eCourts HelpDesk Manual

Help Desk feature is now enabled on NJDG , users can now post their issues in the HelpDesk module . There are five types of users who will be handling HelpDesk

1. **District Court User**
   This may be District System Administrator or System Officer or any designated person in the District Court registry. This user will raise/post the issue related to their District in HelpDesk. CPC's to create Login ID/Password for District user for each District in NJDG using 'End User' option in 'Administration' menu.

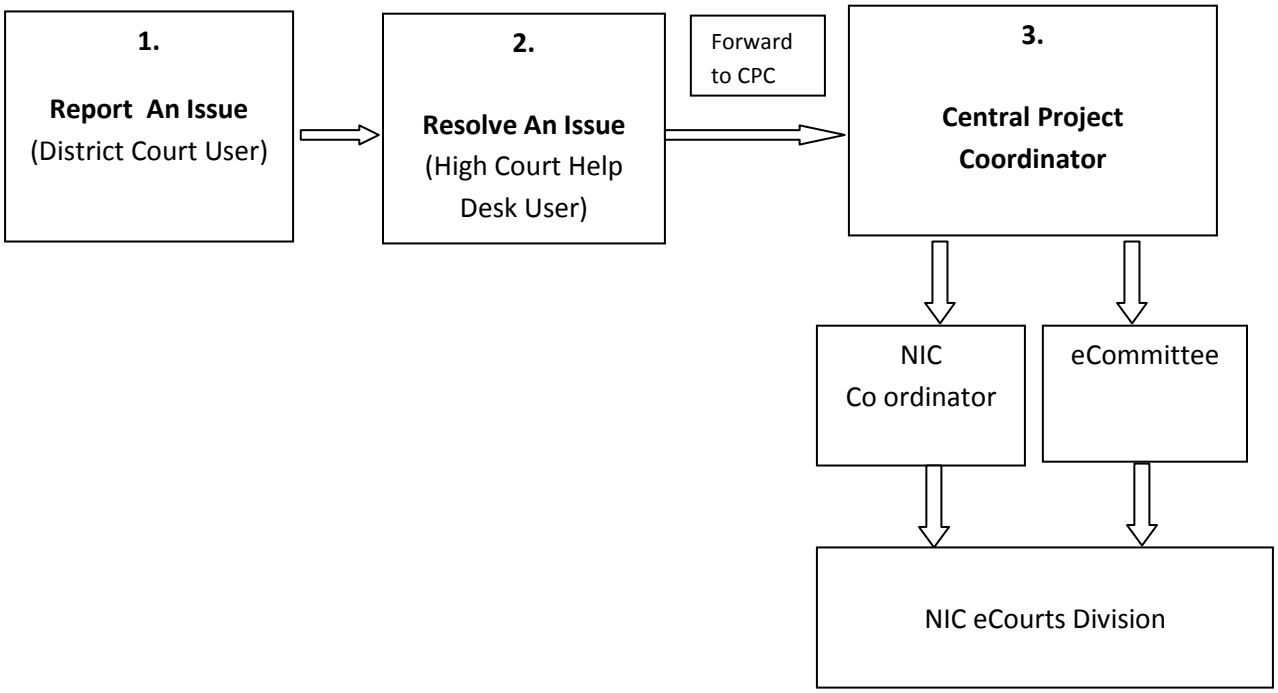
2. **High Court Help Desk**
   This user is technical manpower working in High Court registry. CPC has to tag this user to each of the issues mentioned in the list using 'Escalation Matix' option under 'Help Desk' menu. CPC may tag all issue to one user or issue wise different users can be tagged in Escalation Matrix. For eg. Hardware related issue will be resolved by userA and software related issue will be resolved by userB. CPC to create Login ID/Password of HC Help Desk user in NJDG using 'End User' option in 'Administration' menu. Issues raised by District Court will be received by this user, who will resolve the issue. If an issue is not resolved, he/she will forward it to CPC.

3. **Central Project Co-ordinator**
   This user is for CPC's .CPC can view status of all issues raised by various District user and their resolution by HC Help Desk user. CPC can forward issues which are not resolved by High Court Help Desk user to NIC Co-ordinator or eCommittee.

4. **NIC Co-ordinator**
   This user is for NIC Co-ordinator posted in each High Court. CPC's to create Login ID/Password of NIC Co-ordinator in NJDG using 'End User' option in 'Administration' menu. Issues which are not resolved by HC Help desk user will be forwarded to NIC Co-ordinator by CPC. NIC Co-ordinator will resolve the issue and if it is not resolved by NIC Co-ordinator, he/she may forward it to NIC eCourts Division for resolution.

