User Guide: DCMS Counseling Module

1. Transitioning to Digital Counseling

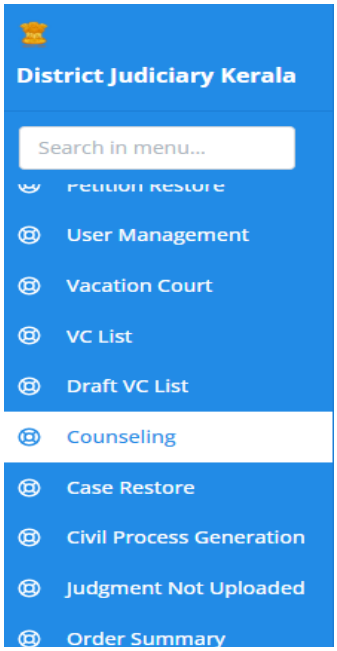
The District Court Case Management System (DCMS) has implemented a dedicated Counseling Module to modernize Family Court workflows. This transition replaces manual, paper-based processes with an automated digital framework, addressing the issues of fragmented data and the inability to monitor case progress in real-time.

The primary user roles within the module are defined as follows:

- **Judges:** Responsible for referring cases to the counseling stage during court proceedings.
- **Principal Counselors:** Assigned to one or more courts; they act as the primary administrators for case intake and allocation.
- **Additional Counselors:** Staff assigned to a court to conduct sessions and record case outcomes.

2. Accessing the Module

To access the counseling features, log in to the DCMS Dashboard and select the **Counseling** menu option.



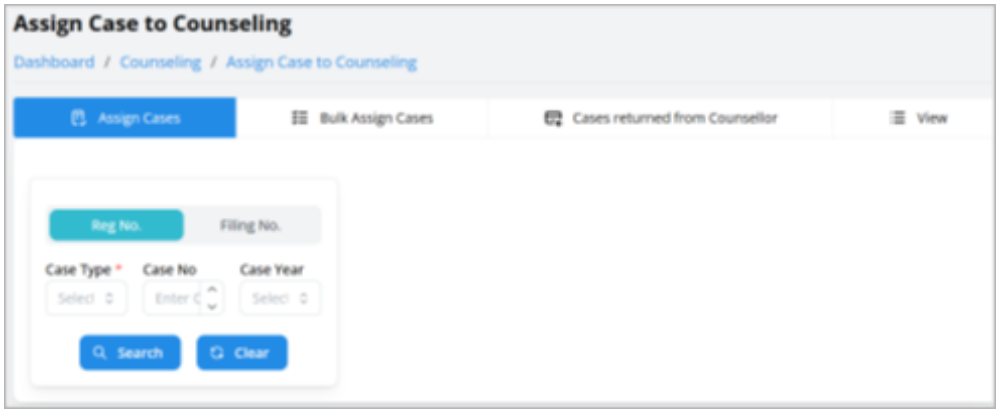
The functionality is divided into two distinct functional environments:

- **Court Side:** Accessible to court staff and judges for case referrals and status monitoring.
- **Counselor Side:** Accessible to counseling staff for managing schedules and recording session results.

3. Court Side: Assigning Cases to Counseling

Single Case Assignment

To refer to an individual case for counseling, navigate to the **Assign Case to Counseling** page and select the **Assign Cases** tab.

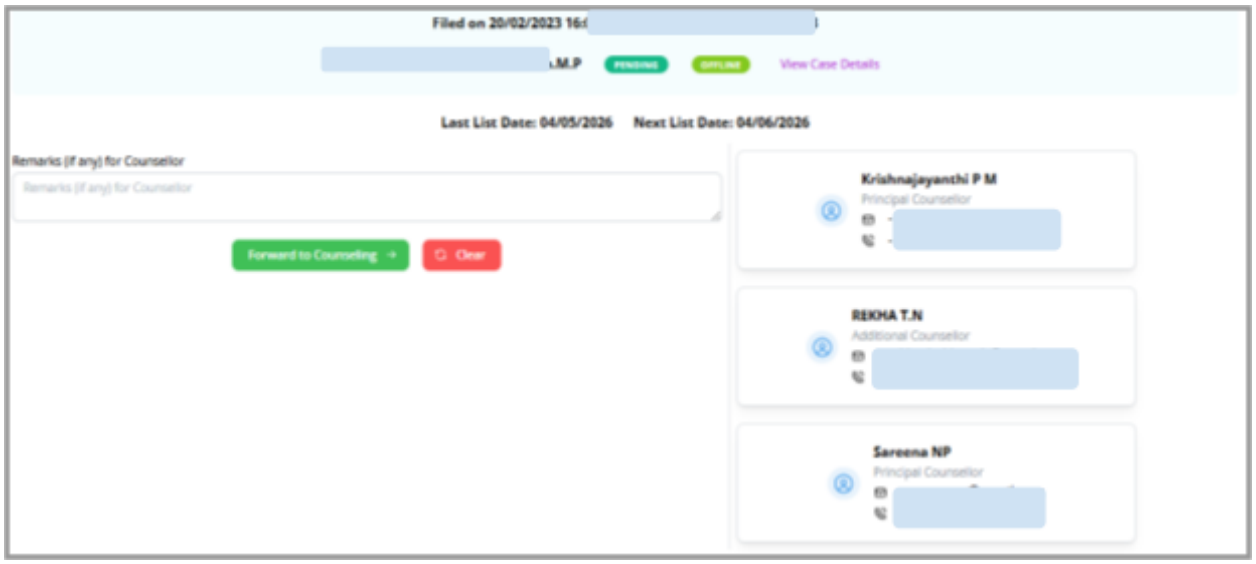


Search Criteria

Users can select the required cases using the following parameters:

1. Select the toggle for either **Reg No.** or **Filing No.**

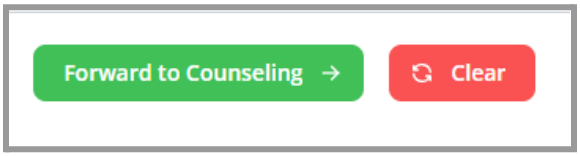
2. Input the **Case Type**, **Case No**, and **Case Year**.
3. Click **Search**.



