

THE HIGH COURT OF KERALA**HCKL/8314/2025-IT-TC2-HC KERALA**Kochi -682031
Date: 18-07-2026**NOTICE**

The High Court of Kerala has decided to implement the **High Court Mediation Management System (HC-MMS)** with effect from **20.07.2026**.

Accordingly, all stakeholders, including Mediators, Officers and Staff of the Mediation Centre, Concerned Officers and Concerned Sections of the High Court with mediation referrals, shall use the High Court Mediation Management System (HC-MMS) for all mediation-related activities with effect from 20.07.2026.

The **User Guidelines** for the system are enclosed. All stakeholders are requested to go through the Guidelines carefully and ensure that the procedures prescribed therein are followed while using the system.

Any technical issue or assistance required may be brought to the notice of the IT Technical Cell.

(By Order)
Digitally signed by
GOPAKUMAR G
Date: 18-07-2026
10:55:16
REGISTRAR GENERAL

Encl:- User Guidelines – High Court Mediation Management System (HC-MMS)

To:- The Advocate General, Ernakulam.
The Additional Solicitor General for India at High Court of Kerala
All Principal District Judges and CJMs (District Judges are requested to bring the contents to the notice of all Courts in their jurisdiction)
The Director General of Prosecutions & State Public Prosecutor, Ernakulam.
The Additional Advocates General, Ernakulam (2 copies).
The Additional Director General of Prosecutions, Ernakulam (2 copies).
The Deputy Solicitor General of India, Ernakulam.
The President, Kerala High Court Advocates' Association, Ernakulam.
The Chairman, Bar Council of Kerala, Ernakulam.

Notice.
D.D.

The State Attorney, Advocate General's Office, Ernakulam.
The Senior Counsel, Government of India (Taxes), Ernakulam.
The President, Kerala High Court Senior Advocates' Association, Ernakulam.
The President of Kerala Federation of Women Lawyers, Ernakulam.
The Vice-Presidents, Kerala High Court Advocates' Association, Ernakulam.
The Secretary, Rule Committee under Section 123 CPC, High Court.
The Secretary, Kerala High Court Advocates' Association, Ernakulam.
The General Secretary, Kerala High Court Senior Advocates' Association, Ernakulam.
The Secretary, Indian Law Institute, Ernakulam.
The Registrars and the Additional Registrar (General Administration), High Court.
The Director of the Kerala Judicial Academy, Athani.
The Additional Director of the Kerala Judicial Academy, Athani.
The Member Secretary, Kerala State Legal Services Authority, Ernakulam.
The Director, Kerala State Mediation and Conciliation Centre, Ernakulam.
The Deputy Director (IT), High Court.
The Deputy Director of the Kerala Judicial Academy, Athani.
The Assistant Director of the Kerala Judicial Academy, Athani.
The Secretary, High Court Legal Services Committee, Ernakulam.
The President, Kerala High Court Advocates' Clerks' Association, Ernakulam.
The Protocol Officer, High Court
The Public Relations Officer, High Court.
The Private Secretary to the Chief Justice, High Court.
The Principal Technical Officer, High Court
The Court Officer to the Chief Justice, High Court.
The Private Secretaries to Judges, High Court.
The Senior System Officers (SSOs) of all Districts
All Officers and Sections, High Court.
The Filing and Court Officer's Section, High Court.
The IT Technical Cell, High Court.
The Confidential Assistants to the Registrars, Director (KJA) and the Additional Registrar (General Administration).
The Notice Board, High Court.
The File/Stock File

Copy submitted to:

The Hon'ble the Chief Justice and the Hon'ble Judges

HCMMMS

High Court Mediation Management System

User Guide

High Court of Kerala

Version 1.0 · Phase 1 Rollout

18.05.2026

Document Control

Document title	HCMMS User Guide — Phase 1
Version	1.0
Date	18.05.2026
Audience	Mediation Centre Staff, Nodal Officer, Mediators, Section Assistant
Status	Draft for Phase 1 rollout
Prepared by	Satheeshkumar C K
Approved by	Ishaque K V

Revision history

Version	Date	Author	Changes
1.0	18.05.2026	Satheeshkumar C K	Initial release for Phase 1

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Part 1 — Introduction

About HCMMS

The High Court Mediation Management System (HCMMS) is the digital workspace used by the Kerala High Court Mediation Centre to manage cases referred to mediation. It supports the daily work of the Centre — recording referrals, allocating mediators, preparing cause lists, recording proceedings, maintaining registers, and generating reports.

HCMMS is purpose-built for the Centre. It connects to court master data (cases, parties, advocates, judges) for reference while keeping mediation-specific records — schedules, mediators, proceedings, registers — in its own database.

Who this guide is for

This guide covers the three primary user roles in Phase 1:

- **Mediation Centre Staff** — the day-to-day operators of the Centre. Take up referred cases, allocate mediators, prepare cause lists, record proceedings, maintain registers.
- **Nodal Officer** — supervisory role with everything Staff can do plus access to audit trail and master configuration.
- **Panel Mediator** — sees their assigned cause lists, records proceedings against their cases.
- **Section Users** - For drafting cases for mediation and to receive and forward mediation reports to court.
- **Registrar Judicial** - For approving mediation reports and to monitor mediation statistics

Scope of this version (Phase 1)

This guide describes the features that are live in Phase 1 of the HCMMS rollout. Some features mentioned in the original system proposal are scheduled for later phases and are not yet available.

Available in Phase 1

- Sign-in with court CMS credentials
- Role-aware dashboard (Staff, Nodal Officer, Mediator, Section users, Registrar Judicial)
- Referrals Inbox and Case Handling
- Mediator allocation
- Mediation date scheduling and rescheduling
- Connected cases (group handling)
- Cause list preparation, editing, publishing
- Proceedings recording (by case and by list)
- Inward and Outward registers
- Reports section (standard and custom)
- Masters configuration (mediators, categories, venues, etc.)
- Mediation reports workflow
- Audit trail (Nodal Officer)

- Accessibility tools — theme selection, font size, screen reader information

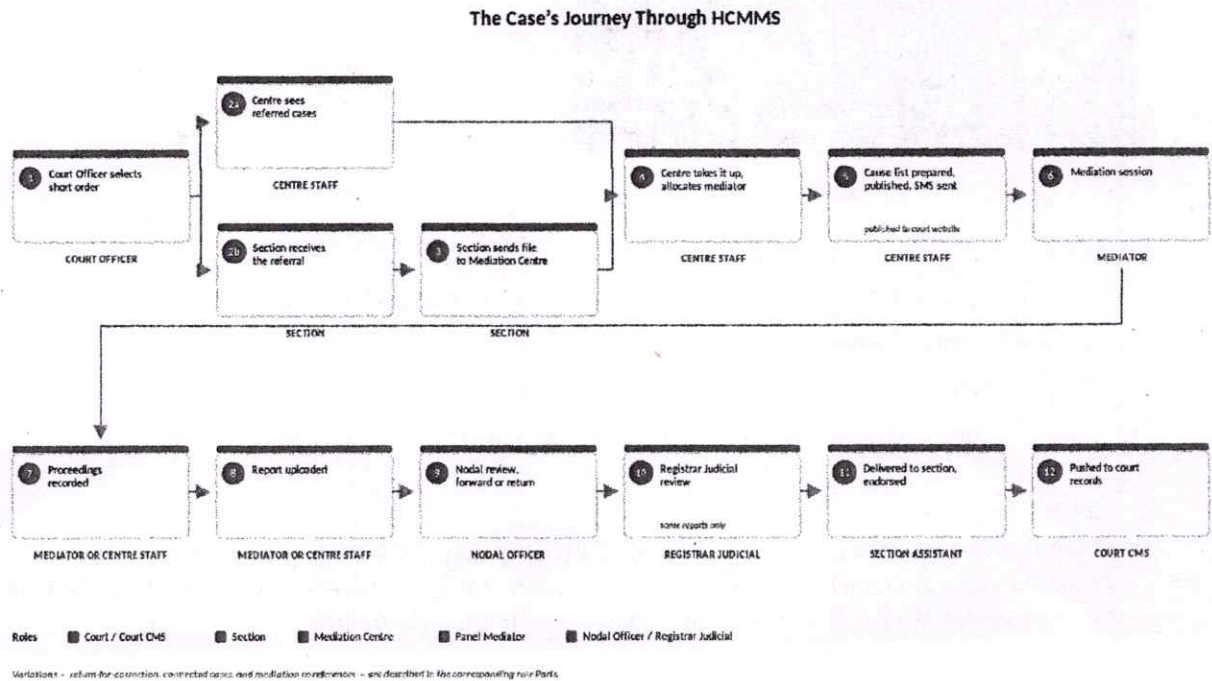
Conventions used in this guide

This guide uses the following conventions:

- **Bold text** marks button labels, menu names, and field names — for example, **Sign in** or **Allocate Mediator**.
- Items separated by → indicate a navigation path: *Cause Lists* → *Drafts* → *Edit*.
- Boxed sections highlight **important notes**, warnings, or tips.

Overall Workflow

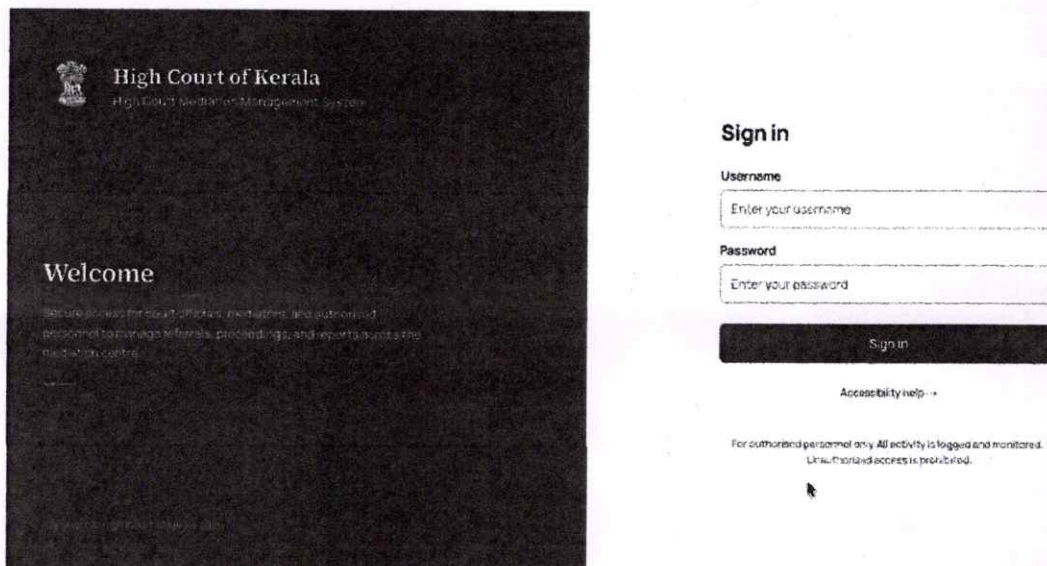
The diagram below shows how a case travels through HCMMS from the moment the court refers it to mediation to the moment the endorsed mediation report is recorded back in the court's own files



Part 2 — Getting Started

Signing in

Access the application at <https://hcmms.keralacourts.in> and open the HCMMS sign-in page in your browser.