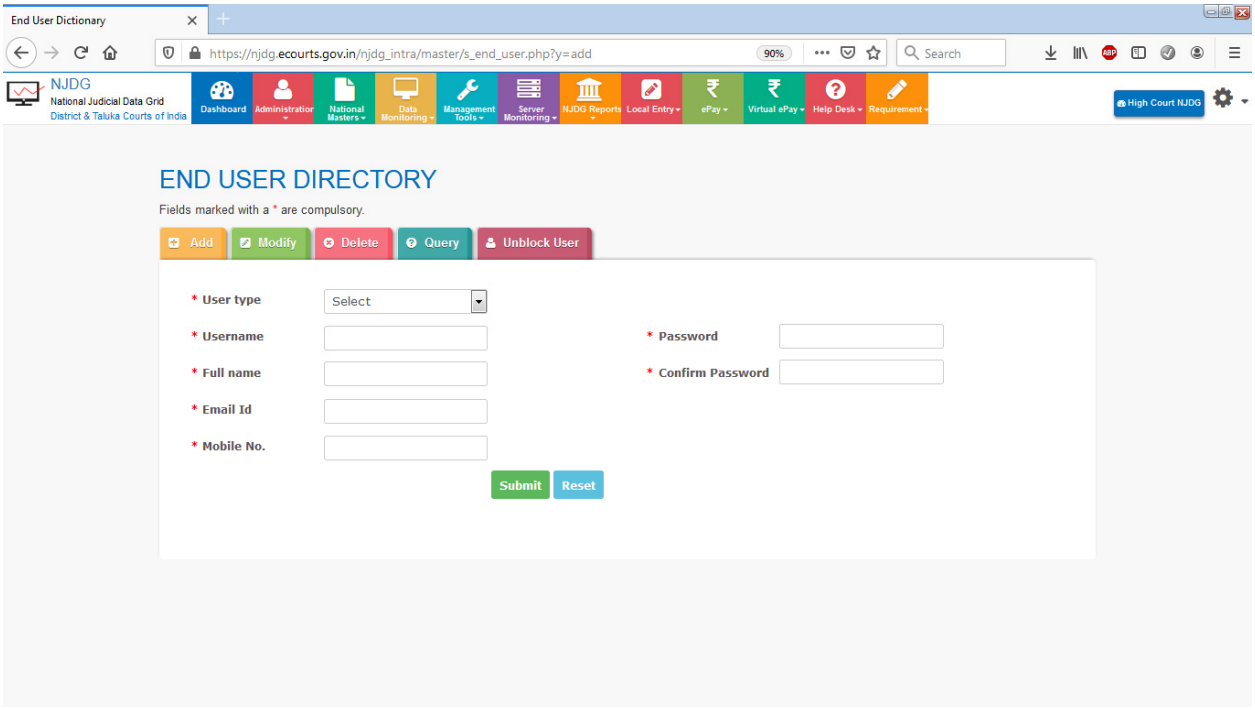
5. **eCommittee**
   This user is for eCommittee user. Ecommittee user can view all issue raised and their resolution given by various users. Issues forwarded to eCommittee by CPC's may be resolved by this user or may be forwarded to NIC eCourts Division for further resolution.

