

CASE STUDY

Andhra Pradesh Online Case Management System: Revolutionizing Government Litigation Management in Andhra Pradesh

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Introduction

The National e-Governance Division (NeGD), under the Ministry of Electronics & Information Technology (MeitY), is at the forefront of driving the Digital India vision. A critical pillar of this mission is Capacity Building (CB), aimed at equipping government officials and stakeholders with the knowledge and skills required to implement and sustain transformative digital initiatives.

This case study on the "**Andhra Pradesh Online Legal Case Management System (APOLCMS)**" is a part of NeGD's ongoing effort to document, analyze, and disseminate best practices in e-Governance. Developed by our internal experts at the Technical Advisory Unit (TAU), this study provides a comprehensive examination of a pioneering project that leverages technology to streamline government litigation management, a significant administrative challenge.

Our case studies are developed through a rigorous methodology that involves in-depth research, detailed analysis of project documents, and, most importantly, interviews with the key protagonists and stakeholders who were instrumental in the project's journey from conception to implementation. This ensures that the narratives are not only accurate but also rich with practical insights and firsthand experiences.

The objective of this repository is to create a valuable knowledge asset for policymakers, project leaders, and implementers across all levels of government, facilitating learning and enabling the replication of successful models under the broader Digital India umbrella.

Acknowledgment

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Furthermore, we extend our thanks to the internal experts at NeGD who meticulously reviewed this document, ensuring its alignment with our pedagogical standards and its value as a tool for capacity building.

Disclaimer

This case study has been developed by the National e-Governance Division (NeGD) under its Capacity Building mandate for the purpose of knowledge sharing and academic reference. The information presented herein has been compiled from official government sources, project documents, and interviews with relevant stakeholders involved.

While every effort has been made to ensure the accuracy and reliability of the information, this document is intended for educational and illustrative purposes only. It should not be interpreted as an official policy statement or a guideline for implementation. The views and conclusions expressed are those of the author and contributors based on their analysis and do not necessarily reflect the official position of the Ministry of Electronics & Information Technology (MeitY) or the National e-Governance Division (NeGD).

The commercial use of this material is strictly prohibited. This case study is meant to be used as a learning tool for government officials, trainees, and individuals interested in e-Governance and public policy.

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"APOLCMS: Revolutionizing Government Litigation Management in Andhra Pradesh"

A. EXECUTIVE SUMMARY:

Governments, both central and state, form the largest group among litigants in India. Public litigation, while an essential means to protect public interest and resources, ends up occupying a significant part of the scarce administrative bandwidth of the government departments and officials and the entire judicial system. It is also mired in delays, omissions, and lapses arising in deficiencies within both the administrative and judicial systems. Such litigation arises not just out of rights violations but also from arbitrariness or lapses in executive decision-making.

The [13th Finance Commission Report](#) states that the government is the single largest litigant in the country. As early as 1988, the [126th Law Commission Report](#) stressed on the importance of governments (both at the state and central level) strategizing their litigation policies to ensure effective management of government litigation. The courts have been [repeatedly insisting](#) that government departments effectively use technology to ensure a robust litigation management system.

C. PROJECT DESCRIPTION/ PROBLEM STATEMENT

The Andhra Pradesh government is a party in nearly 3 lakh cases in the High Court and the Supreme Court. Every day, on average, 450 new writ petitions are being filed against the government. There are at least 18,000 contempt of court cases pending against government authorities across the [state](#). The sheer volume involved, coupled with the scarce bandwidth among both departmental officials and legal officers, lead to poor quality of engagement with such litigation. The incentives for various stakeholders are so positioned that delaying the final outcome often assumes greater importance than finally closing the matter.

To take the first step of capturing and tracking the status of cases involving the government, the Government of Andhra Pradesh has put in place an Online Case Management System (OLCMS) in 2021. The OLCMS provides a wealth of data on over 3 lakh cases, including details about litigants, the nature of litigation, historical process timelines, and current status.

