

Complainant Management System (CMS)

User Manual

NIC-NHRC-CMS-UM

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Technology
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Amendment Log

Version No.	Date	Change No.	Brief Description	Sections Changed
1.0	15/03/2003	-	First Release	-
2.0	15/4/2005		Second Release	-
3.0	15/11/2014		Third	-

Table of Contents

Section	Description	Page No.
1.	Introduction	4
1.1	Audience	4
1.2	Purpose	4
1.3	Document Organisation	4
1.4	Conventions	5
1.5	Problem Reporting	5
2.	Product Features	5
3.	Handling Instructions	6
4.	Installation Instructions	6
5.	General / Common Operating Instructions	6
5.1	CMS	8
5.2		12
5.3		16
5.4		
5.5		
5.6		
5.7		
5.8		

1. Introduction

The Parliament of India in the forty-fourth year of the Republic of India enacted the "The Protection of Human Rights Act, 1993" to provide for the constitution of a National Human Rights Commission for better protection of Human Rights and for matters connected therewith or incidental thereto.

India having regard to "growing concern in the country and abroad about issues relating to human rights", and to changing social realities and emerging trends in the nature of crime and violence; considered essential to review the existing laws and procedures and the system of administration with a view to bringing about greater efficiency and transparency by constituting the National Human Rights Commission, India.

National Informatics Centre (NIC) has been supporting all computer operations of NHRC since 1994. NIC took upon the task of automating and streamlining the process of Complaint Management within NHRC. As a technical consultant to NHRC, NIC conducted a full systems study of the various processes, nodes and flow of information within the organization. The end result is the design and development of a comprehensive solution for Complaint Management for NHRC, India harnessing the full power of Information Technology.

1.1 Audience

The intended audiences of this document are the NHRC users who are using CMS application Software.

1.2 Purpose

The manual provides guidance and assistance to the NHRC personnel and other agencies involved with. The Screen Print-outs shown in the User Manual will make user comfortable in better understanding the functionality of CMS Application Software.

1.3 Document Organisation

The user manual is divided into five sections.

Section 1 describes the purpose of this manual and who are the intended audience. It also mentions as to whom to contact in case of problems faced in accessing CMS.

Section 2 outlines the main features of the CMS.

Section 3 and Section 4 respectively refer to the Handling and Installation Instructions of CMS, which are almost trivial.

Section 5 describes General / Common operating instructions mainly concerned with accessing CMS. All features like message sending to the members of CMS, File upload utility, feedback retrieval facility, document viewing privileges, etc.

1.4 Conventions

- CMSServer – ODBC Connectivity connecting SQL Server with the Client
- CMSClient – ODBC Connectivity connecting Local Client machine database to the CMS
- Name starting with v are Views in the database
- Name starting with frm are VB forms
- Name starting with rpt are Reports for bulk printing
- Name with added CD are CD related forms or reports
- Table names suffixed with _Tab are client database side tables

1.5 Problem Reporting

For any content related problems in the CMS system, user may send email to saujanyagupta@gmail.com, for site update and other related queries user may email to rajiv.saxena@nic.in or shashi_kant@nic.in.

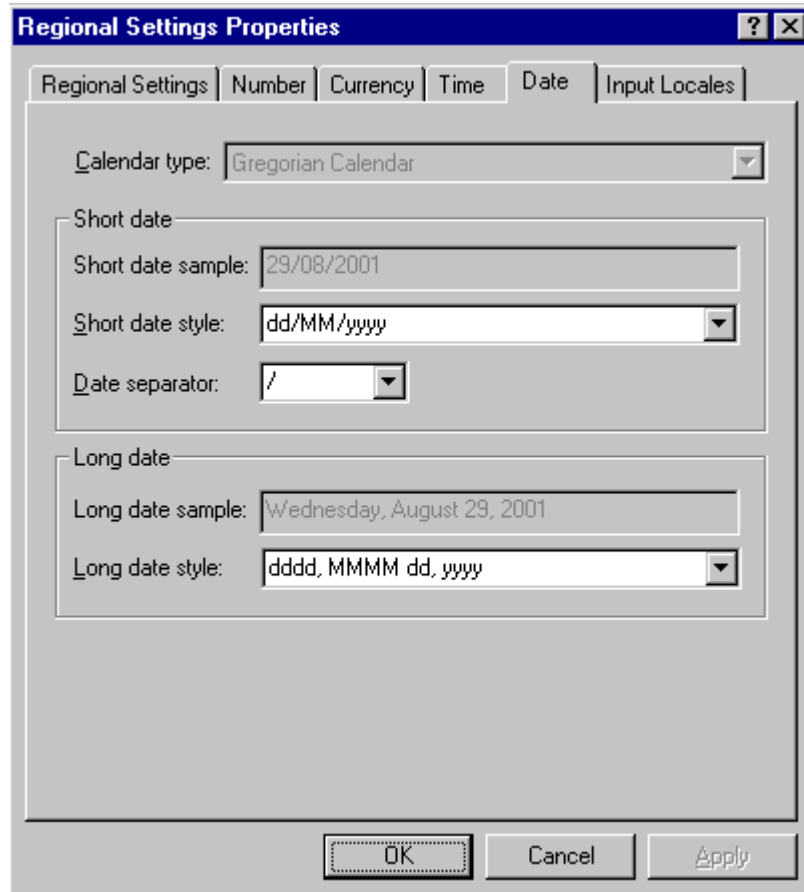
2 Product Features

The primary objective of the CMS software is to enhance the effectiveness and efficiency of the existing complaint management system at NHRC by adopting a systematic and uniform approach to complaint handling.

- ❖ Recording and tracking of all complaint movement activities;
- ❖ Monitoring of action taken by the specified authority on a complaint;
- ❖ A Comprehensive Query-based system for effective Complaint Management;
- ❖ Comprehensive culling of information about victim / complainant and incident;
- ❖ Provision to store the identity of the Consultant / Officer culling the information of a complaint;
- ❖ Recording of Commission's direction at the time of its initiation;
- ❖ Controlled registration of Custodial death cases;
- ❖ Series of authorization checks and validations to improve the quality of data;
- ❖ Accountability by provision of storing the User-ID for every transaction entered;
- ❖ Ordered and controlled entry of basic, follow-up directions and action codes;
- ❖ Simple and easy-to-use data entry forms;
- ❖ Preparation of multiple copies of Notices, Action Reports, etc;
- ❖ Automatic generation of Reminders, Summons, Statements of Non-reported cases, etc;
- ❖ Flexibility and Scalability of Application with provision to incorporate new States, Districts, Incident Codes, Authorities, etc.

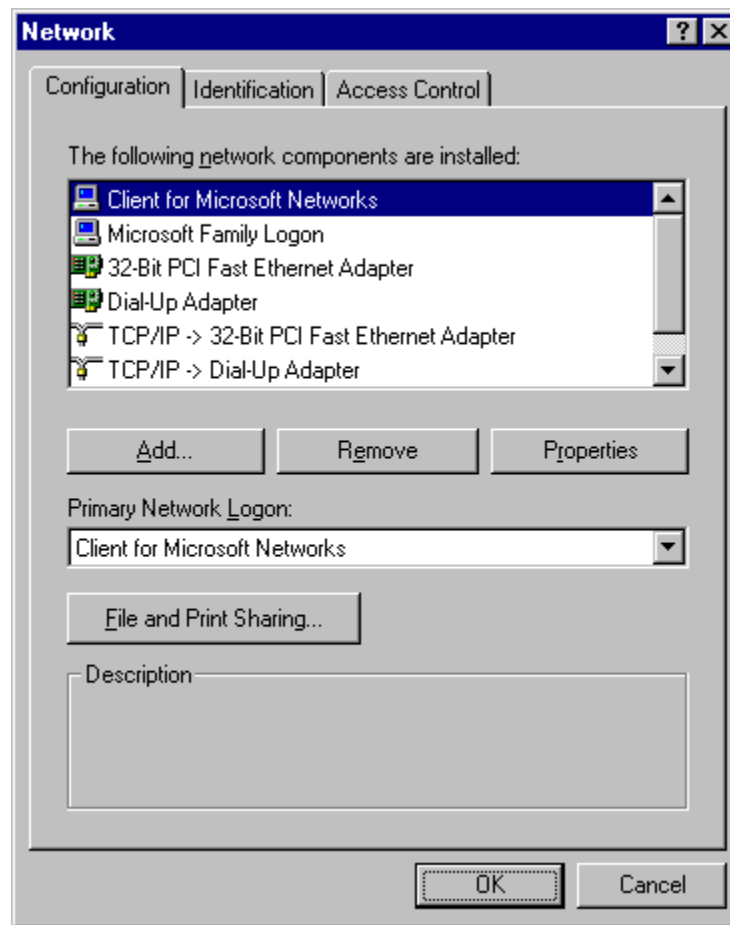
3 Handling Instructions

3.1 Client machine - Regional Settings: This is the setting for Date and time for CMS application. By default, it is set to be in “M/d/yy” format. The CMS works with “dd/mm/yyyy” date format. Double click the regional settings in the control panel and select Date tab. You will get the following screen.

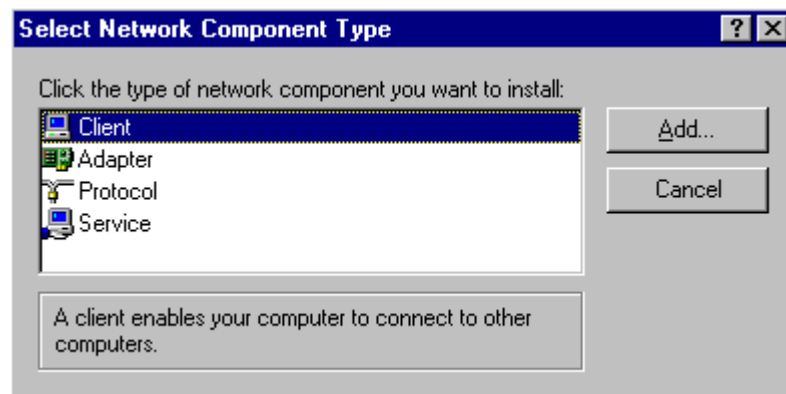


Make the changes as displayed in the Short Date style field and press “OK” Button. This completes the date settings to “dd/mm/yyyy” format.

3.2 Client machine - Network Settings: The CMS Application Software is based on Client/Server architecture. So, it is required to set the client machine into client/server environment. For this, double click network in the Control Panel Window. You will get the following screen shown below:



Here, find out if there is any item named as “*Client for Microsoft Networks*” in the list of Installed Network Components. If yes, then press “OK” Button otherwise, press “Add” Button and you will get the screen as shown below:



Select “*Client*” item from the list of “*Network Component Type*” which is as shown. Press “Add” Button and select “*Client for Microsoft Networks*” from the list. Press “OK” Button and this will complete your Network connection.

4 Installation Instructions

The CMS application software is required to be installed at Client as well as Server side. These are explained in the following sections:

4.1 Client machine - Client Side Installation: This is the Client part of CMS, which is to be resided at Client Machine at user end. This consists of Crystal Report Installation , execution of CMS Setup , Client Database , designed for CMS Application installation, and copying of Reports. It is explained in the four steps and these are as follows:

4.1.1 Setup of Crystal Reports: The CMS consists of nearly 100 Reports developed in Crystal Reports 7.0. It is required to create the environment for executing reports successfully at Client side i.e. install all the required dll files, required to execute the Reports. Select CD drive from windows explorer or My Computer. Select the path as shown below:

CDDrive:\CMSSoftware\CrystalSetup\Setup.exe

Execute this setup file with Crystal Report icon , existing there. This will start installation of Crystal Reports onto your system you may get the messages about some of dll files already exist. You can keep all of them by pressing “Yes to All” Button. There may be messages about some of the files are already in use. You can press “Retry” Button two or three times. If you are still getting the same message then you can ignore it by pressing “Ignore” button. This will not harm the installation. This Installation process may take 1-2 minutes to complete depending upon your system speed.

4.1.2 Setup of CMS: Select CD drive as you selected earlier in step 1. Select step2 directory and run setup file existing with icon as  there. The path of the setup file is given below:

CDDrive:\CMSSoftware\CMSSetup\Setup.exe

This will start installation of actual CMS Application onto your system. You may get the messages about *.dll files already exist. You can keep them by pressing “Yes to All” Button. There may be messages about some files are in use. You can press “Retry” Button two or three times. If you are still getting the same message then you can ignore it by pressing “Ignore” button. This will not harm the installation. This process may take 4-5 minutes to complete the installation depending upon your system speed.

4.1.3 Copy Client Database: Firstly, create a new folder named as Access_Data in C:\ drive. The database designed for Client side in the CMS package is loaded at the following location:

CDDrive:\CMSSoftware\Access_Data\Client_Data.mdb

Select this file and copy it at following path:

C:\Access_Data\Client_Data.mdb

This completes Client side database installation.

4.1.4 Copy Reports: All the Reports developed for NHRC in Crystal Reports 7.0 are to residing at the following path:

CDDrive:\CMSSoftware\Access_Data*.rpt

Select these files and copy it at the following folder:

C:\Access_Data

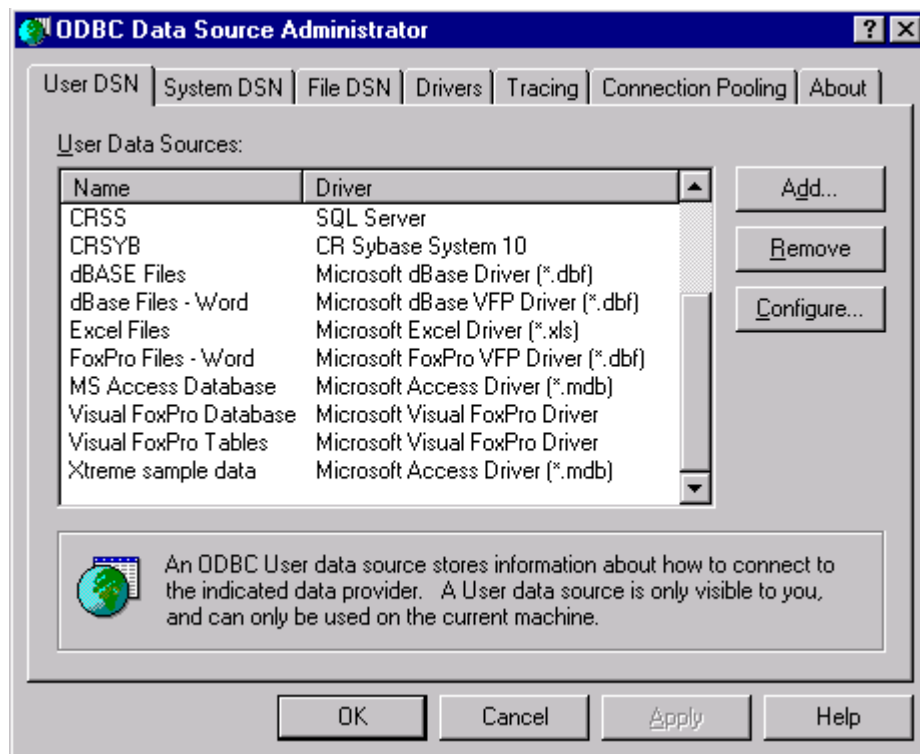
This completes Client side Reports installation.

4.2 ODBC Connectivities:

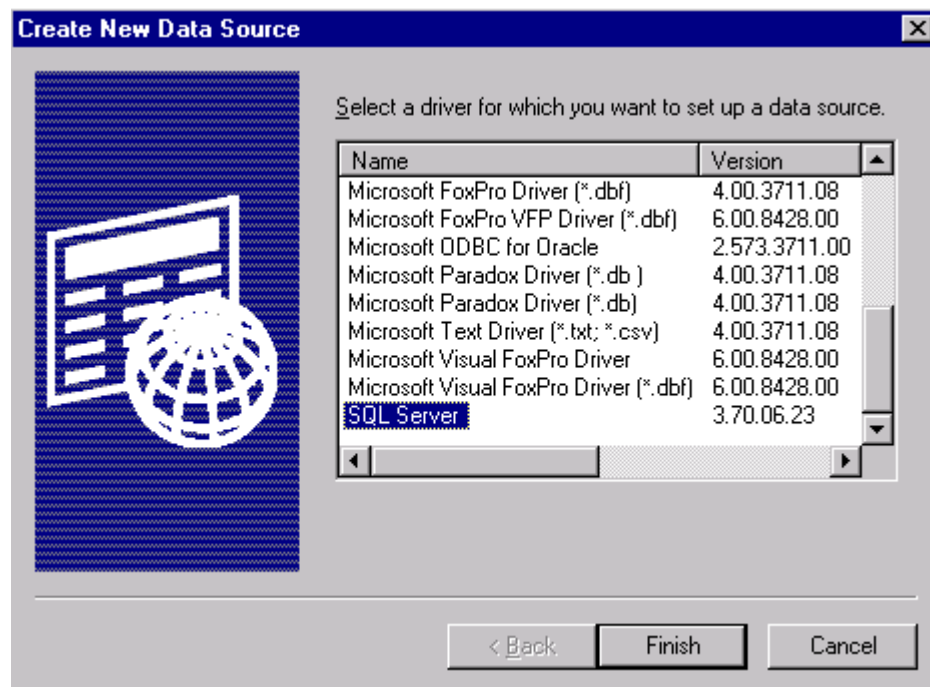
To connect the CMS system with the SQL Database server and local client database, it required creating the 32-bit ODBC connectivity between the clients and server. This makes the server and client machine independent of their local environment. The CMS requires two ODBC connectivity and these are as follows:

4.2.1 ODBC Connectivity- CMSServer: This is to be created at the Client machine. Without this ODBC connectivity, CMS wouldn't be able establish connectivity with SQL Server. This can be created in the following steps:

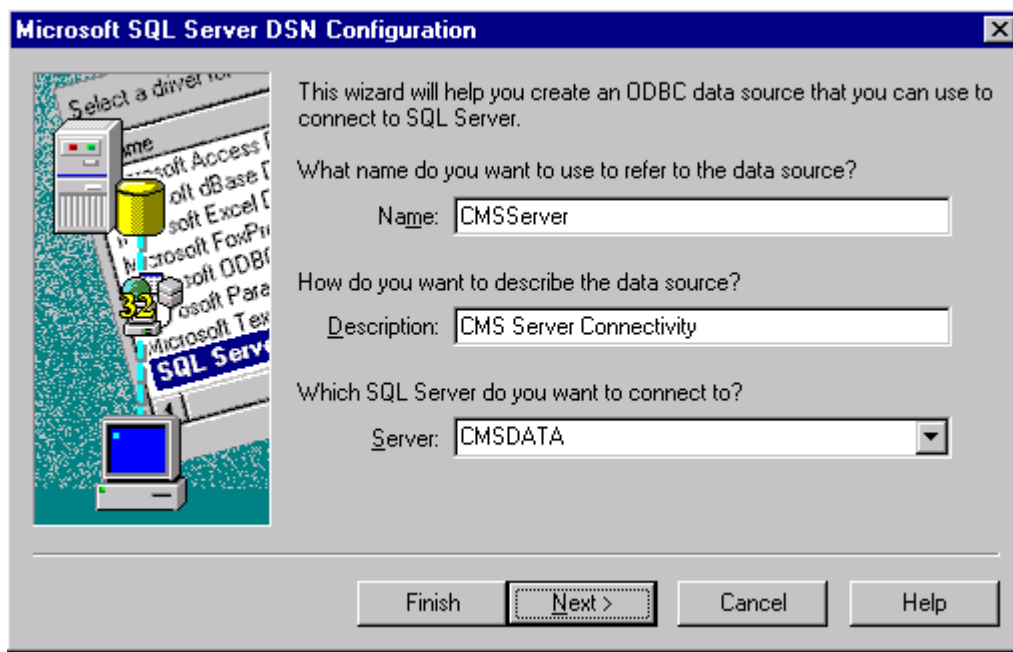
Step 1: Open Control Panel and double click the 32-bit ODBC Connectivity icon from the list displayed. Following screen will be visible to you.



Press “Add” button. It will create a new ODBC Connectivity with the following screen as displayed on the next page.



Step 2: Select SQL Server Driver as highlighted in the Screen. If the SQL Driver is not in the list then you are required to load SQL Driver from Windows 98/NT CD. Press “Finish” Button and following screen will be visible to you.



Microsoft SQL Server DSN Configuration

This wizard will help you create an ODBC data source that you can use to connect to SQL Server.

What name do you want to use to refer to the data source?

Name:

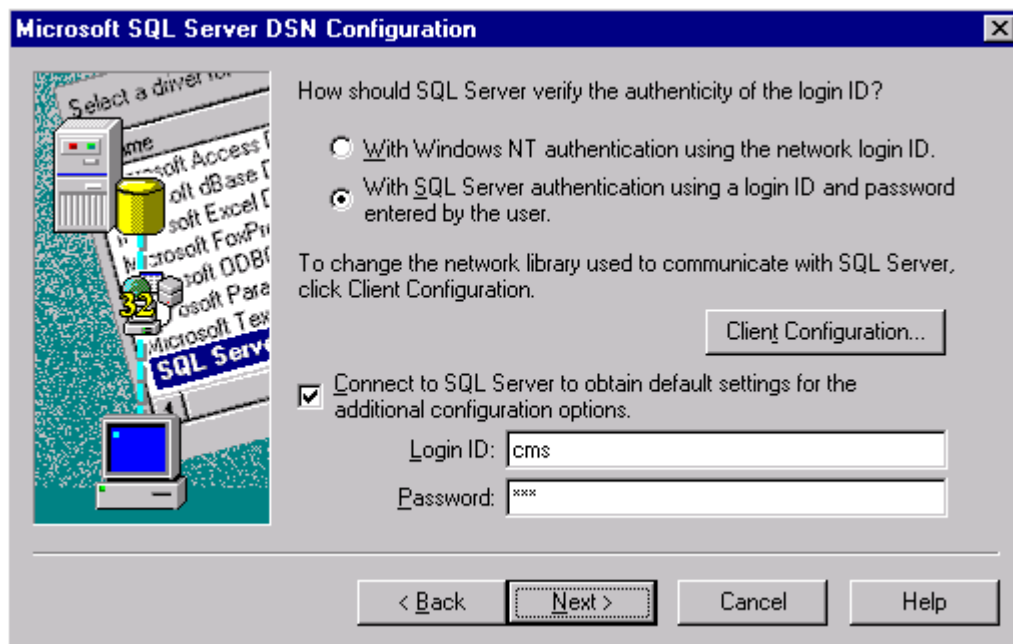
How do you want to describe the data source?