Help Desk – Flow

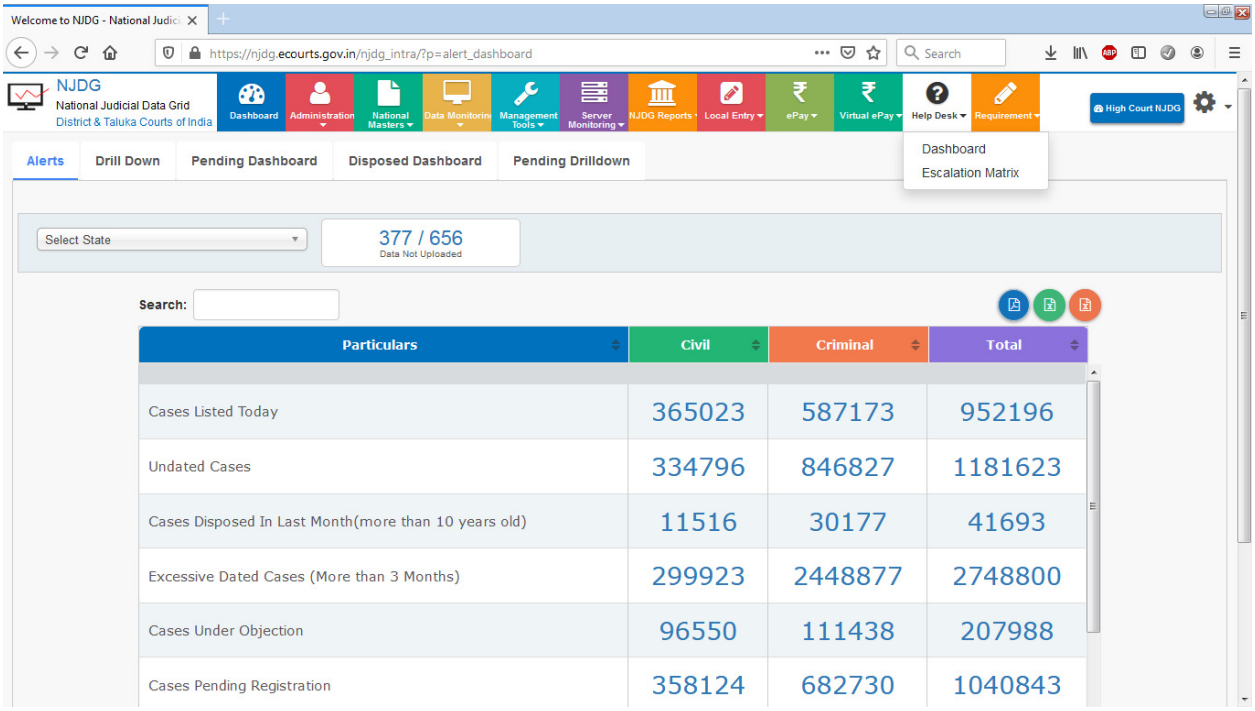


Central Project Coordinator

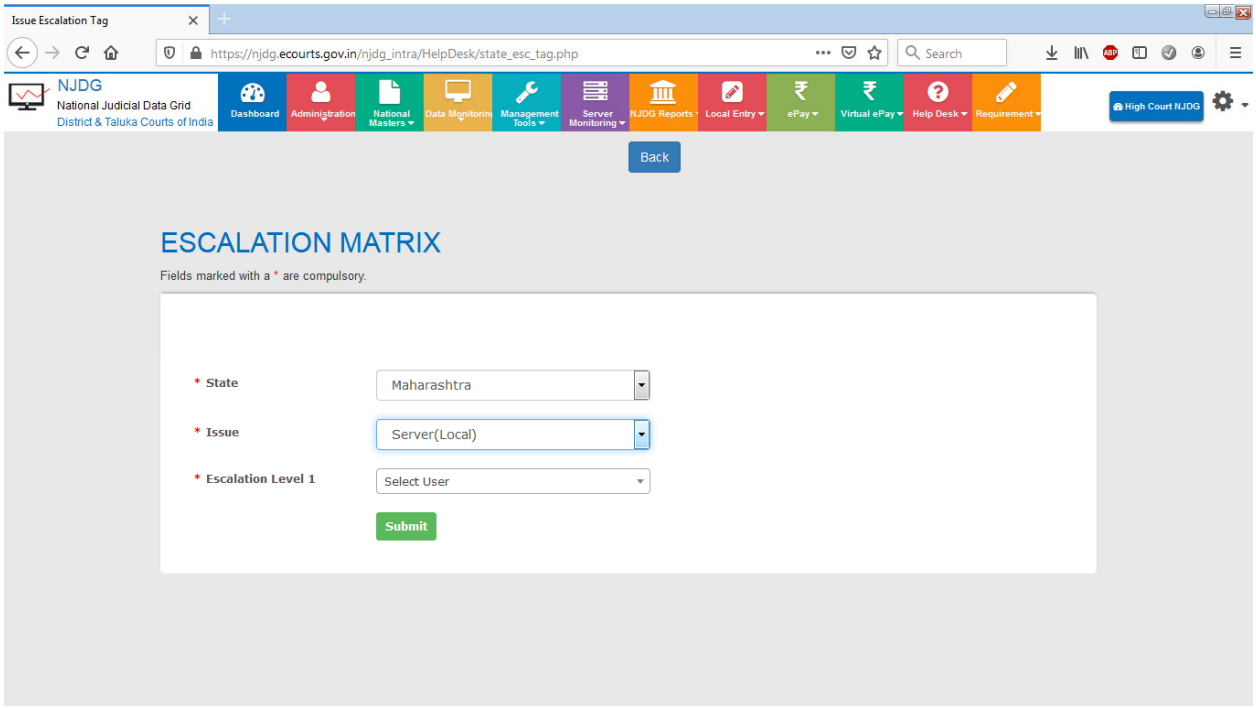
After login to NJDG, create users for District Court, High Court Help Desk, NIC Coordinator using End User option in Administration menu.



Once all users are created, go to EscalationMatrix option in Help Desk as shown below

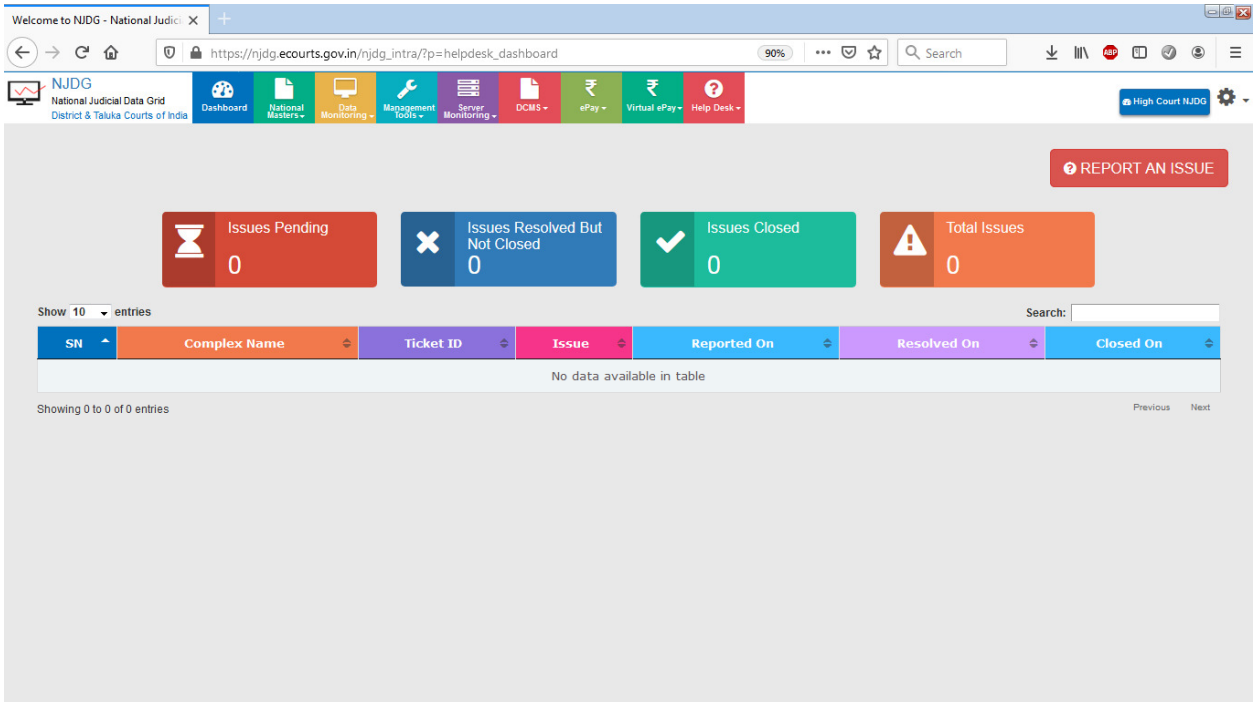


Escalation Matrix - CPC's to tag High Court Help Desk users for each issue for escalation level 1.One user may be tagged to all issues or issue wise different users can also be tagged.