High Court of Kerala
High Court Mediation Management System

Welcome
Secure access for court officers, mediators, and authorized personnel to manage referrals, proceedings, and report events to the mediation centre.

Sign in

Username
Enter your username

Password
Enter your password

Sign in

[Accessibility help](#)

For authorized personnel only. All activity is logged and monitored.
Unauthorized access is prohibited.

Figure: The sign-in screen with username and password fields.

To sign in:

1. Enter your username — the same one you use for the CMS/eFiling system.
2. Enter your password.
3. Click **Sign in**.

On successful sign-in you land on your home dashboard, which is customized to your role.

If sign-in fails

Check that the Caps Lock key is off and that you are using your CMS/e-Filing credentials. If the credentials are correct and you still cannot sign in, contact the IT helpdesk. Your account may not yet be associated with HCMMS — Nodal Officer can verify this in user master.

Home dashboard

The dashboard is the landing screen after sign-in. Its content depends on your role.

Staff and Nodal Officer dashboard

Staff and Nodal Officer share the same dashboard layout, with four quick-access tiles for the most common daily actions:

- **Referrals Inbox** — cases referred for mediation, awaiting take-up.

- **Mediation Business Entry** — record proceedings for the day.
- **Prepare Causelist** — build a cause list for a specific date.
- **Masters** — manage configuration (mediators, categories, venues, and so on).

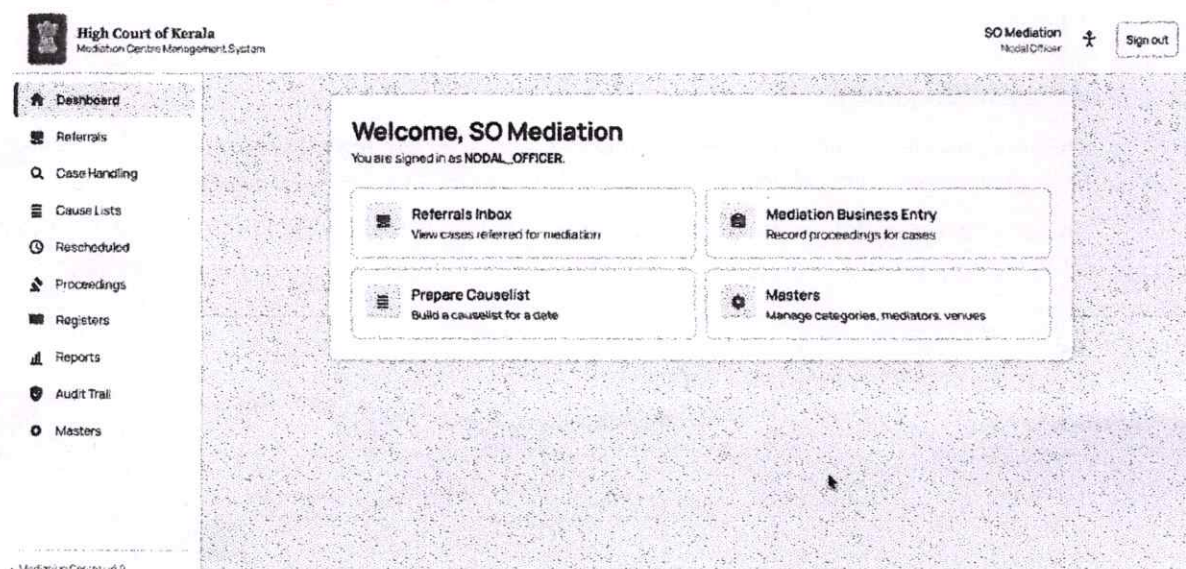


Figure: The dashboard tiles after sign-in.

Mediator dashboard

Mediators see a streamlined dashboard focused on their cases:

- **Today's Causelist** — cases scheduled for today, on the lists where the mediator is the allocated mediator.
- **Upcoming** — cases scheduled in the days ahead.
- **My Cases** — all cases currently allocated to the mediator.

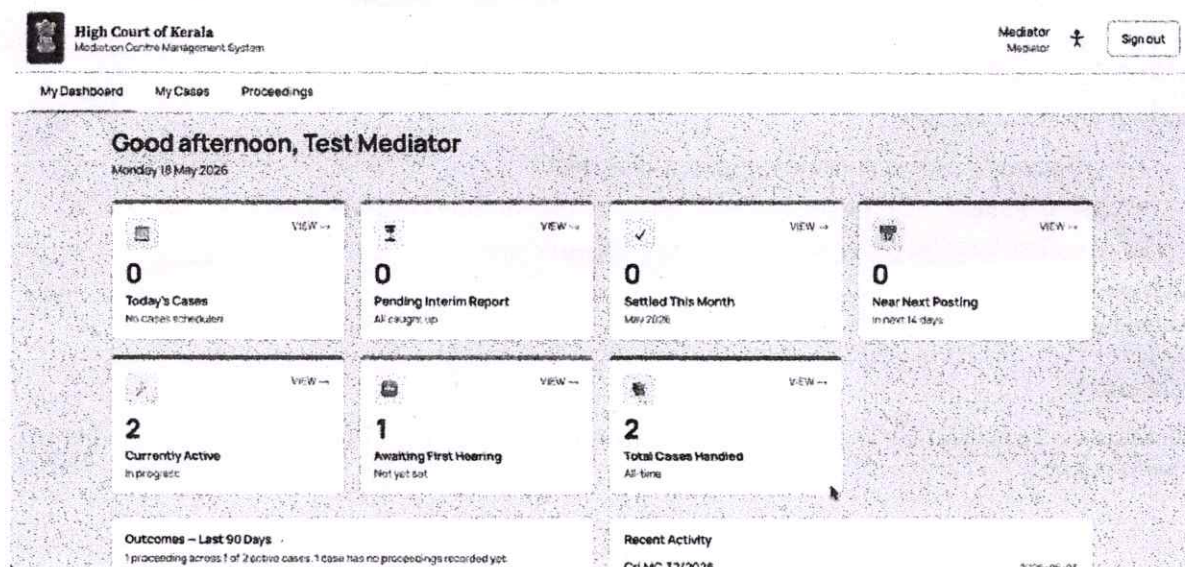


Figure: The mediator's dashboard with today's causelist and upcoming cases.

Sidebar navigation

Below the header on the left, the sidebar provides direct access to every section of HCMMS. Click any item to navigate. On mobile the sidebar collapses into a slide-in drawer; tap the menu icon at the top-left to open it.

Accessibility tools

HCMMS provides a built-in accessibility menu so each user can tune the interface to their preference. The settings follow your account — once chosen they apply on every machine you sign in from.

To open the accessibility menu, click the accessibility icon in the top-right of the header (just to the left of the Sign out button).

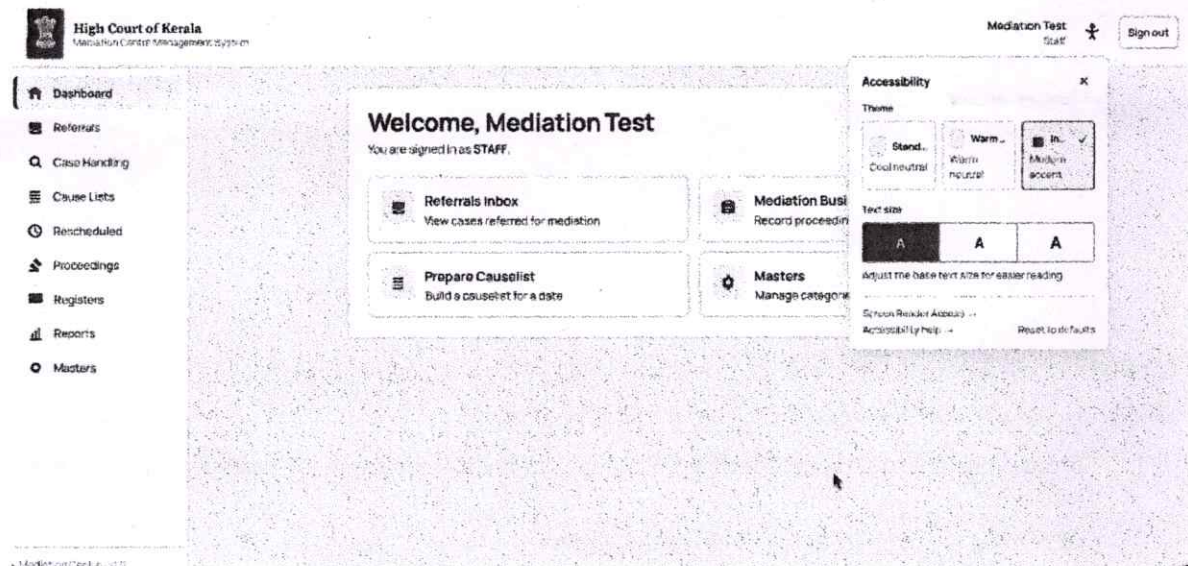


Figure: Theme selector, text size, and quick-links.