Description:

Which SQL Server do you want to connect to?

Server:

Step 3: Enter the information as displayed above about name and description. Server name will be your Data Server name where CMSDB database loaded on SQL server. Press “Next” Button and you will get the following Screen:



Microsoft SQL Server DSN Configuration

How should SQL Server verify the authenticity of the login ID?

☐ With Windows NT authentication using the network login ID.

☒ With SQL Server authentication using a login ID and password entered by the user.

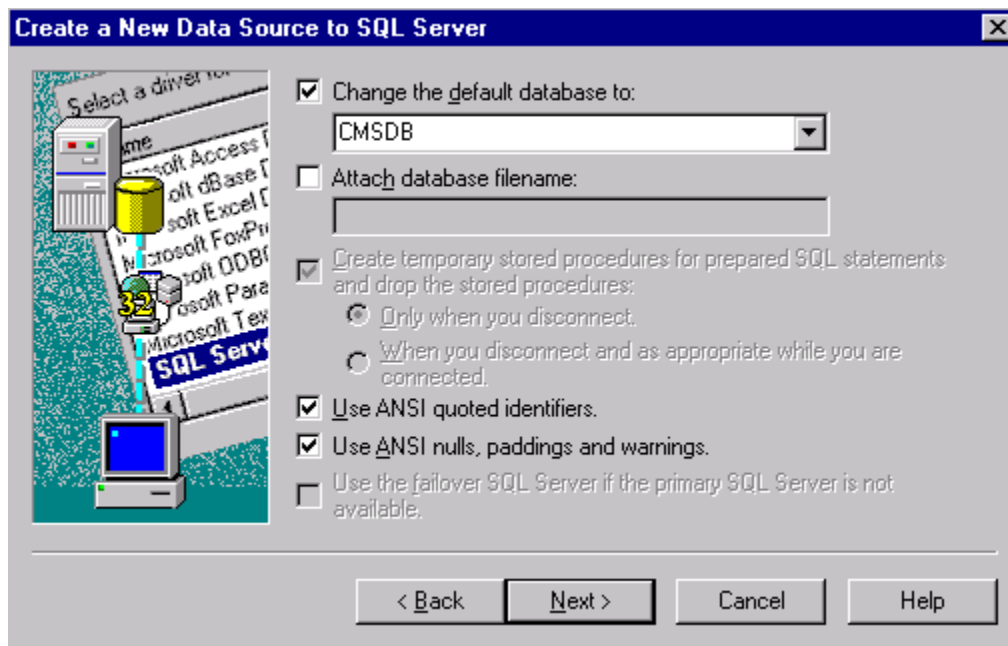
To change the network library used to communicate with SQL Server, click Client Configuration.

☒ Connect to SQL Server to obtain default settings for the additional configuration options.

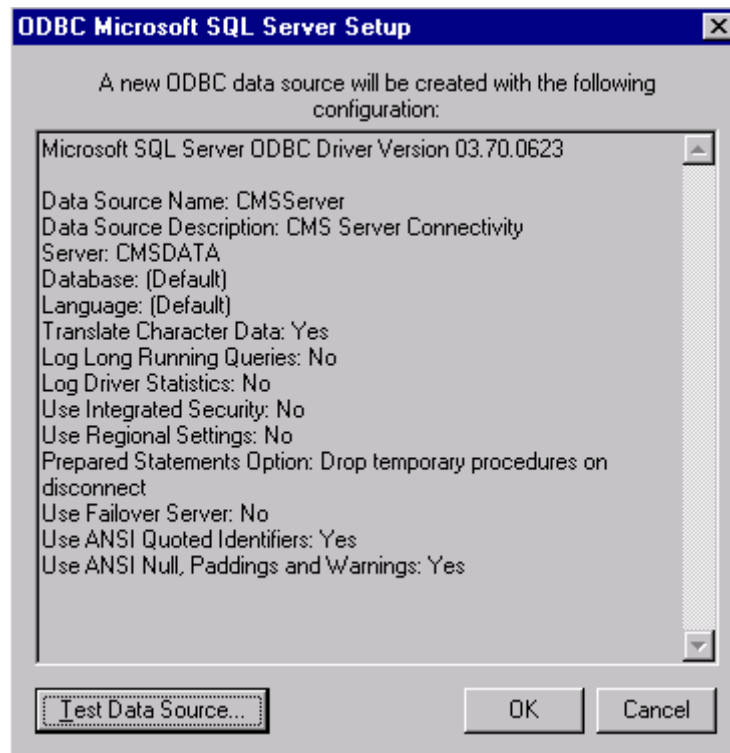
Login ID:

Password:

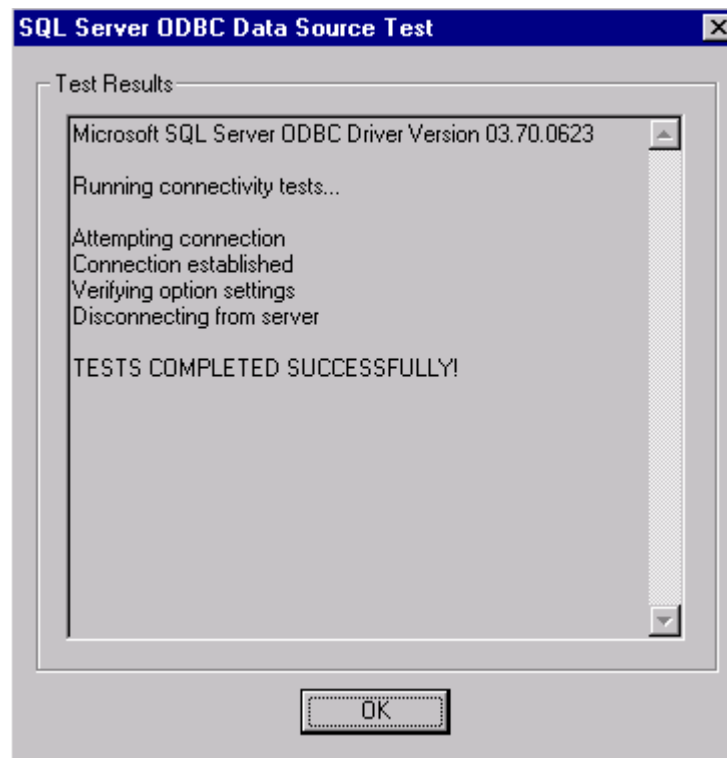
Step 4: Follow the entries into your system as displayed above. Use the above mentioned User name and password only. The password for ‘cms’ user is ‘cms’. Press “Next” Button and you will get further Screen for ODBC connectivity.



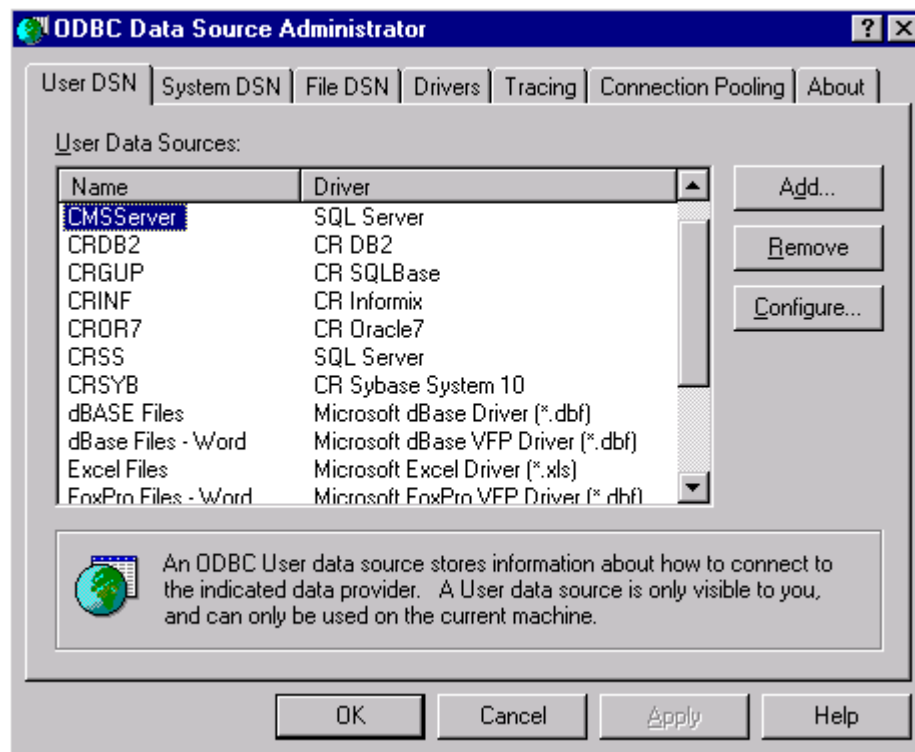
Step 5: Change the Default Database to CMSDB and rest is same. Press “Next” Button and you will get next Screen for further information where you need not to change any information. Press “Finish” Button and you will get Test Database connectivity screen.



Step 6: Now, press “Test Data Source” Button. This will test the database connectivity with the SQL Server. It may take 4-5 seconds to perform the test. Following message will be displayed:



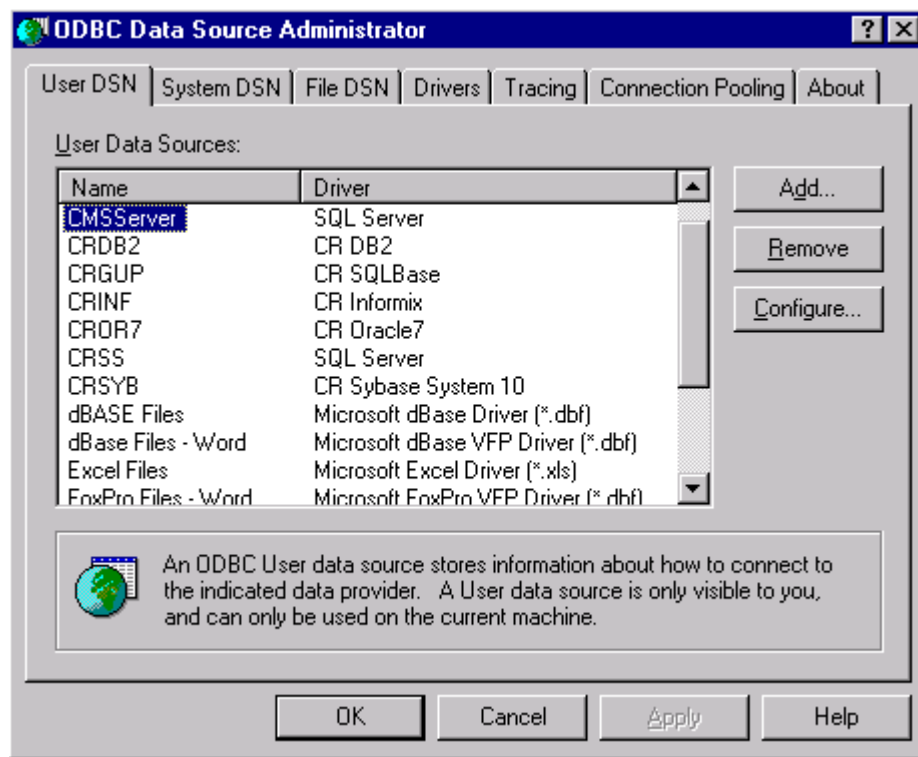
Step 7: If your LAN is properly configured and working fine then you will get the as displayed above. It says that connectivity test completed successfully. Otherwise check your network configuration. Press button "OK" Button.



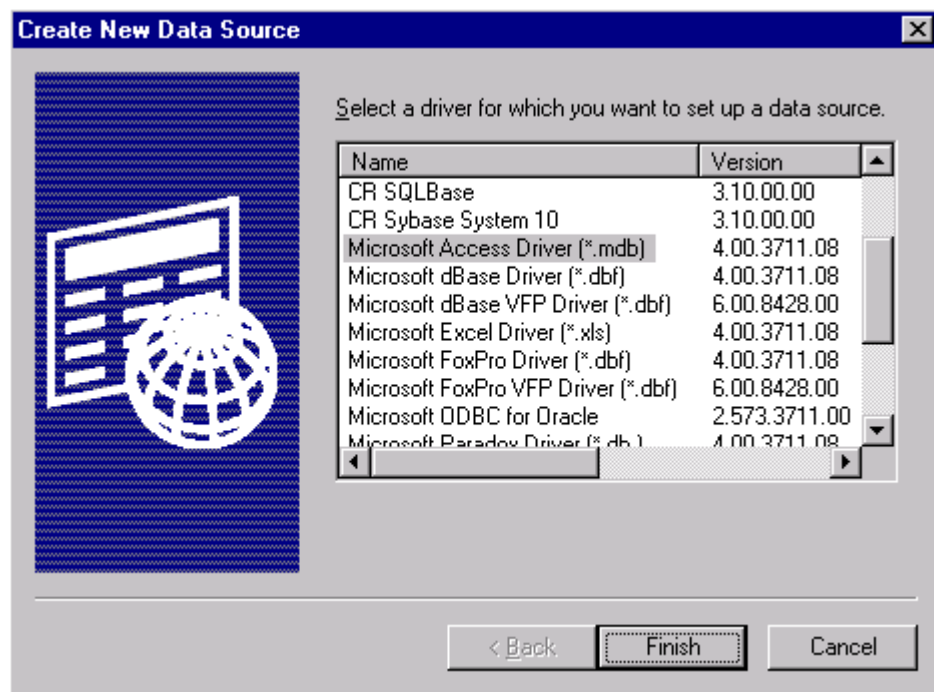
Step 8: Here you can see that SQLServer ODBC connectivity is displayed on the above screen. This completes your CMSServer connectivity successfully. In the next section you are required to add a new ODBC for client system.

4.2.2 ODBC Connectivity- CMSClient: This is to be created at the Client Systems. Without this ODBC connectivity, CMS wouldn't be able establish connectivity with local database in Access. This can be created in the following steps:

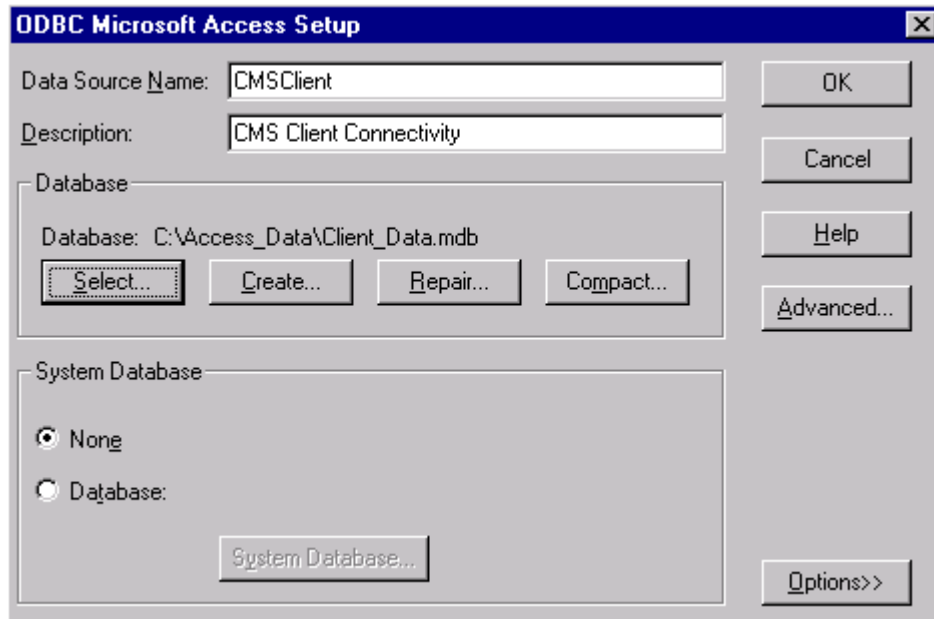
Step 1: This is similar to previous ODBC connectivity steps. Open Control Panel and Select 32-bit ODBC Connectivity icon. Following screen will be visible to you.



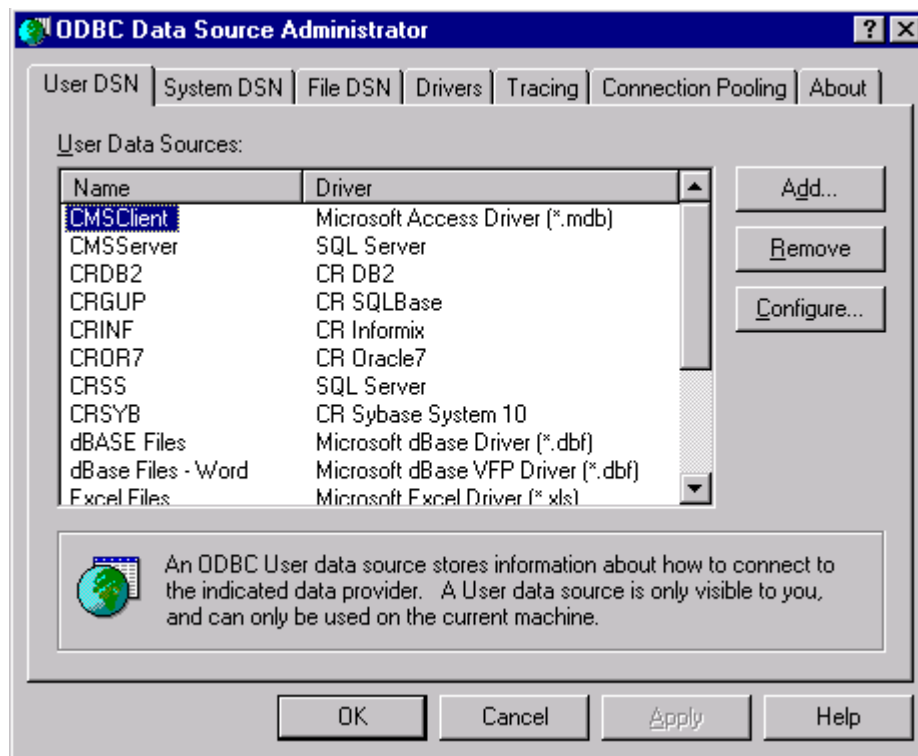
Press "Add" Button. It will create a new ODBC Connectivity with the following screen as displayed on the next page.



Step 2: Select Microsoft Access Driver (*.mdb) as highlighted in the Screen. If the Microsoft Access Driver is not in the list then you are required to load Microsoft Access Driver from Windows 98/NT CD. Press “Finish” Button and following screen will be visible to you.



Step 3: Enter the information as displayed in the screen. Press select button to select the database (C:\Access_Data\Client_Data.mdb) as displayed in the screen. Press “OK” Button. You will get first screen of ODBC connectivity.



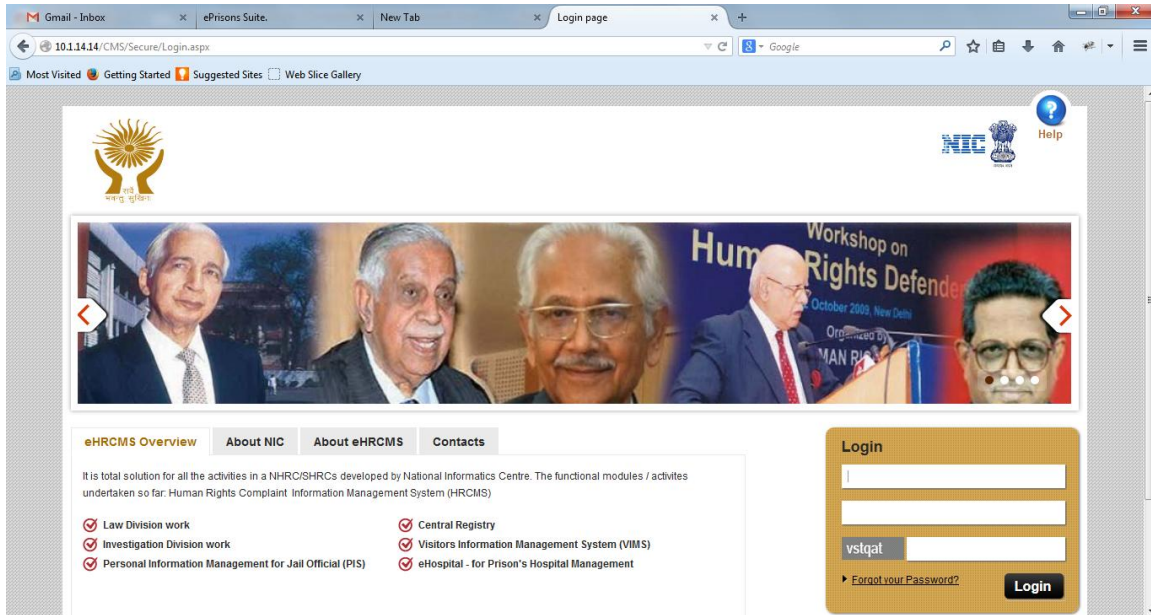
Now you can see the CMSCClient ODBC Connectivity is also created. Press “OK” Button. You have created both the ODBC connectivity successfully.

5 General / Common Operating Instructions

5.1 Invoking of CMS

Select CMS Application Program located in the program Files folder of your Start Menu or double click the **CMS Icon** at your desktop. It starts the execution of the CMS. The CMS execution is explained in the following steps:

5.1.1 Welcome Screen: This is the first interaction of CMS with the user. The CMS displays the welcome screen as shown below:



It displays the name of the Commission with its logo, version of the CMS, designed and developed by NIC and a warning against illegal duplication of this Application Software. After few seconds of this welcome screen display, CMS displays a user validation screen, which is described in the next section.

