

User Guide: DCMS Counseling Module

1. Transitioning to Digital Counseling

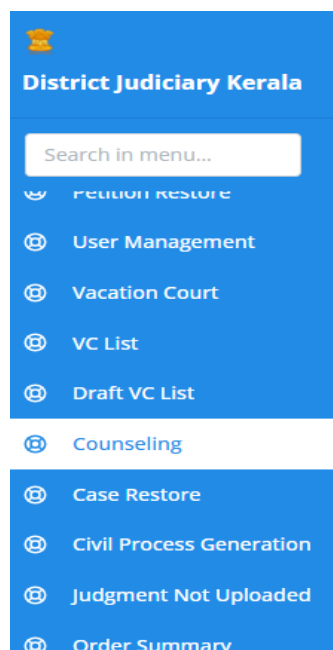
The District Court Case Management System (DCMS) has implemented a dedicated Counseling Module to modernize Family Court workflows. This transition replaces manual, paper-based processes with an automated digital framework, addressing the issues of fragmented data and the inability to monitor case progress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



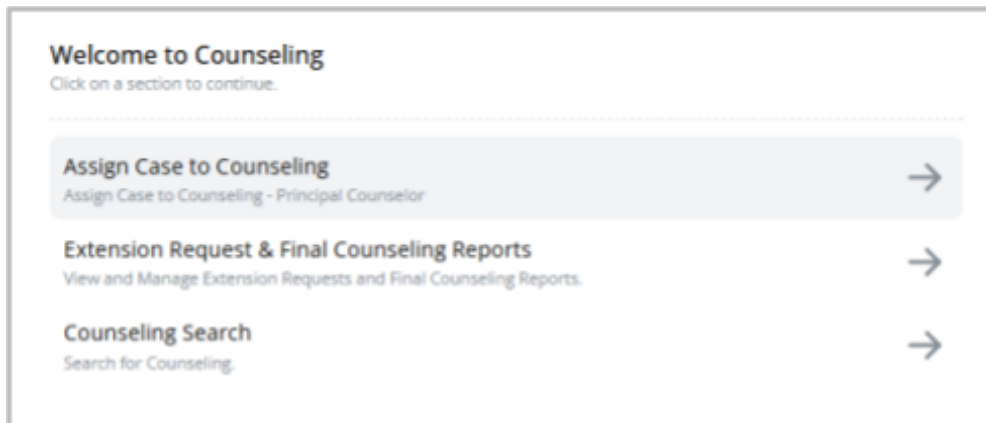
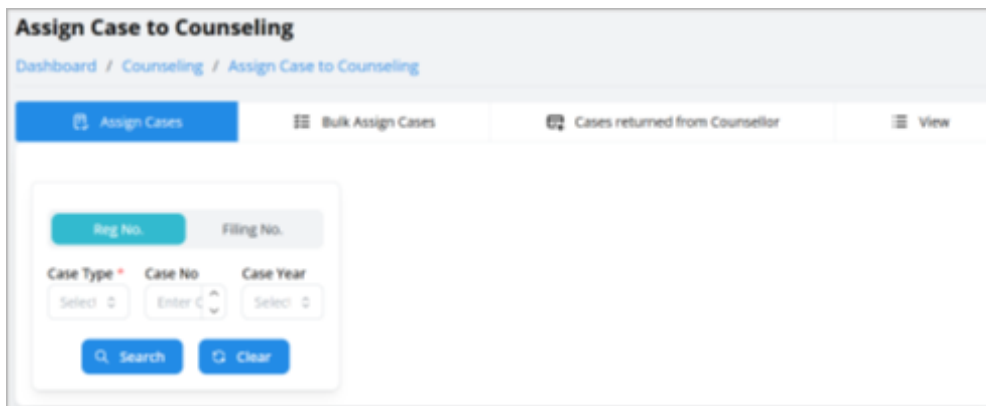
The functionality is divided into two distinct functional environments:

- **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**.

The screenshot shows the 'Assign Case to Counseling' interface. At the top, there's a breadcrumb trail: 'Dashboard / Counseling / Assign Case to Counseling'. Below this is a blue button labeled 'Assign Cases'. The main form area contains input fields for 'Reg No.' and 'Filing No.' at the top. Below these are three dropdown menus: 'Case Type' (with 'OP' selected), 'Case No' (with a blue box), and 'Case Year' (with '2023' selected). At the bottom of the form are two buttons: 'Search' and 'Clear'.