Theme

Three themes are available:

- **Standard** — cool neutral background. The default.
- **Warm Paper** — warmer neutral background. Easier on some eyes during long sessions.
- **Indigo** — modern accent with an indigo primary colour.

All three themes meet contrast standards for body text. Choose whichever you prefer; you can change at any time.

Text size

Three steps: Small, Normal, Large. The Large setting is recommended for users who find the default text size cramped.

Screen reader access

HCMMS works with standard screen readers including NVDA (Windows, free), JAWS (Windows, commercial), VoiceOver (macOS, built-in), and TalkBack (Android, built-in). For details and download links, open the accessibility menu and click

Screen Reader Access. A separate panel will open with software names, websites, and licence type.

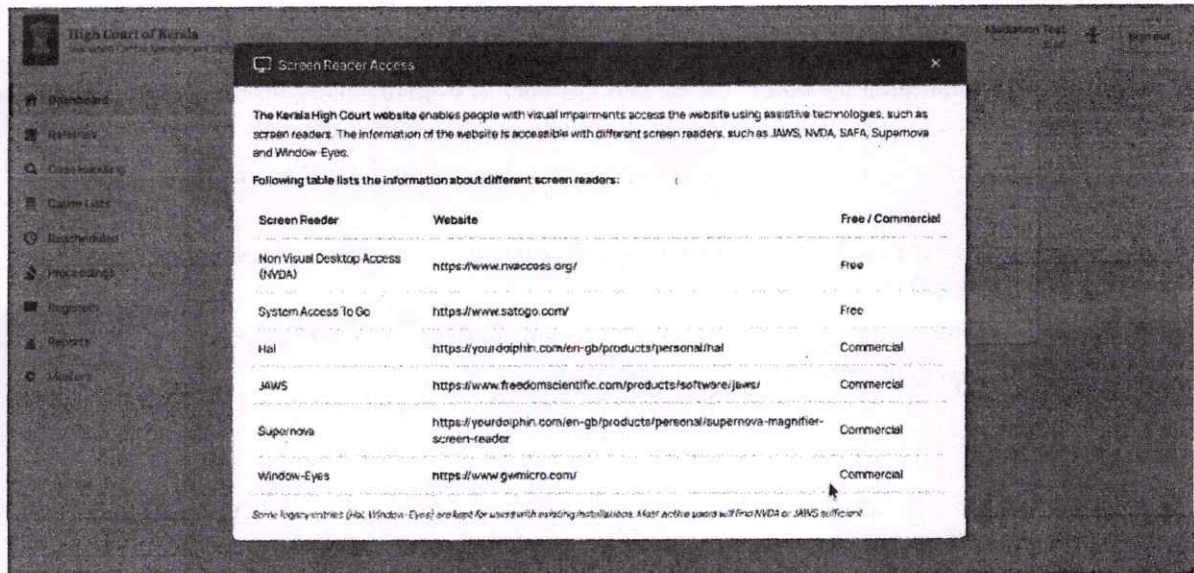


Figure: List of recommended screen reader software with links.

Accessibility help

For keyboard shortcuts, reporting issues, and general accessibility tips, click Accessibility help in the menu. A dedicated page opens with full guidance.

Signing out

Click the Sign out button at the top-right of any page. You will be returned to the sign-in screen.

Always sign out on shared machines

If you are working on a shared workstation, sign out before leaving. Even if accessibility preferences follow your account, an unattended session lets the next person act under your name.

Part 3 — Mediation Centre Staff

This part covers the day-to-day workflow of Mediation Centre Staff. Nodal Officer also performs all of these actions; additional Nodal-specific tasks are covered in Part 4.

Daily workflow overview

A typical day in the Centre follows this order:

1. Check the Referrals Inbox for new cases referred since yesterday. Take up each referral, complete missing party/advocate details, and allocate a mediator and date as needed.
2. Prepare today's cause list — group cases by mediator and time, set the venue and time header, then publish.
3. During or after each mediation sitting, record proceedings (Business, Adjourned date, Remarks) for each case on the list.
4. Maintain the inward and outward registers as physical files arrive and leave.
5. Pull reports for the Nodal Officer or Registrar as requested.

Referrals Inbox

The Referrals Inbox is the entry point for cases newly referred to mediation. It lists every referral the Centre has received that has not yet been taken up — i.e. where party/advocate details haven't been confirmed and no mediator or date is allocated.

Open the inbox from the home tile or the sidebar:

- Referrals → Inbox.

The screenshot displays the 'High Court of Kerala Mediation Centre Management System' interface. On the left is a sidebar with navigation options: Dashboard, Referrals (selected), Case Handling, Cause Lists, Rescheduled, Proceedings, Registers, Reports, and Masters. The main area is titled 'Mediation Referred Cases' and includes search filters for 'Date Referred From' (18/05/2026) and 'Date Referred To' (18/05/2026), along with a search bar for 'Search Petitioner / Respondent / Case No. (Without name/surname and year)'. Below the filters is a table listing referred cases.

SL NO	CASE NO	PETITIONER VS RESPONDENT	COURT	REFERRED ON	MEDIATION DATE	NEXT DATE (COURT)	ACTION
1	MACA 245/2026	MUHAMMED JASSIM vs UNITED INDIA INSURANCE COMPANY LIMITED	HONOURABLE MRS. JUSTICE M.B. SNEHALATHA	18/05/2026	03/06/2026	17/06/2026	EDIT
2	MACA 312/2026	SHIBIN P.V. vs THE NEW INDIA ASSURANCE COMPANY LIMITED	HONOURABLE MRS. JUSTICE M.B. SNEHALATHA	18/05/2026	02/06/2026	16/06/2026	EDIT
3	MACA 642/2026	MANOJ vs PANDYAN E.	HONOURABLE MRS. JUSTICE M.B. SNEHALATHA	18/05/2026	02/06/2026	16/06/2026	EDIT
4	MACA 678/2026	PREETHA RAMMOHAN vs NATIONAL INSURANCE COMPANY LIMITED	HONOURABLE MRS. JUSTICE M.B. SNEHALATHA	18/05/2026	03/06/2026	18/06/2026	EDIT
5	MACA 588/2026	JAYAPRAKASH vs THE NEW INDIA ASSURANCE COMPANY LIMITED	HONOURABLE MRS. JUSTICE M.B. SNEHALATHA	18/05/2026	02/06/2026	16/06/2026	EDIT
6	MACA 644/2026	RAJEEV @ ARYADAN GOPALAN RAJEEV vs KUNHATHA ABRAHAM	HONOURABLE MRS. JUSTICE M.B. SNEHALATHA	18/05/2026	03/06/2026	17/06/2026	EDIT

Figure: List of newly referred cases with case number, party names, referral date.

What each column means

Case	The case label — type, registration number, year. Click to open the case handling page.
Parties	Petitioner and respondent (main parties).
Referral date	Date the case was referred by the court.
Status	Current status of the referral. New referrals show as Referred.
Mediator	Allocated mediator, if any. Empty for new referrals.
Mediation date	Scheduled mediation date, if set.

Connected cases in the inbox

If a case is part of a connected-cases group, you'll see a small group indicator on its row. All cases in the group can be handled together — see the Connected Cases section below.

Taking up a case

To take up a case from the inbox, click the case row. The Case Handling page opens with all the details available from the court master data pre-filled.

High Court of Kerala
Mediation Centre Management System

Mediation Test Start Sign out

Dashboard Referrals Case Handling Cause Lists Rescheduled Proceedings Registers Reports Masters

Single case (no connected cases)

Back to inbox Home

Mediation Case Details Edit Update

Find Case

Case Type	Case No	Case Year	
MACA	245	2026	Search

Case Information

Case No	CNO	Referral Court *	Referral Status
MACA 245/2026	KHC010051192026	HONOURABLE MRS. JUSTICE M B SNEHALATHA	REFERRED

Petitioner	Respondent	Referral Date	Next Posting Date (Court)
MUHAMMAD JASSIR	UNITED INDIA INSURANCE COMPANY LIMITED	18/05/2026	17/06/2026

Interim Report Date: dd/mm/yyyy

Figure: Case details, party details, advocate details, mediation section.

Sections on the page

- **Case details** — case number, year, type, registering court. Read-only from CMS.
- **Parties** — petitioners and respondents. You can edit names, addresses, and contact details as confirmed during take-up.
- **Advocates** — advocates appearing for each side. Add, remove, or edit as required.

- **Mediation details** — category, insurance company (where applicable), nature of mediation, mediator allocation, mediation date, venue.
- **Proceedings** — once mediation dates are set, the proceedings table appears with one row per sitting.
- **Connected cases** — if the case is part of a group, the connected cases are listed with quick links to each.

Editing party and advocate details

Click the edit icon next to a row to open the editor. Make the changes and click Save. The system records who changed what — visible in the audit trail.

Figure: The party editor opened with editable fields.

Saving

After making changes, click the Save button at the bottom of the section you edited. A confirmation appears briefly at the top of the page. If any required field is missing, the page highlights the field in red and the save is rejected.

Allocating a mediator

To allocate a mediator to a case:

9. Open the case from the Referrals Inbox or via Case Handling → Find Case.
10. Scroll to the **Mediation details** section.
11. Select a mediator from the **Mediator** dropdown. Only active mediators on the panel appear in the list. Mediators are managed in Masters → Mediators.
12. Click Save.