5.1.2 User Validation Screen: This is a user validation module, which asks for user name and password and section, in case of Data Entry Operator, information as displayed below.

eHRCMS Overview About NIC About eHRCMS Contacts

It is total solution for all the activities in a NHRC/SHRCs developed by National Informatics Centre. The functional modules / activities undertaken so far: Human Rights Complaint Information Management System (HRCMS)

- ☒ Law Division work
- ☒ Investigation Division work
- ☒ Personal Information Management for Jail Official (PIS)
- ☒ Central Registry
- ☒ Visitors Information Management System (VIMS)
- ☒ eHospital - for Prison's Hospital Management

Login

test

sgqbwe sgqbwe

[Forgot your Password?](#) **Login**

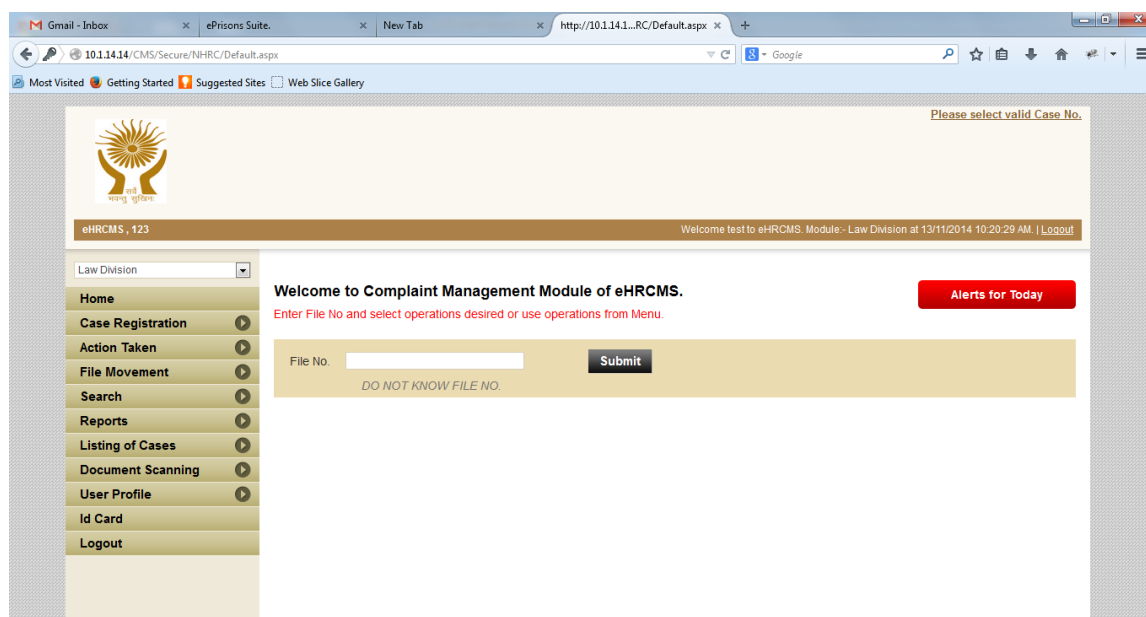
Disclaimer: Neither NHRC nor NIC is responsible for any inadvertent error that may have crept in the information being published on NET.

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The user can enter his/her user-id in the user name field. The CMS checks whether the user-id entered exists in the CMS database or not. If exists the cursor will go to password text box other wise the CMS will ask for a valid user-id. The video screen is blanked & password is protected for any unauthorised usage in future. If the user-id is found to be a Data Entry Operator than section combobox with all the sections is displayed as shown in screen. After filling the said information, press “OK” Button. If the user is found to be a valid user then CMS will display the Main Menu for the user otherwise a message about incorrect password is displayed and prompt will go to password text box which is blank. One can get instantaneous help about any text box or button, by keeping the mouse at that component for few seconds.

5.1.3 MAIN MODULES

The CMS is working with seven Main Modules, which are displayed in the Main Menu screen for the user-id entered as per the permissions, granted by the CMS Database Administrator. The Main Menu for the user-id “nic” is displayed as shown below:



The Main Modules displayed above in the Main Menu Screen are explained in details in the next coming sections of this manual. Some of the important Modules are available in the Button form in the Screen, which can access important forms/modules instantaneously. The permissions granted to users by the CMS Database Administrator are as follows:

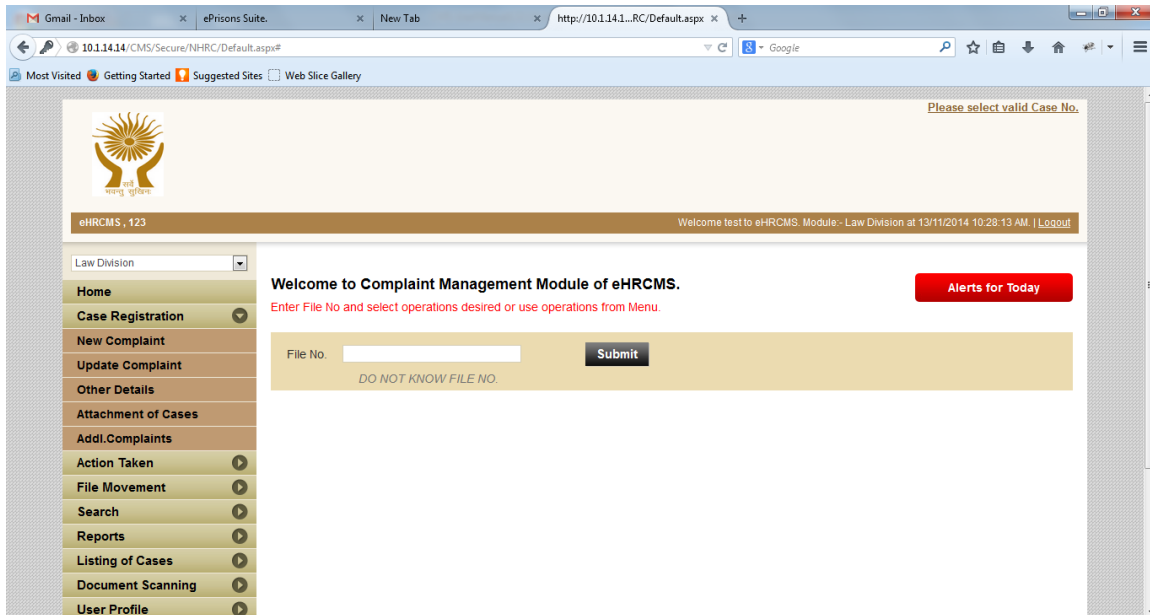
S.No	Permission	Type of Users
1	Data Entry	Assistants, all DEOs and other lower staff
2	Proceedings	All PPS/PS/PAs with Hon'ble Members
3	Query	To All
4	Reports	Assistants, All DEOs and other lower staff
5	Administration	Only Super User
6	CD Cases	LD-I Section and Super User
7	Miscellaneous	To All

5.2Data Entry: If the Data Entry permission is granted to the user, then it will be made enabled on the main menu bar. One can click it and will get the Data Entry Menu in which sub modules are displayed. One can see that these are divided into four sub modules and these are as follows:

- Law Division;
- Board Branch;

- Investigation Division; and
- Super User.

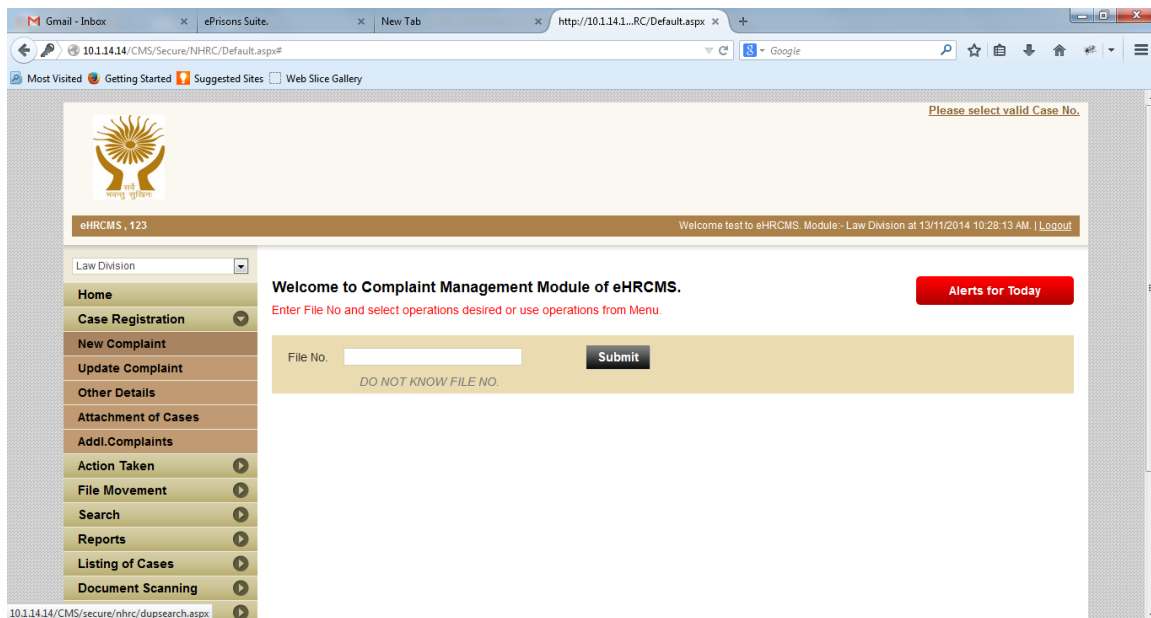
These sub modules are assigned to users according to their assigned Section. These are explained in the coming sections. The Screen for data entry module is shown below.



There are six buttons available for instant access of most commonly used sub modules in this application software as shown in the above screen and these sub modules are as follows:

- New Complaint;
- Open a Complaint;
- Action Follow-up;
- General Query;
- File Movement; and
- Reports.

5.2.1 Law Division: The Officials/ Staff members of Law Division or DEO will get Law Division Sub Module enabled. When you click it or just move the Mouse pointer at 'Law Division' sub module, one will get a sub menu as shown below for the Law Division.



There are nine sub modules available in this Law Division Data Entry Module and these are as follows:

- New Complaint;
- Open Complaint;
- Action Follow-up;
- Listing Details;
- File Movement;
- Court Cases Details;
- Attachment of Files;
- Record Room; and
- Weeding out.

These sub modules are explained in the subsequent sections.

5.2.1.1 New Complaint: The new Complaint, received by the Commission, will be scrutinised by the Assistant Registrar/ Consultants and submitted in a structured format (form1/form2). This 'New Complaint' sub module will register the complaint for registration and a computer-generated registration number, called File No., will be allocated to the complaint. One can open it by selecting this option from the menu as follows:

CMS→Data Entry→Law Division→New Complaint

One can also open this sub module by pressing "ALT+N" keys simultaneously. This sub-module will be displayed in two parts. The first one will ask for primary details of the complaint on which CMS will check the duplicity. The primary information of a complaint screen will be displayed as follows:

Law Division

Home

Case Registration

Action Taken

File Movement

Search

Reports

Listing of Cases

Document Scanning

User Profile

Id Card

Logout

Primary Incident details for duplicity checking. (Using basic Details)

Incident Code: 802 -> ABDUCTION/KIDNAPPING

Incident State: 30 -> DELHI

District: 1 -> CENTRAL DELHI

Dated: 13/11/2014

Victim Name: RAJ

Additional Information for Duplicity Search -->

Comp. Name: Addl. Inc. Codes:

Search Clear

No Of Cases found with above details : 0

New Registration

Designed and developed by : NIC

Picture 5.1.1.1A

The Primary details as entered into the above shown screen, for duplicate checking of the Complaints, are as follows:

S.No	Name of the Field	Description	Limits
1	Incident Code	The Code assigned to the incident mentioned in the complaint, and can be selected from the drop down list. (Annexure C-9)	100 to 2010
2	State Code	State Code of the incident place, and can be selected from the drop down list. (Annexure C-17)	1-35 and 99
3	District Code	District Code of incident place, and can be selected from the drop down list. (Annexure C-8)	0-99 depending upon the state.
4	Incident Date	Date of Incident.	1/1/1980 to Till date
5	Victim Name	Name or part of the name of the Victim	Char 25
6	Incident Code 1	Multiple incident code 1 if any (Annexure C-9)	100-2010
7	Incident Code 2	Multiple incident code 2 if any (Annexure C-9)	100-2010

Table 5.1.1.1A

Now, press 'Search for Duplicate Cases' Button. There are two possibilities arises out of it. The Complaint entered can be fresh or may be a duplicate complaint for an existing complaint. These are explained below.

- Fresh Registration:** If there is no duplicate case found with the details entered, then only 'Fresh' Button will be made enabled. One can register a fresh case by pressing 'Fresh' Button. Now, press 'Fresh' Button and one will get the screen as shown below:

Complaint Details:

Diary No: /CR/2014 Language: SELECT Section: SELECT
 Rec. Date: Mode: SELECT Scrutiny By: SELECT
 Comp. Date: Case Category: SELECT Comp. Category: SELECT

Complainant Details:

Name: State: SELECT
 District: SELECT
 Address: Mobile: EMail ID:
 PIN: 0 Sex: M Disability: N Self: ☐

Victim Details:

Name: AAA State: SELECT
 District: SELECT
 Address: Religion: SELECT
 Caste: SELECT
 PIN: 0 Sex: M Disability: N Age: 0

Incident Details:

Place:
 Incident Code: 100, Incident State Code: 30, Incident District Code: 0, Incident Date: 13/11/2014

Update **Cancel**

Complaint Registration Form.

Complaint Details:

Diary No: 1/CR/2014 Language: EN EN-> ENGLISH Section: LEG1 LEG1-> Legal - 1
 Rec. Date: 13/11/2014 Mode: HD HD-> BY HAND Scrutiny By: L01 L01-> Shri N.K. Jadhav
 Comp. Date: 13/11/2014 Case Category: CC CC-> Court Case Comp. Category: D D-> DIRECT

Complainant Details:

Name: TEST State: 30 30-> DELHI
 District: 1 1-> CENTRAL DELHI
 Address: Mobile: 9999999999 EMail ID:
 PIN: 222222 Sex: M Disability: N Self: ☒

Victim Details:

Name: TEST State: 30 30-> DELHI
 District: 1 1-> CENTRAL DELHI
 Address: Religion: HN HN-> Hindu
 Caste: GN GN-> General
 PIN: 222222 Sex: M Disability: N Age: 0

Incident Details:

Place: DELHI
 Incident Code: 802, Incident State Code: 30, Incident District Code: 1, Incident Date: 13/11/2014

One can also get instantaneous help by keeping the mouse at the place of control (Text Box, Combo Box and Button) in question. The Date information is always in 'dd/mm/yyyy' format. The information entered into above screen along with checks and limits are as follows:

S.No	Name of the Field	Description	Limits
1	Diary No	Diary No as assigned by the CR Section	Char 20
2	Receive Date	Receiving Date of the complaint at the Commission (Default – present date)	1/1/1990 to Till date
3	Complaint Date	Date of the Complaint. (Default – present date)	1/1/1990 to Till date

4	Language	Complaint Language that can be selected from the drop down list. (Annexure C-11)	Char 2
5	Mode	Receiving Mode of the Complaint and can be selected from the drop down list. (Annexure C-6)	Char 2
6	Case Category	Case Category and can be selected from the drop down list. (Annexure C-3)	Char 2
8	Form1	Form1 (Disposed in limini)	Tick or un-tick
9	Scrutiny Officer Code	Scrutiny Officer/Consultant Code that can be selected from the drop down list. (Annexure C-14)	Char 3
10	Complaint Category	Complaint Category and can be selected from the drop down list. (Annexure C-5)	Char 1
11	Complainant's Name	Name of the Complainant	Char 60
12	Address	Address of the Complainant	Char 120
13	PIN	PIN Code of Complainant's Address	Char 6
14	Sex	Complainant Sex (Default - Unknown)	Char 1 (M/F/U)
15	Disability	Disability of the Complainant (Default - Unknown)	Char 1 (Y/N/U)
16	State Code	Complainant Address State Code and can be selected from the drop down list. (Annexure C-17)	1-35 & 99
17	District Code	District Code of the Complainant Address and can be selected from the drop down list. (Annexure C-8)	0-99 depends upon state selected
18	Victim's Name	Name of the Victim.	Char 60
19	Address	Address of the Victim.	Char 120
20	PIN	PIN Code of Victim's Address	Char 6
21	Sex	Sex of the Victim. (Default - Unknown)	Char 1 (M/F/U)
22	Disability	Disability of the Victim. (Default - Unknown)	Char 1 (Y/N/U)
23	State Code	Victim Address State Code and can be selected from the drop down list. (Annexure C-17)	1-35 & 99
24	District Code	District Code of the Address and can be selected from the drop down list. (Annexure C-8)	0-99 depends upon state selected
25	Religion	Religion of the Victim (Default - Unknown) (Annexure C-15)	Char 2
26	Caste	Caste of the Victim (Default - Unknown) (Annexure C-4)	Char 3
27	Age	Age of the Victim (Default - Unknown)	Char 3
28	Incident Place	Place of the Incident (Street No, Village, Sub Division, Police Station, Town etc.)	Char 30

After entering all the above parameters, the CMS will generate a File Number depending upon the Incident State of the complaint. The Structure of the File Number is as follows:

Running Serial No/State Code/Block Year - CD (if CD Case)

The sample assigned File Number is shown below:

Complaint Registration Form.

Complaint Details: The File Number assigned is : 4617/30/1/2014 **OK**

Diary No: 1ICR/2014 Language: EN EN-> ENGLISH Section: LEG1 LEG1-> Legal - 1
 Rec. Date: 13/11/2014 Mode: HD HD-> BY HAND Scrutiny By: L01 L01-> Shri N.K. Jadhav
 Comp. Date: 13/11/2014 Case Category: CC CC-> Court Case Comp. Category: D D-> DIRECT

Complainant Details:

Name: TEST State: 30 30-> DELHI
 Address: TEST District: 1 1-> CENTRAL DELHI
 PIN: 222222 Sex: M Disability: N ☒ Self

Victim Details:

Name: TEST State: 30 30-> DELHI
 Address: TEST District: 1 1-> CENTRAL DELHI
 Religion: HN HN-> Hindu
 Caste: GN GN-> General
 PIN: 222222 Sex: M Disability: N Age: 0

Incident Details:

Place: DELHI

Complaint Other Details Entry Form: 4617/30/1/2014

Any other Agency: SELECT Addressed Directly to Comm: Y (Y/N)
 Accused Details: SELECT
 Name:
 Address:
 Gist of the Complaint:
 Relief sought for:
 Recommendation:
 Update Print Cancel

File Number assigned: 4617/30/1/2014

File to be uploaded: Browse... No file selected.
 File Name: SCAN

Acknowledge this message by pressing 'OK' button. It is essential to note down this computer-generated number on the case file. This completes fresh case registration.

- b. **Attachment as Additional Complaint:** If number of cases retrieved in duplicate checking, is at least one, then a list of cases will be displayed in a grid and both 'Fresh' and 'Attach' button are made enabled. The user can see complete details about a case just by clicking a case from the Grid and can decide whether to attach or register a new complaint. If one decides to register new complaint as an additional complaint, one can do it by pressing 'Attach' Button and the Screen for Data Entry for Additional complaint will be displayed as shown below:

The screenshot displays the 'Additional Complaint Entry Form' in the eHRCMS application. The form is divided into two main sections: 'Complaint Details' and 'Complainant's Details'. The 'Complaint Details' section includes fields for 'Diary No' (with a default value of 'ICR/2014'), 'Rec.Date', 'Comp. Date', 'Language', 'Mode', 'Scrutiny By', and 'Type'. The 'Complainant's Details' section includes fields for 'Name', 'Address', 'PIN', 'State', and 'District'. There are 'Update' and 'Cancel' buttons at the bottom of the form. The left sidebar contains a navigation menu with options like 'Home', 'Case Registration', 'New Complaint', 'Update Complaint', 'Other Details', 'Attachment of Cases', 'Addl.Complaints', 'Action Taken', 'File Movement', 'Search', 'Reports', 'Listing of Cases', and 'Document Scanning'. The top header shows the NIC logo and a table with case details.

The Date information is always in 'dd/mm/yyyy' format. The information about the complaint, entered into this form along with checks and limits, are as follows:

S.No	Name of the Field	Description	Limits
1	Diary No	Diary No as assigned by the CR Section	Char 20
2	Receive Date	Date on which the complaint was received by the Commission (Default – present date)	1/1/1990 to Till date
3	Complaint Date	Date of the Complaint. (Default – present date)	1/1/1990 to Till date
4	Language	Language of the Complaint and can be selected from the drop down list. (Annexure C-11)	Char 2
5	Mode	Receiving Mode of the Complaint and can be selected from the drop down list. (Annexure C-6)	Char 2
6	Scrutiny Officer Code	Code of Scrutiny Officer/Consultant and can be selected from the drop down list. (Annexure C-14)	Char 3
7	Complaint Category	Complaint Category and can be selected from the drop down list. (Annexure C-5)	Char 1
8	Complainant's Name	Name of the Complainant	Char 60
9	Address	Address of the Complainant	Char 120
10	PIN	PIN Code of Complainant's Address	Char 6
11	State Code	State Code of the Complainant Address and can be selected from the drop down list. (Annexure C-17)	1-35 & 99
12	District Code	District Code of the Complainant Address and can be selected from the drop down list. (Annexure C-8)	0-99 depends upon state selected

5.2.1.2 Modification of Complaint: The Complaint, registered with the Commission (CMS), can be opened and modified as desired by the Law Division officials. One can open it by selecting this option from the menu as follows:

CMS→Data Entry→Law Division→Open Complaint

One can also open this sub module by pressing 'ALT+O' keys simultaneously. This sub-module will ask for the File Number and subsequently will display information, Picture 5.1.1.2, about a complaint, which is shown below:

The screenshot shows a web browser window with the URL <http://10.1.14.14/CMS/secure/nhrc/newcompmaster.aspx>. The page has a sidebar menu on the left with options like Home, Case Registration, New Complaint, Update Complaint, Other Details, Attachment of Cases, Addl. Complaints, Action Taken, File Movement, Search, Reports, Listing of Cases, Document Scanning, User Profile, Id Card, and Logout. The main content area is titled 'Complaint Details:' and contains several form sections. The 'Complaint Details' section has fields for Diary No, Language, Mode, Section, Rec. Date, Case Category, and Comp. Category. The 'Complainant Details' section has fields for Name, Address, State, District, Mobile, and EMail ID. The 'Victim Details' section has fields for Name, Address, State, District, Religion, Caste, Sex, Disability, and Age. The 'Incident Details' section has fields for Place, Incident Code, Incident State Code, Incident District Code, and Incident Date. There are 'Update' and 'Cancel' buttons at the bottom right of the form.

One can also get instantaneous help by keeping the mouse at the place of control (Text Box, Combo Box and Button) in question. The Date information is always in 'dd/mm/yyyy' format. The information updated in this form along with checks and limits are given in table earlier.

One cannot change the primary information about a complaint because it causes to change 'primary key' of the File, which will result in CMS database failure. These primary information fields are as follows:

- Incident Code;
- Incident Date;
- Incident State Code; and
- Incident District Code.