Forwarding the Case

Once the case details are populated, you may review the case timeline and the list of available counselors.

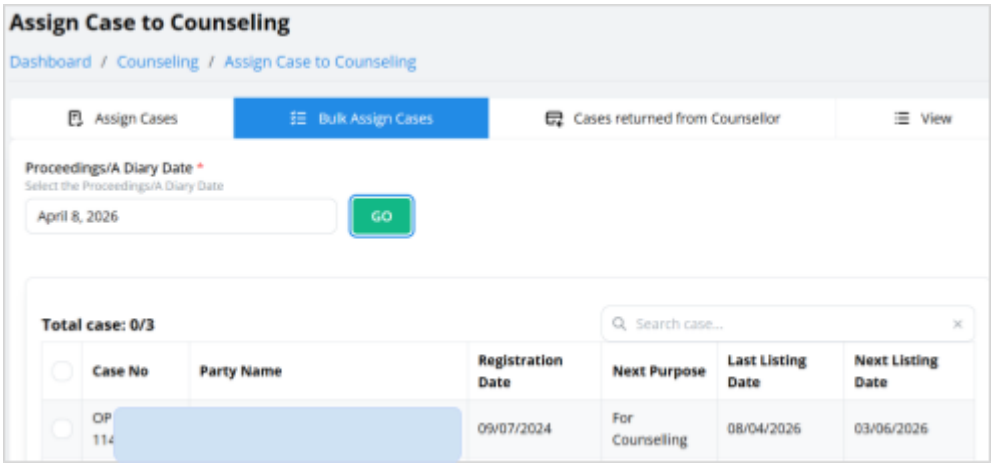
1. Input any specific instructions in the **Remarks (if any) for Counsellor** text box.
2. Click the **Forward to Counseling** button to transfer the case to the counseling section.



Bulk Case Assignment

For high-volume referrals, use the **Bulk Assign Cases** tab.

1. Select the relevant **Proceedings/A Diary Date**.
2. **Critical Step:** Click the **GO** button to populate the list of eligible cases for that date.



3. Select the desired cases from the list and forward them as a group.

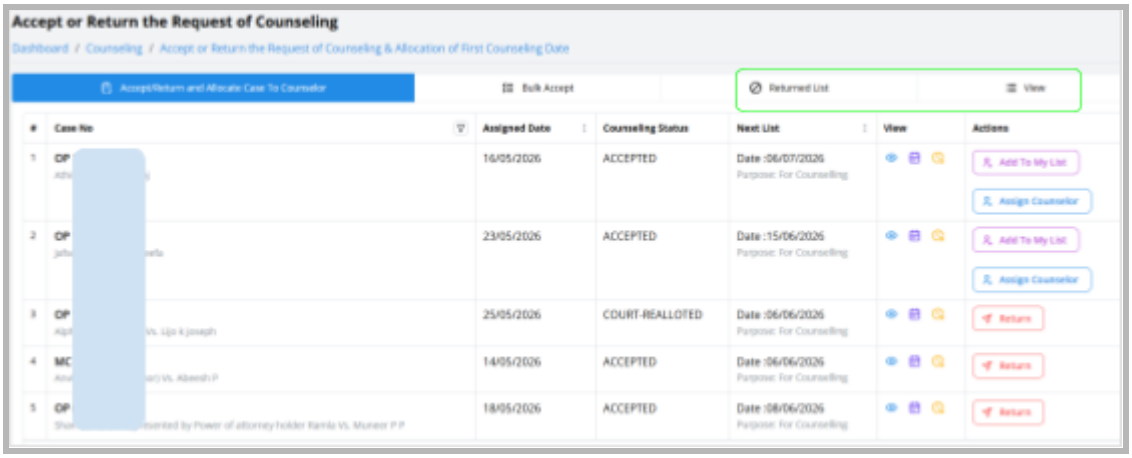
4. Managing Counseling Status and Rejections

The View Tab

The **View** tab allows court users to monitor all forwarded cases. This section is vital for identifying cases in "Pending" status to ensure no case is stalled in the workflow.

Cases Returned by Counselor

If a counselor is unable to accept a referral, the case will appear in the **Cases returned from Counselor** tab. These cases have been returned to the court with specific reasons for return, requiring immediate administrative review or reassignment.



System Assignment Restrictions

System Behavior Note: The DCMS prevents the assignment of cases where the "Next Listing Date" has already passed. If the listing date is in the past, the system will display a warning: "Note: Next Listing Date is [Date], so Counsellor can not be assigned". Only future-dated cases are eligible for assignment.

5. Counselor Side: Accepting and Managing Cases

Allocation of Case

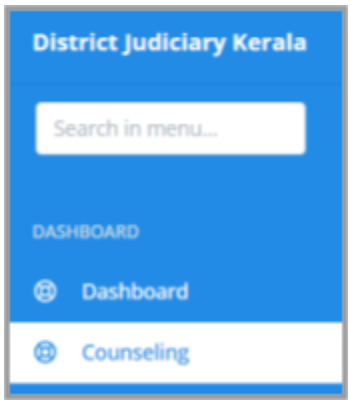
The **Allocation of Case** section is the central hub for processing new court requests.