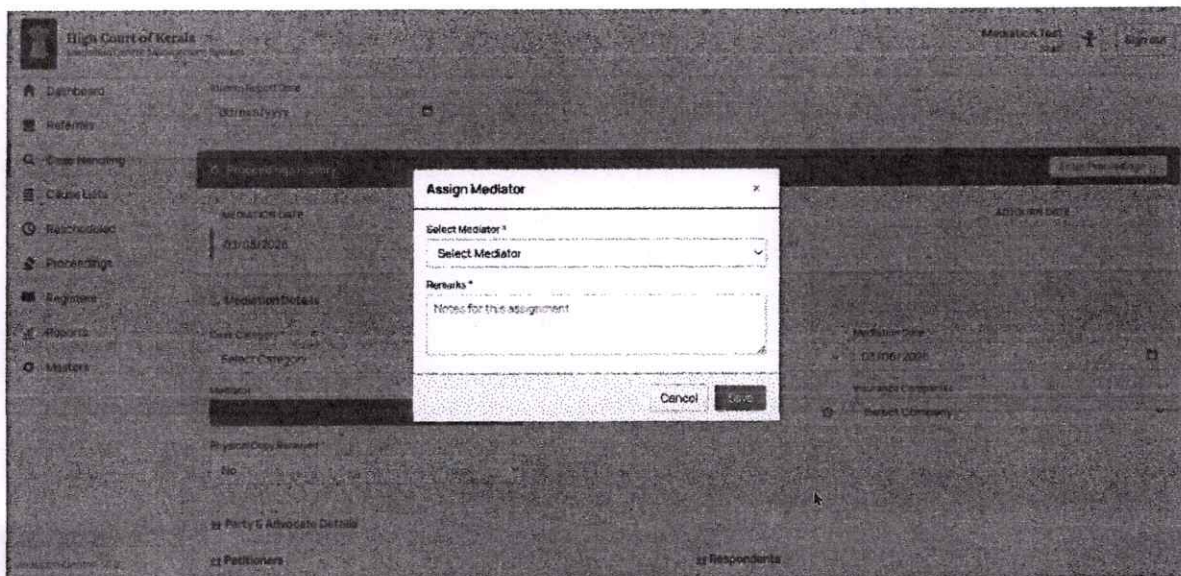


Figure: The Mediator field highlighted with the dropdown open.

Connected cases note

If the case is part of a connected-cases group, allocating a mediator to one case offers to apply the same mediator to all cases in the group. Use this whenever the same mediator should hear the entire group.

Setting a mediation date

To schedule a case for mediation:

13. On the Case Handling page, scroll to the Mediation details section.
14. Pick a date in the **Mediation date** field.
15. Click Save.

Setting a mediation date moves the case to the Scheduled bucket. The case will appear on cause lists for that date.

Rescheduling

To reschedule a case to a different date, change the Mediation date and save. The previous date's proceedings are kept; the case now also appears under the new date.

Alternatively, use the *Reschedule* action in case handling to move a case to the schedule bucket explicitly. See

- **Rescheduled** — sidebar item — for the list of all rescheduled cases.

Connected cases

When the court refers multiple connected cases together (a main case and one or more tagged-along cases), HCMMS treats them as a group. You can:

- Edit each case's details independently when needed.
- Allocate one mediator and date to the whole group with a single action.
- See all members of the group from any one case's handling page.

High Court of Kerala
Mediation Case Management System

Mediation Test Staff Sign out

Dashboard Referrals Case Handling Cause Lists Rescheduled Proceedings Registers Reports Masters

GROUP DE 2: WP(C) 8187/2020 (Open) WP(C) 35664/2019

Apply mediator to group Apply date to group Sync

Back to Referrals Home

Mediation Case Details

Find Case

Case Type: WP(C) Case No: 35664 Case Year: 2019 Search

Case Information

Case No	CNO	Referral Court	Referral Status
WP(C) 35664/2019	KLHC010924032019	HONOURABLE MR. JUSTICE P.M. MANOJ	REFERRED

Referee: THOMAS SIMON Respondent: BERTHELOMO BERTT Referral Date: 08/04/2026 Next Posting Date (Court): 08/04/2026

Enter/m Report Date: dd/mm/yyyy

Proceedings History Enter Proceedings

Figure: The Connected cases panel listing group members.

Group operations

When you allocate a mediator, set a mediation date, or record a proceeding on a connected case, the system offers to apply the action to the whole group. Pick one of the offered choices:

- **Apply to this case only** — affects just the case you opened.
- **Apply to the whole group** — affects every case in the group.

Skipped cases

If any case in the group is already in a final state (settled, withdrawn, archived), the group action skips it and reports which cases were skipped. The remaining cases are updated as expected.

Cause Lists

A cause list is the sequenced list of cases scheduled before a mediator on a given date. HCMMS supports three list states:

- **Draft** — being prepared. Not yet visible as the day's official list.
- **Published** — the official list of the day.
- **Rescheduled** — cases moved out of an earlier list.

Preparing a cause list

From the sidebar, open Cause Lists → Prepare.

The screenshot shows the 'Edit Causelist Details' form. The left sidebar contains navigation links: Dashboard, Referrals, Case Handling, Cause Lists (selected), Rescheduled, Proceedings, Registers, Reports, and Masters. The top right shows 'Mediation Test Staff' and a 'Sign out' button. The form fields are as follows:

- Causelist Type ***: Advanced Mediation List 6
- Date ***: 18/05/2026
- Session Time**: 10:15 AM
- Venue ***: Court 7D
- Start S.No ***: 101
- Header Text (appears below title in PDF)**: (Empty text area)
- Footer Text (appears at end of PDF)**: (Empty text area)
- Buttons**: Save Drafts, Back to picker, Draft Causelists

Figure: Date picker, list selector, available cases panel, selected cases panel.

To prepare a list:

16. Pick a date. The available cases panel shows cases scheduled for that date that aren't already on another draft or published list for the day.
17. Optionally apply filters — by mediator, case type, category, insurance company, nature of mediation — to narrow the available cases.
18. Sort the available cases (by posting order, case type, or mediator) to find the right starting point.
19. Tick the cases you want to add to the list.
20. Click **Add to list** to move them to the right-hand panel.
21. Enter the venue, time header, and footer text for the list.
22. Click **Save draft** to keep the list editable, or **Publish** to finalise it.

Editing a draft

From the sidebar, open Cause Lists → Drafts. Click the list you want to edit. You can add or remove cases, change order, edit venue and headers, and so on. When ready, click Publish.

Published lists

From the sidebar, open Cause Lists → Published. Each row is a published list with date, mediator, and number of cases. Click a row to open the list.

High Court of Kerala
Mediation Centre Management Division

Mediation Test Staff Sign out

Home Prepare new causelist Drafts

Published Mediation Causelists

Select Causelist Date
17/03/2026

#	LIST TYPE	DATE	TIME	VENUE	HEADER TEXT	CASES	ACTIONS
1	Mediation List 1	17-03-2026	10:15 am	Mediation Centre		57	View PDF Print
2	Mediation List 3	17-03-2026	10:15 am	High Court Auditorium	Mediation Pre settlement Talk (Beje Africa Limited)	52	View PDF Print
3	Mediation List 2	17-03-2026	10:15 am	High Court Auditorium	Mediation Pre settlement Talk (National Insurance Co.)	57	View PDF Print
4	Advance Mediation List 2	17-03-2026	10:15 am	High Court Auditorium	Mediation Pre Settlement Talk (B.A.M. Allianz)	52	View PDF Print
5	Advance Mediation List 1	17-03-2026	10:15 am	High Court Auditorium	Mediation Pre Settlement Talk (National Insurance)	55	View PDF Print

Mediation Centre: 10/0

Figure: List of published causelists.

Rescheduled cases

Cases that have been rescheduled out of one date appear under Cause Lists → Rescheduled. From there, set a new mediation date to bring them back into scheduling.

Recording proceedings

After a mediation sitting, you record what happened on each case. Two ways to do this:

By list

Open Proceedings → By list from the sidebar. Pick the date and the published list. Every case on the list appears with editable fields:

- **Business** — the substantive entry (e.g. *Adjourned*, *Settled*, *Not settled*).
- **Adjourned date** — required when business is Adjourned.
- **Remarks** — free text.

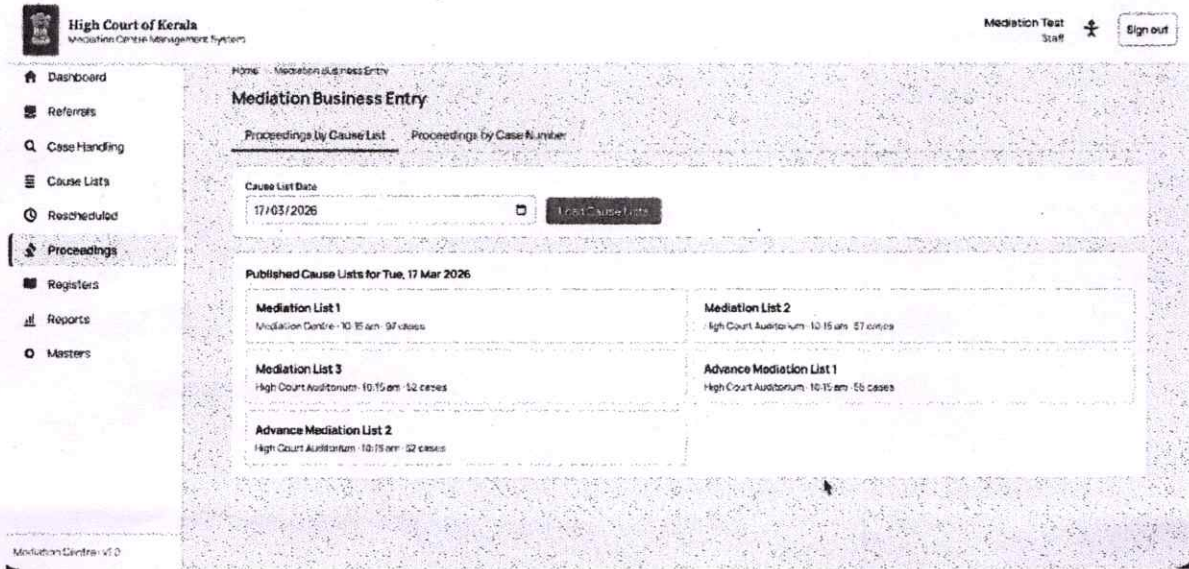


Figure: All cases on a list with editable proceeding fields.

Make entries for each case, then click Save all. The system writes one proceedings row per case and updates statuses accordingly.

By case

Open Proceedings → By case from the sidebar. Search for a specific case by case number. The case's full proceedings history shows, with a form to add the next entry. Useful when recording proceedings outside of a regular list (e.g. a single case off-cycle).

Inward and Outward registers

HCMMS maintains both an inward and an outward register for the Centre.

Inward register

Tracks documents and files received by the Centre. Open Registers → Inward.