5.2.1.3 Action Follow-up: The Commission gives orders/direction on the Complaint, registered with the Commission. These orders/directions can be entered into CMS, which will generate the orders of the commission in the format in which it communicates with the complainants/Authorities etc. The CMS can also follow the actions and generate various types of reminders and other miscellaneous orders on its own. The actions in the commission are divided into two broad categories which are given below:

- **Main Action:** These are the actions, which are taken by the Hon'ble Members of the Commission. These actions are AHC, AIC, ATR, CLD, CMP, DGI, DIL, DWD, NOT, SCR and SMR. (*Annexure C-1*)
- **Secondary Action:** These are the actions taken by the concerned section based on the Main Actions recommended by the Hon'ble Member. The list of Secondary actions along with Main actions is attached in the *Annexure*. (*Annexure C-1*)

One can open Action Follow-up by selecting this option from the menu as follows:

CMS→Data Entry→Law Division→Action Follow-up

One can also open this sub module by pressing 'ALT+A' keys simultaneously. This sub-module will ask for the File number and subsequently will display all the actions, taken so far by the Commission on a complaint. The Action follow-up about a case can be entered into two frames as shown in the Screen i.e. Main Actions and Secondary Actions. These are explained herewith:

- i) **Main Action Follow-up Entry:** The Main Action types have been explained above. There are four possible functions which can be performed upon them, when the Action Follow-up screen is opened and they are as follows:
 - a. **New order/direction entered by the Hon'ble Member's Office:** if there is an order/direction entered by the Hon'ble Member's office, then the same is reflected on the right hand side lower corner of the Action Follow-up screen. One is required to release it with appropriate action code;

- b. **New Action by the Law Division:** press 'Add new' button and you will get a fresh form for action follow-up entry. Enter the information about the action as per the checks and limits mentioned in the Table 5.1.1.3;
- c. **Update existing Action:** If one wants to only save the information back to database then press 'Update' button; and
- d. **Print Reports:** When one wants to print the report based on the action entered/selected, press 'Print' Button. This will take 4-5 seconds to generate the preview of the report. One can export and print the displayed report. One has to make the printer on-line by command initiated else an error message will be given. User can print the reports by pressing the 'Printer'  Button and Report formats can be seen from the Annexure R-1 to R-100.

- ii) **Secondary Action Follow-up Entry:** The Secondary Action types have been explained above... There are four possible functions which can be performed upon them, when one opens the Action Follow-up screen, and they are as follows:

Comp. Name :	TEST	Gender :	M	Next Date :	N/A
Victim Name :	TEST	Section :	LEG1	File At :	N/A
Inc. Code/Date :	802 / 13 Nov 2014	File No. :	4617/30 / 1/2014	Status :	No

eHRCMS , 123

Welcome test to eHRCMS. Module - Law Division at 13/11/2014 10:52:51 AM. | Logout

Law Division

Home

Case Registration

Action Taken

Action Followup

Proceedings Entry

Action Followup 2

File Movement

Search

Reports

Listing of Cases

Document Scanning

User Profile

Id Card

Action Followup Form.

No of actions taken so far: 0

New Main Action

Main Actions Secondary Order Printing

Action Code

Date Due Date

Comp. Date

Edit

New Sec. Action

Selected Main Action #

- a. **New Action:** Press 'Add new' button and one will get a fresh form for action follow-up entry. Enter the information about the action as per the checks and limits mentioned below;
- b. **Update Action:** If one wants to only save the information back to database then press 'Update' button;

- c. **Print Report:** When one wants to print the report based on the action entered/selected, press 'Print' Button. This will take 4-5 seconds to generate the preview of the report. One can export and print the displayed report. One has to make the printer on-line by command initiated; else an error message will be given. This is done by pressing the 'Printer'  Button and Report formats can be seen from the Annexure R-1 to R-100; and
- d. **Details:** This is for three Secondary Actions based on Compliance (CMP), Main Action, taken by the Commission and these are as follows:
- Disciplinary Action (**DSP**) [explained in section 5.2.110];
 - Grant of Compensation (**GOC**) [explained in section 5.2.1.11]; and
 - Prosecution (**PRC**) [explained in section 5.2.1.12].

One can also get instantaneous help by keeping the mouse at the place of control (Text Box, Combo Box and Button) in question. The Date information is always in 'dd/mm/yyyy' format. The information entered/ updated in this form along with checks and limits are as follows:

S.No	Name of the Field	Description	Limits
Primary Actions			
1	Action Code	Code of the action taken by the commission on the complaint and can be selected from the drop down list. (Annexure C-1)	Char 3
2	Action Date	Date on which the Commission has initiated action.	1/1/1990 to Till date
3	Weeks	No of weeks as due date as directed by the commission.	0 to 99
4	Action Due Date	Date on which action is due for completion.	Till date to next 1 year.
5	Action Completion Date	Date on which action is completed.	Between Action-date and till Date.
6	Status	Status of the action.	Char 1 C/I
7	Order Text	Order text as passed by the Commission.	Char 20 Kb
8	Authority Code	Code assigned to authorities and can be selected from the drop down list. (Annexure C-2)	Char 3
9	Address of the Authority	Specific Address of the Authority.	Char 50
10	State Code of Authority Address	State code of address of the Authority selected. (Annexure C-17)	Integer
11	District Code of Authority Address	District code of address of the Authority selected. (Annexure C-8)	Integer
12	Nodal Officer Code	Nodal officer Code to the authority, and can be selected from the drop down list. (Annexure C-13)	Char 4
13	Member Code	Member's Code who has passed the	Char 3

		order, and can be selected from the drop down list. (Annexure C-7)	
Secondary Actions			
14	Action Code	Code of the secondary action initiated by the section on the main action and can be selected from the drop down list. (Annexure C-1)	Char 3
15	Action Date	Date on which the Section has initiated secondary action.	Main-action due date to Till date
16	Action Due Date	Date on which action is due for completion.	Till date to next 1 year.
17	Action Completion Date	Date on which secondary action is completed.	Between Secondary Action-date and till Date.
18	Status	Status of the Secondary Action.	Char 1 C/I

Proceedings Entry-

The screenshot shows the eHRCMS web application interface. The browser address bar indicates the URL is <http://10.1.14.1/cms/secure/nhrc/proceedings.aspx#>. The page header shows the user is logged in as 'ePrisons Suite.' and the system is 'NIC UPSU - Districts'.

The main content area is titled 'Proceedings Entry for :4617/30/1/2014'. It features a sidebar on the left with a menu of options: Home, Case Registration, Action Taken, Action Followup, Proceedings Entry (highlighted), Action Followup 2, File Movement, Search, Reports, Listing of Cases, Document Scanning, User Profile, Id Card, and Logout.

The main form area contains the following fields and controls:

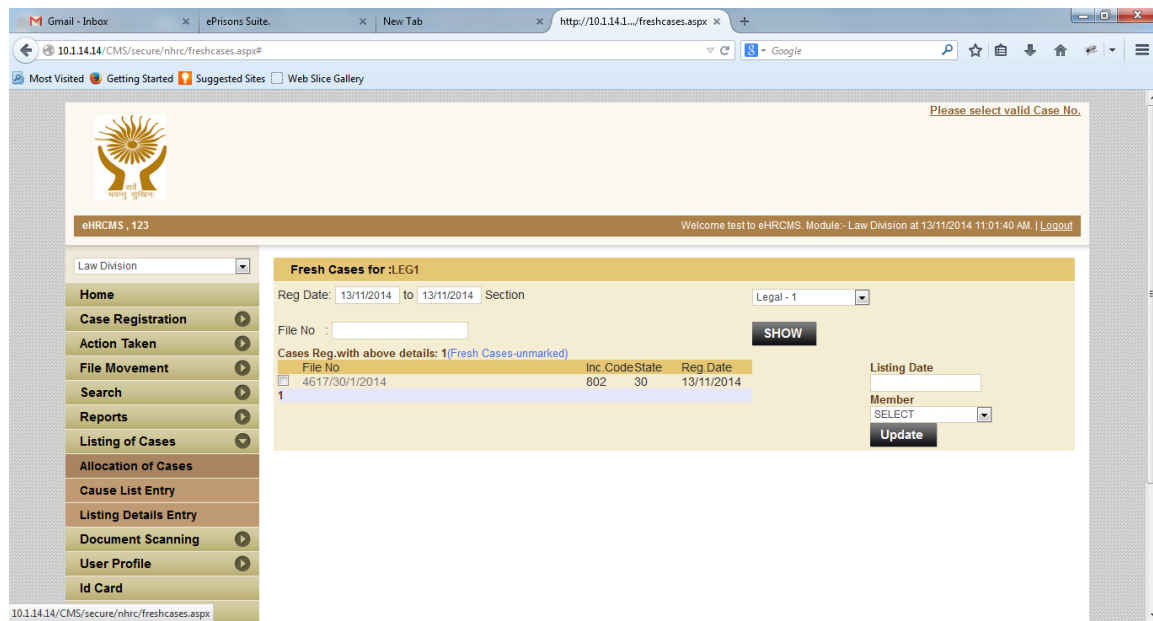
- Standard Proceedings:** A dropdown menu with '0->Select Proceedings' selected.
- Member Code:** A text field with 'SELECT' entered.
- Proceedings:** A large text area with a rich text editor toolbar (bold, italic, underline, etc.) above it.
- Buttons:** 'Update' and 'Print' buttons at the bottom of the form.

At the top right of the form, there is a summary table with the following data:

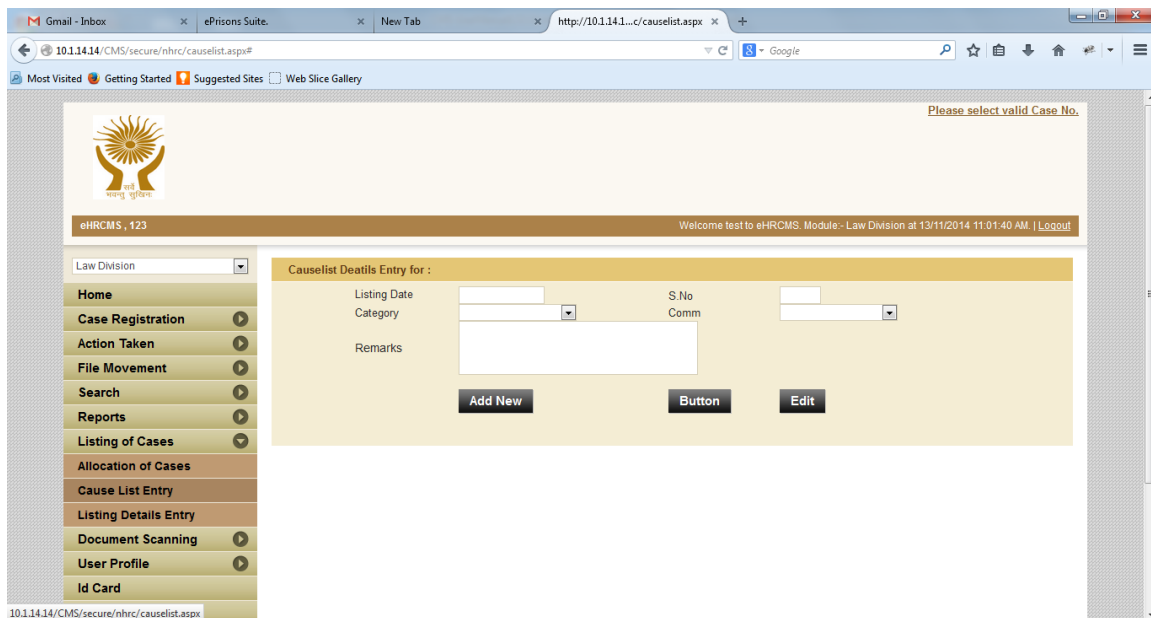
Comp. Name :	TEST	Gender :	M	Next Date :	N/A
Victim Name :	TEST	Section :	LEG1	File At :	N/A
Inc. Code/Date :	802 / 13 Nov 2014	File No. :	4617/30 1/2014	Status :	No

Below the table, a welcome message reads: 'Welcome test to eHRCMS. Module:- Law Division at 13/11/2014 13:39:46 PM. | Logout'.

5.2.1.4 Allocation of Cases:



Cause List Entry:



Listing Details: A case can be listed before the Commission a number of times. This can be recorded and produced before Section/ Commission as and when required. This sub module is developed for entering and retrieving the listing details of cases. One can open it by selecting this option as follows:

CMS→Data Entry→Law Division→Listing Details

One can also open this sub module by pressing 'ALT+L' keys simultaneously. One is required to enter the file number. This sub module will check whether the entered file number exists or not. If yes, then primary details about the case will be displayed otherwise a message about informing of non-existence of the case will be displayed. If one want to modify the existing listing details if any, can modify them and press 'update' button to save the data. New listing details about the case entered can be entered, by pressing 'New Listing' button. Select listing category code from the drop down list and commission code from commission drop down list. Enter any specific remarks about the file if any in the remarks text box. One can save the data entered by pressing 'Update' Button. This sub module will display the screen, Picture 5.1.1.4, as follows:

The screenshot shows the eHRCMS web application interface. The top navigation bar includes links for Gmail, ePrisons Suite, and a New Tab. The address bar shows the URL: http://10.1.14.14/CMS/secure/nhrc/listingcases.aspx. The page title is "eHRCMS - 123". The sidebar on the left contains a menu with options: Home, Case Registration, Action Taken, File Movement, Search, Reports, Listing of Cases, Allocation of Cases, Cause List Entry, Listing Details Entry, Document Scanning, User Profile, and Id Card. The main content area displays a form for listing cases. It includes a "Cases listed for : M-1" header, a "Listing Date" field with a range from 13/11/2014 to 11/02/2015, and a "Print" button. Below this, there is a table with columns for Listing Date, Nos, File No, and List Date. The table shows one entry with Listing Date 13/11/2014 and File No 1. To the right of the table, there is a "Listing Date" field and a "Member" dropdown menu set to "M-1". An "Update" button is located at the bottom right of the form.

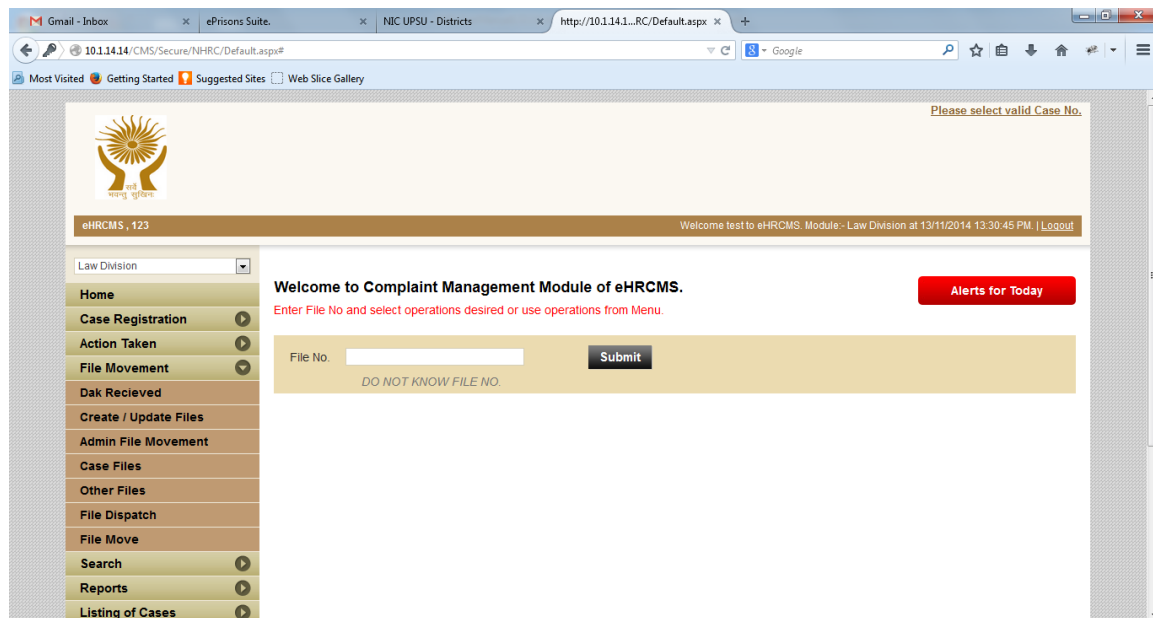
One can print out the cause list for a day by pressing 'Print Cause List' button. One has to enter the listing date and press 'OK' button. This will print a draft cause list for all the section in case user is from 'Board Branch' section other wise from the user section (*Annexure R-00*). One can also get instantaneous help by keeping the mouse at the place of control (Text Box, Combo Box and Button) in question. The Date information is always in 'dd/mm/yyyy' format. The information entered into this form along with checks and limits are as follows:

S.No	Name of the Field	Description	Limits
1	Listing Category	Listing Category, in which case is to be listed, can be selected from the drop down list. (<i>Annexure C-11</i>)	Integer
2	Commission	Can be selected from the drop down list. (<i>Annexure C-7</i>)	Char 2
3	Listing Date	Date of listing.	Till date to next 1 year.
4	Remarks	Remarks if any about the case.	Char 100

5.2.1.5 File Movement: This sub module is for Fresh cases, registered on a day. These cases are required to be sent to various sections for further processing. Most of the cases are sent to the Board Branch Section for listing before the Commission. One can open it by selecting this option as follows:

CMS→Data Entry→Law Division→File Movement

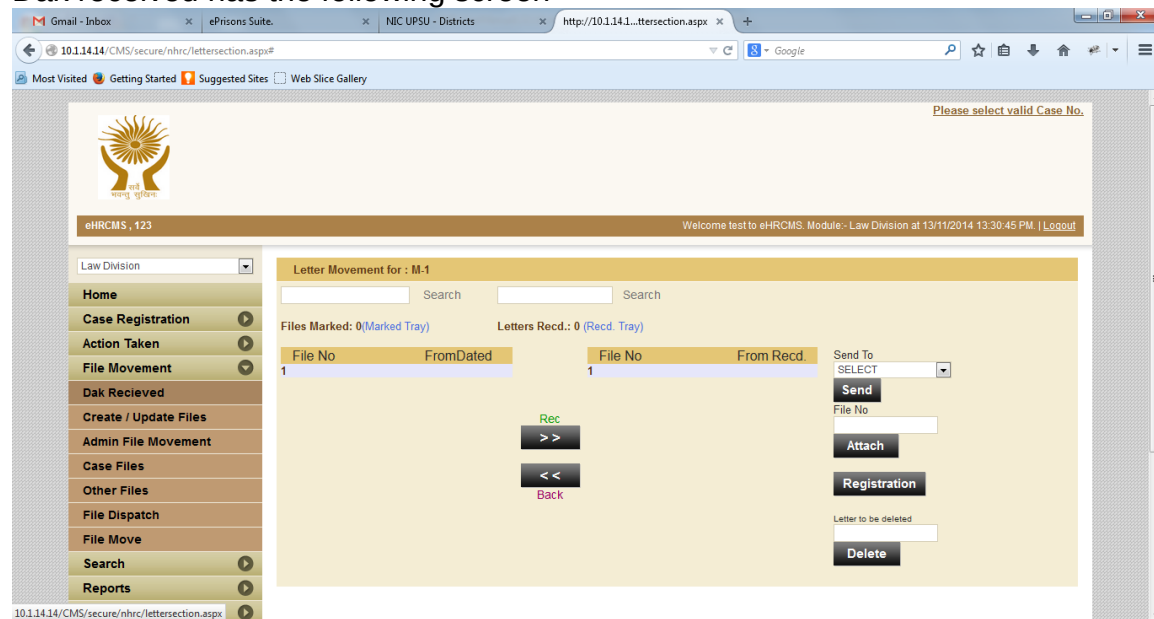
One can also open this sub module by pressing 'ALT+F' keys simultaneously. One is required to enter the Registration date of cases to be sent. This sub module will display all the cases registered on the entered date. It will display the screen as follows:



It has following sub menu-

1. Dak Received
2. Create/Update Files
3. Admin File Movement
4. Case Files
5. Other Files

Dak received has the following screen-



Create/Update Files has following screen-

Admin File Movement- It has following screen as shown below-

Mark the File Numbers by double clicking them. One will get the cursor blinking on the file number text box. Press 'Enter' or 'Tab' Button and select the section by pressing combo box. The system displays '**Sending Date**' of the file as present date, which can be modified by the user. Press 'Update' Button and the file has been sent to the section selected by the user. After sending the files to the sections, one can also generate and print the list of files moved to Board Branch on a day, by pressing 'Print List of Cases' (*Annexure R-00*). Here, one is required to enter the date of sending the files and one will get the list of cases. The information entered into this form along with checks and limits are as follows:

S.No	Name of the Field	Description	Limits
------	-------------------	-------------	--------

1	Registration Date	Date of registration.	Till date or previous date
2	File Number	File Number to be sent.	Char 25
3	Send to (Section Name)	Section name to which file is to be sent. (Annexure C-16)	Char 5
4	Sending Date	Date on which the file is sent.	Present date

Case Files- Case files has the following screen as shown below-

The screenshot displays the 'Admin File Movement' screen in the eHRCMS application. The sidebar on the left lists various modules, with 'File Movement' currently selected. The main content area is titled 'Admin File Movement for : M.1'. It features two search bars at the top, each with a 'Search' button. Below the search bars, there are two tables. The first table, 'Files Marked: 0 (Marked Tray)', has columns 'File No' and 'FromDated'. The second table, 'Letters Recd.: 0 (Recd. Tray)', has columns 'File No', 'From', and 'Recd.'. Both tables show a single entry with 'File No' 1. To the right of the second table is a 'Send To' dropdown menu set to 'SELECT' and a 'Send' button. Below the tables are buttons for 'Rec >>' and '<< Back'. At the bottom right, there is a 'File Movement to be deleted' section with a 'Delete' button. A message at the top right of the main area reads 'Please select valid Case No.'.

Other Files-

This screenshot shows another view of the 'Case File Movement' screen. The sidebar on the left includes 'Listing of Cases' at the bottom. The main area is titled 'Case File Movement.' and has a 'Section / Official Code : M.1' at the top. It follows a similar layout to the previous screenshot, with search bars, tables for 'Files Marked' and 'Letters Recd.', and buttons for navigation and actions. The 'Send To' dropdown is also present. The 'Please select valid Case No.' message is visible at the top right.