The screenshot shows the case details view. At the top, it says 'Filed on 20/02/2023 16:11'. Below this is a status bar with 'J.M.P.' and buttons for 'PENDING', 'SUSPENDED', and 'View Case Details'. The main area has 'Last List Date: 04/05/2026' and 'Next List Date: 04/06/2026'. On the left, there's a text box for 'Remarks (if any) for Counsellor' with a placeholder 'Remarks (if any) for Counsellor'. Below this are two buttons: 'Forward to Counseling' (green) and 'Clear' (red). On the right, there's a list of available counselors: 'Kishna Jayanthi P M' (Principal Counsellor), 'REKHA T.N' (Additional Counsellor), and 'Sareena NP' (Principal Counsellor). Each name has a blue circular icon with a plus sign and a blue rectangular button next to it.

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.

The screenshot shows a close-up of the bottom of the case details form. It features two buttons: a green button labeled 'Forward to Counseling' with a right-pointing arrow, and a red button labeled 'Clear' with a circular arrow icon.

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.

Assign Case to Counseling

Dashboard / Counseling / Assign Case to Counseling

Assign Cases Bulk Assign Cases Cases returned from Counselor View

Proceedings/A Diary Date *
Select the Proceedings/A Diary Date

April 8, 2026 GO

Total case: 0/3 Search case...

Case No	Party Name	Registration Date	Next Purpose	Last Listing Date	Next Listing Date
OP 114	[redacted]	09/07/2024	For Counseling	08/04/2026	03/06/2026

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.

Accept or Return the Request of Counseling

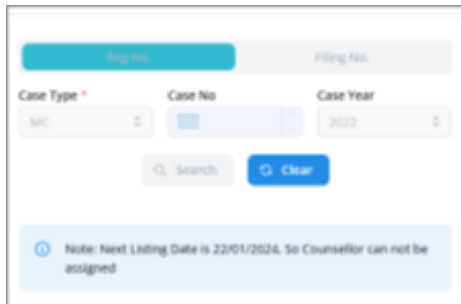
Dashboard / Counseling / Accept or Return the Request of Counseling & Allocation of First Counseling Date

Accept/Return and Allocate Case To Counselor Bulk Accept Returned List View

#	Case No	Assigned Date	Counseling Status	Next List	View	Actions
1	OP [redacted]	16/05/2026	ACCEPTED	Date :06/07/2026 Purpose: For Counseling		
2	OP [redacted]	23/05/2026	ACCEPTED	Date :15/06/2026 Purpose: For Counseling		
3	OP [redacted] Vs. [redacted]	25/05/2026	COURT-REALLOTFED	Date :06/06/2026 Purpose: For Counseling		
4	MC [redacted] Vs. [redacted]	14/05/2026	ACCEPTED	Date :06/06/2026 Purpose: For Counseling		
5	OP [redacted] Vs. [redacted]	18/05/2026	ACCEPTED	Date :08/06/2026 Purpose: For Counseling		

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.



The screenshot shows a search interface with fields for 'Reg No.', 'Filing No.', 'Case Type', 'Case No.', and 'Case Year'. Below these fields are 'Search' and 'Clear' buttons. A blue notification box at the bottom contains the message: 'Note: Next Listing Date is 22/01/2024, So Counsellor can not be assigned'.

5. Counselor Side: Accepting and Managing Cases

Allocation of Case

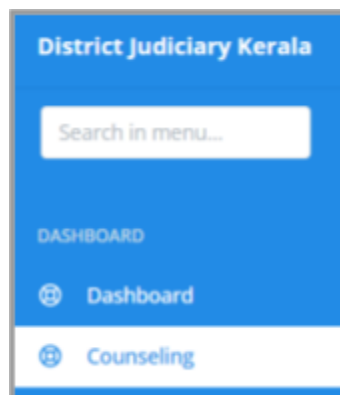
The **Allocation of Case** section is the central hub for processing new court requests.