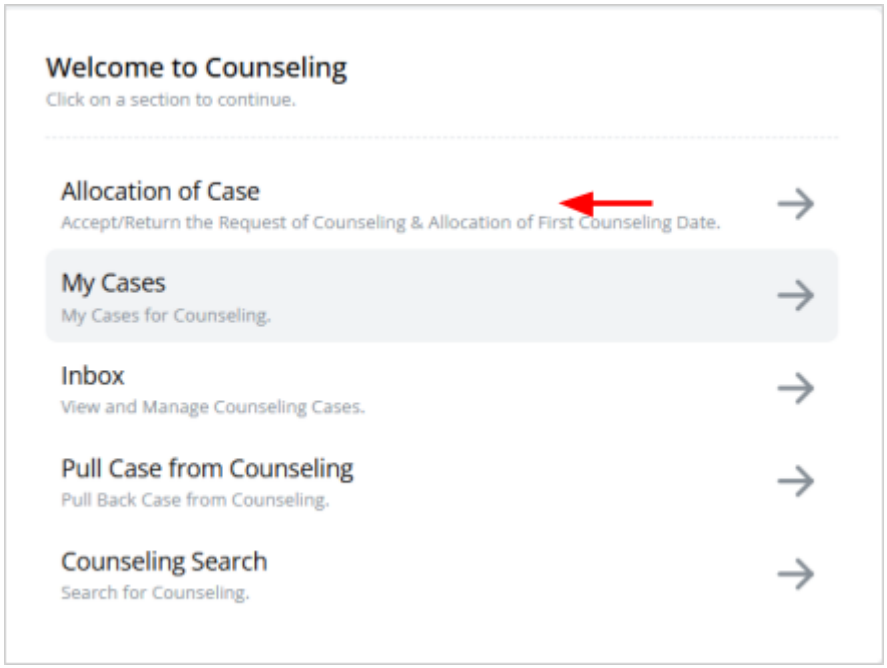
Principal & Additional Counselor Access

Caution: The **Allocation of Case** page is visible **only** to the Principal Counselor. Additional Counselors have a separate workflow for case management.

Principal Counselor Workflow:

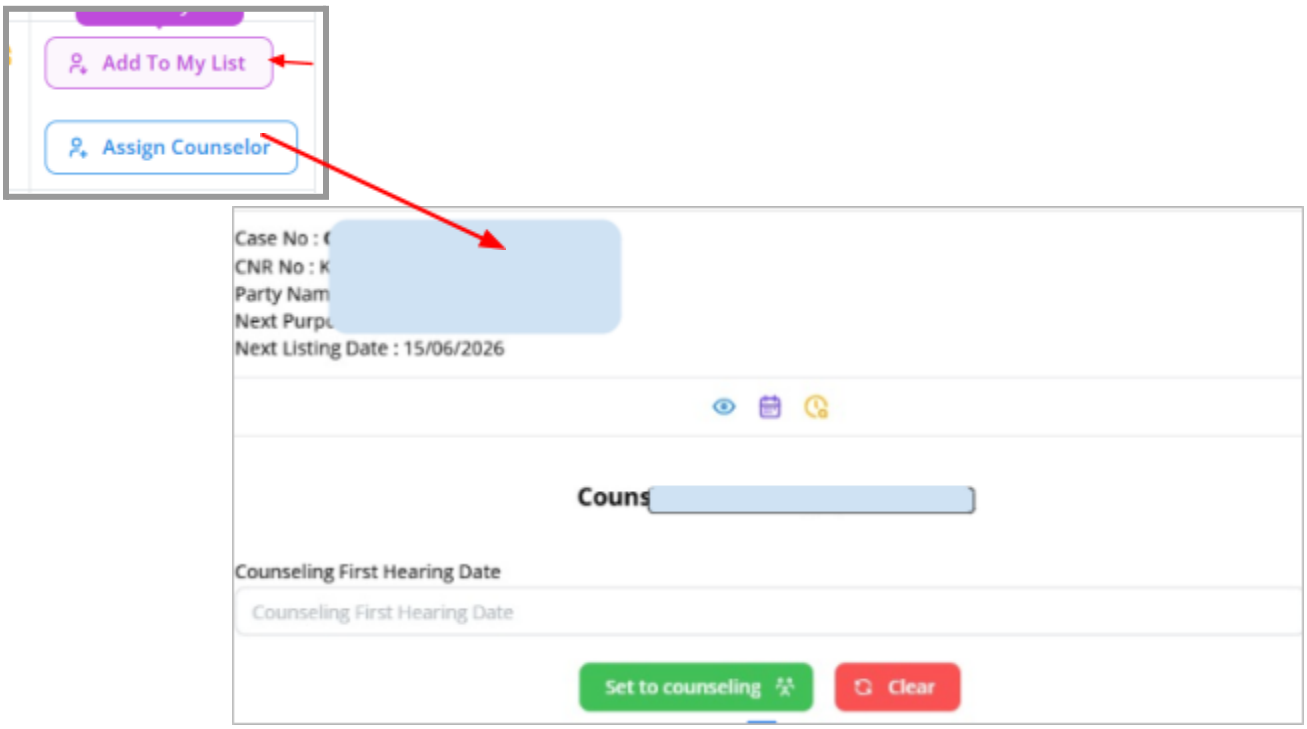
1. Locate the case in the **Accept/Return and Allocate Case To Counselor** tab.