Each entry has: case identifier (type, number, year), article (e.g. order, report by family counsellor, current letter), and the four detail fields — number, from, address, special remarks.

The screenshot shows the 'Registers' page in the HCMMS system. The left sidebar contains navigation links: Dashboard, Referrals, Case Handling, Cause Lists, Rescheduled, Proceedings, Registers (selected), Reports, and Masters. The top right shows 'Mediation Test Staff' and a 'Sign out' button. The main content area is titled 'Registers' and includes a sub-header 'Inward/Outward registers for the mediation centre. Entries are numbered per year per register.' Below this are tabs for 'Inward' and 'Outward'. The 'Inward' tab is active, showing a table of entries. The table has columns: S.NO, DATE, CASE, ARTICLE, DOC NUMBER, FROM, REMARKS, and Edit/Delete. One entry is visible: S.NO 2/2026, DATE 2026-05-16, CASE MACA 2140/2024, ARTICLE Order, and FROM is empty. The table is paginated to show 1 entry out of 1. Above the table are search filters for Year (2026), Article (Any), Case search (Case No / Case ID / Filing No), Entry date - From (dd/mm/yyyy), and Entry date - To (dd/mm/yyyy). There are buttons for 'Apply Filters', 'Reset', 'New Entry', and 'CSV'.

Figure: Inward register entries with serial numbers.

Outward register

Tracks documents and files sent out by the Centre. Open Registers → Outward.

Each entry has the case identifier and the outward article (settlement with set, not settled with set, interim settlement, interim report, report by Nodal Officer, return, referred family counselling, not referred for mediation), plus remarks.

Adding a register entry

23. Open the relevant register (Inward or Outward).
24. Click New entry.
25. Fill in the case identifier, pick the article, fill the detail fields.
26. Click Save. The system allocates the next serial number for the year automatically.

Serial numbers reset yearly

Inward and outward serial numbers reset to 1 at the start of each calendar year. The reference shown to users is in the form 'Inward 5/2026' — serial 5 of 2026.

Finding a case

If you already know the case number, the fastest way to open a case is via Find Case.

From the sidebar, open Case Handling. Enter the case type, number, and year, then click Search.

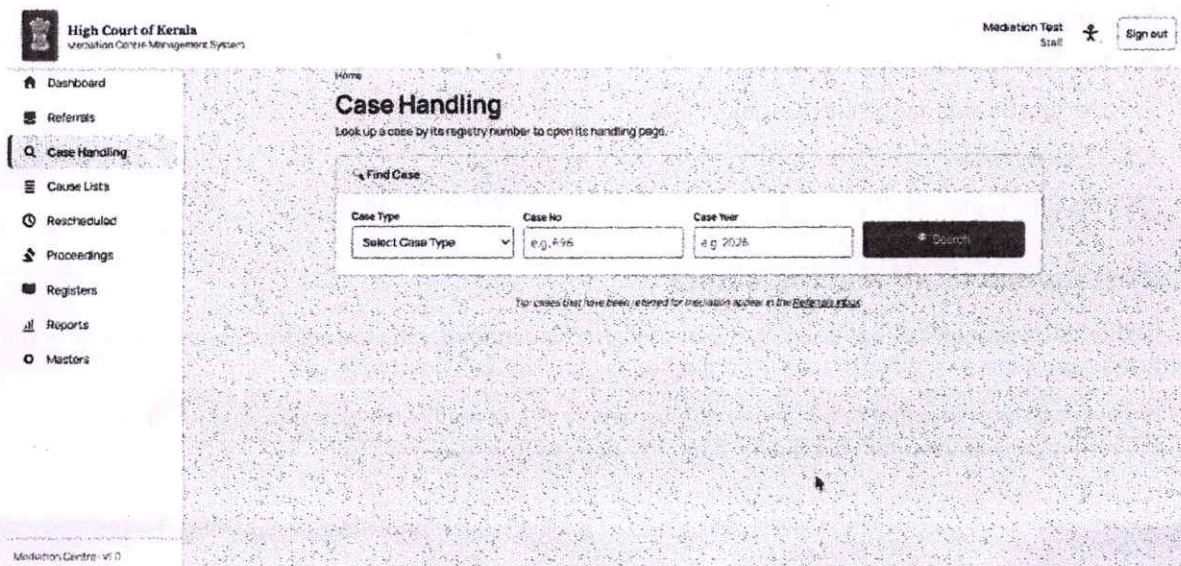


Figure: The find-case form on the case-handling page.

- If the case has already been referred and taken up, you go directly to the Case Handling page.
- If the court has the case but no referral has been recorded yet, a confirmation prompt asks whether you want to take it up. Click yes to create the referral and proceed.
- If no case is found at all, the search reports it. Double-check the type/number/year.

Reports

From the sidebar, open Reports. The reports section provides:

- **Standard reports** — pre-built reports with date and filter parameters.
- **Custom reports** — build a report by selecting columns, filters, and grouping.

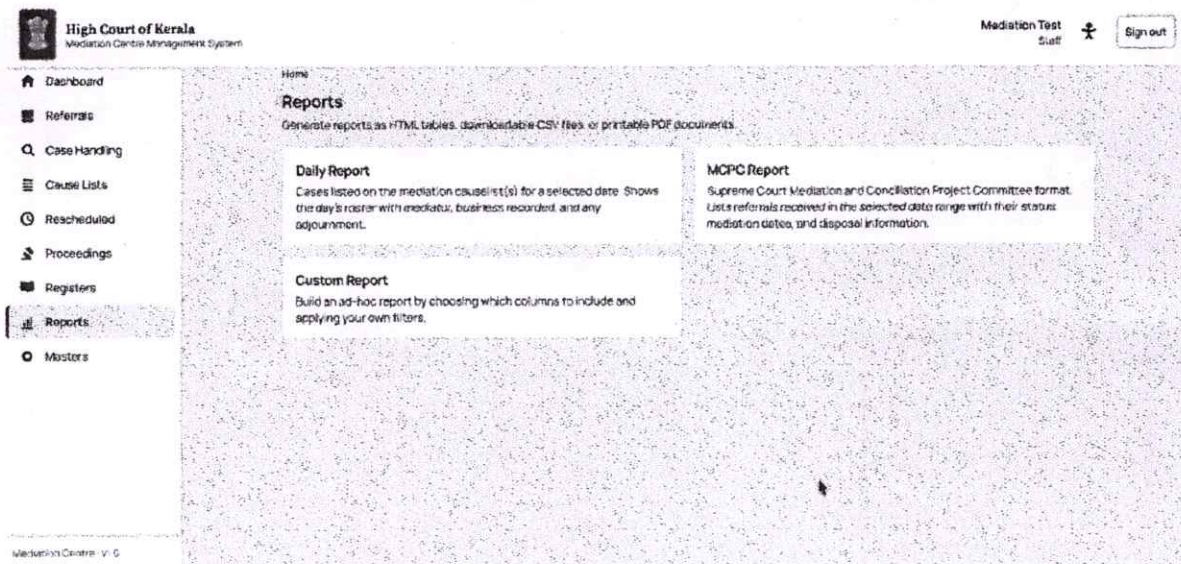


Figure: List of available reports.

Running a report

27. Click the report you want to run.
28. Set the date range and any filters.
29. Click Run.
30. Results appear on the page. Click Export to CSV or PDF to download.

Report upload (Staff and Mediator)

Both Mediation Centre staff and the assigned mediator can upload a mediation report directly from the Proceedings by-case view for that case. The upload control is described in Part 8.

Multiple versions are supported. The role with access to the case (Centre, the allocated mediator) is also the role that can view earlier versions through the View Report buttons.

Part 4 — Nodal Officer

Nodal Officer performs all the tasks described in Part 3 (Staff). This part covers the additional tasks specific to the Nodal Officer.

Audit trail

The audit trail records every action taken in HCMMS — who did it, when, what entity it affected, and what changed. It is essential for accountability and for investigating questions about a case's history.

From the sidebar, open the Audit trail. Only Nodal Officer can access this section.

Figure: Filters and results table on the audit trail page.

Filters

You can filter the audit trail by:

- Date range (the range can span up to a configured maximum number of days)
- Actor (the user who performed the action)
- Action type (e.g. allocate mediator, record proceeding, edit party)
- Entity type and/or entity id (e.g. a specific case referral)

Reading an entry

Each row shows: timestamp, actor name and role, the action, the affected entity (e.g. 'Case Referral CR/2026/512' or 'Inward 5/2026'), and a summary of what changed. For changes to multiple fields, the row expands to show each field's before and after values.

Masters configuration

Masters control the configuration of HCMMS. Nodal Officer is responsible for keeping masters current.

Available master interfaces:

- **Mediators** — panel members. Add, edit, set availability and active/inactive status.
- **Categories** — case categories relevant to mediation.
- **Venues** — physical locations where mediation sittings happen.
- **Insurance companies** — relevant for motor accident claims where mediation involves an insurance company.
- **Article types** — register article options (e.g. 'settlement with set').
- **Proceedings status** — business types available when recording a proceeding.
- **Users** — user role assignment (which e-Filing user has which role in HCMMS).

Editing a master

31. Open the master from the sidebar: Masters → [the master you want].
32. Click an existing row to edit it, or click New to add a new entry.
33. Make changes.
34. Click Save.

Inactive vs deleted

HCMMS does not allow you to delete master records that are referenced elsewhere (e.g. a mediator who has cases assigned). Instead, set the record to inactive — it will no longer appear in dropdowns for new selections, but historical references remain intact.

Adding a panel mediator

To add a new mediator to the panel:

35. Open Masters → Mediators.
36. Click New.
37. Fill name, contact details, and any panel-specific attributes.
38. Make sure the user account already exists in e-Filing. The mediator's e-Filing user is linked at this step so they can sign in to HCMMS.
39. Set the mediator's status to Active.
40. Click Save.