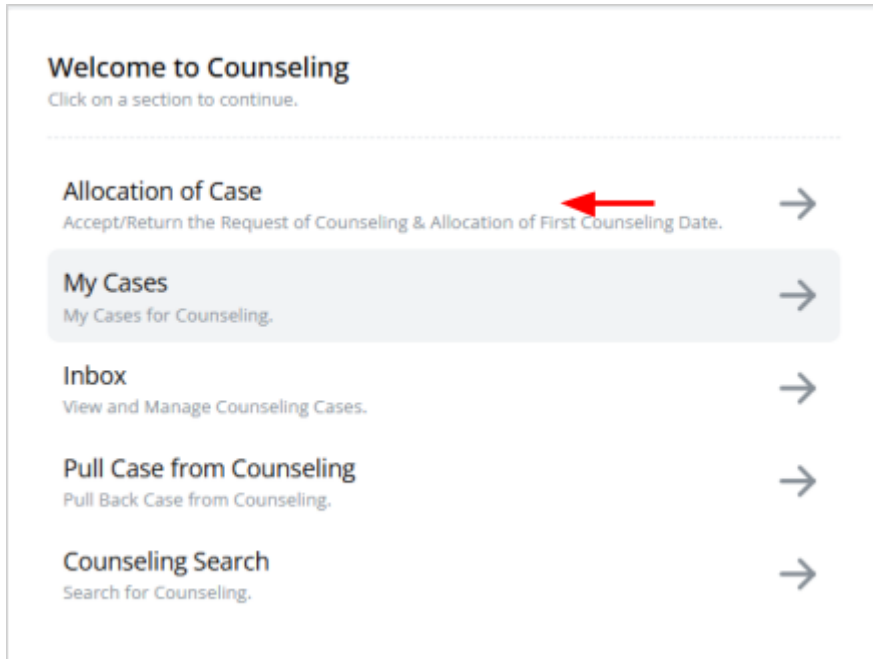
Principal & Additional Counselor Access

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

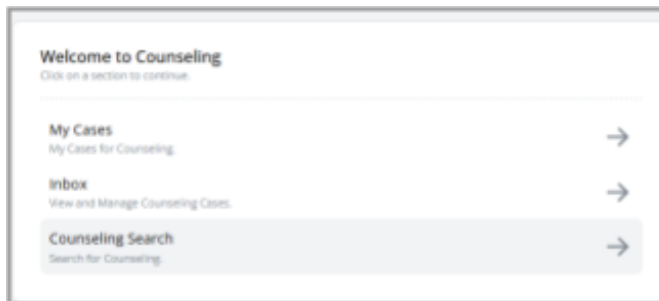
Principal Counselor Workflow:

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



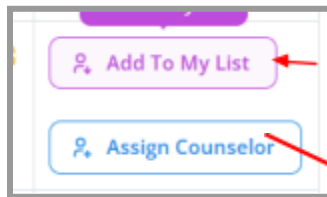


Note: The page shown below is used by Additional Counselors, who use a separate workflow for case management.



- 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.

Accept or Return the Request of Counseling							
Dashboard / Counseling / Accept or Return the Request of Counseling & Allocation of First Counseling Date							
Accept/Return and Allocate Case To Counselor				Bulk Accept	Returned List	View	
#	Case No	Assigned Date	Counseling Status	Next List	View	Actions	
1	OP [Redacted] Ath [Redacted]	16/05/2026	ACCEPTED	Date :06/07/2026 Purpose: For Counselling		Add To My List Assign Counselor	



Case No :

CNR No :

Party Name :

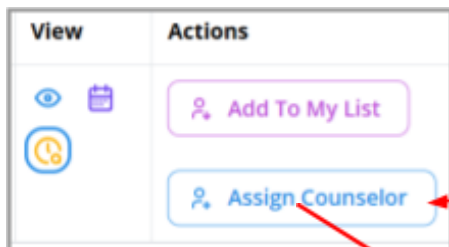
Next Purpose :

Next Listing Date : 15/06/2026

Counselor

Counseling First Hearing Date

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**



Case No : OP 1

CNR No : KLKK

Party Name : S Das

Next Purpose :