5.2.1.6 Court Cases Details: This sub module is for the cases in which Court (Supreme Court, High Court and District Court) has initiated proceedings. A Court case can be heard by the concerned Court for number of times depending

upon the Case. The follow-up action of these cases can be recorded and produced before section/commission as and when required. Court Cases Details sub module is developed for entering and retrieving the details of court cases. One can open it by selecting this option as follows:

CMS→Data Entry→Law Division→Court Cases

One can also open this sub module by pressing 'ALT+C' keys simultaneously. One is required to enter the file number. This sub module will check whether the entered file number exists or not. If yes, then primary details about the case will be displayed automatically otherwise a message about the non-existence of the case will be displayed. If one wants to modify the existing court case details if any, can modify them and press 'update' button to save the data. New court action details about the case entered can be entered, by pressing 'Add New Court Action' button. Press 'Update' Button to save the data. This will display the screen as follows:

One can print the list of court cases by pressing 'Print' button. This module will ask for file number. If one enters the file number, a list will be generated mentioning all the court details about the case selected. Other wise it will generate the list of all the court cases along with their court action details. One can also get instantaneous help by keeping the mouse at the place of control (Text Box, Combo Box and Button) in question. The Date information is always in 'dd/mm/yyyy' format. The information entered into this form along with checks and limits are as follows:

S.No	Name of the Field	Description	Limits
1	Court Code	Code of the concerned Court.	Char 3
2	Institution date	Date on which the case was instituted.	1/1/1990 to Till date
3	Status	Status of the case.	Char 1

4	Case Number	Case number as given by the court.	Char 30
5	Subject	Subject of the case.	Char 30
6	Case History	A brief summary of the case.	Char 500
7	Petitioner Advocate	Name of the advocate for the Petitioner.	Char 25
8	Respondent Advocate	Name of the advocate of the Respondent.	Char 25
9	Commission's Advocate	Name of the advocate of the Commission.	Char 25
10	Remarks	Remarks if any about the case	Char 30
11	Court Action Date	Date on which the court heard the case.	Last one year to till date.
12	Next Date	Next date of hearing by the court.	Till date to next one year.
13	Intimation Date	Date of intimation to the Commission.	Last one year to till date.
14	Court Direction	Direction by the Court.	Char 256

5.2.1.7 Attachment of Files: This sub module can attach the files of same incident. A number of complaints can be filed for the same incident. This sub module can attach all those registered files into one file (main file number). Attachment sub module is developed for entering and retrieving the details of these cases. One can open it by selecting this option as follows:

CMS→Data Entry→Law Division→Attachment

One can also open this sub module by pressing 'ALT+A' keys simultaneously. One is required to enter the file number. This sub module will check whether the entered file number exists or not. If yes, then primary details about the case will be displayed automatically otherwise a message about the non-existence of the case will be displayed. This will display the screen as follows:

One can also get instantaneous help by keeping the mouse at the place of control (Text Box, Combo Box and Button) in question. The Date information is always in '**dd/mm/yyyy**' format. The information as entered into this form along with checks and limits are as follows:

S.No	Name of the Field	Description	Limits
1	Main File Number	File number to which, a file is to be	Char 25

		attached.	
2	File Number	File number, which is to be attached.	Char 25

5.2.1.8 Record Room: The action on the cases, filed in the Commission, can be divided into six categories:

- Admitted;
- Closed;
- Disposed off;
- Fresh;
- Rejected; and
- Transferred.

The Record Room Module transfers all the cases, which falls into closed category. One can open it by selecting this option as follows:

CMS→Data Entry→Law Division→Record Room

One can also open this sub module by pressing 'ALT+R' keys simultaneously. One is required to enter the file no. This sub module will check whether the entered file number exists or not. If yes, then primary details about the case will be displayed automatically otherwise a message about the non-existence of the case will be displayed. This will display the screen as follows:

Record Section Data Entry

File No.: Record Sec.No.

List of Actions Taken on the Case					
Action No	Action Code	Action Date	Due Date	Completion Date	Member

Section

Record Room

The 'Record Room' Module checks basic details about a case that includes case details, Action taken details and all the orders passed by the Commission with regard to the entered file number. Once these conditions are fulfilled, the file will

“One Character – Serial Number”

5.2.1.9 Weeding out of case: The 'Weeding out of Case' Module weeds all the cases and preserves the essential orders/directions passed in a case. One can open it by selecting this option as follows:

CMS→Data Entry→Law Division→Weeding Out

File No.:

List of Actions Taken on the Case					
Action No	Action Code	Action Date	Due Date	Completion Date	Mem

One is required to enter the file number to be weeded out. This sub module will check whether the entered file number exists or not. If yes, then primary details about the case will be displayed otherwise, a message about informing of non-existence of the case will be displayed. This sub module checks primary detail, about a case that includes Case details, Action taken details and all the orders passed by the Commission with regard to the '**entered file number**'. Once these conditions are fulfilled, files will be weeded out. The following checks will be made upon the file no:

- Time elapsed since last action taken?
 - For CLD → Two years
 - For DWD and DIL → six months
- Order text of the last action is available?

Press 'Weed Out' button and the system will assign current date as the weeding out date.

5.2.1.10Disciplinary Action (DSP): This is the sub module, called in the Secondary action sub module, under Action follow-up module. When one enters the secondary action code as DSP and press details button a small screen will be displayed as shown below.

One can also get instantaneous help by keeping the mouse at the place of control (Text Box, Combo Box and Button) in question. The Date information is always in 'dd/mm/yyyy' format. The information as entered into this form along with checks and limits are as follows:

S.No	Name of the Field	Description	Limits
1	Erring Official Name	Name of the Erring Official against whom action to be taken.	Char 30
2	Address	Address of the Official	Char 100
3	Department	Department of the Official.	Char 15
4	Address of the Department	Address of the department.	Char 100
5	Status	Status of the recommendation.	Char 1
6	Nature of Incident	Nature of the incident involved. (Annexure C-12)	Integer

Table 5.1.1.10

5.2.1.11Grant of Compensation (GOC): This sub module is called in the Secondary action sub module, under Action follow-up module. When one enters

the secondary action code as GOC and press details button a small screen will be displayed as shown below

Compensation granted by the Commission Details Entry

Victim Details

Name

Address

Age Sex Disability

Caste Nature of Inc.

Other Details

Amount Authority Status

One can also get instantaneous help by keeping the mouse at the place of control (Text Box, Combo Box and Button) in question. The Date information is always in 'dd/mm/yyyy' format. The information as entered into this form along with checks and limits are as follows:

S.No	Name of the Field	Description	Limits
1	Victim name	Name of the victim.	Char 30
2	Address	Address of the victim.	Char 100
3	Age	Age of the victim.	Integer
4	Caste	Caste of the victim.	Char 3
5	Sex	Sex of the victim.	Char 1
6	Disability	Disability condition of the victim.	Char 1
7	Nature of incident	Nature of the incident involved. (Annexure C-12)	Integer
8	Amount	Amount of compensation as recommended by the commission.	Integer
9	Paying Authority	Name of the authority liable to pay.	Char 25

5.2.1.12 Prosecution (PRC): This is the sub module, called in the Secondary action sub module, under Action follow-up module. When one enters the secondary action code as PRC and press details button a small screen will be displayed as shown below.

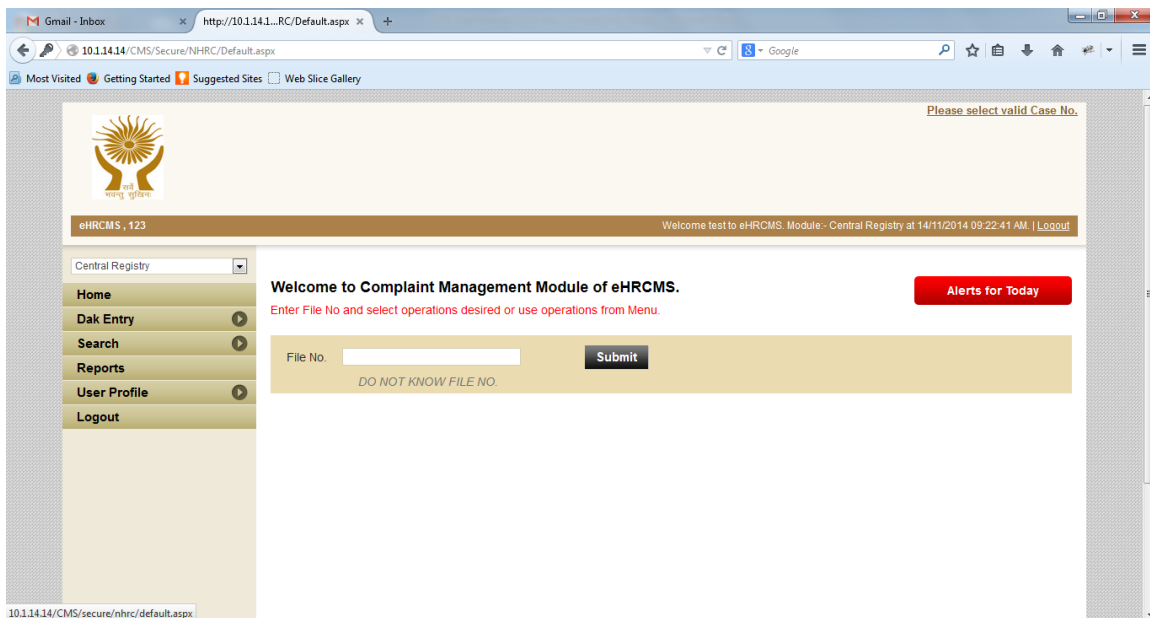
One can also get instantaneous help by keeping the mouse at the place of control (Text Box, Combo Box and Button) in question. The Date information is always in 'dd/mm/yyyy' format. The information as entered into this form along with checks and limits are as follows:

S.No	Name of the Field	Description	Limits
1	Erring Official Name	Name of the Erring Official against whom action to be taken.	Char 30
2	Address	Address of the Official	Char 100
3	Department	Department of the Official.	Char 15
4	Address of the Department	Address of the department.	Char 100
5	Public Servant	Whether official is Public or not.	Yes/no
6	Nature Code	Nature of the incident involved. (Annexure C-12)	Integer

Central Registry-

This section has following options as shown in the menu below-

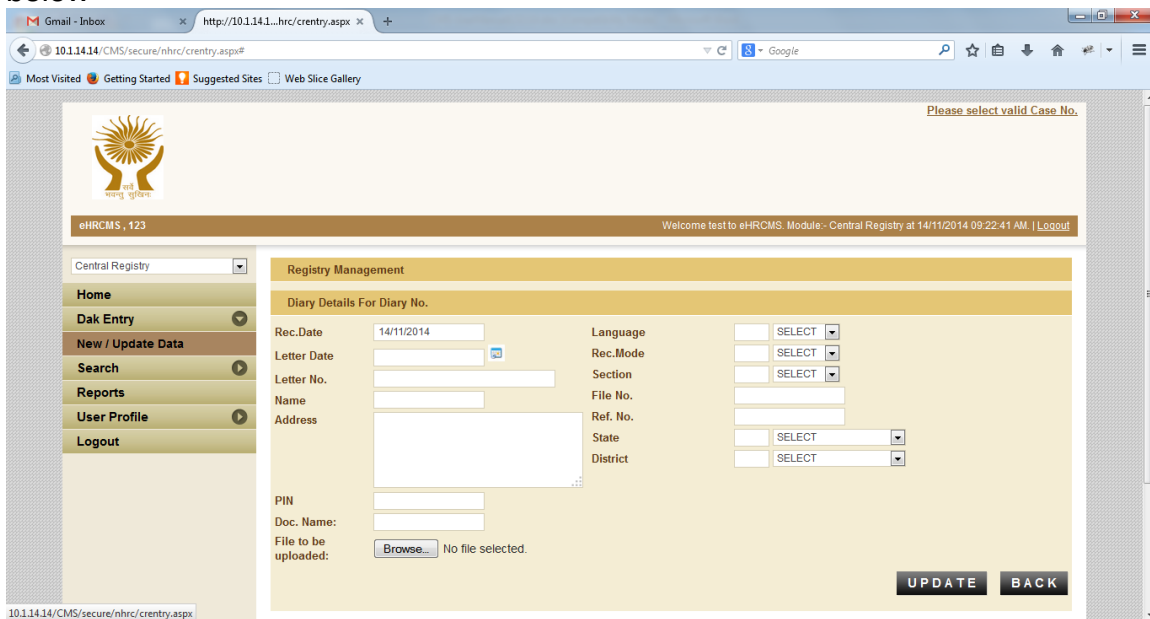
- 1.Dak Entry
- 2.Search
- 3.Reports
- 4.User Profile



Dak Entry-

Dak entry screen is shown as screenshot below-

The screen has new/ update data and the screen for the new entry is displayed below-



Search-

Search has the option- basic detail based, the screenshot is shown as below-

The screenshot shows the eHRCMS Central Registry interface. The browser address bar displays `http://10.1.14.1...rc/crquery.aspx`. The page header includes the NIC logo and the text "eHRCMS , 123". A navigation menu on the left lists: Home, Dak Entry, Search, Basic Details based (selected), Reports, User Profile, and Logout. The main content area is titled "Letter Details based Query" and contains the following fields:

Field	Value
Diary No:	
Section:	SELECT
Letter No:	
Name:	
Address:	
State:	SELECT
District:	SELECT
Rec.Date:	
To:	
Letter Date:	
To:	
File No:	
Ref. No:	
Language:	SELECT
Mode:	SELECT

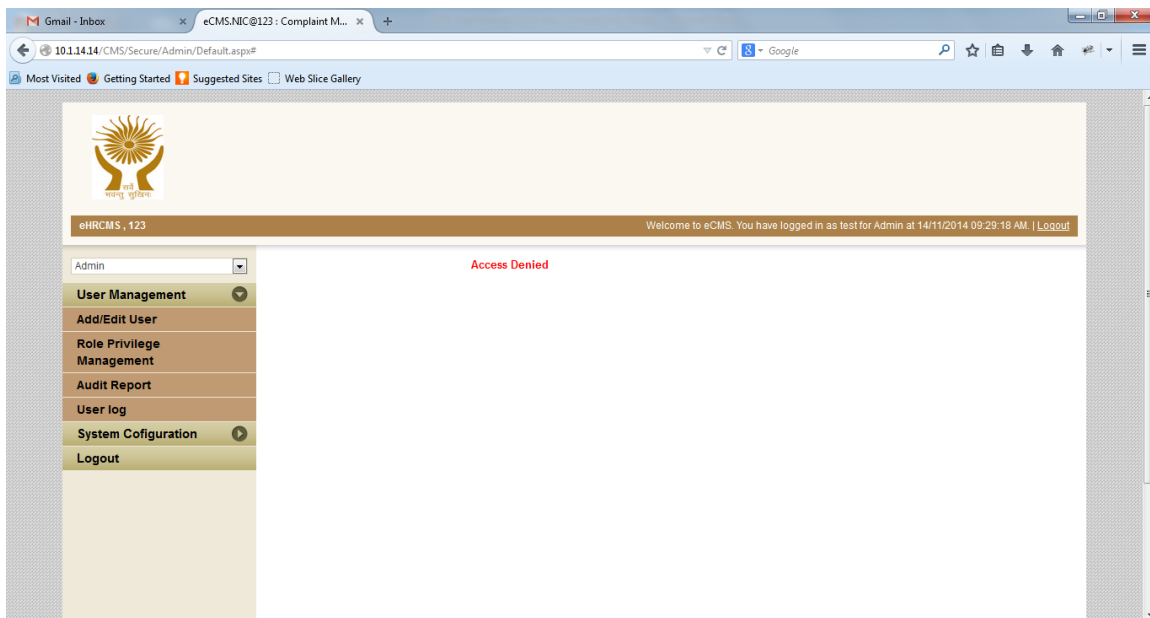
A "Query" button is located at the bottom right of the form. A message at the top right of the page reads: "Please select valid Case No." The footer of the page shows the URL `10.1.14.14/CMS/secure/nhrc/crquery.aspx`.

ADMIN-

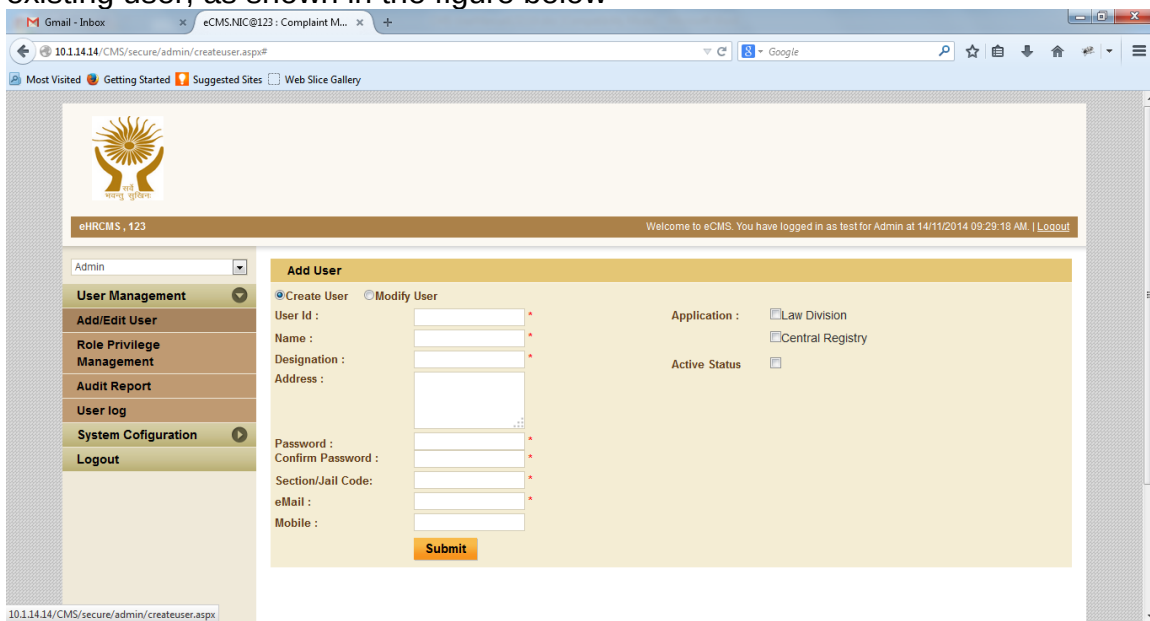
Admin - Admin section has following two modules as shown in the figure below-

The screenshot shows the eCMS Admin interface. The browser address bar displays `eCMS.NIC@123 : Complaint M...`. The page header includes the NIC logo and the text "eHRCMS , 123". A navigation menu on the left lists: Admin (selected), User Management, System Configuration, and Logout. The main content area displays the message "Access Denied" in red text. The footer of the page shows the URL `10.1.14.14/CMS/Secure/Admin/Default.aspx`.

User Management-



Add/Edit User- This option is used to add a new user and also, to update an existing user, as shown in the figure below-



The screenshot shows the eCMS Admin interface. The top navigation bar includes the eCMS logo, the text 'eHRCMS - 123', and a welcome message: 'Welcome to eCMS. You have logged in as test for Admin at 14/11/2014 09:29:18 AM. | Logout'. The left sidebar contains a menu with the following items: Admin, User Management (selected), Add/Edit User, Role Privilege Management, Audit Report, User log, System Configuration, and Logout. The main content area is titled 'Add User' and contains two tabs: 'Create User' and 'Modify User'. The 'Create User' tab is active. The form includes the following fields: User Id (text), Name (text), Designation (text), Address (text), Application (checkboxes for Law Division and Central Registry), Active Status (checkbox), Section/Jail Code (text), eMail (text), and Mobile (text). A 'Submit' button is located at the bottom right of the form.

Role Privledge Management-

The screenshot shows the eCMS Admin interface with the 'User Privilege' management section. The top navigation bar is the same as the previous screenshot. The left sidebar menu is also the same. The main content area is titled 'User Privilege' and contains a form with the following fields: Select User (text, value: test), Select Role (dropdown, value: Law Division), and a table with the following columns: Menu Title and IsVisible?.