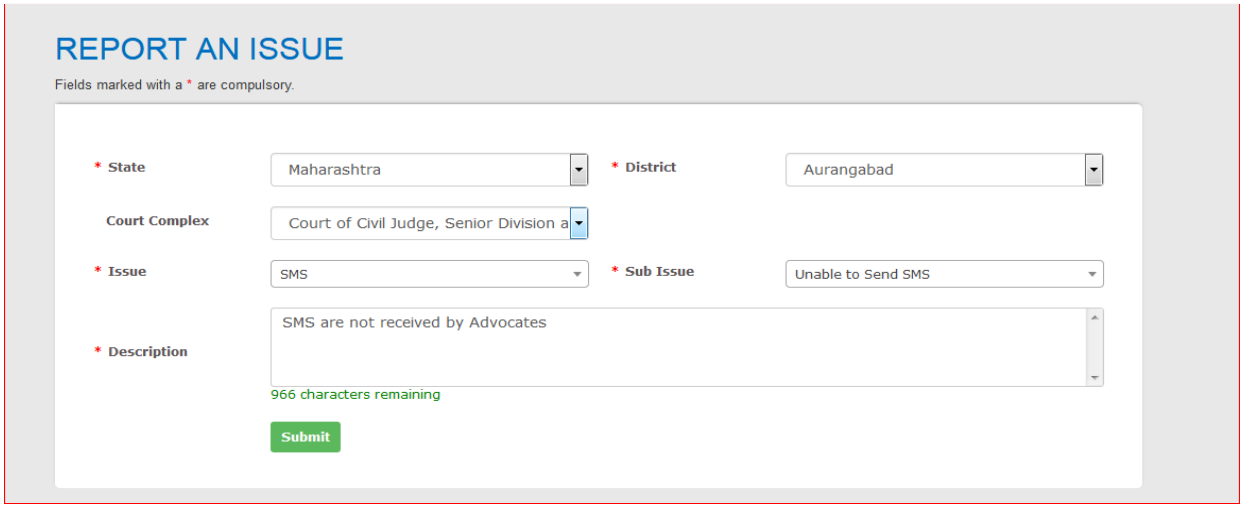


District Court User

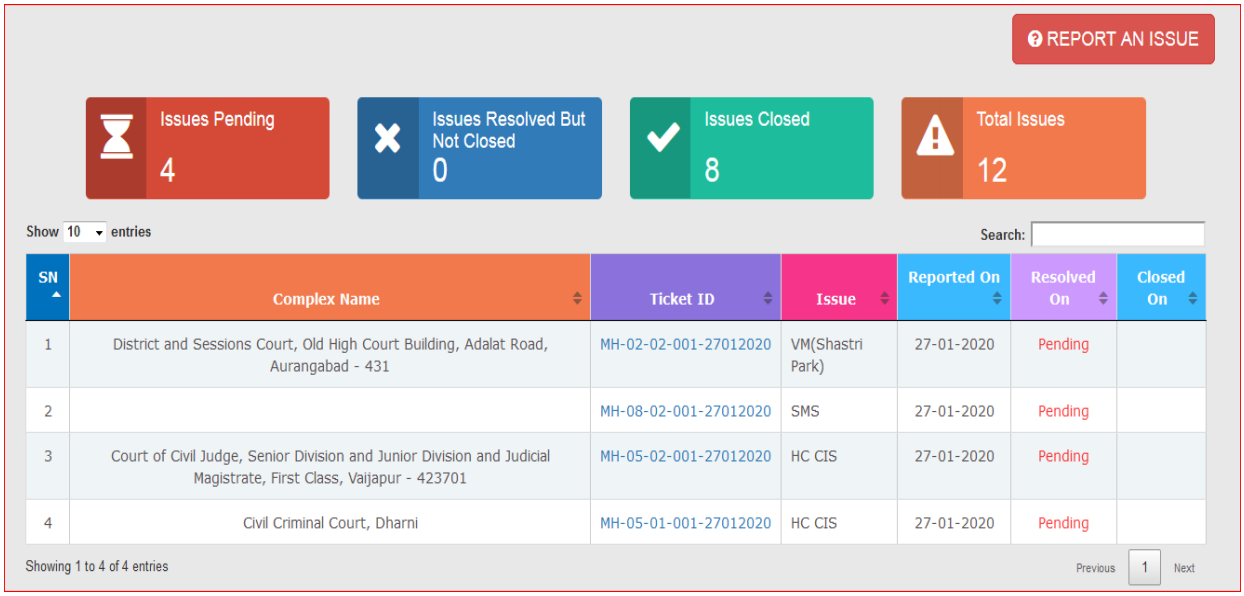
To report an Issue - Login in as District User , click on REPORT AN ISSUE button on Right hand side. Issues can be reported by CPC's also.



After clicking on Report an issue following screen appears, fill required details and submit. A request ID is generated which will be used for further reference.

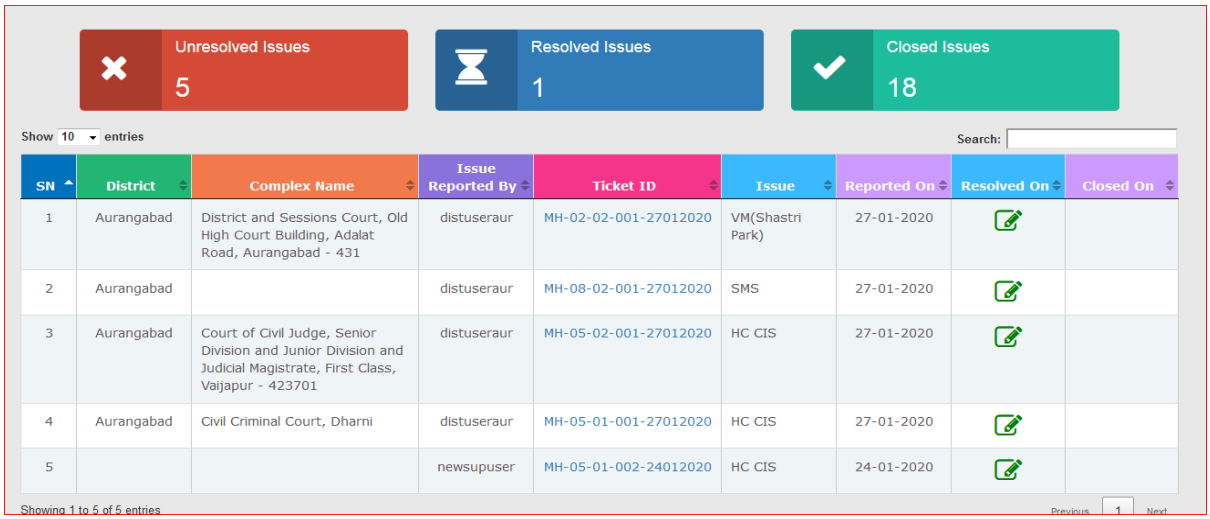


On cliking Help Desk -> Dashboard option status of all issue reported will be displayed.