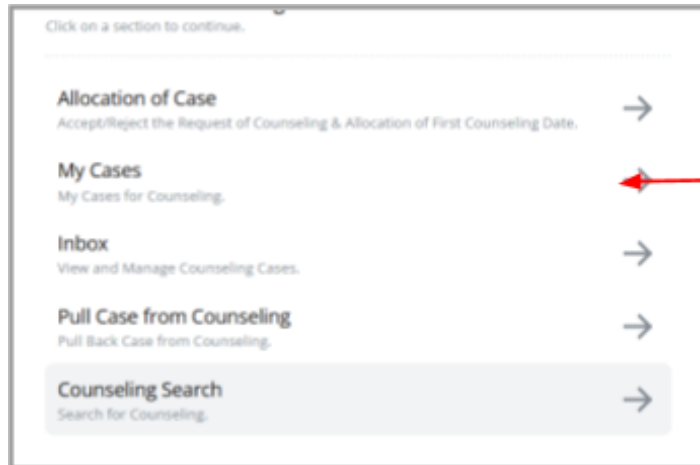
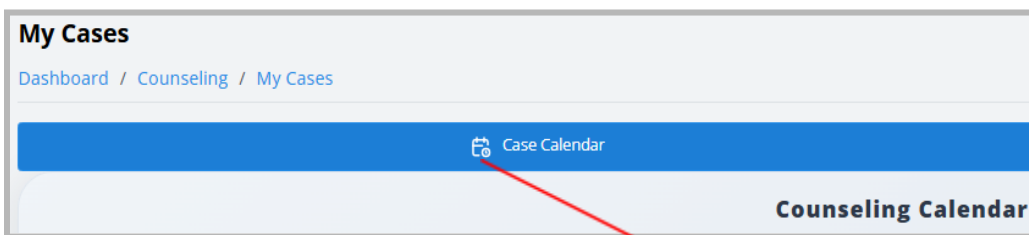
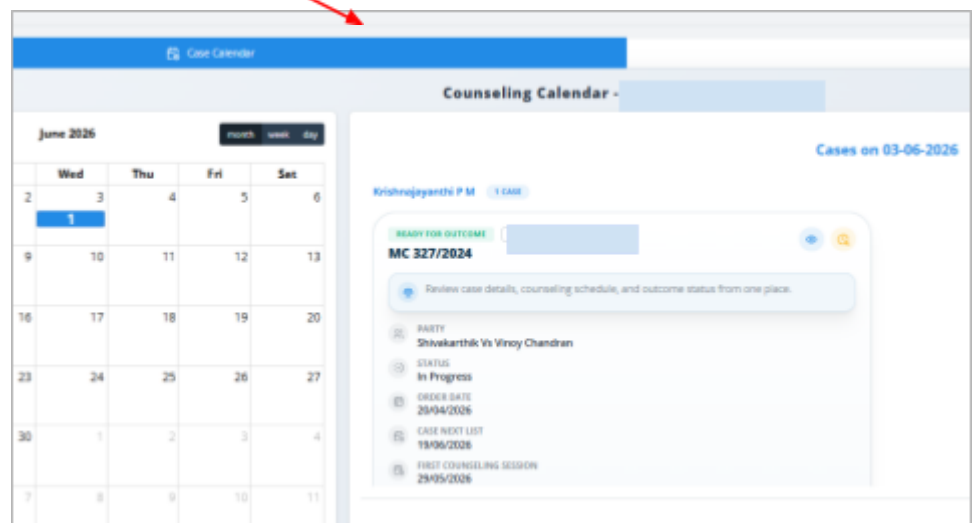
Next Listing Date : 15/06/2026