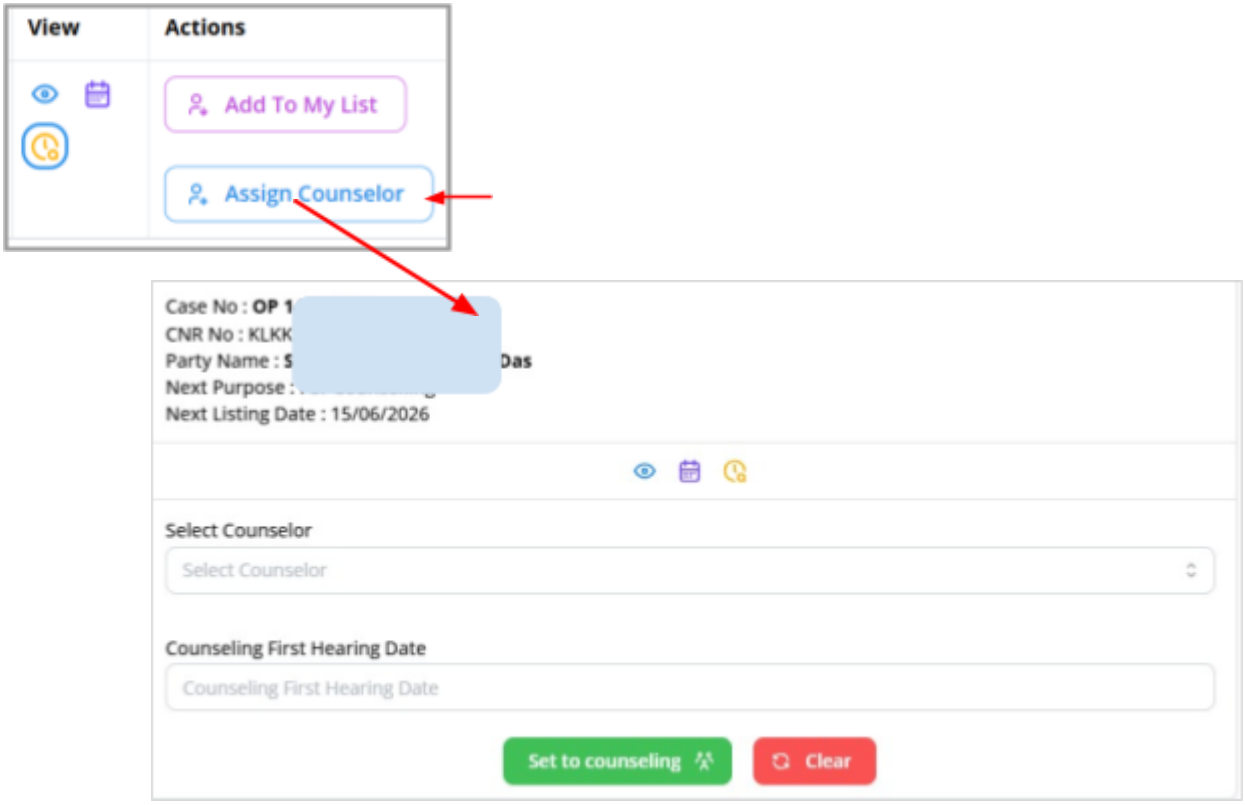


Note:The page shown below is used by Additional Counselors, who use a separate workflow for case management.

2. After accepting the request, click the **Assign Counselor** button/ **Add To My List** button.The **"Add to My List"** option is used by the Counselor or the Principal Counselor, as the case may be, to add a case to the particular counselor case list.

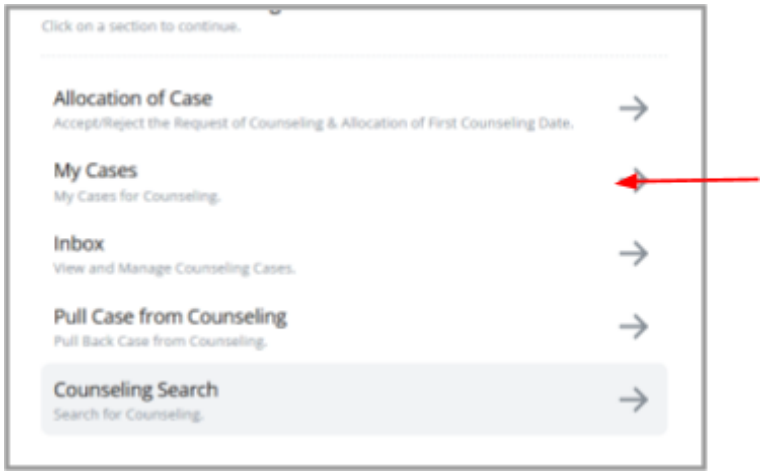


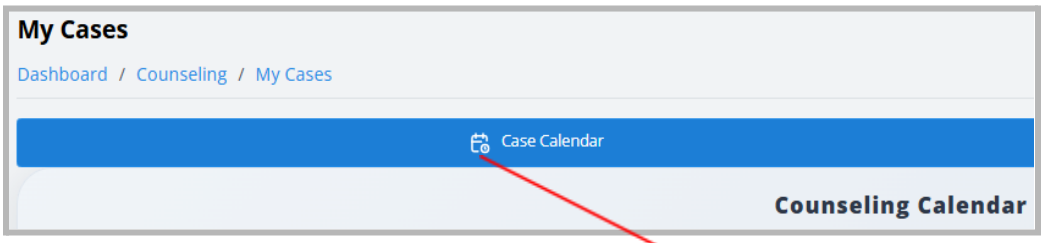
3. The **"Assign Counselor"** option is available only to the Principal Counselor. In the resulting modal, select the specific counselor from the **Select Counselor** dropdown.
4. Set the **Counseling First Hearing Date** and click **Set to counseling**

