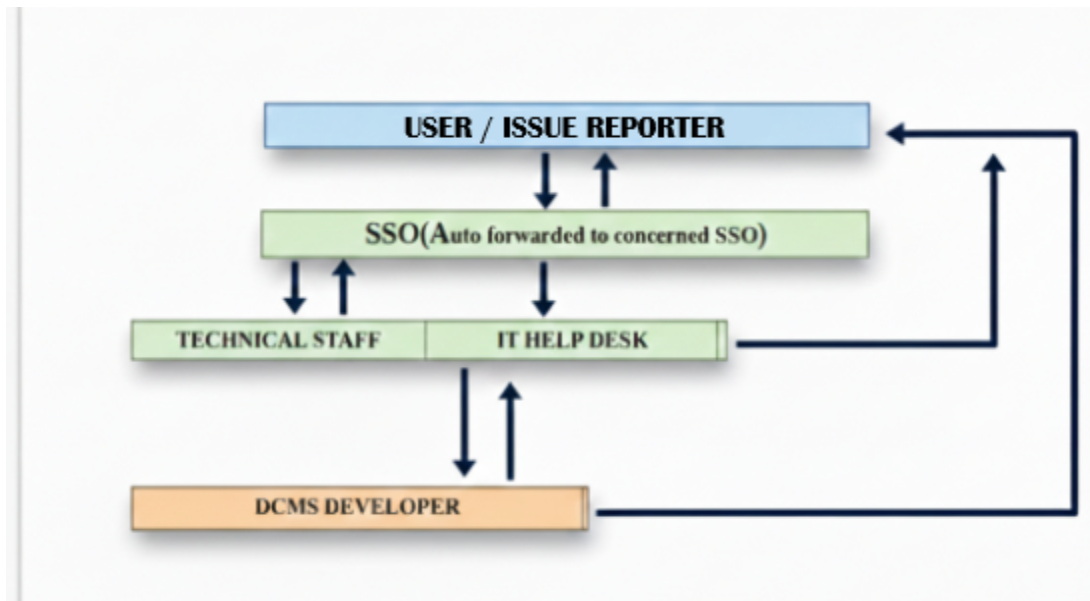
IT Help Desk team analyzes the issue

If the issue is operational/configuration-related → Resolved by **IT Help Desk**. If it is a system/application Issue → Escalated to the concerned **DCMS Developer** for correction and deployment

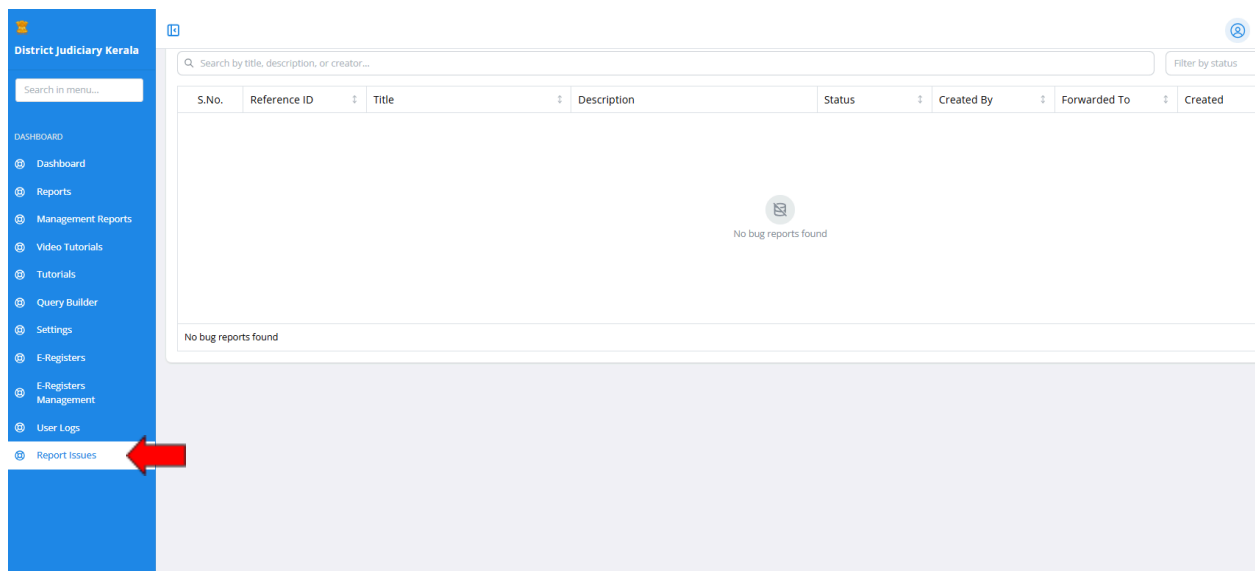
Step 4 :Changing the status of the issue