Select Counselor

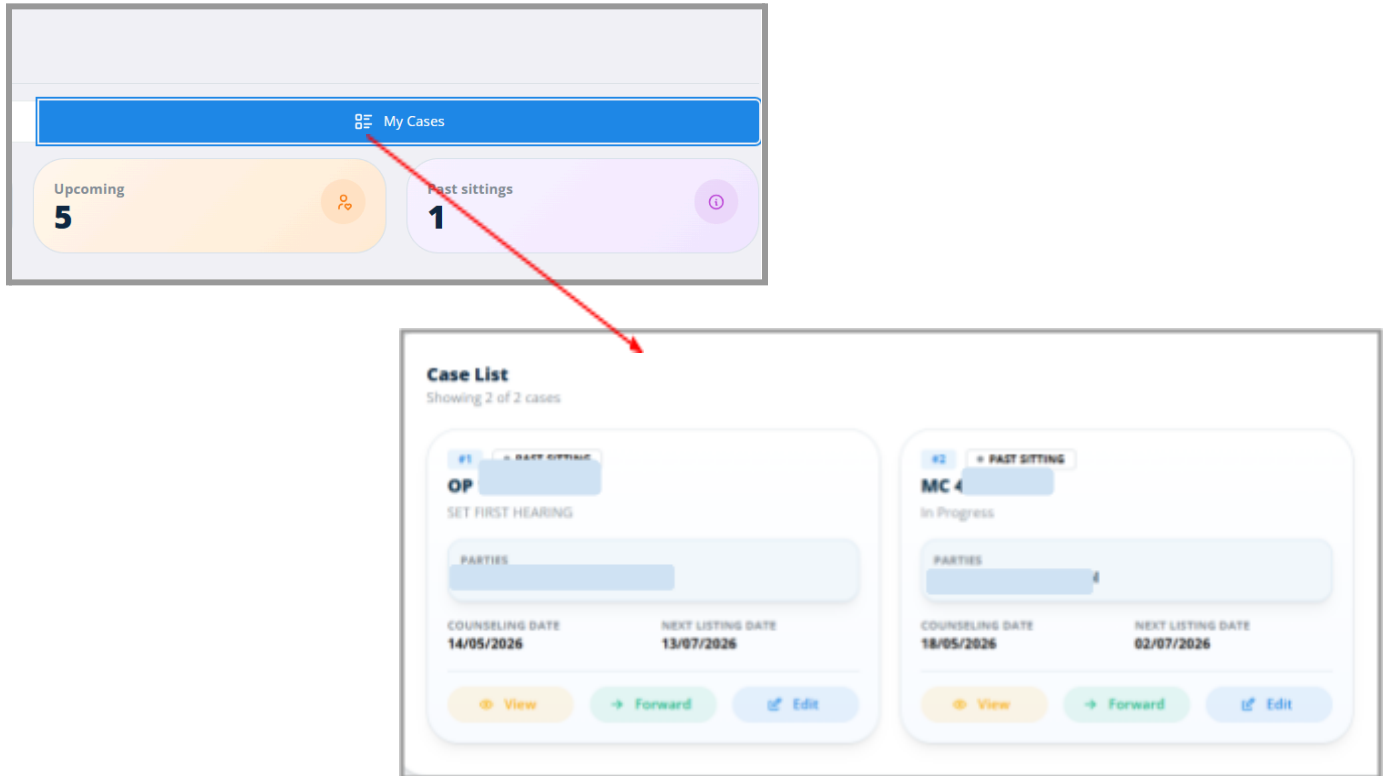
Counseling First Hearing Date

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.

The screenshot shows a web interface for submitting counseling outcomes. At the top, there are three links: 'View Case Details', 'View Counseling Timeline', and 'View My Calendar'. Below these, a message states 'No counseling history available.' The main form is titled 'Submit Counseling Today's Outcome' and has three tabs: 'NEXT SITTING' (selected), 'COMPLETED', and 'NEED EXTENSION'. A note in a light green box says 'Note: Please specify the counseling time (start time and end time)'. Below this, there are two time input fields labeled 'Start Time' and 'End Time'. A text area for 'Today's Counseling Outcome' is below the times. Further down, there are two sections: 'Document File' with a 'Select file to be uploaded' button, and 'Counseling Next Hearing Date' with a 'Select Next Hearing Date' button. At the bottom right is an orange 'SUBMIT OUTCOME' button.

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.

This screenshot shows the same form as above but with the 'COMPLETED' tab selected. The 'NEXT SITTING' and 'NEED EXTENSION' tabs are now disabled. The 'Document File' section is present but empty. A new section titled 'Settlement Details' has appeared at the bottom. It contains a question 'Has the case been settled?' with 'YES' and 'NO' radio buttons. To the right of this is a 'Settled Document File' section with a 'Select the document you want to upload' label and a 'Select file to be uploaded' button.

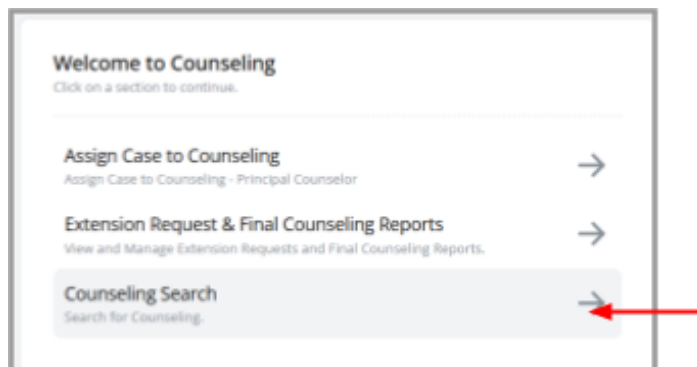
3. **Need Extension:** This feature can be used if the process requires more time than originally allocated.
- **Reason for Extension:** A mandatory text field explaining the requirement.
 - **Extension Supporting Document File:** A mandatory upload to support the request.