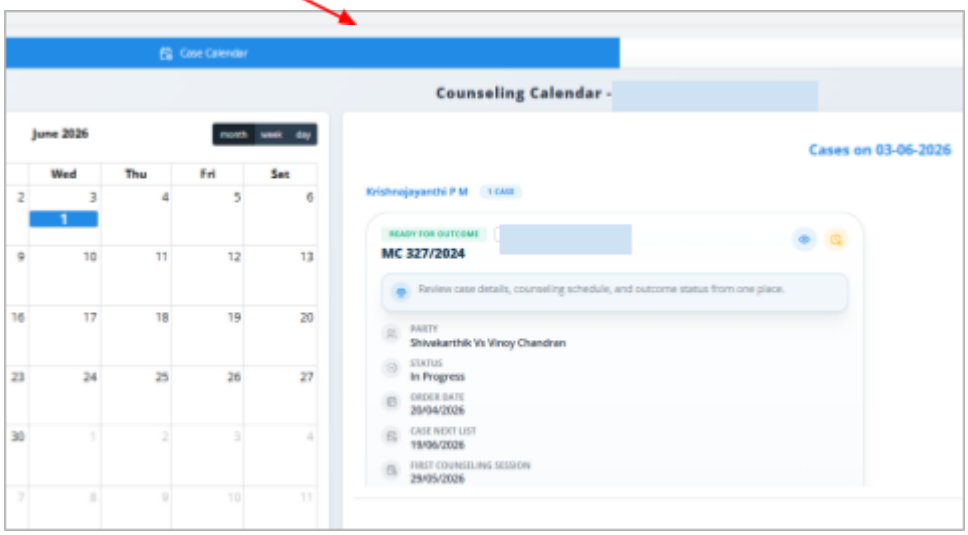


Managing the Schedule by Counselors

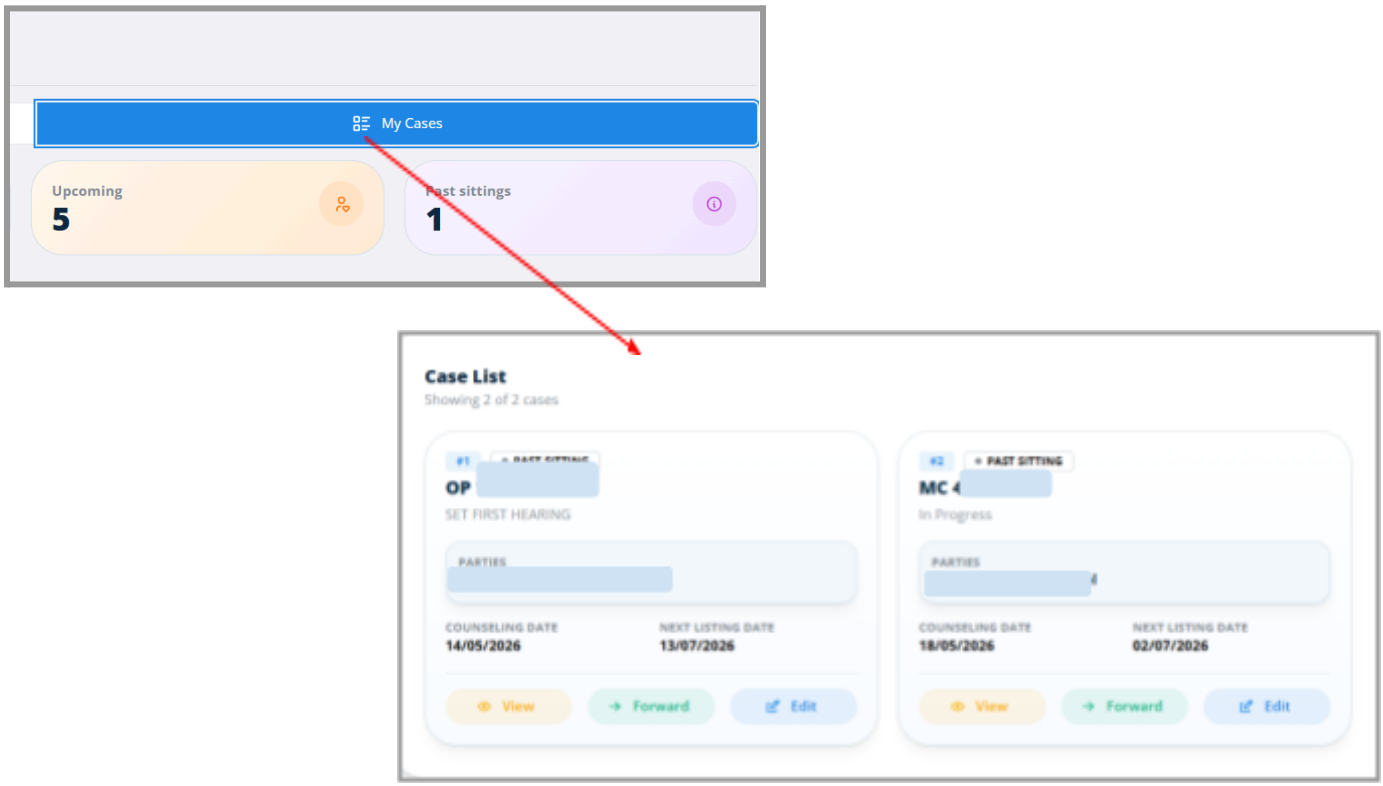
Counselors can manage their daily assignments via the **My Cases** section. This features a **Counseling Calendar** that provides a chronological view of all scheduled sessions







❖ Similarly, there is also a **“My Cases”** option, where counselors can view the complete list of assigned cases and choose the **Forward** or **Edit** options as required.



6. Recording Counseling Outcomes

Upon the conclusion of a session, counselors are required to submit the results through the **Inbox** or **My Cases** outcome interface.

Mandatory Session Data

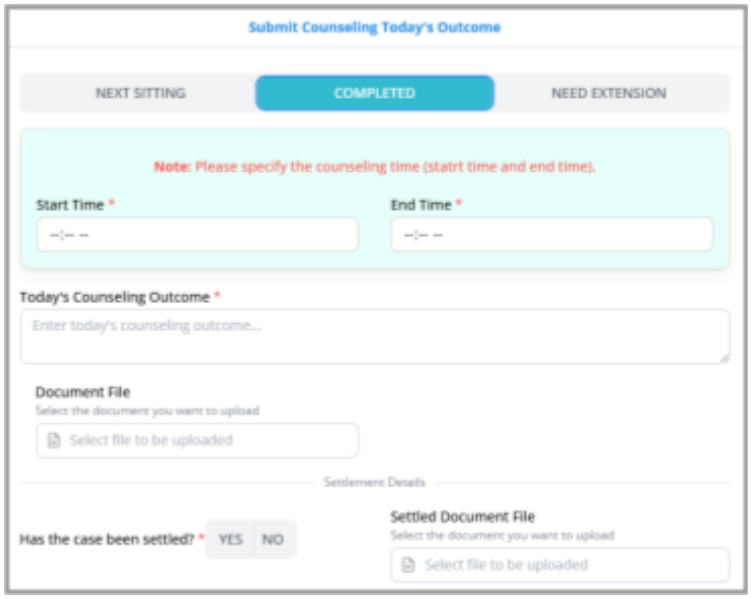
For every session recorded, the counselor **must** provide:

- **Start Time** and **End Time**.
- **Today's Counseling Outcome** (textual description).
- **Document File:** Upload of the session's supporting documentation.