OLCMS is an excellent first step but needs improvements to increase the robustness of its data capture and workflow. Its adoption by departmental officials and legal officers can be ensured once they see its potential to significantly reduce the burden on government officers and GPs/Counsels and improve the quality of engagement with these cases.

A framework for analysing the problem would categorise it into three broad groups as follows:

PROBLEM	CONSEQUENCE
Information exchange – lack of a robust & integrated communication channel impacts understanding and compliance with court proceedings.	This leads to delay in promptly filing responses for court cases (including affidavits/counters) resulting in the government losing cases. Affects the quality of court documents filed, including pleadings and arguments. Non-compliance with court directions due to information not being available or being lost in the bureaucratic labyrinth leading to contempt petitions initiated against the government.
Quality – poor quality of government representation before courts	Absence of templates increases drafting time for pleadings and delays cases or leads to poor-quality pleadings. Critical points that substantiate the government’s case are omitted in pleadings and arguments. Government’s case ends up not being represented with clarity and force.
Follow-up – Incomplete or inadequate follow-up to court proceedings	Interim orders become de-facto permanent because of inadequate follow-up. Stay orders against government directions do not get vacated. Cases do not get listed and remain pending for long periods.

D. APPROACH / METHODOLOGY:

Project Goal

To enable the government of Andhra Pradesh to become a responsible litigant which manages and conducts litigation in a coordinated and time-bound manner and reduces overall instances of cases where it is a party.

1. Scope of Project

- ✓ Suggest processes that can be implemented for transmission of information and alerts for taking action between different stakeholders such as government officials, government pleaders and lawyers, office of the AG etc. to improve litigation management.
- ✓ Integrate the above-mentioned processes into the administrative processes within various government departments.

- ✓ Identify administrative changes required to institutionalise the above steps and ways to incorporate these processes into the e-File system.
- ✓ Suggest templating of pleadings where appropriate & creation of the templates.
- ✓ Create a framework to make decisions about filing appeals
- ✓ Capture remedial measures in the OLCMS workflow and reporting systems so as to both institutionalise and enable effective monitoring
- ✓ Identify steps to establish accountability at different offices and levels to ensure adoption of the proposed steps.
- ✓ Recommend a framework for periodic review and scrutiny of pending cases, with a focus on long-pending cases.

NEED

- i. High magnitude of court cases and lack of visibility
- ii. Lack of timely communication between departments and legal representatives
- iii. Lapse in filing the documents
- iv. Appropriate and prompt instructions
- v. Stages of litigation
- vi. Required support to the concerned government pleader or standing counsel

E. STAKEHOLDERS INVOLVED

1. Government Departments and Organizational Units:

- Users of the portal, including officials at Secretariat, HOD, and district levels.
- Responsible for reviewing assigned cases and preparing responses.

2. Scanning Centre Team:

- Located in the High Court, responsible for scanning legacy and newly filed case records.
- Ensures timely uploading and assignment of cases to the relevant departments.

3. IT Department:

- Designed, developed, and maintained the online portal.
- Ensured data security, system reliability, and user support.

4. Government Pleaders:

- Collaborate with departments to represent cases effectively in court.
- Utilize the portal for accessing case details and preparing legal strategies.

5. High Court Administration (Permission Providers):

- Facilitated the establishment of the scanning center within the AP High Court premises.

F. APPROACH/METHODOLOGY

1. Methodologies and Tools:

The project used an Agile methodology to ensure iterative development and quick adaptation to changing requirements. Tools for database management, user interface design, and secure data transfer were employed to ensure smooth operation and security of sensitive case data.

2. Training and Support:

To ensure the successful adoption of the portal at all levels of government departments, training was conducted in two phases:

- **Phase 1:** Online training sessions for Secretariat and HOD officials to introduce the portal's functionalities and usage.
- **Phase 2:** Offline, hands-on training sessions for Secretariat and HOD officials, with online training for district-level officials, ensuring smooth integration into daily operations at all levels.