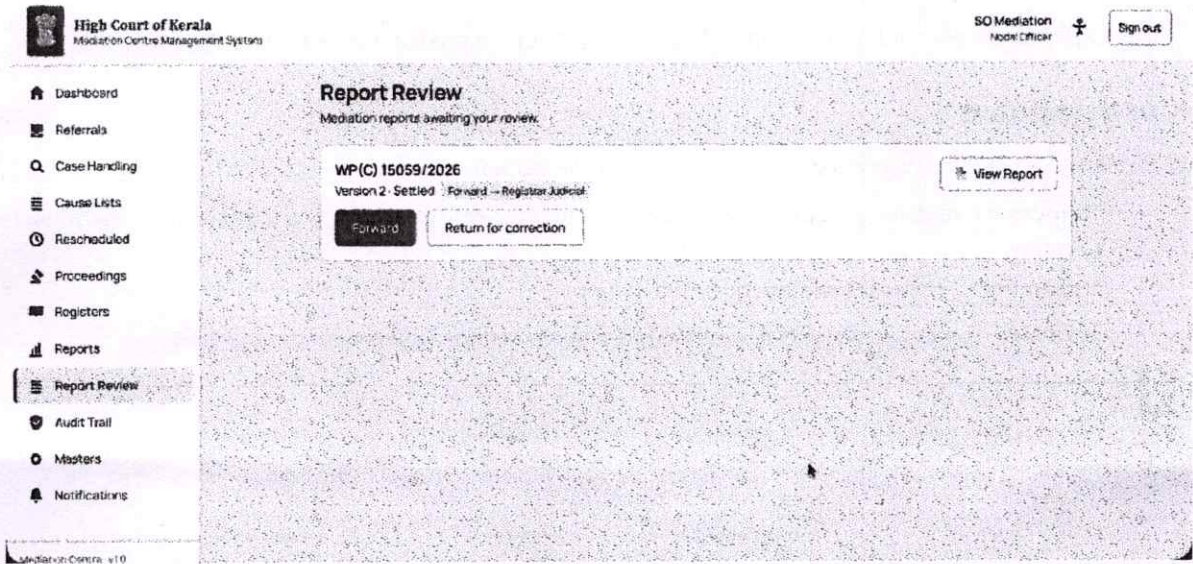
The mediator will now appear in the Mediator dropdown on the Case Handling page.

Nodal Officer — Report Review

Nodal Officers receive every freshly uploaded mediation report and decide whether to forward (with auto-routing to RJ or Section based on the report's business status) or return for correction. The queue and actions are the same as those described for the Registrar Judicial in Part 7, with two differences:

- The Nodal queue shows Pending Nodal Review reports, not Pending RJ Review.
- The Forward action shows where it will send the report ("→ Registrar Judicial" or "→ Section") per the auto-routing rule.

Open the queue from the sidebar → Report Review.



Part 5 — Panel Mediator

This part is for panel mediators using HCMMS to see their assigned cases and record proceedings.

Your dashboard

On sign-in you land on the mediator dashboard. Three sections:

- **Today's Causelist** — every case on every list where you are the allocated mediator, scheduled for today.
- **Upcoming** — cases scheduled for future dates.
- **My cases** — all cases currently allocated to you, regardless of date.

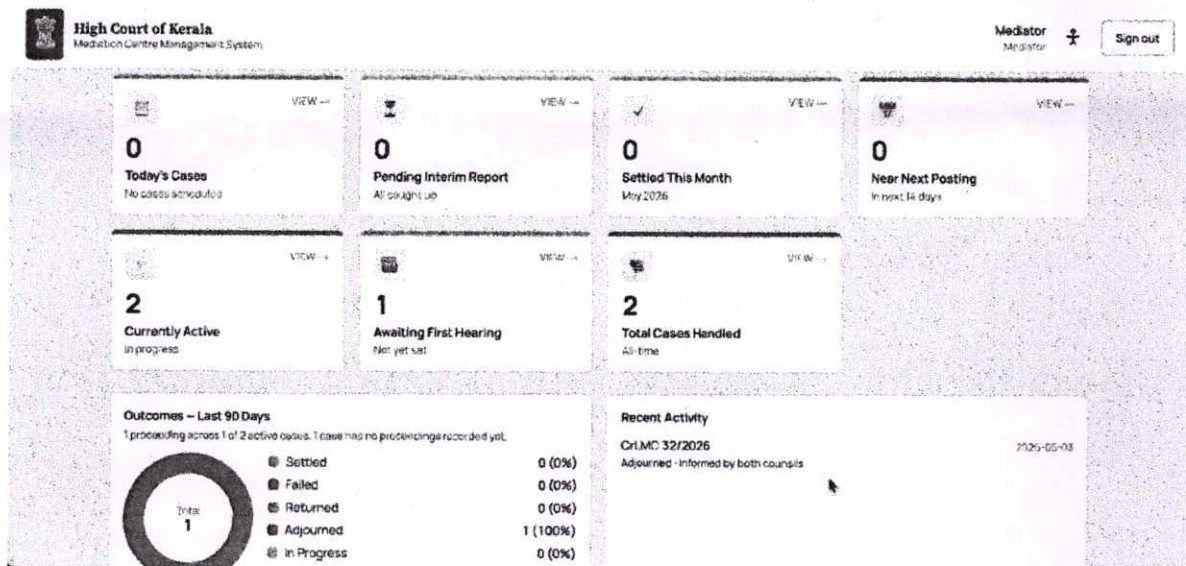


Figure: Today's causelist and upcoming cases.

Viewing a case

Click any case on the dashboard to open its Case Handling page. You see party details, advocate details, mediation details, and the full proceedings history.

Mediators can view all case information but cannot edit party/advocate details or change the allocated mediator. Those actions are reserved for Centre Staff.

Recording proceedings

After a sitting, record the proceeding on each case heard:

41. Open the case from your dashboard.
42. Scroll to the proceedings section.
43. Click Add proceeding.
44. Select the business (Settled, Adjourned, Not settled, and so on).
45. If you chose Adjourned, set the next date.

46. Add any remarks.

47. Click Save.

Reading the list together

If you have multiple cases on today's list, you can also use Proceedings → By list to record entries for all the cases on a list in one place — see Part 3.

Report upload (Staff and Mediator)

Both Mediation Centre staff and the assigned mediator can upload a mediation report directly from the Proceedings by-case view for that case. The upload control is described in Part 10.

Multiple versions are supported. The role with access to the case (Centre, the allocated mediator) is also the role that can view earlier versions through the View Report buttons.

Mediator — My Cases

Panel Mediators have a page — My Cases — which lists every case currently allocated to them. Open it from the top navigation.

Each row shows the case number (for example, "RSA 332/2022"), the parties, and the mediation date. Tapping a case opens the Proceedings by-case view for that case — the same view used for recording proceedings.

Filters at the top of the page let you narrow the list:

- Search — by case number or party name.
- From date / To date — by the mediation date.

Clear returns the list to all allocated cases. Filters are URL-bookmarkable — a filtered view can be shared as a link.

The screenshot displays the 'My Cases' interface. At the top, there is a navigation bar with 'My Dashboard', 'My Cases' (selected), 'Proceedings', and 'Notifications'. The 'High Court of Kerala Mediation Centre Management System' logo is on the left, and 'Mediator Mediator' with a 'Sign out' button is on the right. Below the navigation bar, the 'My Cases' section has a subtitle: 'Cases currently allocated to you. Tap a case to record proceedings.' There are three filter inputs: 'Search' (with placeholder 'Case number or party name'), 'From date' (with placeholder 'dd/mm/yyyy'), and 'To date' (with placeholder 'dd/mm/yyyy'). An 'Apply filters' button is below these. The main content area shows a list of three cases:

Case Number	Parties	Mediation date
WP(C) 15069/2026	TELGO POWER PROJECTS PVT. LTD. vs UNION OF INDIA	2026-05-19
OP (FC) 48/2026	RITTU vs LUU	2026-05-08
Cri.MC 32/2026	LEENA ROSY D vs STATE OF KERALA	2026-06-08

Part 6 — Section Users (SA, SO, AR)

This part covers the work of Section users in HCMMS. HCMMS gives Section users a view of cases referred to mediation from their Section, with the ability to send them on to the Centre and, once mediation concludes, to endorse and forward the report back into the Court's records.

Three Section roles are supported, with different levels of action:

- Section Assistant (SA) — performs the actions: sends cases to the Centre, endorses mediation reports, pushes them to Court.
- Section Officer (SO) — sees the same lists and statuses as the SA, but does not take action. Used for supervision.
- Assistant Registrar (AR) — same view as SO; used for senior oversight.

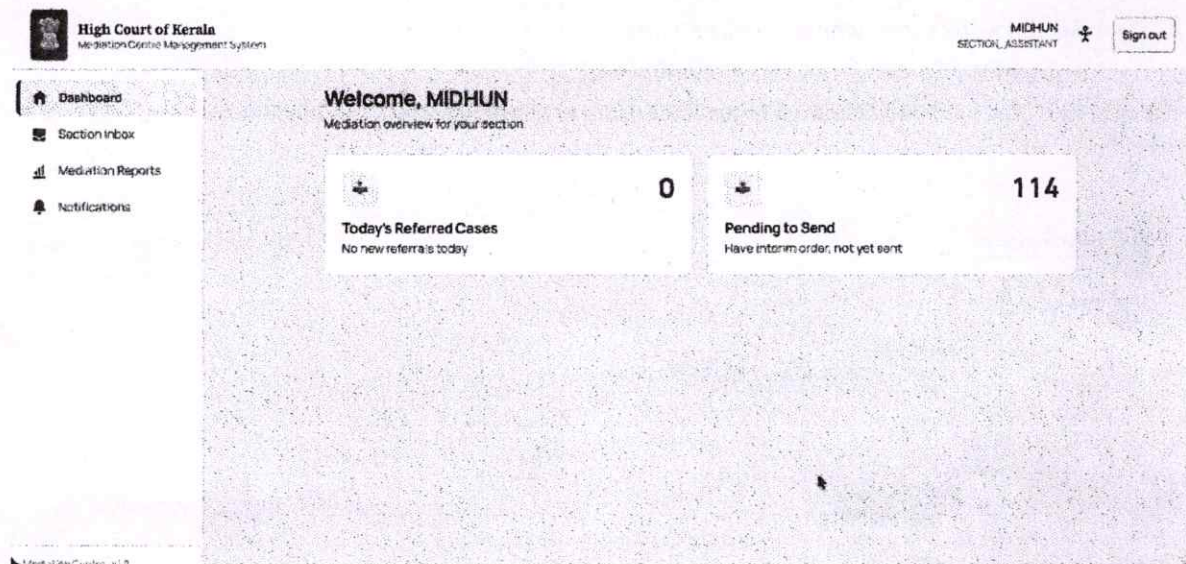
All three roles see only cases belonging to their assigned Section(s). A user mapped to multiple Sections sees cases across all of them.