The screenshot shows a web form titled "Submit Counseling Today's Outcome". At the top, there are three tabs: "NEXT SITTING", "COMPLETED", and "NEED EXTENSION" (which is highlighted in blue). Below the tabs, a light blue box contains a red note: "Note: Please specify the counseling time (start time and end time).". The form includes two time input fields labeled "Start Time *" and "End Time *". Below these is a large text area for "Today's Counseling Outcome *". Further down is a "Document File" section with a file upload button labeled "Select file to be uploaded". Below that is a section titled "Extension Details" which contains a "Reason for Extension *" text area and an "Extension Supporting Document File" label at the bottom.

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**.



The screenshot shows the 'Counseling Search' page. At the top, there is a breadcrumb trail: 'Dashboard / Counseling / Counseling Search'. Below this, the title 'Counseling Search' is centered. A search bar labeled 'Search Case' contains several input fields: 'Reg. No.' (with a dropdown arrow), 'Filing No.' (with a dropdown arrow), 'MC' (with a dropdown arrow), 'Enter Number' (with a dropdown arrow), and '2024' (with a dropdown arrow). A blue 'Search' button is located to the right of these fields.

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**

The screenshot shows a case details view. At the top right, there is a blue button labeled 'View Case Details'. Below this, a card displays the following information: 'Court Proceedings Date: 31/03/2026', 'Court Allocation to Counsel Date: 11/05/2026', 'Court Next Hearing Date: 21/05/2026', 'Current Seat: ()', and 'Counseling Status: Case allotted for counselling'. There are two buttons on the card: 'View Counseling Business' (orange) and 'View Counseling Timeline' (blue). A 'View Details' button is located at the bottom right of the card.

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	OP [REDACTED] KLK [REDACTED] Savindas P Vs. Agina S Kumar	14/05/2026	YES	20/06/2026	PENDING	Business Timeline Case Details	Settlement

Settlement Details

Case settled on 16/05/2026.

[View Document](#)

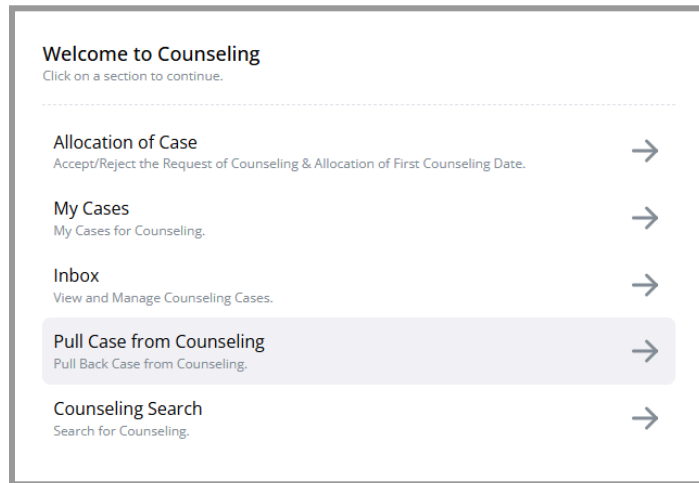
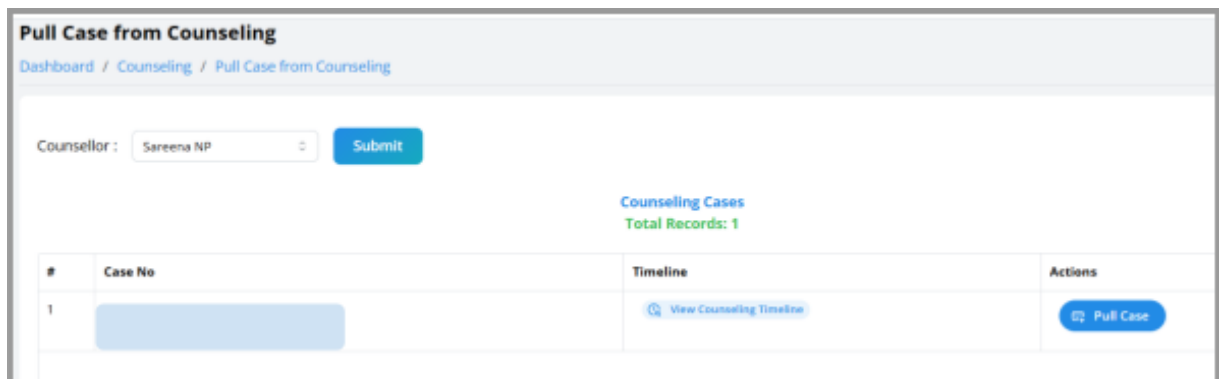
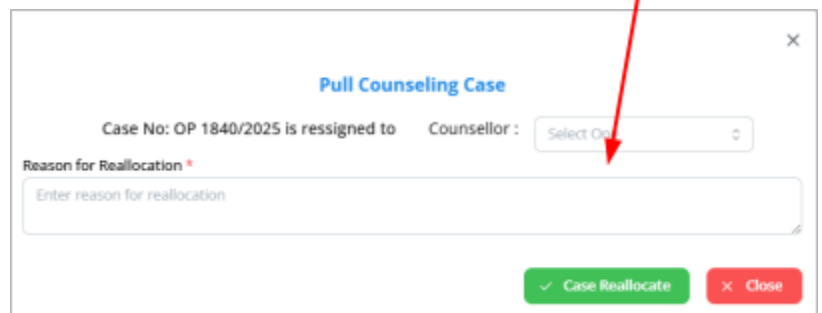
[Consume Final Report As Court Document](#)