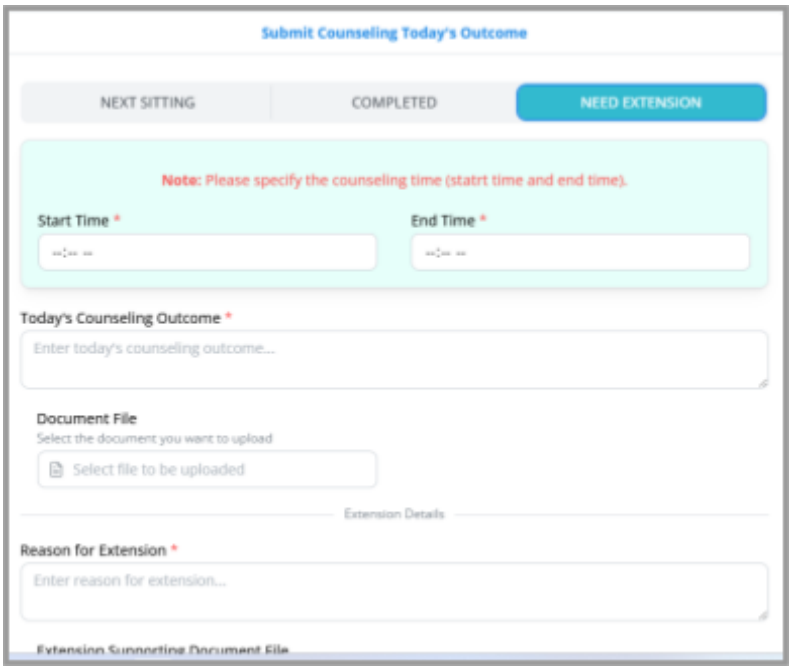
Outcome Options

Counselors must select one of the following three statuses:

1. **Next Sitting:** To schedule a follow-up session, use **Counseling Next Hearing Date**.
2. **Completed:** Used when the process is finished.
    - **Settlement Toggle:** The Counselor must select **YES** or **NO** for the field **"Has the case been settled?"**
    - **Settled Document File:** If the case is settled, you must upload the official settlement document.



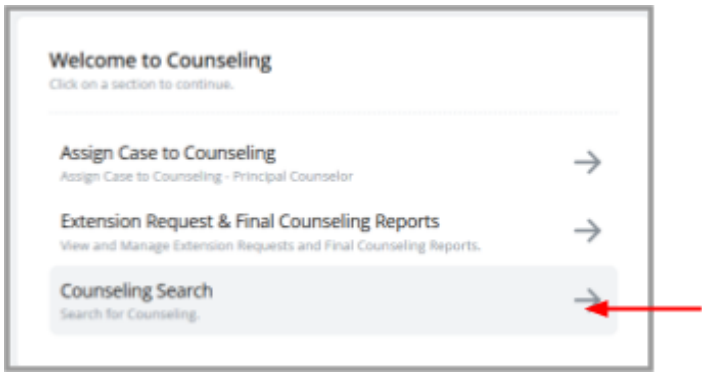
3. **Need Extension:** This feature can be used if the process requires more time than originally allocated.
    - **Reason for Extension:** A mandatory text field explaining the requirement.
    - **Extension Supporting Document File:** A mandatory upload to support the request.

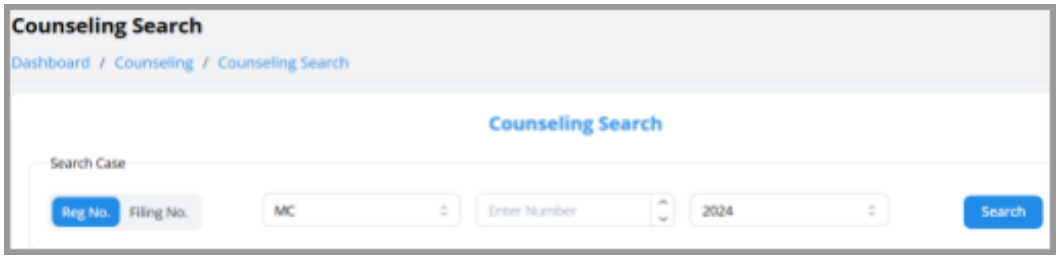


7. Search Tools and Final Reports

Counseling Search

The **Counseling Search** tool is available on both the Court Side and the Counselor Side. For counselors, the path is **Counselor Dashboard** -> **Counseling** -> **Counseling Search**.