High Court Help Desk user

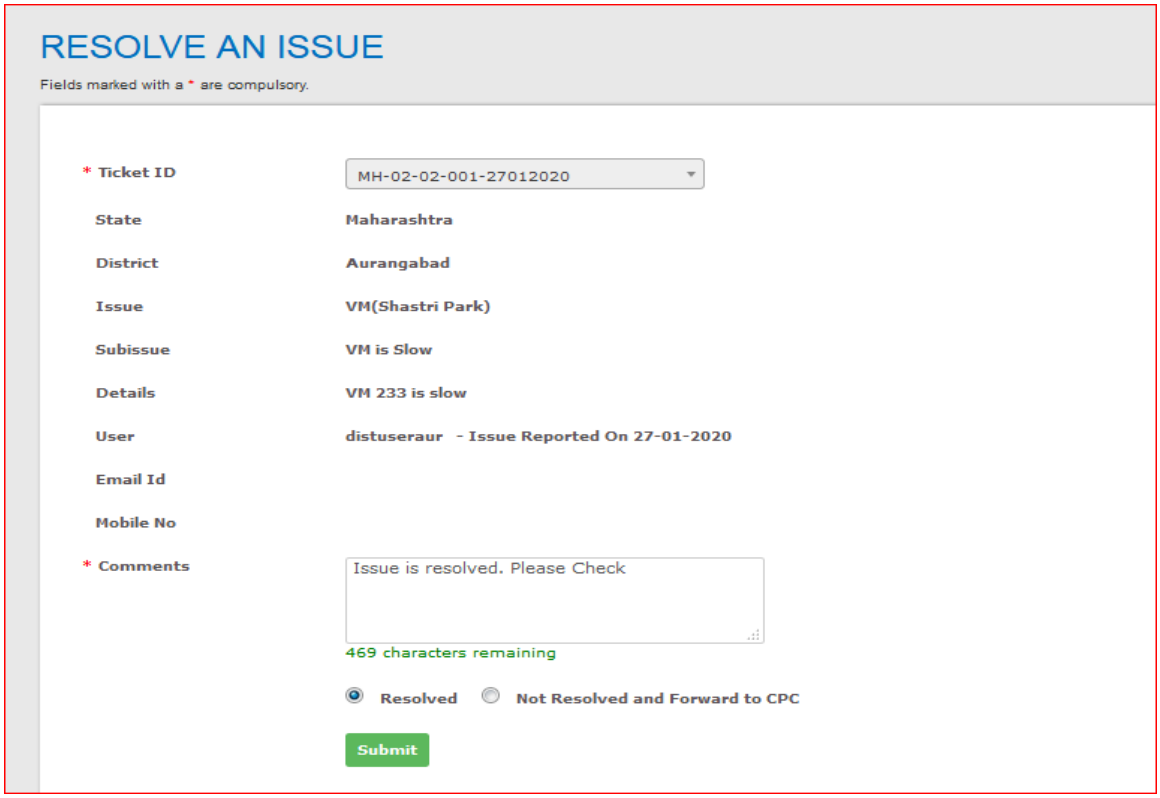
Issues reported/raised by District users will be received by High Court help Desk user. He/she has to resolve the issue. To give resolution or to forward it to CPC, user has to click on edit option in 'Resolved on' column as shown in the screen shot below.



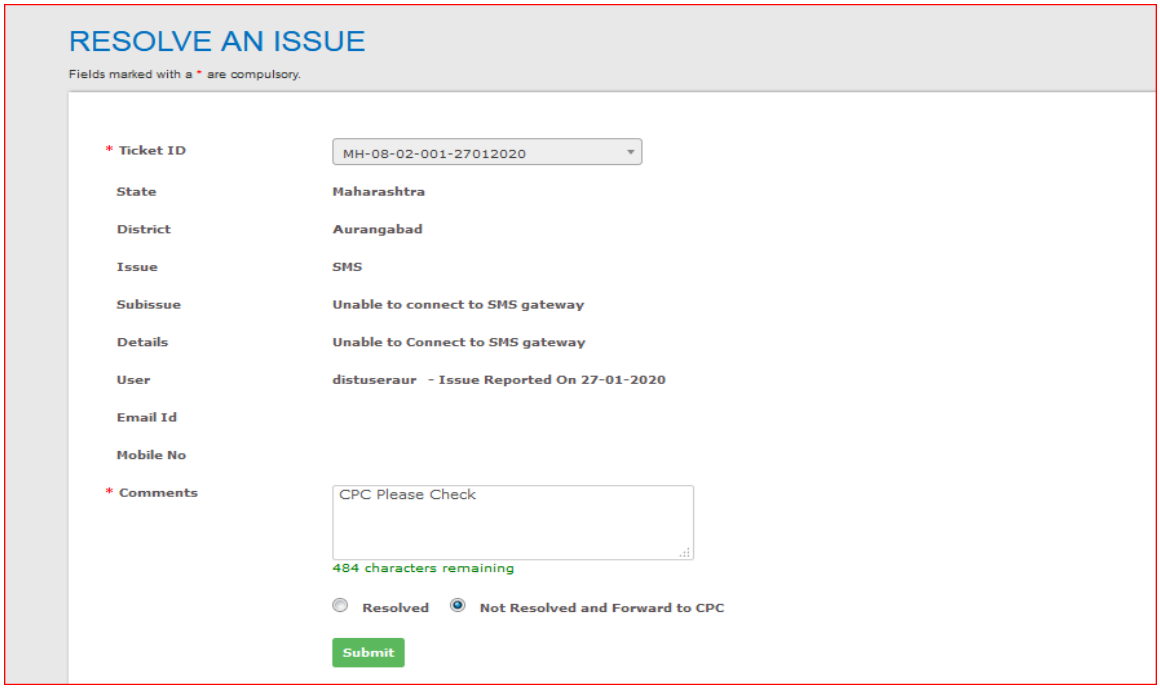
SN	District	Complex Name	Issue Reported By	Ticket ID	Issue	Reported On	Resolved On	Closed On
1	Aurangabad	District and Sessions Court, Old High Court Building, Adalat Road, Aurangabad - 431	distuseraur	MH-02-02-001-27012020	VM(Shastri Park)	27-01-2020		
2	Aurangabad		distuseraur	MH-08-02-001-27012020	SMS	27-01-2020		
3	Aurangabad	Court of Civil Judge, Senior Division and Junior Division and Judicial Magistrate, First Class, Vaijapur - 423701	distuseraur	MH-05-02-001-27012020	HC CIS	27-01-2020		
4	Aurangabad	Civil Criminal Court, Dharni	distuseraur	MH-05-01-001-27012020	HC CIS	27-01-2020		
5			newsupuser	MH-05-01-002-24012020	HC CIS	24-01-2020		