[Close](#)

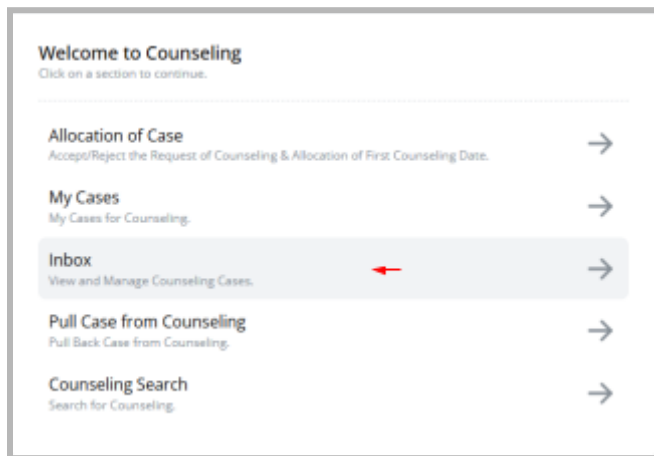
Final Reports		Extension Requests				Action Taken	
#	Case No	Allocation Date	Settlement	Next List	Case Status	View	Actions
1	MC [REDACTED] KL [REDACTED] The [REDACTED] No [REDACTED]	14/05/2026	NO DATA	04/06/2026	PENDING	Business Timeline Case Details	Settlement

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.

Counseling Inbox			
Dashboard / Counseling / Inbox			
#	Case No	Message	Actions
1	OP 1 [REDACTED] prathha CT	This case has been reassigned from [REDACTED] With the reason: leave REASSIGNED Sent User: Krishnagayanthi P M (32247) on 09/06/2026	👁
2	OP 1 [REDACTED] Mohan	Extension ALLOWED EXTENSION_ALLOWED Sent User: Supuser (13) on 08/06/2026	🔔
3	OP 1 [REDACTED]	This case has been reassigned from [REDACTED] With the reason: leave REASSIGNED Sent User: Krishnagayanthi P M (32247) on 09/06/2026	👁
4	OP 1 [REDACTED]	Extension ALLOWED EXTENSION_ALLOWED Sent User: Supuser (13) on 09/06/2026	🔔
5	OP 1 [REDACTED] ABUKP	Extension ALLOWED EXTENSION_ALLOWED Sent User: Supuser (13) on 08/06/2026	🔔
6	OP 1 [REDACTED] Thirna K	This case has been reassigned from [REDACTED] With the reason: leave REASSIGNED Sent User: Krishnagayanthi P M (32247) on 09/06/2026	👁