Depending on the nature of the issue and implementation of its solution, the corresponding issue status is updated. The user who raised the issue can see the current status of the issue from the “**Report Issues** ” module from his dashboard.

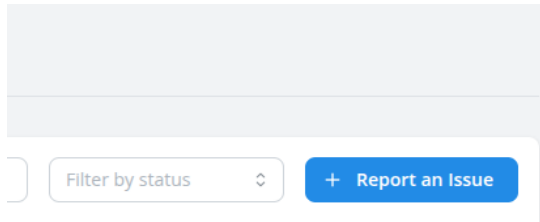
Possible statuses- **Open, In progress, Resolved, Closed, Clarification Needed.**



- After signing in to the dashboard home page, select the Report Issues module.



Click the Report Issue button



The next page shows the Issue reporting details

All mandatory fields are to be filled and click the Submit Issue report button. Then it will be forwarded to the dashboard of the SSO of the concerned district.

Report an Issue

×

Title *

Enter a brief title for the issue

Description *

Describe the issue in detail...

District *

Select your district

Menu/Module *

Select the menu where issue occurred

Attachments (Images/Videos)

Upload multiple images or videos (Max 100MB total)

⬆ Select Files

Voice Recording (Optional)

🎤 Start Recording

Cancel

Submit

Also, you can see the list of reported Issues by clicking the “Report Issue” option in the left panel of your dashboard.

Issue Reports									
Q Search by title, description, or creator...						Filter by status	+ Report an Issue		
S.No.	Reference ID	Title	Description	Status	Created By	Forwarded To	Created	Actions	
1	133	test	case	OPEN	Test Advocate (Advocate)		10/02/2026 16:15		
2	127	final28/01	case	OPEN	Test Advocate (Advocate)		28/01/2026 11:00		
3	126	final	final3	OPEN	Test Advocate (Advocate)		27/01/2026 15:32		
4	124	final check	final2	OPEN	Test Advocate (Advocate)	(Advocate)	27/01/2026 12:59		
5	123	final check	final 1	OPEN	Test Advocate (Advocate)		27/01/2026 12:58		
6	122	error	case file	OPEN	Test Advocate (Advocate)		27/01/2026 12:29		
7	121	case	case	OPEN	Test Advocate (Advocate)		27/01/2026 12:17		
8	120	Image and audio	case	OPEN	Test Advocate (Advocate)		27/01/2026 11:54		

After that, we can click the icon corresponding to the issue in the “actions” column to see the details of the submitted issue. We can also see the name of the concerned SSO in the Issue report table. Additionally, we can check the status of the forwarded Issues.

Issue Details

#43 OPENCreated 12/02/2026 15:30

Details

History (2)

Comments

Error in Main Case to Petition Conversion

restore.ptn 68/2024 is a petition to restore IA 1/0222 in OP 1218/2015 By a 3rd party .So we add 3rd party to OP 1218/2015 and try to convert restore.ptn 68/2024 as an IA(Restoration) in OP 1218/2015 But system showing an error msg 'Error converting case.'

Created By

Forwarded To

District

Court

Last Updated

KOTTAYAM

Family Court, Ettumanoor

12/02/2026 15:30

Attachments (1)

Images & Videos

