Court Case Monitoring System (CCMS)

FAQ for Department Users

National Informatics Centre (NIC)

Ministry of Electronics and Information Technology (MEITY)

Government of India.

Chief Secretariat, Puducherry, 605001.

FAQ about CCMS

1. **How can a user access the CCMS Portal?**
   The user can visit the 'Law Department Official Website' (URL: https://law.py.gov.in). In the navbar menu, they will find the 'C.C.M.S (Court Case Monitoring System)' option. By clicking on it, they will be redirected to the CCMS Login Page (URL: https://law.py.gov.in/CCMS).

2. **What should a user do when logging for the first time?**
   When a department user logs in for the first time using the credentials provided by the Law Department, they will be redirected to the password reset page. On this page, they must re-enter their username and current password, then enter a new password, confirm it, and click the 'Submit' button. Once the password is successfully updated, they should click the 'Login' button and log in using their username and the newly updated password.

3. **What should the departments do if they need more than one Department Operator?**
   The Department Admin can create a Department Operator for their department.

4. **What should the departments do if they need more than one Department Admin?**
   The department needs to contact the Law Department to request the creation of an additional Department Admin for their department.

5. **What should the Department Operator do if they forgot their Username?**
   The Department Operator need to contact the Department Admin to retrieve the Username.

6. **What should the Department Admin do if they forgot their Username?**
   The Department Admin needs to contact the Law Department to retrieve the Username.

7. **What is the password policy for changing or resetting a password?**
   The password must meet the following requirements:
   - At least one uppercase letter (A-Z)
   - At least one lowercase letter (a-z)
   - At least one special character (e.g., @, #, $, %)
   - At least one number (0-9)
   - Minimum length: 8 characters
   - Maximum length: 20 characters

- No consecutive numbers (e.g., 1234 is not allowed)
- No repetitive numbers (e.g., 1111 is not allowed)

8. **What should the Department Admin or Operator do if they want to change their password?**

The Department Admin or Operator can change their password using the 'Change Password' screen.

9. **What should a Department Operator do if they forget their password?**

Department Operator need to contact the Department Admin to reset their password.

10. **What should a Department Admin do if they forget their password?**

Department Admin need to contact the Law Department to reset their password.

11. **What happens if a user keeps the same password they set during the first-time login?**

Users cannot keep the same password indefinitely. This system automatically enforces a password change after 90 days, requiring the user to update their password to continue accessing the system.

12. **What should a department admin do if they need to disable the Department Operator?**

The Department Admin can disable the Department Operator through the 'Is Active' button.

13. **What should the department do if new fields need to be added in case entry?**

The department needs to contact the Law Department to request the addition of the required field.

14. **What should a department user do if they need to add a Court, or Case Type?**

The department user should contact the Law Department to request the addition of a new Court and Case Type.

15. **What should a department user do if a case is adjourned but no next hearing date is assigned?**

If the next hearing date is not assigned, the department user should indicate this by selecting "Yes" in the adjournment field and update the hearing date once it becomes available

16. **What should a department user do if a case is incorrectly linked by another department?**

The department user needs to contact the department that incorrectly linked the case to request a correction.

17. **What is the PDF upload limit?**

    The PDF upload limit is 20 MB.

18. **What should a department do if a High Court (HC) case is wrongly assigned to them?**

    The department should contact the Law Department to request a correction of the wrongly assigned High Court (HC) case.

19. **What should the department user do if a case is missing from the HC API reports?**

    The department user should manually enter the case details into the system if they do not appear in the HC API reports.

20. **What should be done when an existing department user leaves or gets transferred?**

    The existing department user must provide knowledge transfer (KT) to the incoming user to ensure smooth transition and continuity of operations.