Section dashboard

When a Section user signs in, the home dashboard shows two figures specific to their Section(s):

- Today's Referred — the number of cases referred to mediation today.
- Pending to Send — cases that have an interim order and have not yet been sent to the Mediation Centre.

Tapping either tile opens the Section Inbox pre-filtered to that view. The figures load in the background so the page appears immediately after sign-in.



Section Inbox

The Section Inbox lists cases referred to mediation from your Section. Each row shows the case number, parties, judges, the date the case was referred, the mediation date (once the Centre has set one), and the seat that handles the case.

Filter and sort the list using the controls at the top:

- Date range — restrict to a window of referral dates. Defaults to the last 30 days.
- Search — free-text match on case number, party names, or judge names.
- Sort — by seat, by mediation date, or by referred-on date.
- Pending only — show only cases not yet sent to the Centre.

Section Inbox
Mediation-referred cases from your section.

Date Referred From: 10/05/2026 Date Referred Till: 09/06/2026

Search: Petitioner / Respondent / Case No. (without nomenclature and year)

SL. NO.	CASE NO.	SEAT	PETITIONER VS RESPONDENT	COURT	REFERRED ON	MEDIATION DATE	STATUS	ACTION
1	WP (C) 12519/2026	L	PRAMEELA BAI vs THE DISTRICT COLLECTOR & APPELLATE AUTHORITY UNDER MWPSA ACT, 2007.	HONOURABLE MRS. JUSTICE M.B. SNEHALATHA	19/05/2026	05/06/2026	AWAITING TAKE-UP	View
2	WP (C) 14356/2026	T	RAMESH RAJU vs M/S SHIRRAM FINANCE LIMITED	HONOURABLE MR. JUSTICE BECHU KURIAN THOMAS	19/05/2026	29/05/2026	AWAITING TAKE-UP	View

Mediation Centre - v1.0

Opening a case

Tap a row in the Inbox to open the case drill-in. The page shows everything HCMMS knows about the case from the Court side and (if the Centre has taken it up) the mediation side.

The drill-in is read-only. The only actions available from this page are those described below: Send to Mediation (SA only) and the document links.

WP(C) 12519/2026 (L)
PRAMEELA BAI vs THE DISTRICT COLLECTOR & APPELLATE AUTHORITY UNDER MWPSA ACT, 2007.

COURT STATUS: Pending COURT / BENCH: HONOURABLE MRS. JUSTICE M.B. SNEHALATHA MEDIATION REFERRED: Awaiting take up

Mediation Details
This case has been marked for mediation in court but has not yet been taken up by the Mediation Centre. Mediation details will appear here once the Centre takes up this case.

[Send to Mediation](#)

Proceedings History
Proceedings appear here once the Mediation Centre starts work on the case.

Documents from Court
[View Interim Order #2 - dated 19/05/2026](#)

Mediation Centre - v1.0

Documents from Court

Two document links appear at the bottom of the case drill-in:

- View Interim Order — opens the interim-order PDF from the Court filesystem. The system shows the latest interim order for the case and handles both regular interim orders and typed orders.
- View Case File — opens the complete case file (docket, index, synopsis, statement, annexures), served through the HCMMS proxy.

Both open in a new browser tab.

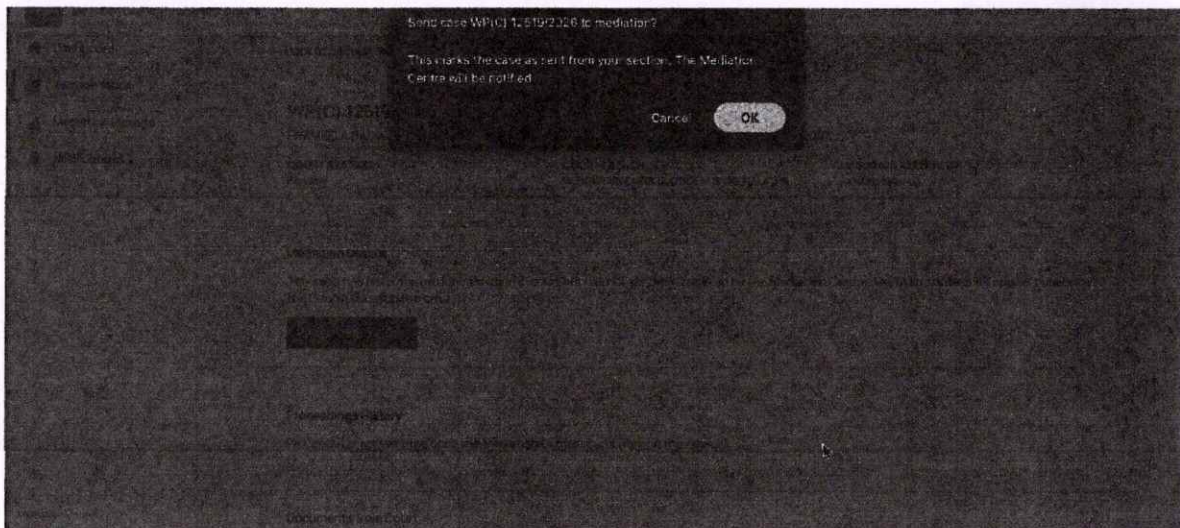
Sending a case to the Mediation Centre (SA)

Section Assistants send the case to the Centre once the interim order has been issued. The Send to Mediation button appears on the case drill-in for SA users when all of the following are true:

- The case has not already been sent.
- An interim order exists for the case.
- The case is in one of your Sections.

If the interim order has not yet been issued, the page explains that Send will become available once it is approved. Section Officers and Assistant Registrars do not see the Send button.

Tapping Send asks for confirmation, then marks the case as sent from your Section. The Centre is notified in their inbox and the case shows the sent timestamp in green on subsequent views.



Mediation Reports (Section)

When the Mediation Centre concludes a case and the report has been reviewed, the report is delivered to the Section. Section users see these reports in the Mediation Reports page.

Open it from the sidebar → Mediation Reports. The list shows reports for cases in your Section(s) at two statuses:

- Awaiting endorsement — the report has arrived and is ready for the SA to endorse and push to Court.

- Sent to court — the report has been endorsed by the SA and recorded in the Court's records.
- All Section roles see this list. Only the SA can take action.

Endorsing and sending a report (SA only)

To endorse a delivered report:

- Tap View Report to read the PDF before endorsing.
- Tap Endorse & Send to Court.
- Write the endorsement in the text area that appears.
- Tap Confirm & Send.

The system records the endorsement and pushes the report into the Court's records. The document title in the Court's record reads "Mediation Report dated DD.MM.YYYY" using the mediation date.

If the Court system is briefly unavailable, the action shows a clear error and the report remains at "Awaiting endorsement" so you can retry. The status only changes to "Sent to court" after the Court confirms it has accepted the record.

Mediation Reports

Reports delivered to your section. Endorse and send to court.

OP (FC) 48/2026

Version 2 · Pending - Settlement **Sent to court**

 [View Report](#)

Part 7 — Registrar Judicial

The Registrar Judicial (RJ) is the second-stage reviewer of mediation reports. Some report statuses route through the RJ before delivery to the Section; for those, the RJ reviews the report after the Nodal Officer has forwarded it.

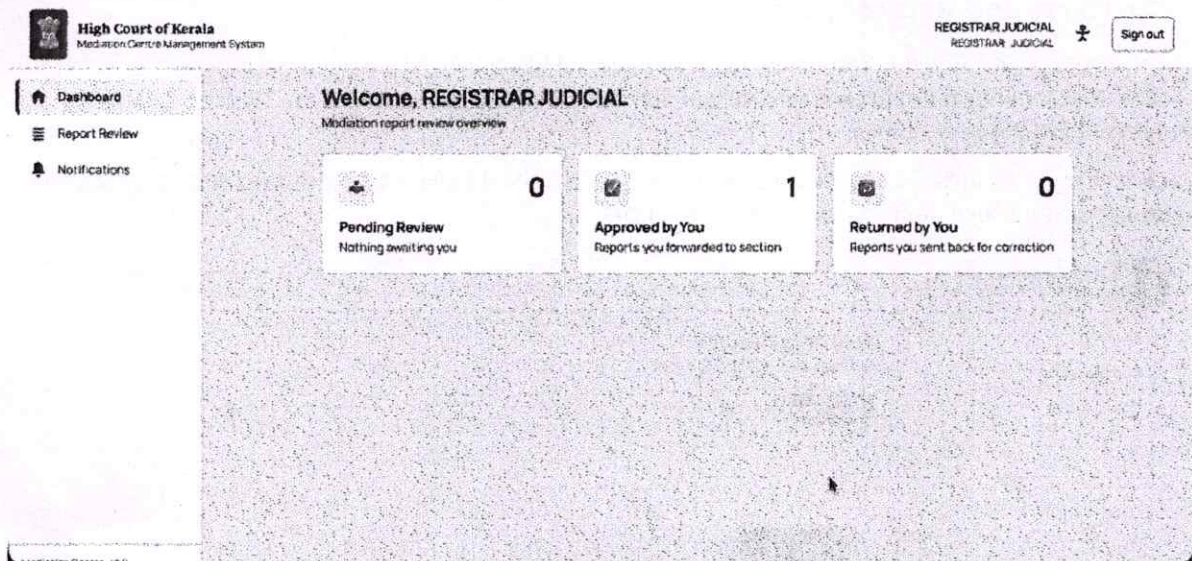
RJ users sign in with their Court credentials. The system recognises the Court role and lands the user on a dashboard built for this work.

Registrar Judicial dashboard

The RJ dashboard shows three tiles:

- Pending Review — reports currently awaiting your review.
- Approved by You — reports you have forwarded to the Section.
- Returned by You — reports you have sent back for correction.