G. OUTCOMES AND RESULTS

- **Timely Access to Case Records:** Government departments now receive case records on the same day a petition is filed in the High Court, eliminating delays and enabling prompt action.
- **Enhanced Case Tracking and Reporting:** The portal generates real-time case pendency reports and provides detailed case status updates at various levels, ensuring that all stakeholders are informed about the progress of cases.
- **Improved Coordination and Efficiency:** The system enables departments to send para-wise remarks and counters to the government pleader's login virtually, removing the need for manual intervention and improving response times.
- **Access to Court-Related Information:** The portal provides access to the High Court's cause list, ensuring that departments stay informed about scheduled hearings and other relevant updates.

Intangible Benefits: The initiative has improved coordination between government departments and legal teams, streamlined communication, and enhanced overall efficiency in litigation processes.

H. SOLUTION / IMPLEMENTATION:

Technologies Used in APOLCMS

1. Frontend Technologies

Technologies used to build the user interface and handle client-side interactions.

Technology/Tool	Purpose	Version	Details
HTML5	Structure semantics	N/A	For creating the basic structure of the portal.
CSS3	Styling and design	N/A	Enables responsive layouts and attractive visual elements.
JavaScript/JSP	Client-side scripting	ES6	Enhances interactivity and dynamic behavior.
Bootstrap	UI Component Framework	[V3.3.7]	For consistent and responsive design elements.

2. Backend Technologies

Technologies and frameworks powering the server-side logic and API handling.

Technology/Tool	Purpose	Version	Details
Java / Spring MVC	Backend framework	[1.8]	Used to develop scalable APIs and business logic.

3. Database Technologies

Technologies used to store, manage, and retrieve portal data.

Database	Type	Version	Purpose
PostgreSQL	Relational DB	[9.6]	For structured data storage and SQL-based queries.

4. Infrastructure and Cloud Platforms

Platforms and tools for hosting, deployment, and scaling the portal.

Platform/Tool	Purpose	Version	Details
State Centre	Data Cloud hosting and services	[Version]	Infrastructure for deployment, storage, and scaling.

5. Security Technologies

Tools and practices ensuring the security of the portal.

Technology/Tool	Purpose	Version	Details
OAuth2.0/OpenID Connect	Authentication and authorization	[N/A]	For securing user access and roles.
SSL/TLS	Secure communication	[Version]	For encrypting data transmission between client and server.
Web Application Firewall	Protecting against threats	[Version]	For preventing common web vulnerabilities (e.g., XSS, SQLi).

6. DevOps Tools

Technologies used for CI/CD, monitoring, and automation.

Tool	Purpose	Version	Details
JGithHub Actions	Continuous Integration/Delivery	[2.39.2-64-bit]	Automates the build and deployment pipeline.

7. Integration and API Technologies

Third-party services and protocols used for enhancing portal functionality.

Technology/Tool	Purpose	Version	Details
APIs (ecourts)	Data communication	[v1.0]	For exchanging data between frontend and backend.
Email/SMS Gateways/cdacsms	Communication	[Version]	For sending notifications and alerts to users.

9. Testing Tools

Tools and frameworks used for testing the portal.

Tool/Framework	Purpose	Version	Details
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Tool/Framework	Purpose	Version	Details
Postman	API testing	[10.10.9.0]	For verifying API functionality and performance.

I. KEY LEARNINGS/ CONCLUSION:

AP Online Legal Case Management System or APOLCMS, is an online comprehensive and interactive system for recording, monitoring, and storing information about legal petitions, litigations, and ongoing legal cases against all government departments, administrative divisions, and administration officials at three levels of governance, i.e. secretariat level, directorate level, and district level. The system acts as the platform that enables effective management of litigations and strives to obviate the difficulties faced by the government. Apart from reduction of gaps in response and information, APOLCMS also seeks to fully digitise the manual processes of the Counter Affidavit drafting and filing procedures, thereby enhancing the visibility of the cases.

One of its functions is to track a case from end-to-end, i.e. from the stage of filing of a petition by a petitioner till the point where the case is closed or disposed. Furthermore, the system is also designed to monitor compliance of concerned officers in the entire case management process, thereby promoting efficiency and faster response.