Menu Title	IsVisible?
Home	☒
Case Registration	☒
New Complaint	☒
Update Complaint	☐
Other Details	☐
Attachment of Cases	☐
Addl. Complaints	☐
Action Taken	☒
Action Followup	☐
Proceedings Entry	☒
Action Followup 2	☐
File Movement	☒

Audit Report-

Audit Trail Report
Start Date: 13/11/2014 End Date: 14/11/2014

Host	User	IP	Login Time	Logout Time	Action
ePrisonsTest	test	10.1.14.128	11/14/2014 9:17:00 AM	11/14/2014 9:22:00 AM	Login:Success
SHASHI-PRISONS	test	127.0.0.1	11/13/2014 6:12:00 PM	11/13/2014 6:20:00 PM	Login:Success
NIC-PC	test	::1	11/13/2014 5:07:00 PM	11/13/2014 5:21:00 PM	Login:Success
NIC-PC	test	::1	11/13/2014 4:45:00 PM	11/13/2014 4:50:00 PM	Login:Success
NIC-PC	test	::1	11/13/2014 4:26:00 PM	11/13/2014 4:48:00 PM	Login:Success
NIC-PC	test	::1	11/13/2014 4:23:00 PM	11/13/2014 4:34:00 PM	Login:Success
NIC-PC	test	::1	11/13/2014 4:17:00 PM	11/13/2014 4:17:00 PM	Login:Success
NIC-PC	test	::1	11/13/2014 4:10:00 PM	11/13/2014 4:17:00 PM	Login:Success

User Log-

Case Update Log Query

File No. User ID

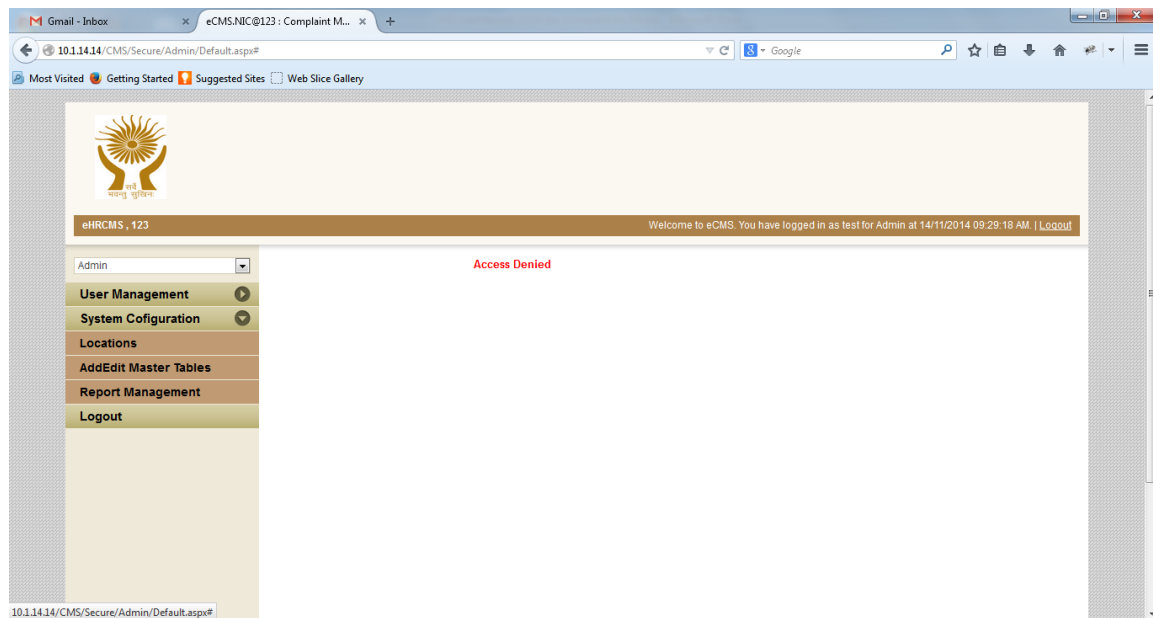
Work type

Update Date -TO-

No of User data entries Found With Above Details :

File No	User ID	Entry Date	Action	Form Level
1764/4/3/2014	test2	15/09/2014		1
1765/4/1/2014-CL	test	11/11/2014		1
4616/30/1/2014	test	12/11/2014		1
4617/30/1/2014	test	13/11/2014		1

System Configuration-

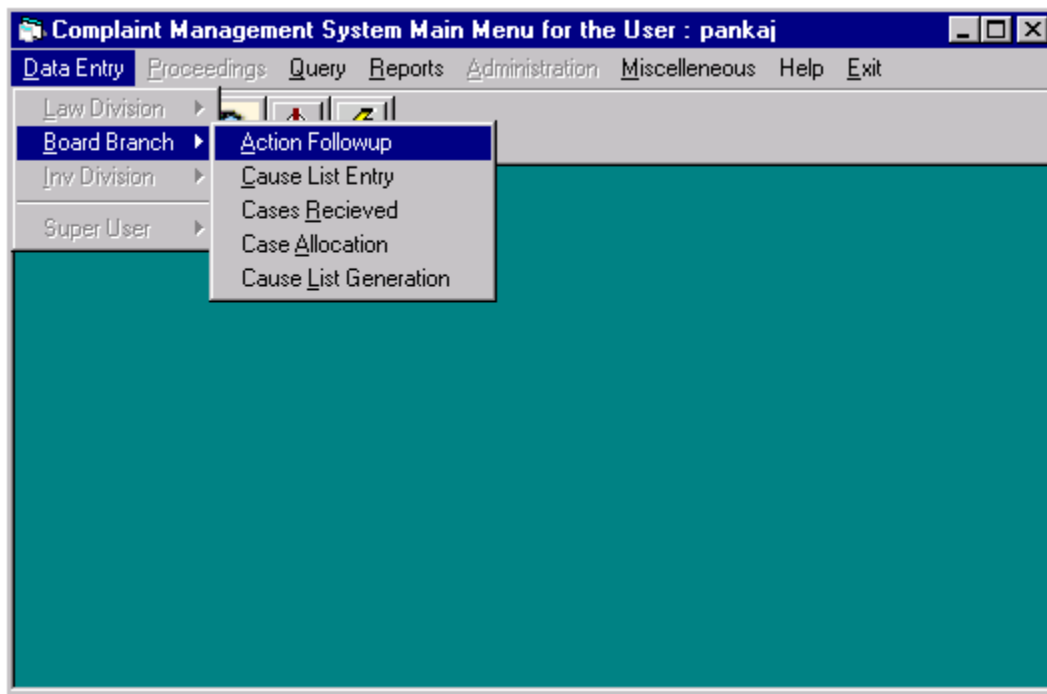


System Configuration- System configuration has tree modules as given below-

1. Locations
2. Add/Edit Master Tables
3. Report Option

Report Option-

5.2.2 Board Branch: The Officials/ Staff members of Board Branch will get 'Board Branch' Sub Module enabled in their Main Menu. When one clicks this or just move the Mouse pointer at 'Board Branch' sub module, one will get a sub menu as shown below for the Board Branch.



There are five sub modules available in this Board Branch Data Entry Module and these are as follows:

- Action Follow-up;
- Cause List Entry;
- Cases Received;
- Case Allocation; and
- Cause List Generation.

These sub modules are explained in the subsequent sections.

5.2.2.1 Action Follow-up: This sub module is for entering or updating the Orders/Directions passed by the Commission in the cases. One can open it by selecting this option as follows:

CMS→Data Entry→ Board Branch →Action Follow-up

One can also open this sub module by pressing “ALT+A” keys simultaneously. For further details, please refer to the Section number 5.1.1.3 of this document as described earlier.

5.2.2.2 Cause List Entry: This sub module is for entering or modifying the Listing Details of the cases to be listed before the Commission. One can open it by selecting this option as follows:

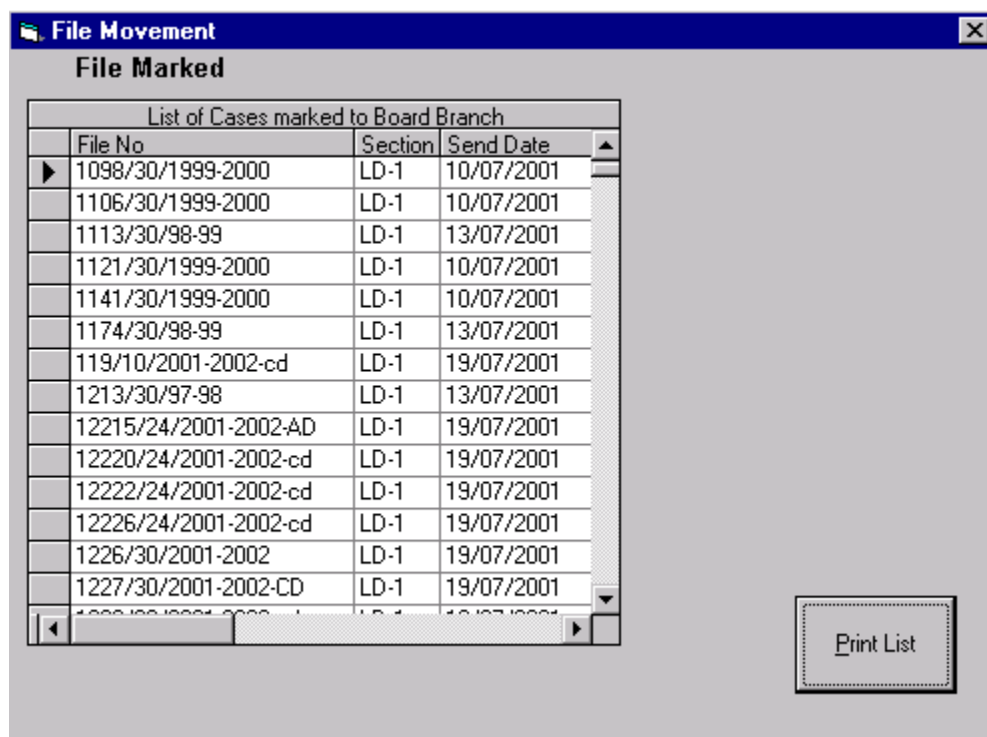
CMS→Data Entry→ Board Branch →Cause List Entry

One can also open this sub module by pressing “ALT+L” keys simultaneously. For further details, please refer to the Section number 5.1.1.4 of this document as described earlier.

5.2.2.3 Cases Received: This sub module is the file movement specifically designed for the Board Branch. One can open it by selecting this option as follows:

CMS→Data Entry→ Board Branch →Cases Received

One can also open this sub module by pressing “ALT+C” keys simultaneously. One can generate a list of files received by the ‘**Board Branch**’ on a day by pressing ‘Print List’ button (*Annexure R-00*). This will ask for the date of receipt of files and press ‘OK’ button. This will display, the screen as follows:



5.2.2.4 Case Allocation: This sub module is to allocate the urgent cases to the Members automatically. The cases send to Board Branch for listing, can be allocated to the Hon’ble Members using a random number generation technique. One can open it by selecting this option as follows:

CMS→Data Entry→ Board Branch →Case Allocation

One can also open this sub module by pressing “ALT+C” keys simultaneously. One is required to enter the limit for cases to be heard by each Member and listing date and press ‘Allocate’ button. This will assign member’s code to the cases listed on the left hand side list of cases. One can get the list of cases along with the assigned members by pressing ‘Print’ button (*Annexure R-00*). This sub module will display the screen as follows:

One can also get instantaneous help by keeping the mouse at the place of control (Text Box, Combo Box and Button) in question. The Date information is always in 'dd/mm/yyyy' format. The information as entered into this form along with checks and limits are as follows:

S.No	Name of the Field	Description	Limits
1	Member 1	Maximum number of cases Member 1 can hear on a day.	Integer
2	Member 2	Maximum number of cases Member 1 can hear on a day.	Integer
3	Member 3	Maximum number of cases Member 1 can hear on a day.	Integer
4	Member 4	Maximum number of cases Member 1 can hear on a day.	Integer
5	Member 5	Maximum number of cases Member 1 can hear on a day.	Integer
6	Listing Date	Date on which the file is to be listed before the Commission.	Present date to next one year

5.2.2.5Cause List Generation: A number of cases marked manually or automatically are to be listed before the Commission. This sub module can generate the list of cases for listing, called Cause List. One can open it by selecting this option as follows:

CMS→Data Entry→Board Branch→Cause List Generation

One can also open this sub module by pressing "ALT+C" keys simultaneously. One is required to enter the listing date in 'dd/mm/yyyy' format. Other information fields, which are to be entered, are optional and help the user to narrow down the cause list. You can generate cause list for particular section

cases, particular member or case category and can have multiple combinations of above mentioned information fields. This sub module will display the screen as follows:

File No	Cat	Sec	ListCat	ListDate	CommC	Complainant Name
14184/24/2001-2002	OC	LD-2	8	01/08/2001	1	SH. GANGA RAM S/O S
14186/24/2001-2002	OC	LD-2	8	01/08/2001	1	SMT. SAROJ DEVI
14198/24/2001-2002	OC	LD-2	8	01/08/2001	1	SMT. MEERUNISSA W/A
14199/24/2001-2002	UC	LD-2	8	01/08/2001	1	SH. SONE RAMPAL S/A
14200/24/2001-2002	UC	LD-2	8	01/08/2001	1	SH. SABHAJIT S/O,SH.

One can also get instantaneous help by keeping the mouse at the place of control (Text Box, Combo Box and Button) in question. The Date information is always in 'dd/mm/yyyy' format. The information as entered into this form along with checks and limits are as follows:

S.No	Name of the Field	Description	Limits
1	Listing Date	Date of listing before the Commission.	Present date to next one year
2	Section	Section Code, which deals the file and can be selected from the drop down list. (Annexure C-16)	Char 5
3	Commission Code	Member's Code and can be selected from the drop down list. (Annexure C-7)	Char 3
4	Case Category	Case Category and can be selected from the drop down list. (Annexure C-3)	Char 2
5	Remarks	Remarks if any for the case displayed.	Char 255

Table 5.1.2.5

5.2.3Super User Updation: The Senior Officials (SG, RG and JR) of NHRC have been given super user permission. They will get 'Super User' Sub Module enabled. When one clicks this or just move the Mouse pointer at 'Super User' sub module, one will get a sub menu as shown below for the Super User option.



There are two sub modules available in this super user Data Entry Module and these are as follows:

- Action Due List; and
- Super User Updation;

These sub modules are explained in the subsequent sections.

5.2.3.1 Action Due List: This Sub Module is to assist the Law Division to generate list of cases in which action is due as on a day. It will also add new secondary action with common action date and due date, into those listed cases as desired by the law division. Reports/Orders based on the secondary actions can be printed using Report Sub Module. One can open it by selecting this option as follows:

CMS→Data Entry→Super User→Action Due List

One can also open this sub module by pressing "ALT+D" keys simultaneously. This will display the screen as follows:

One can also get instantaneous help by keeping the mouse at the place of control (Text Box, Combo Box and Button) in question. The Date information is always in '**dd/mm/yyyy**' format. The information entered into this form along with checks and limits are as follows:

S.No	Name of the Field	Description	Limits
1	Registration Date	Date of registration.	Till date or previous date
2	File Number	File Number to be sent.	Char 25
3	Send to (Section Name)	Section name to which file is to be sent.	Char 5
4	Sending Date	Date on which the file is sent.	Present date

5.2.3.2Case Updation: This sub module is modifies the vital information about a case which not done by any ordinary user. It is not recommended to use this sub module frequently because this may cause a change in the primary key of the Database. One can open it by selecting this option as follows:

CMS→Data Entry→Super User→Case Updation

One can also open this sub module by pressing "ALT+C" keys simultaneously. This will display the screen as follows:

Restricted Updation Form.

File No : 101/24/2001-2002

Password : *****

Incident Code : 1500 Status : D

Incident State : 24

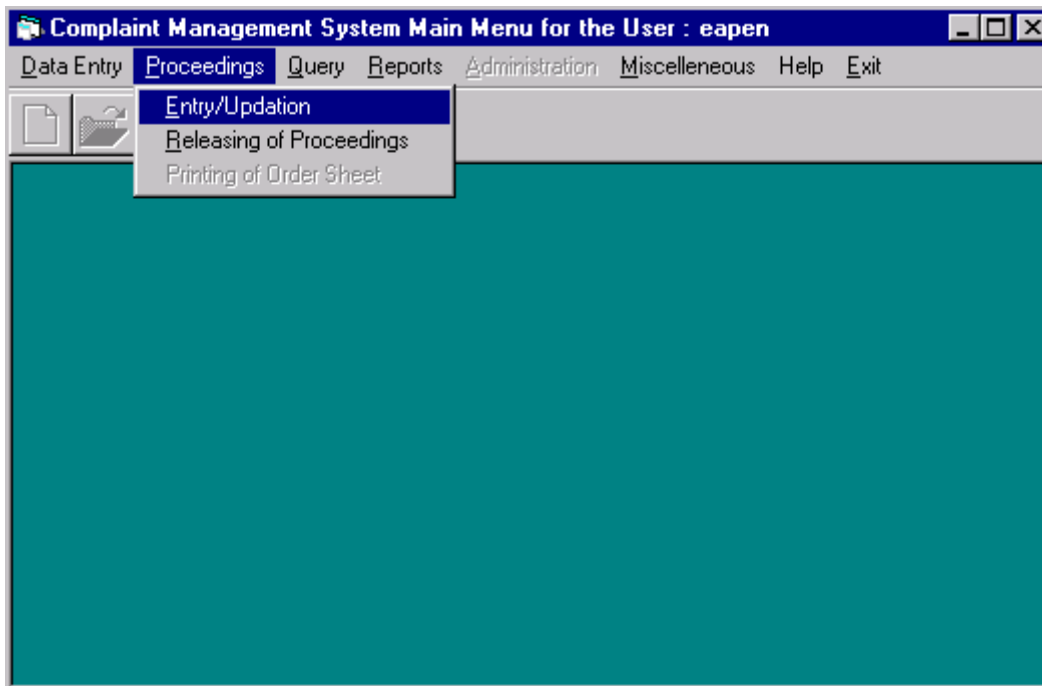
Incident District : 28

Incident Date : 08/03/2001

One can also get instantaneous help by keeping the mouse at the place of control (Text Box, Combo Box and Button) in question. The Date information is always in 'dd/mm/yyyy' format. The information entered into this form along with checks and limits are as follows:

S.No	Name of the Field	Description	Limits
1	Incident Code	The Code assigned to the incident mentioned in the complaint. (Annexure C-9)	100 to 2010
2	State Code	State Code of the incident place. (Annexure C-17)	1-35 and 99
3	District Code	District Code of incident place. (Annexure C-8)	0-99 depending upon the state.
4	Incident Date	Date of Incident.	1/1/1980 to Till date
5	Status	Current status of the case. Annexure C-18)	Char 1 (A/F/D/R/T/C)

5.3 Proceedings: The Official/ Staff members to the Hon'ble Members and Court Masters will get 'Proceedings' Sub Module enabled. When one clicks this or just move the Mouse pointer at 'Proceedings' sub module, one will get a sub menu as shown below for the 'Proceedings' option.



There are two sub modules available in this Proceedings Data Entry Module and these are as follows:

- Entry/Updation; and
- Releasing of Proceedings;

These sub modules are explained in the subsequent sections.

5.3.1 Order Entry: This sub module records and produces Orders/Directions passed by the Commission in a case. A case can be listed before Commission for number of times and this module keeps the last order/direction by the commission only. One can open it by selecting this option as follows:

CMS→Proceedings→Entry/Updation

One can also open this sub module by pressing "ALT+E" keys simultaneously. One is required to enter the file number. This sub module will check whether the entered file number exists or not. If yes, then primary details about the case will be displayed otherwise a message about the non-existence of the case will be displayed. One can also select the file number, if exist, from the list of cases on left hand side data list. One can select the order text, which is frequently used from drop down list. Select the member's code in five check boxes each for one Member. If this is new order text and one wants to save it in favorite, press 'Add Favorite' button. Press 'Print' button in case one want to print the order/proceedings (*Annexure R-00*) or press 'update' button, it will save the data into the system and refreshes the screen for next entry. This will display the screen as follows:

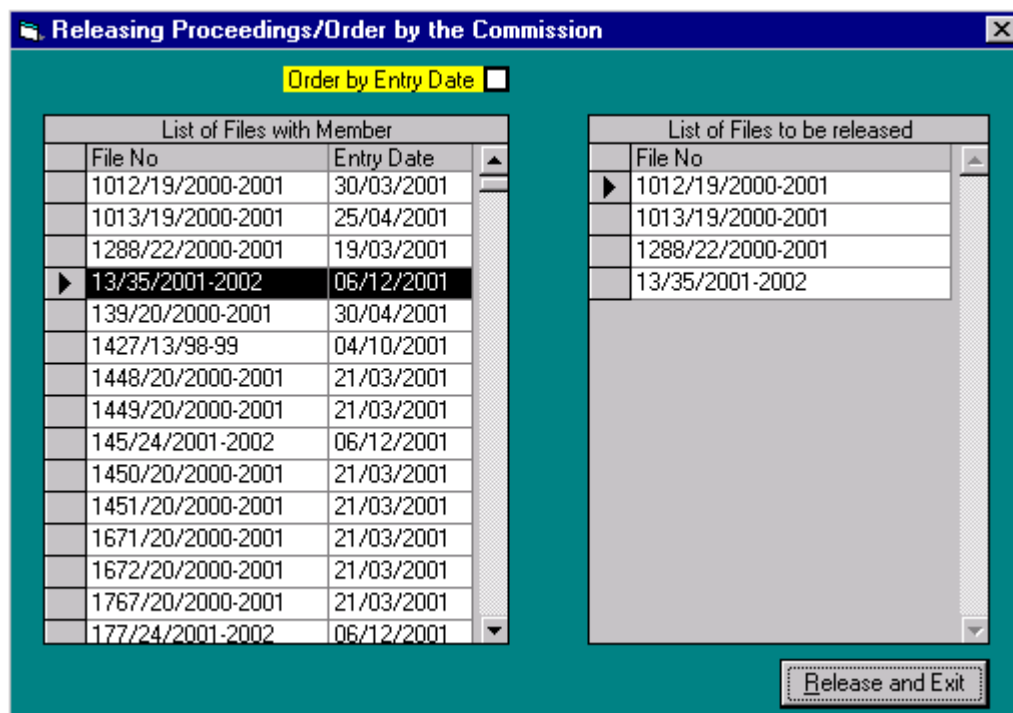
One can also get instantaneous help by keeping the mouse at the place of control (Text Box, Combo Box and Button) in question. The Date information is always in '**dd/mm/yyyy**' format. The information entered into this form along with checks and limits are as follows:

S.No	Name of the Field	Description	Limits
1	Member's code	Five check box for each member	Tick or un tick
2	Order date	Date on which the order/direction was passed.	Present date to last one year
3	Order text	Order text as passed by the commission.	Char 20 kb
4	favorite	Favorite order text, which is repeatedly used by the Hon'ble Member.	Integer

5.3.2 Order Release: The orders/directions are stored with the Hon'ble Members only for security purpose. They are required to be released to the main system so that the concerned reports can be generated and send to the authorities and complainants. This sub module releases all the orders, which are signed by the Hon'ble Members. One can open it by selecting this option as follows:

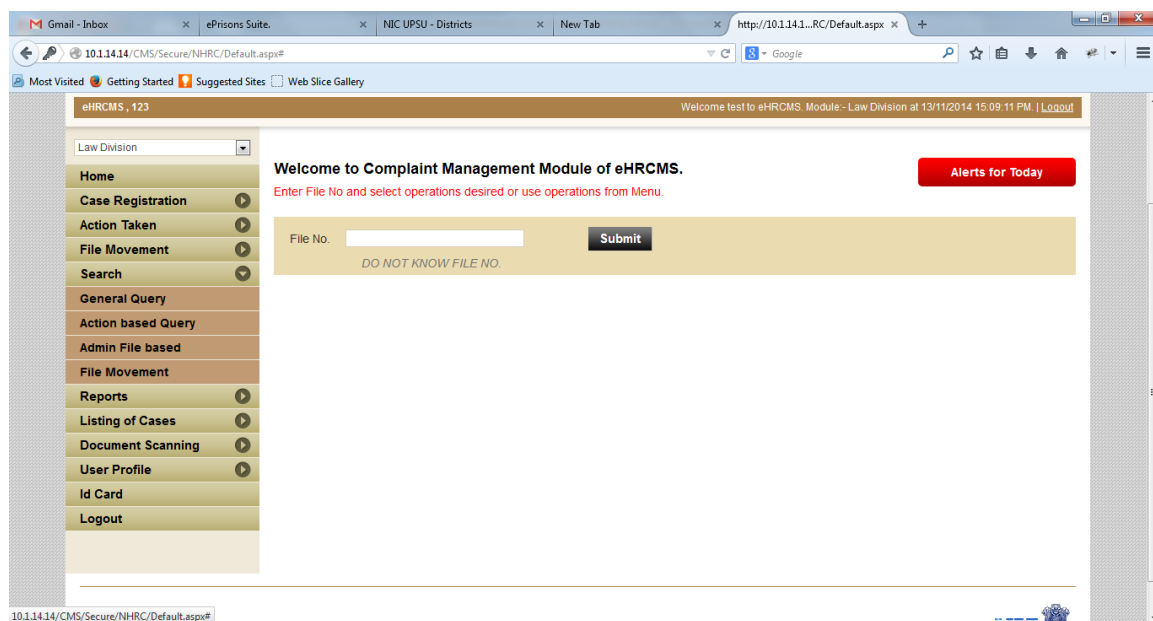
CMS→Proceedings→Releasing of Proceedings

One can also open this sub module by pressing "ALT+R" keys simultaneously. This will display the screen as follows:



One can mark the file for releasing by double clicking them. Press 'Release and Exit' button. This will release all the files marked for releasing and exit from this sub module.