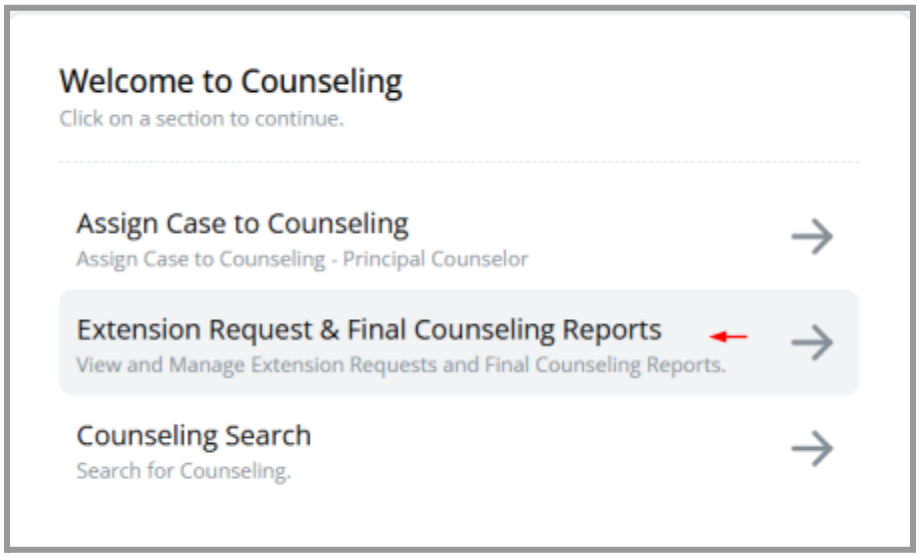


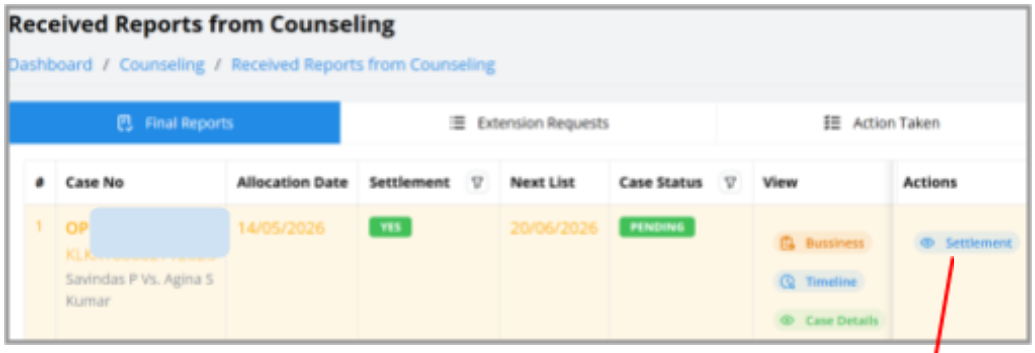
When a case is retrieved, the system displays critical metadata, including:

- **Court Proceedings Date**
- **Court Allocation to Counsel Date**
- **Court Next Hearing Date**
- **Current Seat**
- **Counseling Status**

Final Reports and Extensions

The **Extension Request & Final Counseling Reports** menu is the administrative portal for submitting formal time-extension requests and generating the final reports required by the Judge to move the case forward in the judicial process.


Welcome to Counseling
Click on a section to continue.
Assign Case to Counseling
Assign Case to Counseling - Principal Counselor
Extension Request & Final Counseling Reports
View and Manage Extension Requests and Final Counseling Reports.
Counseling Search
Search for Counseling.


Received Reports from Counseling
Dashboard / Counseling / Received Reports from Counseling
Final Reports
Extension Requests
Action Taken
Case No Allocation Date Settlement Next List Case Status View Actions
1 14/05/2026 YES 20/06/2026 PENDING
Savindas P Vs. Agina S Kumar
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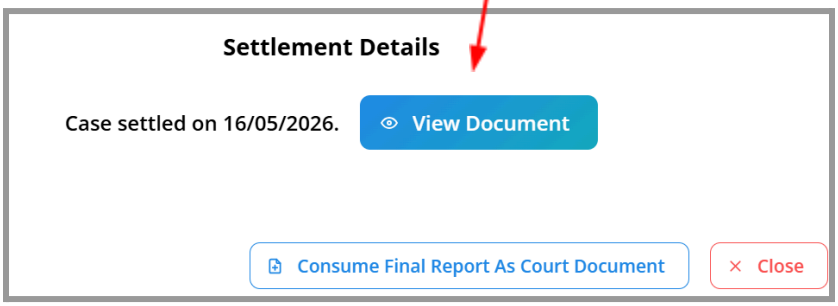
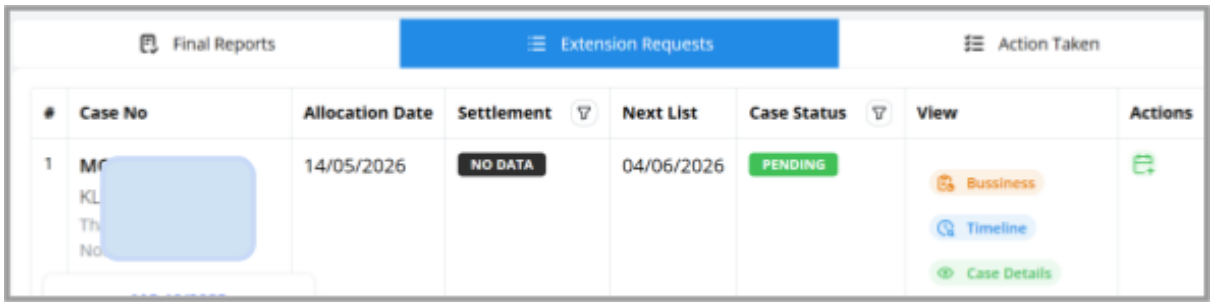
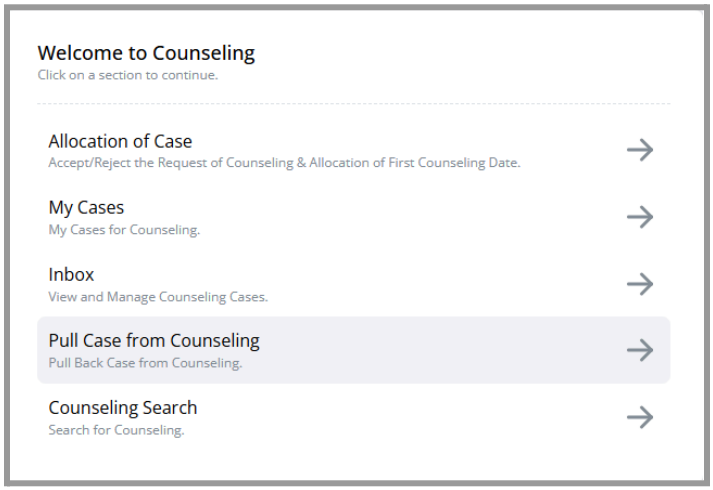
Timeline
Case Details
Settlement