Showing 1 to 5 of 5 entries Previous 1 Next

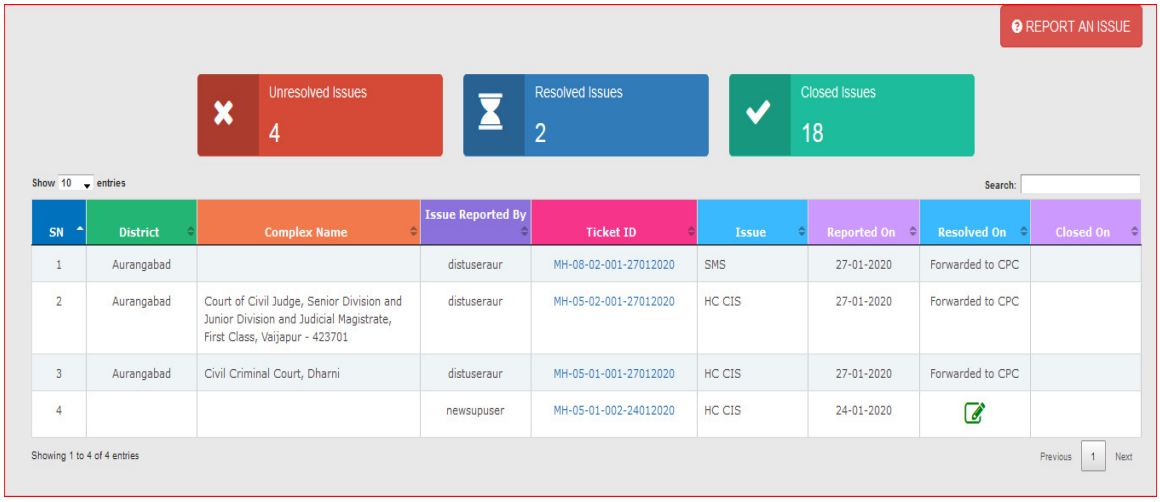
High Court Help Desk user may resolve it by giving solution as shown below.



If issue is not resolved, user can forward it to CPC as shown below.

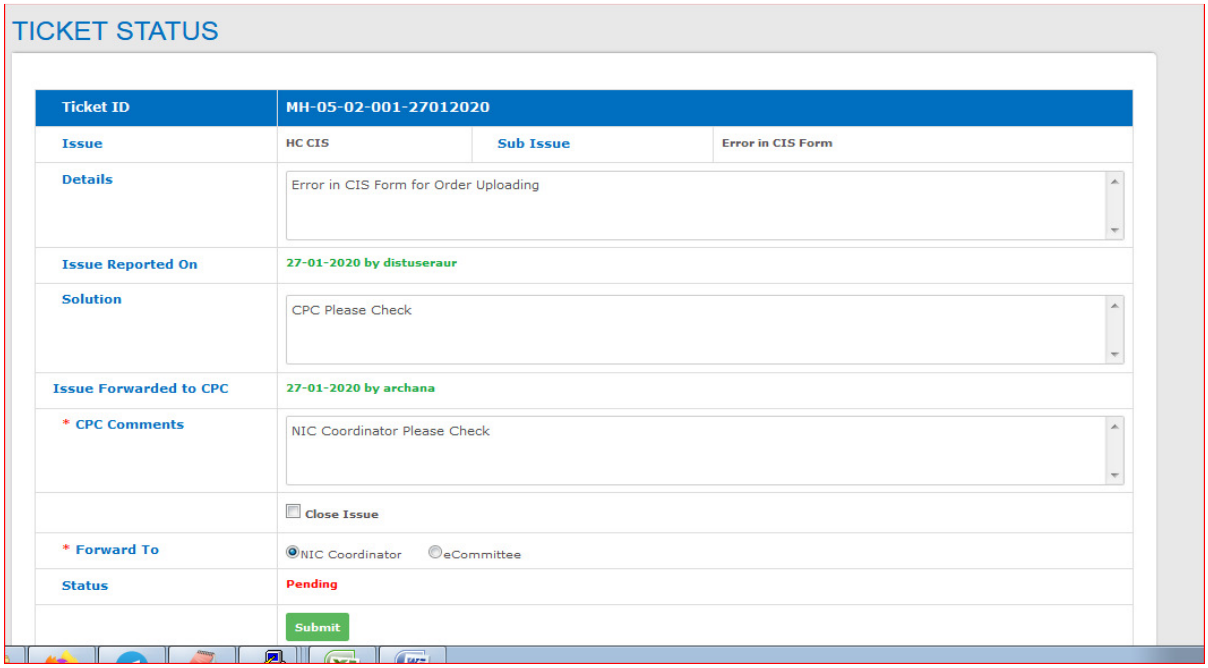


The status of issue will show appropriate entries like forwarded to CPC or resolved etc.