5.4 Search: All the Officials/ Staff members of NHRC will get 'Search' Sub Module enabled. . When one clicks this or just move the Mouse pointer at 'Search' sub module, one will get a sub menu as shown below for the 'Search' option.



There are five sub modules available in this Search Module and these are as follows:

- General;
- Action Follow-up wise;
- Statistics;
- Record Room Query; and
- Investigation Division Query.

These sub modules are explained in the subsequent sections.

5.4.1 General: This is a powerful data retrieval sub module based on 14 fields of information. User can enter information in any combination in full or part. One can open it by selecting this option as follows:

CMS→Query→General

One can also open this sub module by pressing “ALT+G” keys simultaneously. One can make query specifically for CD cases or non-CD cases by clicking concerned push button. User is required to enter information as per the requirement and press ‘Search’ button. The information as entered into this sub module along with checks and limits are discussed in the next Table. This will display a number of cases based on the information entered. One can also take the printout of the cases returned by the query (*Annexure R-00*). This will display the screen as follows:

File No.	Comp Name	Victim Name	Date	Inc. Code	Place
17854/1/2014-CL	ADCDAC	ADCDAC	10/11/2014	101	SADFSDFDS
4616/30/1/2014	TEST	TEST	11/11/2014	100	DELHI
4617/30/1/2014	TEST	TEST	13/11/2014	802	DELHI

One can see complete details about a case by clicking the ‘file number’ from the result list as shown in above screen. This will display the details as shown in the screen below.

10.1.14.14/CMS/secure/nhrc/DisplayDetails.aspx?FileNo=4617/30/1/2014

Most Visited Getting Started Suggested Sites Web Slice Gallery

Case Details of File No.: 4617/30/1/2014 Availability : Y

Incident Details			
Category	ABDUCTION/KIDNAPPING	District	CENTRAL DELHI
Place	DELHI	State	DELHI
Date	13/11/2014	Accused Name	
Complainant Details			
Name	TEST	District	CENTRAL DELHI
Address	TEST	State	DELHI
Mobile No	9999999999	Email ID	
Victim Details			
Name	TEST	District	CENTRAL DELHI
Address	TEST	State	DELHI
Complaint Details			
Diary No	1/CR/2014	Section	LEG1
Language	ENGLISH	Weed dt	
Draft Proc.			
Actions taken so far:- No Action entered with database. Listing Details:- No Listing details with database.		File Movement taken so far:- No File Movement details with database. Attachment Details:- No Attachment / Scanning details with database.	

eHR.CMS.NHRC@NIC

Action based query-

10.1.14.14/CMS/secure/nhrc/actionquery.aspx#

Most Visited Getting Started Suggested Sites Web Slice Gallery

Please select valid Case No.

eHRCMS, 123 Welcome test to eHRCMS. Module:- Law Division at 13/11/2014 15:19:58 PM. | Logout

Law Division

Home
Case Registration
Action Taken
File Movement
Search
General Query
Action based Query
Admin File based
File Movement
Reports
Listing of Cases
Document Scanning
User Profile

Action based query:

File No. To

Inc. Date To

Inc.Code

To

Action Code

Action Date To

Due Date To

Comp Date To

Member

Reg.Date To

☐ Last Actions only ☐ NRR only ☐ Completed Reports only

Inc.State

Inc.Distr.

Sec. Action Code

Action Date To

Due Date To

Comp Date To

Query

10.1.14.14/CMS/secure/nhrc/actionquery.aspx

Admin File based-

10.1.14.14/CMS/secure/nhrc/filequeryadmin.aspx#

Most Visited Getting Started Suggested Sites Web Slice Gallery

Please select valid Case No.

eHRCMS , 123 Welcome test to eHRCMS. Module:- Law Division at 13/11/2014 15:19:58 PM. | Logout

Law Division

Home

Case Registration

Action Taken

File Movement

Search

General Query

Action based Query

Admin File based

File Movement

Reports

Listing of Cases

Document Scanning

User Profile

File Details based Query (Administration Files only)

File No.

Subject

Send Sec

Send Date (From)

Rec Date (From)

Rec / Not Rec

☐ Last File Movement only

Diary No.

Type

Rec. Sec.

To

To

Owner

Search

10.1.14.14/CMS/secure/nhrc/filequeryadmin.aspx

File Movement based-

10.1.14.14/CMS/secure/nhrc/filequery.aspx#

Most Visited Getting Started Suggested Sites Web Slice Gallery

Please select valid Case No.

eHRCMS , 123 Welcome test to eHRCMS. Module:- Law Division at 13/11/2014 15:22:01 PM. | Logout

Law Division

Home

Case Registration

Action Taken

File Movement

Search

General Query

Action based Query

Admin File based

File Movement

Reports

Listing of Cases

Document Scanning

User Profile

File Details based Query (For Complaint / Cases)

File No.

Subject

Send Sec

Send Date (From)

Rec Date (From)

Rec / Not Rec

☐ Last File Movement only

Diary No.

Type

Rec. Sec.

To

To

Owner

Query

10.1.14.14/CMS/secure/nhrc/filequery.aspx

The secondary action details about an action can be visualized by clicking the main action on left hand lower corner of the display as shown above in Picture . One can also see the additional complaints, if any with the case selected, by pressing '**Addl.Comp.**' button. If the Commission has recommended any relief (GOC, PRC and DSP), the same can also be seen by pressing the concerned secondary action on the right hand lower corner of the screen displayed above. The date information is always in '**dd/mm/yyyy**' form. Other information as entered into this sub module along with checks and limits are as follows:

S.No	Name of the Field	Description	Limits
1	File Number	Full/part of the file number	Char 25
2	Diary No	Diary No as assigned by the CR Section	Char 20
3	Complainant's Name	Name of the Complainant	Char 60
4	Victim's Name	Name of the Victim.	Char 60
5	Incident Date (From)	Starting date of incident date range.	< Present Date
6	Incident Date (To)	Ending date of incident date.	Incident date (from) to present date
7	Incident Code	The Code assigned to the incident mentioned in the complaint, and can be selected from the drop down list. (Annexure C-9)	100 to 2010
8	Incident State	State Code of the Incident Address and can be selected from the drop down list. (Annexure C-17)	1-35 & 99
9	District Code	District Code of the Incident Address and can be selected from the drop down list. (Annexure C-8)	0-99 depends upon state selected
10	Complainant 's Address	Complainant's Address	Char 60
11	Sex	Sex of the Victim.	Char 1 (M/F/ U)
12	Registration Date (From)	Date of registration of the Complaint (lower range).	<< Present date
13	Registration Date (To)	Date of registration of the Complaint (upper range).	<< Reg. date to present dt.
14	Address	Address of the Victim.	Char 120
15	Status	Status of the Complaint.	Char 1

5.4.2 Action Follow-up wise: This is a powerful data retrieval sub module based on 12 fields of information about the action taken on the complaint by the Commission. User can enter information in any combination in full or part. One can open it by selecting this option as follows:

CMS→Query →Action Follow-up wise

One can also open this sub module by pressing “ALT+E” keys simultaneously. Here, user is required to enter the information as per requirement and press ‘Search’ button. The information as entered into this sub module along with checks and limits are discussed in the next Table. This will display a number of cases based on the information fed into the query fields. One can take the printout of these cases returned by the query in two formats. These are shown in Picture below and these are as follows:

- Main action based printout [Press ‘Print’ Button] (Annexure R-00); and
- Both Main and secondary action based printouts (Annexure R-00) [Press ‘Print (Sec)’ Button].

User can select incomplete check box for querying only the cases, which are incomplete. This is a very useful tool for law division officials/staff. The screen for this sub module is shown in the next page.

One can see complete details of any case displayed in the list based on the query entered by clicking the concerned case. This is explained in the previous Section and the display will be as shown in Picture above. The date information is always in 'dd/mm/yyyy' form. Other information as entered into this sub module along with checks and limits are as follows:

S.No	Name of the Field	Description	Limits
1	File Number	File number or part of the file number.	Char 25
2	Incident Code (From)	The Code assigned to the incident mentioned in the complaint, and can be selected from the drop down list. (Annexure C-9)	100 to 2010
3	Incident Code (To)	Upper range of Incident Code assigned to the incident. (Annexure C-9)	Incident Code (from) to 2010
4	Incident State	State Code of the Incident Address and can be selected from the drop down list. (Annexure C-17)	1-35 & 99
5	Status	Current status of the case. (Annexure C-18)	Char 1 (A/F/D/R/T/C)
Basic Actions			
6	Action Code	Code of the action taken by the commission on the complaint and can be selected from the drop down list. (Annexure C-1)	Char 3
7	Action Date (From)	Lower range of action date on which the	<= Present

		Commission has initiated action.	date
8	Action Date (To)	Upper range of date on which the Commission has initiated action.	Action Date (From) to Till date
9	Action Due Date (From)	Lower limit of action due date.	<= Present date
10	Action Due Date (to)	Upper limit of action due date.	Action Date (From) to Till date
11	Action Completion Date (from)	Lower limit of action completion date.	<= Present date
12	Action Completion Date (to)	Upper limit of action completion date.	Action due Date (From) to Till date
Secondary Actions			
13	Action Code	Code of the secondary action taken by the concerned section on the complaint and can be selected from the drop down list. (<i>Annexure C-1</i>)	Char 3
14	Action Date (From)	Lower range of action date on which the Commission has initiated action.	<= Present date
15	Action Date (To)	Upper range of date on which the Commission has initiated action.	Action Date (From) to Till date
16	Action Due Date (From)	Lower limit of action due date.	<= Present date
17	Action Due Date (to)	Upper limit of action due date.	Action Date (From) to Till date
18	Action Completion Date (from)	Lower limit of action completion date.	<= Present date
20	Action Completion Date (to)	Upper limit of action completion date.	Action due Date (From) to Till date

5.4.3 Statistics: This sub module is to generate various types of statistical reports based on four fields of information and group it by the same four fields as well. One can open it by selecting this option as follows:

CMS→Query →Statistics

One can also open this sub module by pressing “ALT+S” keys simultaneously. One can enter the information into text fields and tick the 4 check boxes as per the requirement and press the ‘Query’ button. This will display the statistical report in the list below ‘Query’ button. One can take printout of the statistical report generated by this sub module by pressing ‘Print’ button (*Annexure R-00*). This sub module screen as displayed, on the screen is as follows:

No of Cases as per your query.

State ☐ State wise

District ☐ District wise

Incident From ☐ Incident wise

Incident To ☒ Status

Reg.Date from To

Statistics as per your query.

Incident_State_code	Incident_District_Code	Incident_code	Status	No_of_Cases
-	-	-	A	1849
-	-	-	C	29
-	-	-	D	3205
-	-	-	F	6380
-	-	-	R	2734

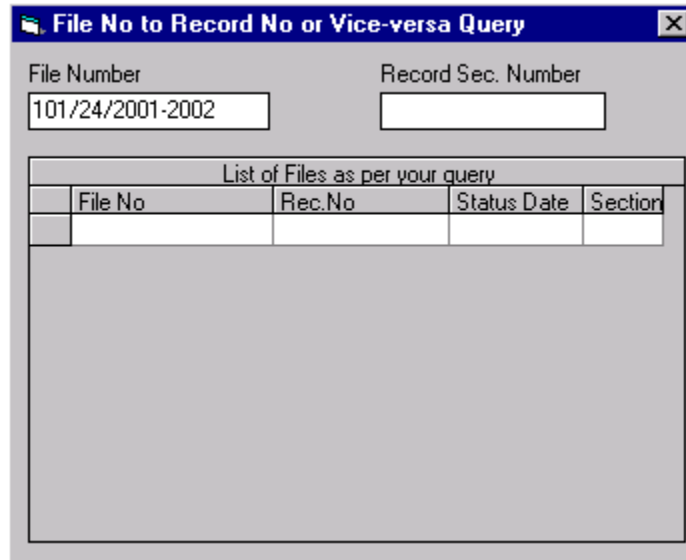
The Date information entered is always in '**dd/mm/yyyy**' format. Other information entered into this sub module along with checks and limits are as follows:

S.No	Name of the Field	Description	Limits
1	Incident State	State Code of the Incident Address and can be selected from the drop down list. (Annexure C-17)	1-35 & 99
2	District Code	District Code of the Incident Address and can be selected from the drop down list. (Annexure C-8)	0-99 depends upon state selected
3	Incident Code (From)	The Code assigned to the incident mentioned in the complaint, and can be selected from the drop down list. (Annexure C-9)	100 to 2010
4	Incident Code (To)	The Code assigned to the incident mentioned in the complaint, and can be selected from the drop down list. (Annexure C-9)	Incident Code (from) to 2010
5	Registration Date (From)	Date of registration of the Complaint (lower range).	< Present date
6	Registration Date (To)	Date of registration of the Complaint (upper range).	< Reg. date to present dt.

5.4.4Record room: This sub module is to retrieve the Record Room information about a file and vice versa. One can open it by selecting this option as follows:

CMS→Query →Record Room

One can also open this sub module by pressing “ALT+R” keys simultaneously. User is required to enter the file number or part of the file number to retrieve the Record Room Number and vice versa. The result will be displayed in the list below to these text information fields. This sub module will display the screen as follows:



List of Files as per your query			
File No	Rec.No	Status Date	Section

5.5Reports: A case can be listed before Commission for number of times. These actions recommended by the Commission are recorded. This sub module is to generate the single/multiple reports based on the order/direction passed by the Commission. There are some Reports for Administrative and Performance purpose also. One can open it by selecting this option as follows:

CMS→Reports

One can also open this sub module by pressing “ALT+R” keys simultaneously. This sub module will display 41 reports, which can be taken out. User is required to double click the selected report. This will execute concerned report and display it before the user. Now, the user is asked to enter the information as required to be filled in the selected report. This sub module will display the screen as follows:

Please select valid Case No.

ehRCMS , 123 Welcome test to ehRCMS. Module:- Law Division at 13/11/2014 15:22:01 PM. | Logout

Law Division

Home

Case Registration

Action Taken

File Movement

Search

Reports

Textual Reports

Dashboard

Investigation Report

Listing of Cases

Document Scanning

User Profile

Id Card

File Details based Query (For Complaint / Cases)

File No. SELECT

Send Sec. SELECT

Send Date (From)

Rec Date (From)

Rec / Not Rec All

Diary No.

Rec. Sec. SELECT

To

Rec. Sec. All

Query

10.1.14.14/CMS/secure/nhrc/filequery.aspx#

This has two option- Textual reports and Dashboard.

The Textual Reports displayed in the list can generate single/multiple printouts. User can take printout of a particular case/cases based on the information fields of the report. The 41 reports, as supported by this sub module, are as follow-

Law Division

Home

Case Registration

Action Taken

File Movement

Search

Reports

Textual Reports

Dashboard

Investigation Report

Listing of Cases

Document Scanning

User Profile

Id Card

Logout

List of Reports Generated

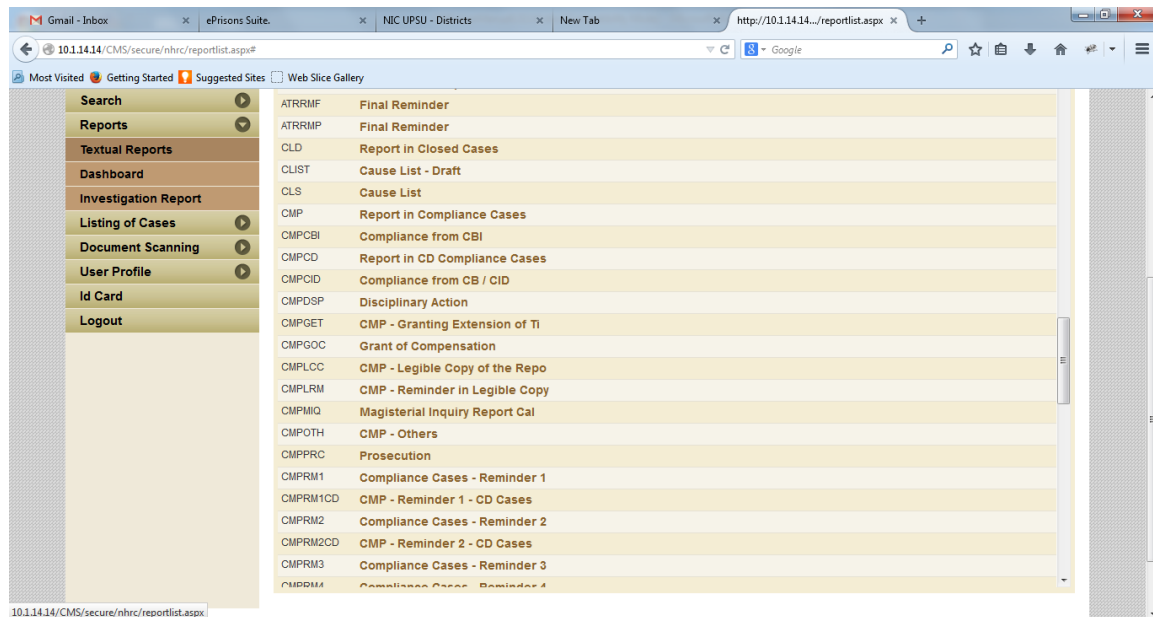
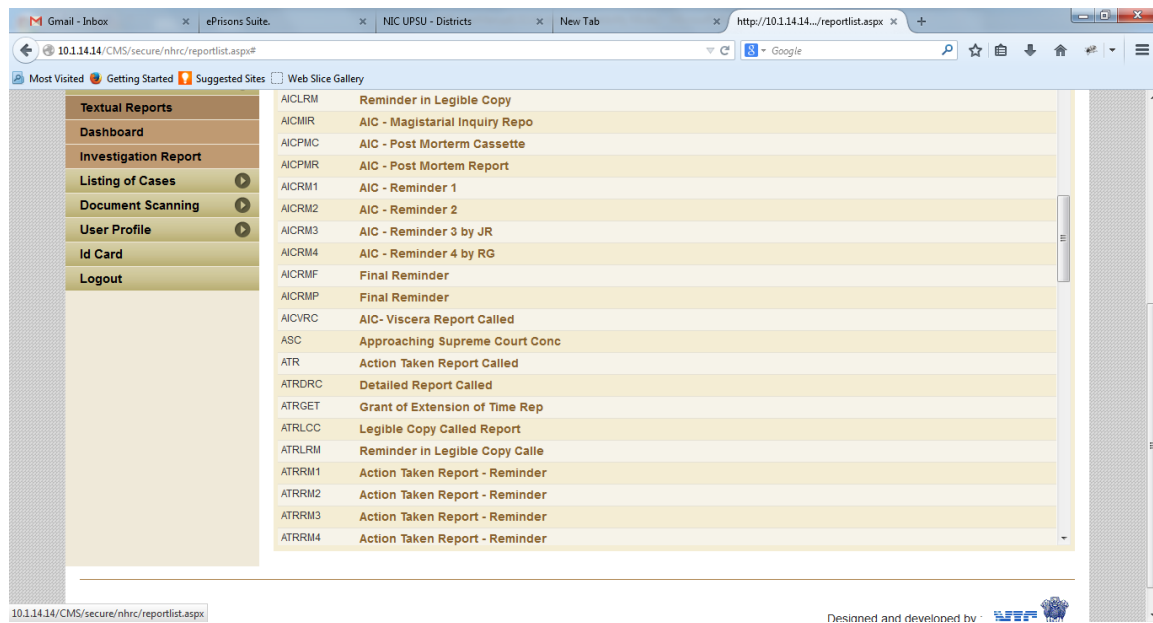
No	Report Name
02	Acknowledgement English
10	NRR State/Auth/Action Wise Lis
11	NRR State/District/Action Wise
12	NRR State/Incdt/Action Wise Li
13	Custodial Death Cases Statisti
14	Custodial Death Cases Details
15	Cases Registered in a period
16	File Movement(LD to BB Cases)
18	Due to Weed Out Cases
19	Weeded Out Cases
20	Tally Sheet (CD Cases)
21	Tally Sheet (Other Cases)
22	Index (Form 4)
23	Case History (Other Cases)
24	Case History (CD Cases)
25	Compensation List -Oth-Order D
26	Compensation Lsit-Oth-Registra
27	Prosecution Lsit-Oth -Order Da
28	Prosecution List -Oth -Registr
29	Disciplinary Action -Oth- Orde
30	Disciplinary Action -Oth- Regl
31	Compensation List - CD - Order

10.1.14.14/CMS/secure/nhrc/reportlist.aspx

The screenshot displays the NIC NHRC CMS report list interface. The browser window shows the URL <http://10.1.14.14/CMS/secure/nhrc/reportlist.aspx#>. The interface includes a sidebar menu on the left with the following items: Home, Case Registration, Action Taken, File Movement, Search, Reports, Textual Reports, Dashboard, Investigation Report, Listing of Cases, Document Scanning, User Profile, Id Card, and Logout. The main content area displays a list of reports with the following details:

Report ID	Report Name
32	Compensation List - CD - Regis
33	Prosecution - CD - Order Date
34	Prosecution - CD - Registratio
35	Disciplinary Action - CD - Ord
36	Disciplinary Action - CD - Reg
37	CD Reports Received - IRC
38	CD Reports Received - PMR
39	CD Reports Received - PMC
40	CD Reports Received - VRC
41	CD Reports Received - MIR
42	List of Cases Closed
43	List of CD Cases Closed
44	List of Cases (Facilitation Co
45	User Log (User wise)
52	Facilitation Counter - Reminde
53	Central Registry-General
56	Physical Status Report
57	Proceedings Printing
58	CR Report
59	Action based Due Cases List
61	Suo Motu-1st Letter
62	Misc.
63	Phy Status Of Live Cases
64	Registration - Entry Date Wise
69	Proceeding(Member/Section)
70	Last File Movement
71	Form # 8 for weeded out cases
72	Full Commission Cases List
73	Notice-Reminder1- CD Cases
74	Member wise Due Cases
75	CR Report (Daywise Stat)
76	Internet Complaint
77	Cause List - Draft
AHC	Approaching High Court Concern
AIC	Additional Information Called
AICARM	AIC - Reminder in FIR & MIR
AICCCC	Complainants Comments Called
AICCCCP	Complainants Comments Called
AICCMR	Complete Report Called For
AICCRM	Reminder in reponce of Complai
AICDRC	Detailed Report Called For
AICFIR	Report After Full Investigatio
AICIRC	AIC - Inquest Report
AICLCC	Legible Copy of the Report
AICLRM	Reminder in Legible Copy

The footer of the page indicates: Designed and developed by: NIC



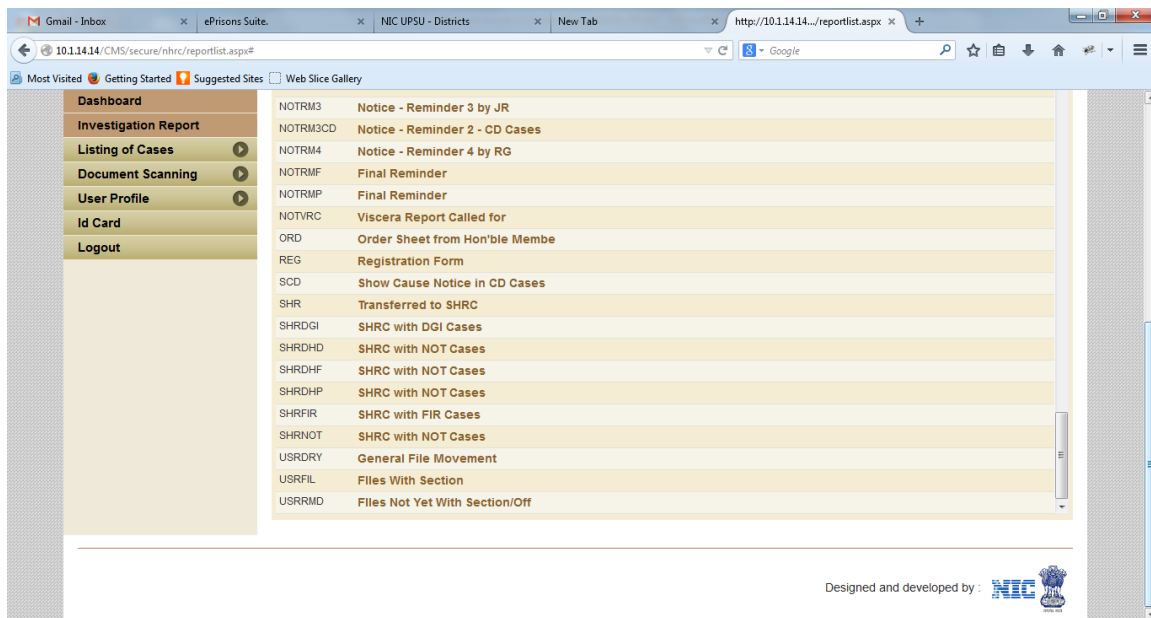
The screenshot displays the NIC NHRC CMS report list interface, showing two different views of the report list. The interface is a web browser window with the URL <http://10.1.14.14/CMS/secure/nhrc/reportlist.aspx#>. The browser tabs include Gmail - Inbox, ePrisons Suite, NIC UPSU - Districts, and New Tab. The interface features a sidebar with navigation options: Search, Reports, Textual Reports, Dashboard, Investigation Report, Listing of Cases, Document Scanning, User Profile, Id Card, and Logout. The main content area displays a list of reports, categorized by type and status.

Top View (Compliance Cases - Reminder 4):

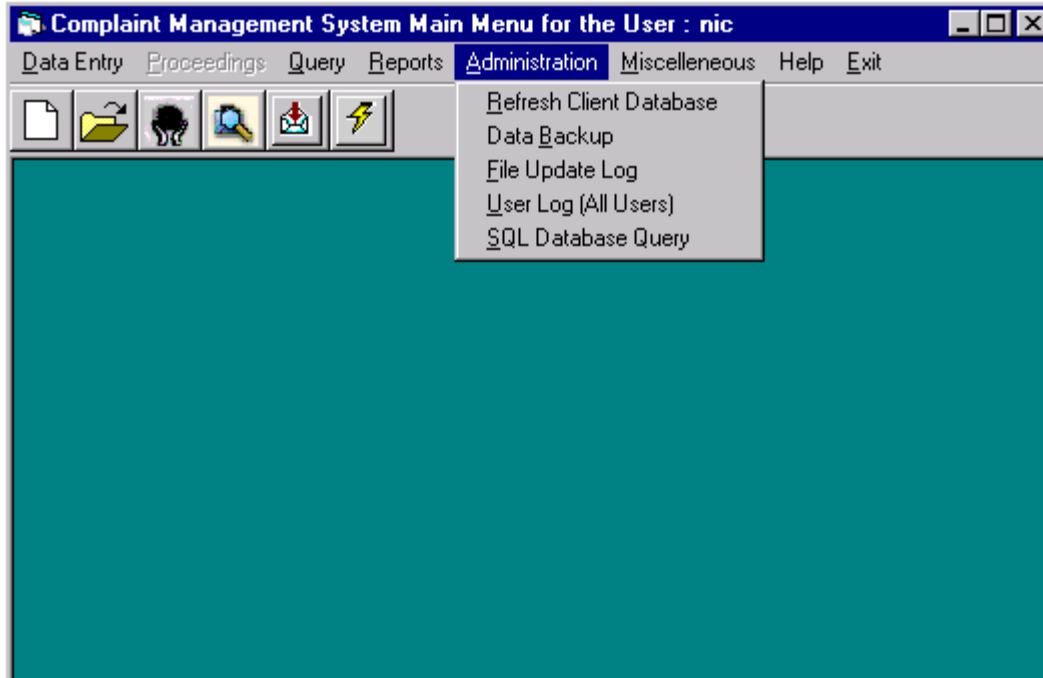
Report ID	Report Description
CMPRM4	Compliance Cases - Reminder 4
DGI	Director General (Investigatio
DGIADV	DG for Advice
DGIDRM	Reminder to DG
DGIFCL	DGI Collection of Facts
DGIMON	DG for Monitoring
DGIREP	DG for Rpt
DGIRM1	DGI Collection of Facts
DGIRM2	DGI Collection of Facts
DIL	Disposed in Limini Report
DORD	Order Sheet from Hon'ble Membe
DPRC	Draft Proceedings
DWD	Disosed With Directions Report
FCL	Fresh cases Causelist
INTSSPCD	Intimation from SSP (CD Cases)
NOT	Notice in Other Cases
NOTCD	Notice in Custodial Death Case
NOTDRC	Detailed Report Called
NOTGET	Grant of Extension of Time
NOTIRC	Inquest Report Called for
NOTLCC	Legible Copy Called
NOTLRM	Reminder in Legible Copy Calle
NOTMD	Medicinal Report Called

Bottom View (Magistral Inquiry Report Cal):

Report ID	Report Description
NOTMIR	Magistral Inquiry Report Cal
NOTPMC	Post Mortem Cassette Called fo
NOTPMR	Post Mortem Report Called for
NOTRM1	Notice - Reminder 1 - Other Ca
NOTRM1CD	Notice - Reminder 1 - CD Cases
NOTRM2	Notice - Reminder 2
NOTRM2CD	Notice - Reminder 2 - CD Cases
NOTRM3	Notice - Reminder 3 by JR
NOTRM3CD	Notice - Reminder 2 - CD Cases
NOTRM4	Notice - Reminder 4 by RG
NOTRMF	Final Reminder
NOTRMP	Final Reminder
NOTVRC	Viscera Report Called for
ORD	Order Sheet from Hon'ble Membe
REG	Registration Form
SCD	Show Cause Notice in CD Cases
SHR	Transferred to SHRC
SHRDGI	SHRC with DGI Cases
SHRDHD	SHRC with NOT Cases
SHRDHF	SHRC with NOT Cases
SHRDHP	SHRC with NOT Cases
SHRFIR	SHRC with FIR Cases
SHRNOT	SHRC with NOT Cases



5.6 Administration: The Senior Officials (SG, RG, DG and Super User) of NHRC have been given the 'Administration' Permission. They will get 'Administration' Sub Module enabled in their CMS screen. When one click it or just move the Mouse pointer at 'Administration' sub module, one will get a sub menu as shown, below for the 'Administration'.



There are four sub modules available in this 'Administration' Module and these are as follows:

- Refresh Client Data;
- Data Backup;

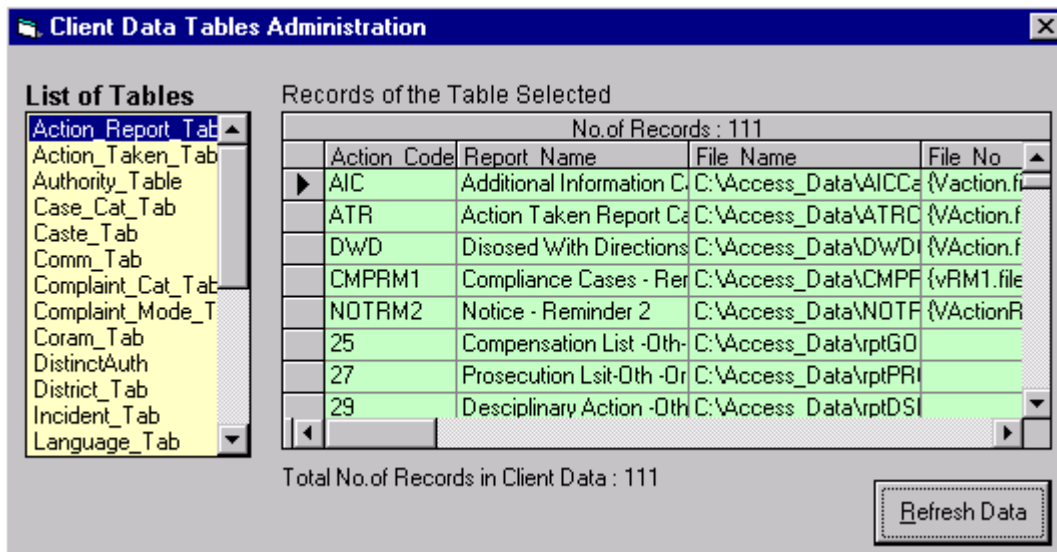
- File Update Log;
- User Log (All Users); and
- SQL Query.

These sub modules are explained in the subsequent sections.

5.6.1 Refresh Client Data: The CMS Database is divided into two parts. One at Server side and other at Client side for better performance and optimal use of LAN. The database at client side is required to be updated whenever there is a change in the master information. This sub module refreshes the database tables as selected by the user. One can open it by selecting this option as follows:

CMS→Administration→Refresh Client Data

One can also open this sub module by pressing “ALT+R” keys simultaneously. User is required to click the table name to be refreshed. The current content of the selected table will be displayed in the right side list as shown below. If user desires to refresh the selected table then pressing ‘Refresh’ button can do it. This process may take few seconds depending upon the table to be refreshed. This sub module will display the screen as follows:



The tables, which can be updated by this sub module, are listed below.

S.No	Table Name	Description
1	Action_Report_Tab	Annexure C-1
2	Action_Taken_Tab	Annexure C-2
3	Authority_Table	Annexure C-3
4	Case_Cat_Tab	Annexure C-4
5	Caste_Tab	Annexure C-5
6	Comm_Tab	Annexure C-6
7	Complaint_Cat_Tab	Annexure C-7
8	Complaint_Mode_Tab	Annexure C-8
9	Coram_Tab	Annexure C-9
10	DistinctAuth	Annexure C-10
11	District_Tab	Annexure C-11
12	Incident_Tab	Annexure C-12

13	Language_Tab	Annexure C-13
14	List_Cat_Tab	Annexure C-14
15	Nature_of_Incident_Table	Annexure C-15
16	News_Paper_Tab	Annexure C-16
17	NGO_Tab	Annexure C-17
18	NodalOfficer_Table	Annexure C-18
19	Officer_Tab	Annexure C-19
20	Religion_Tab	Annexure C-20
21	Section_Tab	Annexure C-21
22	Sex_Tab	Annexure C-22
23	SP_Tab	Annexure C-23
24	State_Tab	Annexure C-24
25	Status_Tab	Annexure C-25

5.6.2Backup: This section is described in the CMS Technical Manual.

5.6.3File Update Log: A case can be updated by number of users. This sub module can monitor and investigate the Updation made by users. One can open it by selecting this option as follows:

CMS→Administration→File Update Log

One can also open this sub module by pressing “ALT+F” keys simultaneously. User is required to enter the file number to be monitored. This sub module will display all the Updation till now made by users along with form level, entry ‘**date and time**’ and action codes involved. User can also have a hard copy of this Updation by pressing ‘Print’ button (*Annexure R-00*). This sub module will display the screen as follows:

The screenshot shows a window titled "File Movement" with a yellow background. At the top, there is a text box labeled "File No." containing the value "101/24/2001-2002". Below this is a table with the following columns: User_Name, Entry_Date, File_No, and Form. The table contains several rows of data, including updates by users like kailash and nic. A "Print" button is located at the bottom right of the window.

User_Name	Entry_Date	File_No	Form
kailash	04/04/2001 11:39:00 A	101/24/2001-2002	1
nic	30/08/2001 2:30:00 PM	101/24/2001-2002	3
nic	30/08/2001 4:27:00 PM	101/24/2001-2002	3
nic	30/08/2001 4:27:00 PM	101/24/2001-2002	5
nic	30/08/2001 4:28:00 PM	101/24/2001-2002	3
nic	30/08/2001 5:05:00 PM	101/24/2001-2002	3
nic	30/08/2001 5:06:00 PM	101/24/2001-2002	3
nic	03/09/2001 11:11:00 A	101/24/2001-2002	4

5.6.4User Log: There are number of CMS users using CMS form all over NHRC. It is desirable to assess the work done by each and every user individually. This sub module can provide information for any user for any day. One can open it by selecting this option as follows:

CMS→Administration→User Log

One can also open this sub module by pressing “ALT+U” keys simultaneously. User is required to enter the user name, date of entry, category and action code. If any of the information is missing then all the entries meeting to entered information will be displayed in the list below to the text fields. User log sub module will display the screen as follows:

The screenshot shows a window titled "User Log". At the top, there are four input fields: "User Name" with the value "NIC", "Date" with the value "5/7/2001", "Category" which is empty, and "Act.Code" with the value "DIL". Below these fields, a message states "Total No. of Entries are : 37". A table follows with the following columns: "User_Name", "Entry_Date", "File_No", "Act.Code", and "Form_Level". The table contains 18 rows of data, all with "DIL" as the Act.Code and "3" as the Form_Level. The first row is highlighted with a mouse cursor.

User_Name	Entry_Date	File_No	Act.Code	Form_Level
nic	05/07/2001	6133/24/2001-2002	DIL	3
nic	05/07/2001	2819/24/2001-2002	DIL	3
nic	05/07/2001	318/35/2001-2002	DIL	3
nic	05/07/2001	6151/24/2001-2002	DIL	3
nic	05/07/2001	6159/24/2001-2002	DIL	3
nic	05/07/2001	381/24/2001-2002	DIL	3
nic	05/07/2001	6710/24/2001-2002	DIL	3
nic	05/07/2001	1904/24/2001-2002	DIL	3
nic	05/07/2001	3679/24/2001-2002	DIL	3
nic	05/07/2001	1923/24/2001-2002	DIL	3
nic	05/07/2001	367/24/2001-2002	DIL	3
nic	05/07/2001	6082/24/2001-2002	DIL	3
nic	05/07/2001	6803/24/2001-2002	DIL	3
nic	05/07/2001	1733/24/2001-2002	DIL	3
nic	05/07/2001	2824/24/2001-2002	DIL	3
nic	05/07/2001	3260/24/2001-2002	DIL	3
nic	05/07/2001	6080/24/2001-2002	DIL	3

The Date information entered is always in ‘dd/mm/yyyy’ format. Other information entered into this sub module along with checks and limits are as follows:

S.No	Name of the Field	Description	Limits
1	User name	Name of the CMS User	Char 15
2	Date	Date for which assessment to be made	<= Present date
3	Category	Category of the work done	Integer
4	Action Code	Code of the action entered by the user on the complaint (<i>Annexure C-1</i>)	Char 3

5.6.5SQL Query: This sub module is purely for technical person who understands SQL. This is to be used when the existing queries in the CMS are unable to serve the purpose. One can open it by selecting this option as follows:

CMS→Administration→SQL Query

One can also open this sub module by pressing “ALT+S” keys simultaneously. User can enter SQL query into the text field and press ‘**Execute Query**’ button. If the SQL text entered is correct then it will be executed and the result will be

displayed in the data grid displayed below to the SQL text field. This sub module, will display the screen as follows:

SQL Query Form

SQL Query: SELECT * FROM CASES WHERE FILE_NO LIKE '101%'

SQL Query Result

Total No. of Records are 148

File No	Diary No	Entry Date
101/1/2001-2002	86	07/05/2001
101/10/2001-2002	4052	02/07/2001
101/12/2001-2002	1644	03/05/2001
101/13/2001-2002	45519	03/05/2001
101/18/2001-2002	1918/RG	15/05/2001
101/19/2001-2002-CD	1847	11/05/2001
101/20/2001-2002	1805	24/04/2001
101/22/2001-2002	17646	07/05/2001
101/24/2001-2002	54328	04/04/2001
101/25/2001-2002	2167	08/05/2001

Execute Query

5.6.5 Export/Import of Data between NIC and NHRC: This sub module is purely for technical person who understands SQL. This is to be used when the existing queries in the CMS are unable to serve the purpose. One can open it by selecting this option as follows:

CMS→Administration→Export

One can also open this sub module by pressing “ALT+E” keys simultaneously. User can enter SQL query into the text field and press ‘**Execute Query**’ button. If the SQL text entered is correct then it will be executed and the result will be displayed in the data grid displayed below to the SQL text field. This sub module, will display the screen as follows:

Data Export from NHRC to NIC Server.

Updation Date From: 1/8/2004 To: 2/8/2004

File No./Article_ID:

☒ Cases ☐ ActionFollowup ☐ ActSecondary ☐ Web Archive

Records exported 409

Export to NIC Import from NIC

5.7 Miscellaneous: All the Officials/ Staff members of NHRC will get 'Miscellaneous' Sub Module, as shown in Picture below, enabled. When one clicks it or just move the Mouse pointer at 'Miscellaneous' sub module, one will get a sub menu as shown below for the 'Miscellaneous'.



There are six sub modules available in this 'Miscellaneous' Module and these are as follows:

- User Work Assessment;
- User Password;
- File Movement (Individual);
- Movement details of a File;
- Case number to file number query; and
- NGO Information.

These sub modules are explained in the subsequent sections.

5.7.1 User work assessment: This sub module is for user's self work assessment and cannot assess other's work. One can open it by selecting this option as follows:

CMS→Miscellaneous→User Work Assessment

One can also open this sub module by pressing "ALT+U" keys simultaneously. For further details, please refer to the section as described earlier.

5.7.2 User Password: If other users come to know one's password, then it is advisable to change the password immediately as shown below. This sub

module can change the password. One can open it by selecting this option as follows:

CMS→Miscellaneous→User Password

One can also open this sub module by pressing “ALT+P” keys simultaneously. User is required to enter the old password followed by new password and its confirmation. If old password is found to be correct then this module will change the password with the desired new password. All these password characters will not be displayed as ‘*’ so that others cannot read it. This will display the screen as follows:

The information entered into this form along with checks and limits are as follows:

S.No	Name of the Field	Description	Limits
1	Old Password	User's old password	Char 10
2	New Password	New password as desired by the user	Char 10
3	Confirm Password	Re-enter the new password to confirm it.	Char 10

5.7.3File Movement (Individual section/official): This sub module is managing the file movement of a user. One can open it by selecting this option as follows:

CMS→Miscellaneous→File Movement (Individual)

One can also open this sub module by pressing “ALT+F” keys simultaneously. Here the CMS user will get all the files, which are marked to him, on the left hand side list labeled as ‘File Marked’ and the files needing attention from him are on the next list ‘File Received’. User is required to double click the files in ‘**File Marked**’ list. This will receive the file as on the present date and time. For sending a file, user is required to double click the selected from the list labeled ‘**File Received**’. User is required to enter the section code. This will display the screen as follows:

File Movement pankaj

File Marked	File Recieved
1000/4/2001-2002	1/12/2000-2001
1001/4/2001-2002	1/23/2000-2001
1002/4/2001-2002	10/12/1999-2000
1003/4/2001-2002	12/12/1999-2000
10117/24/2001-2002	13153/24/2000-2001
10122/24/2001-2002	1651/4/1999-2000-CD
10126/24/2001-2002	216/1/1999-2000
10127/24/2001-2002	217/1/1999-2000
10129/24/2001-2002	21842/24/2000-2001
10131/24/2001-2002	230/1/1999-2000
10135/24/2001-2002	231/1/1999-2000
10143/24/2001-2002	232/1/1999-2000
10166/24/2001-2002	233/1/1999-2000
1019/4/2001-2002	373/19/1999-2000
1020/4/2001-2002	37955/24/2000-2001
1021/4/2001-2002	37956/24/2000-2001
1022/4/2001-2002	37958/24/2000-2001
1023/4/2001-2002	37959/24/2000-2001
1026/4/2001-2002	38116/24/2000-2001

Close

5.7.4File Movement (Individual file): This sub module is to monitor the file movement of an individual file. One can open it by selecting this option as follows:

CMS→Miscellaneous→File Movement (File)

One can also open this sub module by pressing “ALT+M” keys simultaneously. User is required to enter the file number. This sub module will check whether the entered file number exists or not. If yes, then primary details about the case will be displayed otherwise a message about informing of non-existence of the case will be displayed. This will display the screen, as follows:

File Movement

File No.

File_No	Movement_No	Sending_Section	Sending_Date	Recieving_Section_Of	Reci
14198/24/2001-2002	1	LD-2	10/09/2001	BB	

5.8Help: The help for the CMS is available in the html format and one can open it by pressing 'Help' item on the main menu. This will be displayed in the Internet explorer. One can select the topic for the help from the index and click it.