Tile counts load in the background so the page appears immediately on sign-in. Tapping a tile opens the corresponding list.



Report Review queue

Open the queue from the Pending Review tile or the sidebar → Report Review. The list shows every report awaiting review, with the case number, the report version, and the recorded business status.

Each row has three actions:

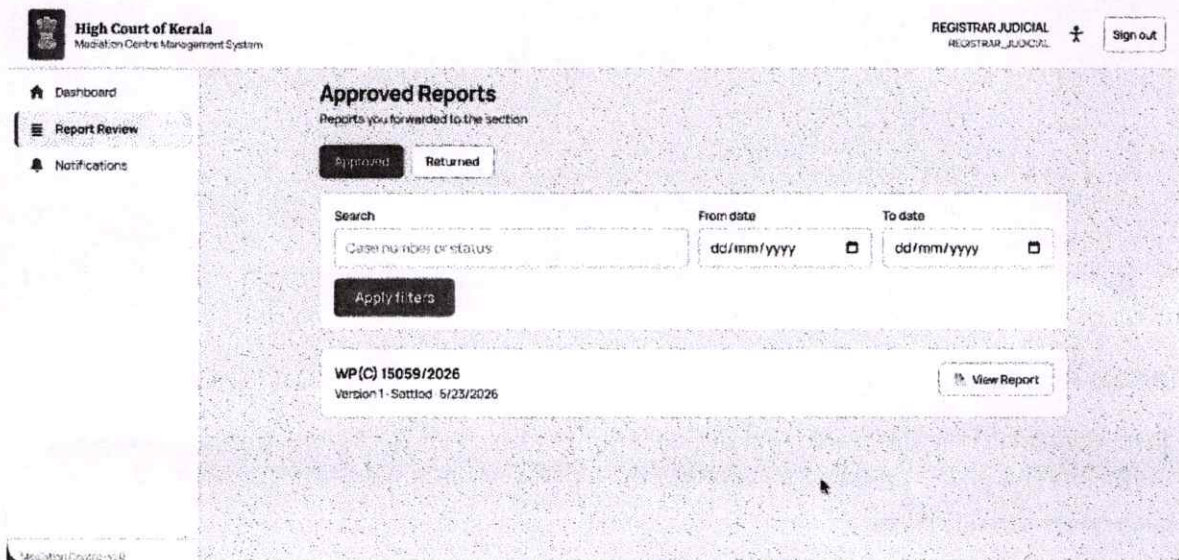
- View Report — opens the PDF in a new tab.
- Forward — forwards the report to the Section as delivered.
- Return for correction — sends the report back with a required reason. The mediator or Centre then re-uploads a corrected version.



Approved and Returned history

The Approved by You and Returned by You tiles open a filterable history of your past actions. Filter by case (search) and by date range (the date you acted). Use the toggle at the top to switch between Approved and Returned views.

Each row shows the case, the report version and status, the date you acted, the remarks (for returned reports), and a View Report button to open the PDF.



Part 8 — The Mediation Report Workflow

The mediation report is the formal record of what happened in the mediation. It is uploaded once the mediator (or the Centre on behalf of the mediator) is ready to file it, then passes through review by the Nodal Officer and (for some statuses) the Registrar Judicial, before being delivered to the Section and finally endorsed back into the Court's records.

The stages

A report moves through these stages in order. The current stage shows on the report wherever it appears.

- Pending Nodal Review — the freshly uploaded report. Visible to the Nodal Officer's Report Review queue.
- Pending Registrar Judicial Review — the Nodal Officer has forwarded the report and its business status routes through the RJ. Visible to the RJ's queue.
- Delivered to Section — the report has cleared review and arrived in the relevant Section's Mediation Reports list.
- Sent to Court — the SA has written an endorsement and pushed the report into the Court's records. Terminal state.
- Returned for Correction — a reviewer has returned the report. The mediator or Centre re-uploads a corrected version, which re-enters the workflow at Pending Nodal Review.

Auto-routing at the Nodal step

Whether a report goes through the Registrar Judicial is decided by its recorded business status. Each status in the master configuration has a flag — "routes through RJ" — that determines the next step when the Nodal Officer forwards a report:

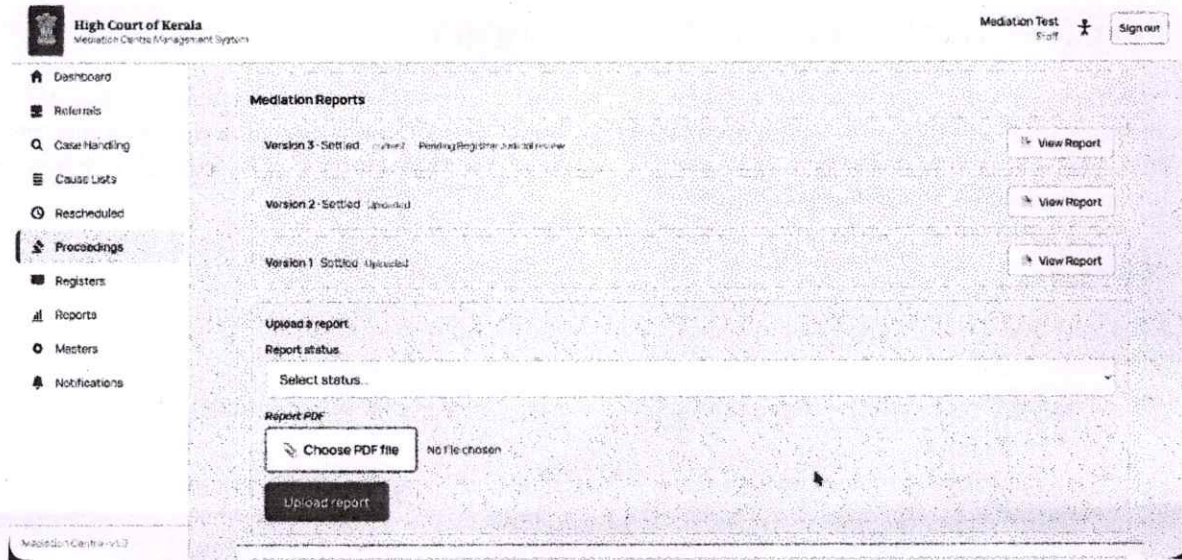
- If the status routes through RJ, forwarding takes the report to Pending Registrar Judicial Review.
- Otherwise, forwarding takes the report directly to Delivered to Section.

The Nodal Officer's queue shows where each Forward action will send the report ("Forward → Registrar Judicial" or "Forward → Section") so there is no ambiguity. The RJ never sees reports that don't need their review.

Uploading a report

Either the assigned mediator or Mediation Centre staff can upload the report. Open the case on the Proceedings by-case view, scroll to the Mediation Reports section, choose the business status from the master dropdown (the same list as proceeding statuses), pick the PDF file, and tap Upload report.

Multiple versions are supported. If a report is returned for correction, uploading again creates a new active version and the prior version stays in history. Each report version is viewable to anyone with access to that case.



Versions and history

Each upload becomes a new version, numbered v1, v2, and so on. The most recent active version is marked “current” in the list. Earlier versions remain viewable for reference and audit.

On the by-case view, the Mediation Reports section lists every version with its business status, current stage, and a View Report button. The current version shows a green “current” badge.

Returning a report for correction

Both the Nodal Officer and the Registrar Judicial can return a report for correction. A reason is required — it is shown to the mediator so they know what to fix. The returned report’s status changes to “Returned for correction”.

The mediator (or Centre) then re-uploads a corrected version on the same case. The new version re-enters review at Pending Nodal Review.

Audit trail

Every step of the workflow is recorded in an append-only history:

- The upload itself.
- Every Forward action, with the reviewer, the from/to stages, and the target (RJ or Section).
- Every Return action, with the reviewer and the reason.
- The Section’s endorsement and push to Court.

The history travels with the report and is available wherever the report is shown.

Part 9 - Features across roles

View Case File — available across roles

A View Case File button is available wherever a case is opened — on the section drill-in, the proceedings by-case view (for Centre staff and mediator alike), and the Centre's case handling page. It opens the full case file (docket, index, synopsis, statement, annexures) in a new tab.

Access is gated by role: Section users see case files for cases in their Section; Centre users see those that have been sent to the Centre; mediators see the cases currently allocated to them.

Interim Order — available across roles

The latest interim order PDF for a case is available wherever the case is opened, presented as a large "View Interim Order" button. The system handles both regular interim orders and typed orders.

Part 10 — Reference

Status reference

Possible statuses on a case referral:

Referred	Case has been referred to mediation but no further action recorded.
Assigned	A mediator has been allocated.
In progress	Proceedings have begun — at least one sitting recorded.
Adjourned	Most recent sitting was adjourned to a later date.
Rescheduled	Case moved to a different date.
Settled	Mediation concluded with a settlement.
Failed	Mediation concluded without settlement.
Returned	Returned to the referring court without mediation.

Field reference — Case Handling

Case Type	Court-defined case type (e.g. OP, MACA, WP).
Case Number	Register number of the case.
Case Year	Year the case was registered.
Category	Mediation category — selectable from a master.
Insurance Company	Where the case involves an insurance company; selectable from a master.
Nature of mediation	Offline/Online/Hybrid
Mediator	Allocated mediator from the panel.
Mediation date	Scheduled date of the next mediation sitting.
Venue	Where the sitting will be held.

Glossary

CMS	The court's Case Management System — the primary source of case master data. Provides the user credentials used to sign in to HCMMS.
HCMMS	High Court Mediation Management System — this application.
Cause list	A sequenced list of cases scheduled before a mediator on a given date.
Connected cases	A main case and one or more tagged-along cases referred and mediated as a group.

Referral	The administrative record in HCMMS for a case that has been referred to mediation.
Take-up	The act of confirming a referral's details (parties, advocates) and starting work on it.
Re-reference	When a case that was previously closed in mediation is referred to mediation again.

Part 11 — Support

Reporting issues

If you encounter a problem with HCMMS:

48. Note the page URL (visible in the browser's address bar).
49. Note what you were trying to do.
50. If you saw an error message, take a screenshot of it.
51. Raise a ticket with the IT helpdesk including the above details.