Currently, the system handles around 2.5 lakh legal cases that has government as a respondent, pending at the High Court of Andhra Pradesh. It uses the High Court of Andhra Pradesh's Application Protocol Interface (API) to enable close monitoring of cases related to each department. Simultaneously, metadata entry of new petitions have been introduced since June 2022 to provide further ease of information flow and data standardisation.

Since its roll out in February 2022, APOLCMS is being used by approx. 7500 users spread across 39 Secretariat Departments, 234 Directorates (HODs), 26 districts, and 44 High Court Government Pleaders. There are Mid-level Officers (MLOs), Nodal Officers (NOs), and Section Officers (SOs) assigned at all three levels to process the case documents, to prepare and forward the Counter Affidavit to the respective government pleader, as well as to update the case status regularly.

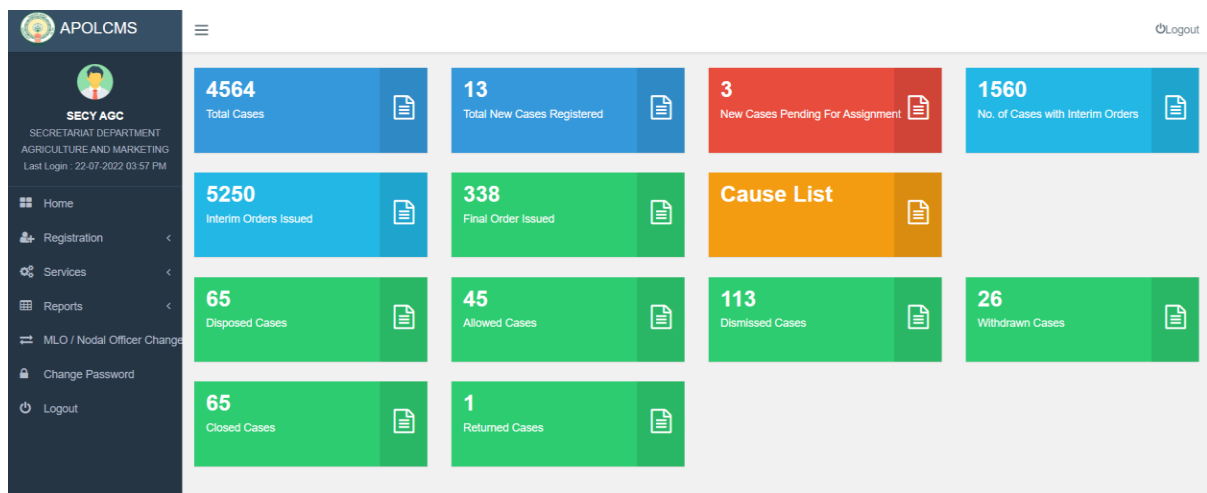
APOLCMS is bridging the gap between legal representatives and their respective government departments.

Supporting Infographics and Multimedia

1. Image of Portal APOLCMS:



2. Dashboard &



Abstract Report (New Cases)

Print PDF Excel Show 10 entries

Search:

Sl.No	Department Code	Department Name	Total Cases	Pending With Sect.Dept	Pending With MLO	Pending With HOD	Pending With Nodal	Pending With Section(Sect. Dept.)	Pending With Section(HOD)	Pending With District Collector	Pending With District Nodal Officer
1	AGC01	AGRICULTURE AND MARKETING	9	0	9	0	0	0	0	0	0
2	AGC02	AGRICULTURE	52	0	4	0	0	0	35	8	4

Abstract Report (Legacy Cases)

Print PDF Excel Show 10 entries

Search:

Sl.No	Department Code	Department Name	Total Cases	Pending With Sect.Dept	Pending With MLO	Pending With HOD	Pending With Nodal	Pending With Section(Sect. Dept.)	Pending With Section(HOD)	Pending With District Collector	Pending With District Nodal Officer
1	AGC01	AGRICULTURE AND MARKETING	368	0	63	0	0	266	0	32	7
2	AGC02	AGRICULTURE	425	0	0	0	1	0	346	3	72