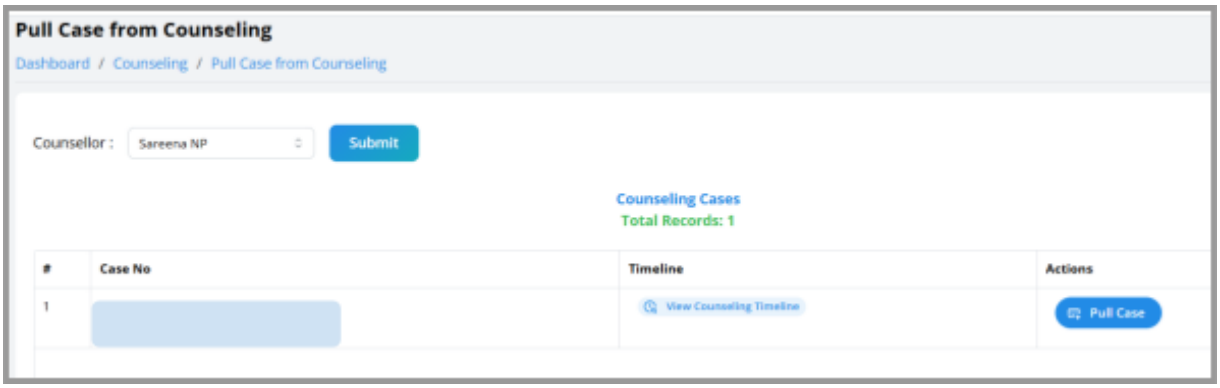

Settlement Details
Case settled on 16/05/2026.
View Document
Consume Final Report As Court Document
Close

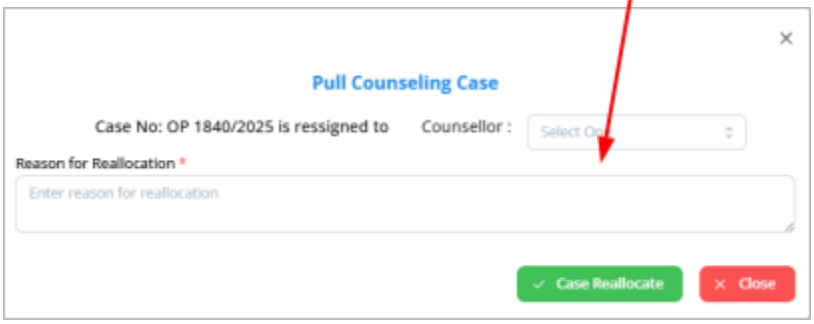

Final Reports
Extension Requests
Action Taken
Case No Allocation Date Settlement Next List Case Status View Actions
1 14/05/2026 NO DATA 04/06/2026 PENDING
Bussiness
Timeline
Case Details

Pull Case from Counseling

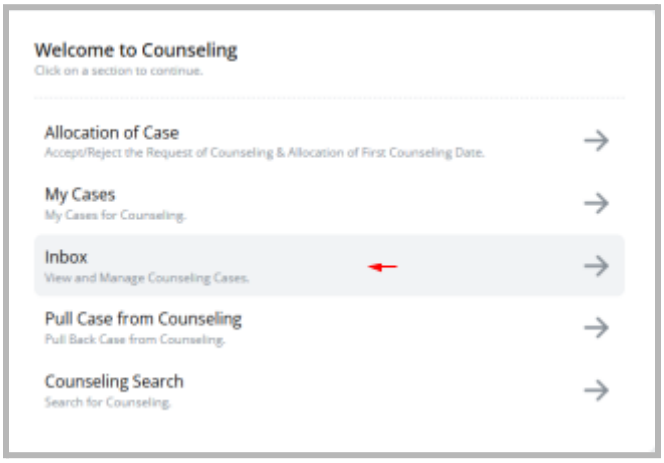
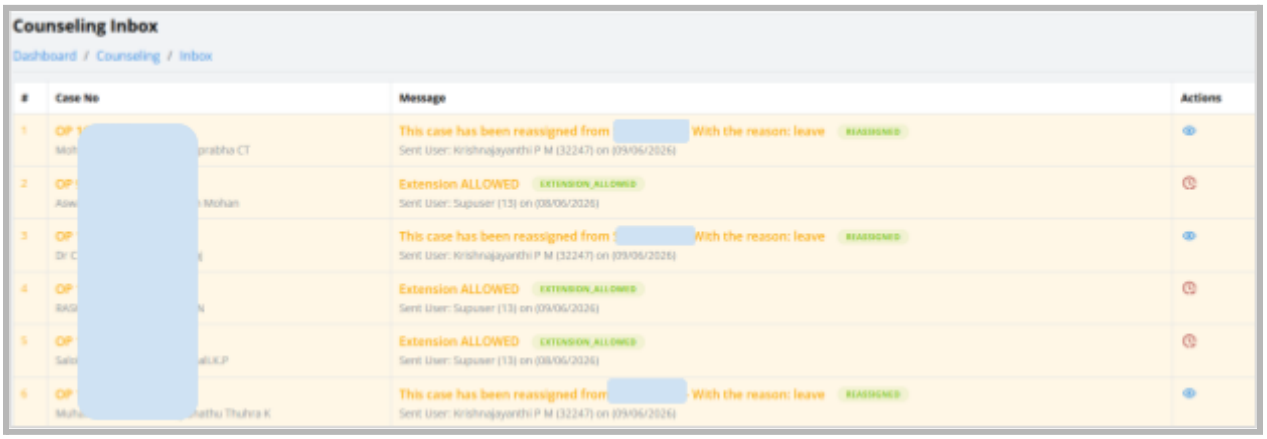
The **Pull Case from Counseling** option is an administrative feature used to retrieve or "pull back" a case that has already been assigned to a counselor, typically used for reassignment or if court priorities change.







8.Inbox



All actions performed in the counselor's inbox will be displayed as messages. Details of settled cases, extension requests, extension approval messages, and pulled case details will all be displayed in the inbox.