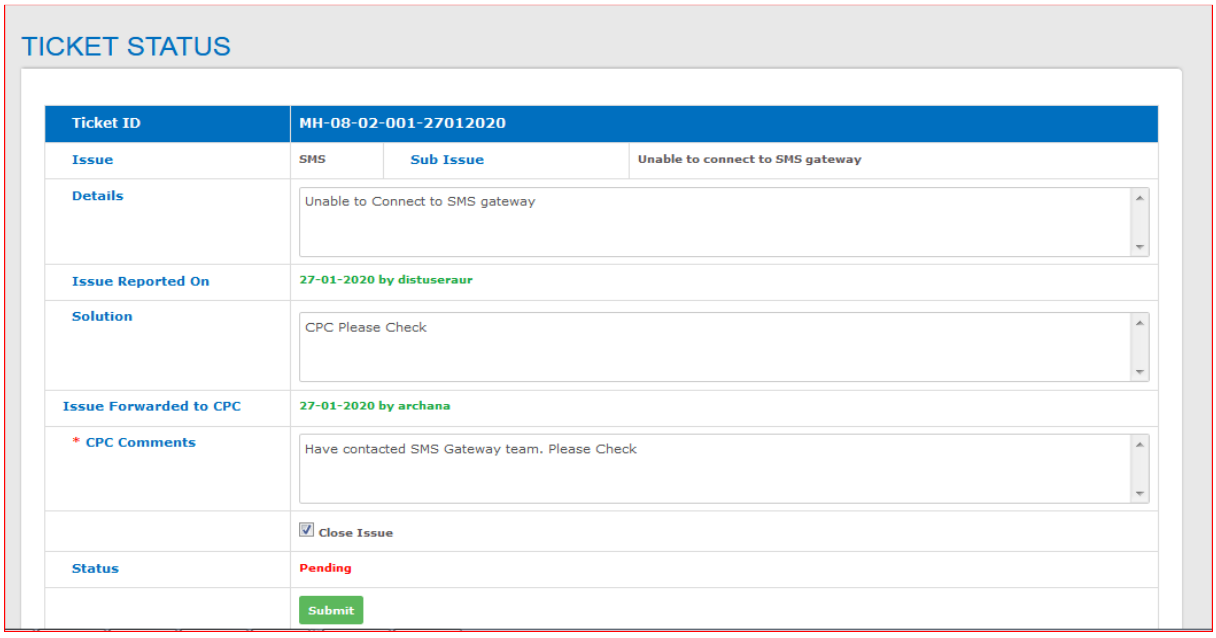


Central Project Co-ordinator

Dashbord for CPC user will show status of all issues. CPC may forward issues which are forwarded by High Court Help Desk user to NIC Co-ordinator or eCommittee for resolution.

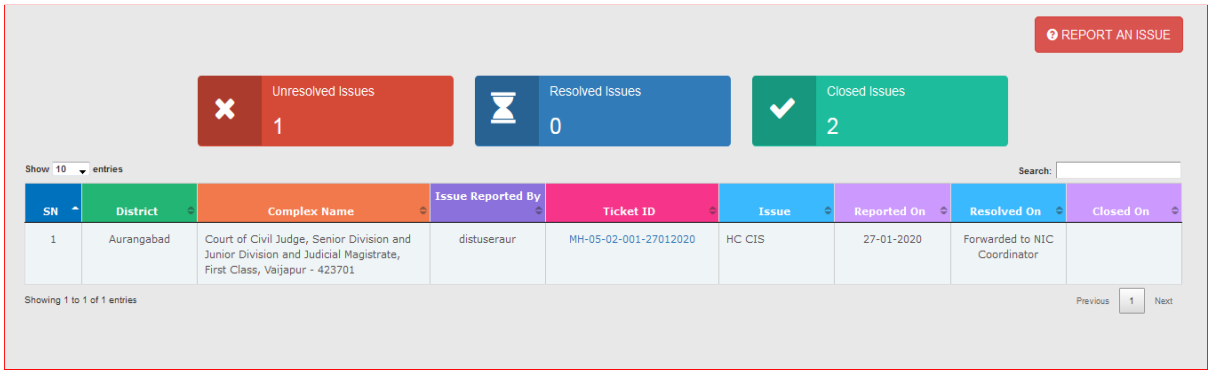


CPC's may also close the issue by clicking Close Issue checkbox as shown below.

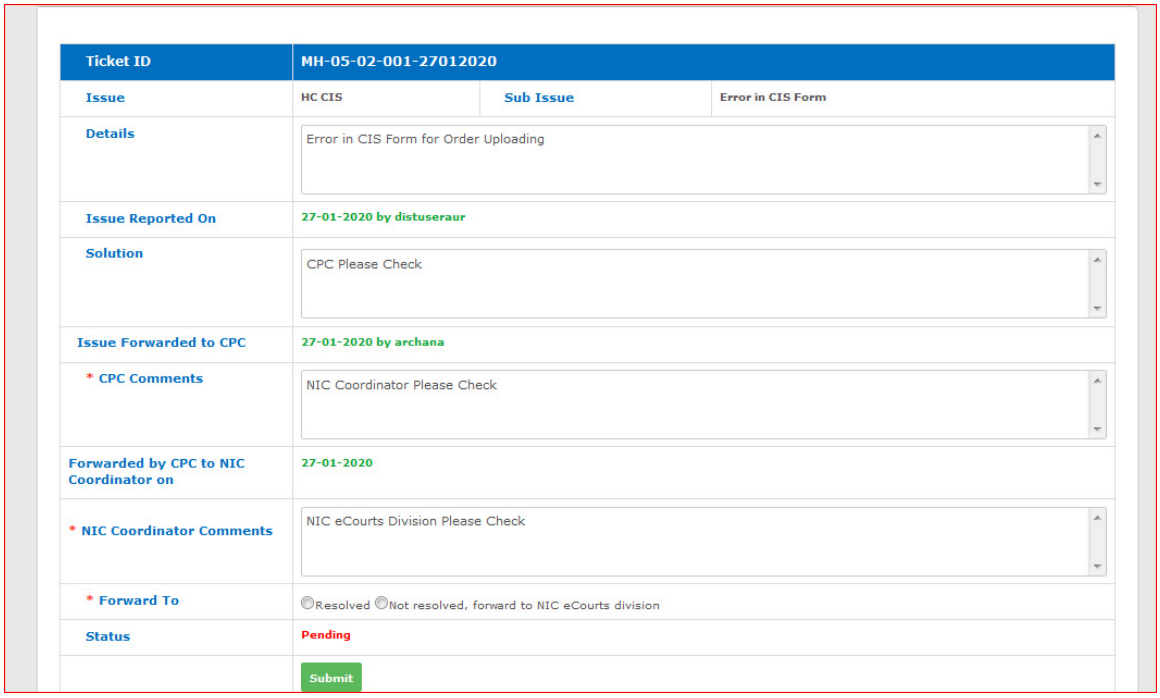


NIC Co-ordinator

Issues forwarded by CPC to NIC Co-ordinator will be displayed in Dashboard of NIC Co-ordinator with status as 'Forwarded to NIC Co-ordinator'