Assignment of New Cases


APOLCMS



SECY AGC
SECRETARIAT DEPARTMENT
AGRICULTURE AND MARKETING
Last Login : 22-07-2022 03:57 PM

- Home
- Registration
- Services
- Reports
- MLO / Nodal Officer Change
- Change Password
- Logout

Assignment of New Cases

Department

---ALL---

District

---ALL---

From Date



To Date



Case Type

---ALL---

Advocate Name

Show Cases

Print PDF Excel Show 10 entries

Search:

APOLCMS

SECY AGC

SECRETARIAT DEPARTMENT
AGRICULTURE AND MARKETING
Last Login : 28-07-2022 03:45 PM

- Home
- Registration
- Services**
 - Assigned Cases
 - Instructions to GP
 - Case Category Updation(Finance)
- Reports
- MLO / Nodal Officer Change
- Change Password
- Logout

Assign Cases

Remarks

☒ Assign Cases to Department HOD
 ☐ Assign Cases to Other Department HOD
 ☐ Assign Cases to Section Officer(Dept.)
 ☐ Assign Cases to Section Officer(Other Dept.)
 ☐ Assign Cases to District Collector
 ☐ Assign Cases to District Nodal Officer
 ☐ Assign Cases to District Section Officer

Select Department / HOD *

AGC01-AGRICULTURE AND MARKETING

Assign Cases to Dept/HOD

B. Instructions to Government Pleader

APOLCMS

SECY AGC

SECRETARIAT DEPARTMENT
AGRICULTURE AND MARKETING
Last Login : 28-07-2022 03:45 PM

- Home
- Registration
- Services**
 - Assigned Cases
 - Instructions to GP
 - Case Category Updation(Finance)
- Reports
- MLO / Nodal Officer Change
- Change Password
- Logout

4593

Total Cases

16

Total New Cases Registered

4

New Cases Pending For Assignment

2

Daily Status Submitted by GP

1609

No. of Cases with Interim Orders

5375

Interim Orders Issued

368

Final Order Issued

Cause List

75

Disposed Cases

49

Allowed Cases

121

Dismissed Cases

26

Withdrawn Cases

66

Closed Cases

1

Returned Cases

Abstract Report (New Cases)

Click on Submit Instructions as shown below.


APOLCMS

SECRETARY
AGRICULTURE
Last Login : 2

Home
Registration
Services
Reports
MLO / I
Change
Logout

Instructions Details for CINO : APHC010248362021

Submit New Instruction

Instructions:

Submit

Instructions submitted

Sl.No	Description	Submitted On
1.	xyz	16-07-2022 03:44:53

Case Category updation:

The screenshot shows the 'Category Updation for High Court Cases' form in the APOLCMS system. The left sidebar identifies the user as SECY AGC, SECRETARIAT DEPARTMENT, AGRICULTURE AND MARKETING, with a last login of 22-07-2022 03:57 PM. The form fields include: Case Registration Year (set to 2022), Date of Filing From Date (two empty date pickers), Purpose (a dropdown menu), and District (a dropdown menu). A green 'Get Cases' button is located at the bottom of the form.

The screenshot displays the 'Case Details for CINO : APHC010181852022' form. The form includes fields for Category (dropdown), Name Of the work, Grant (dropdown), Est. Cost(Lakhs), E-File Computer No., Administrative Sanction(GO/Proceeding), and Remarks. Below these is a section for 'CFMS Bill Details' with a table and 'Add'/'Remove' buttons. The table has columns for SI No., Bill Id, Bill Amount, and Bill Status. A green 'Submit' button is at the bottom.

SI No.	Bill Id	Bill Amount	Bill Status
1			

Select Category using the drop down list. Enter the fields – Name of the work, Estimated cost (in lakhs), Administrative Sanction details, E-file Computer No., and Remarks (if any). Select Grant using the drop down list.

To add or remove any related CFMS bill details, click on Add or Remove as per the requirements, filling in the fields accordingly. Once finished, click on Submit.

After successful submission, the data will be updated, and a success message will be displayed.

*****END OF THE DOCUMENT*****