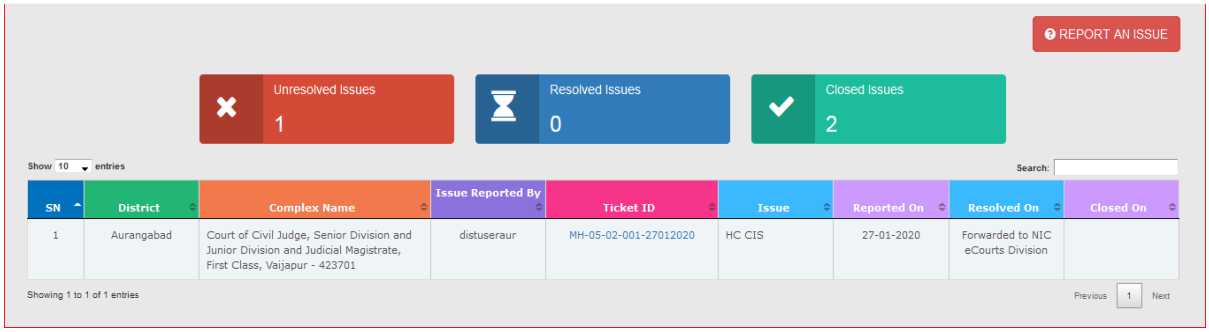


NIC Co-ordinator may resolve issue or forward it to NIC eCourts Divison for further resolution.



NIC eCourts Division

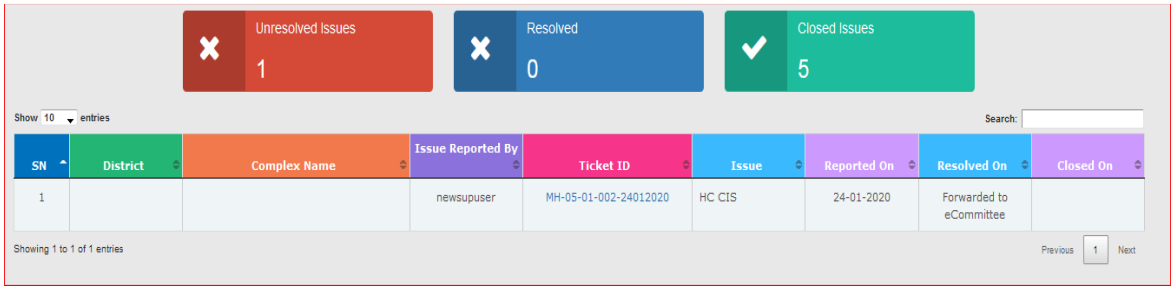
Dashboard of NIC eCourts Division will display all issues that are forward to them. After forwarding issue to NIC eCourts Division , Status will show as ‘Forwarded to NIC eCourts Division’



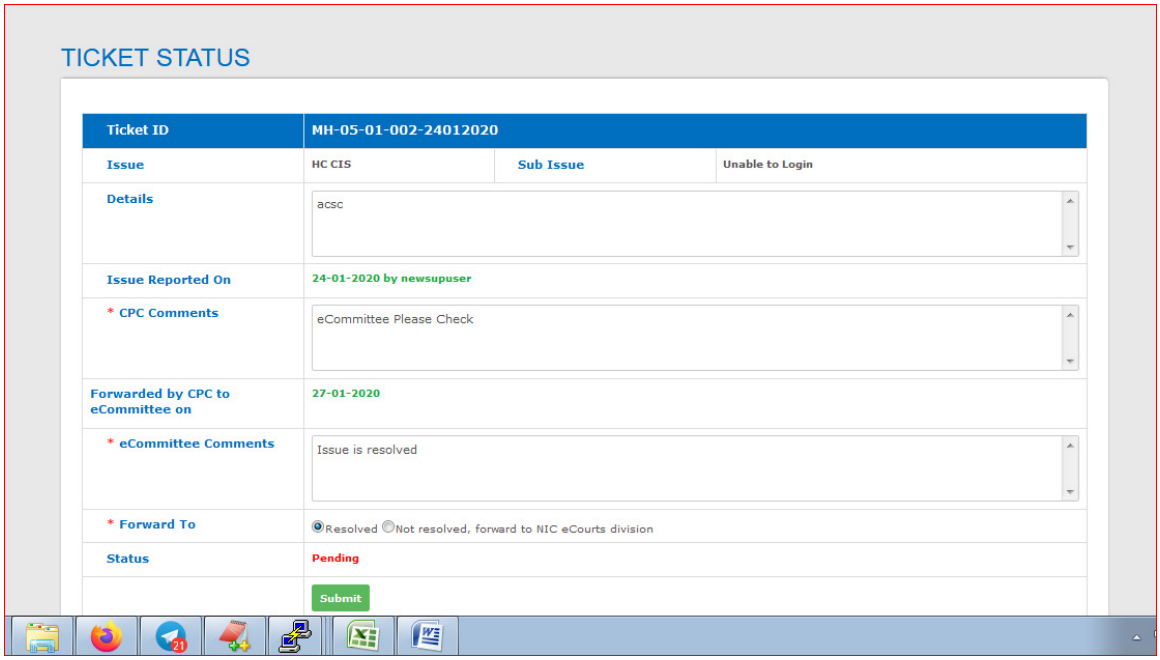
NIC eCourts Division then resolve the issue as follows.

eCommittee User

Issues which are directly forwarded to eCommittee by CPC's will be displayed in dashboard of eCommittee user. The status will be displayed as 'Forwarded to eCommittee'



eCommittee will resolve the issue and if needed issue may be forwarded to NIC eCourts Division for further resolution.



Closing of an issue

It is important to close the issue once it is resolved . The issue can be closed by the user who has raised/reported it. Alternatively CPC can close the issue at any time.