# E-Seva Vivad Portal – SOP for Nodal Officers

Dated: 15/03/2022

E-Seva Vivad Portal is a web-based application meant for granting visibility to CAT/Court cases on service-related matters filed by different officers of field formations and for granting appropriate approval of Board on such matters. In this regard, web platform has been designed through which the designated officers of field formations will be able to upload the required documents in the prescribed format and concerned officer of Board will upload required approval. This will curtail sending the physical copy of document by post or special messenger to Board office.

Field officer of the level of Asst Commissioner/ Deputy Commissioner/Joint Commissioner/Additional commissioner, appointed as nodal officer will be uploading the details and documents of the CAT/ court cases in the web portal. Under Secretaries of Admin wing of Board office will verify the uploaded case and will provide feedback / response through the portal. It will also trigger SMS to the Nodal officer.

Steps for Nodal Officer to register a case:

1. Visit the portal at https://e-sevavivad.cbic.gov.in/ where you have to enter the SSOID and Password to login. Make sure to enter correct captcha for login. (Refer the image given below)
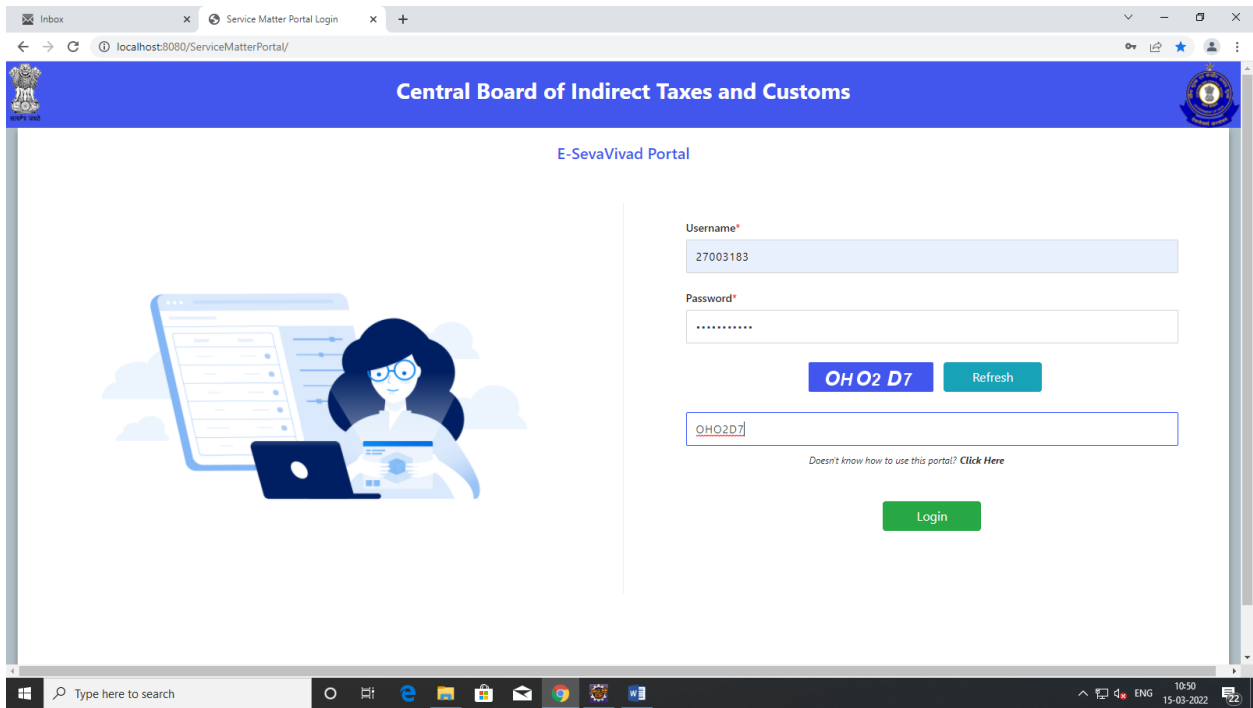
2. After successful login, you will see the "**Create Court Case**" screen as shown in the image below.

   a. The "Cadre Controlling Authority" and the "Commissionerate" will be auto-populated as per the officer's mapping and will be in the disabled mode. There are '3' types of mapping for the nodal officer-

      ▪ If the officer belongs to a particular zone, then he/she will be able to create court cases for all the Commissionerate e.g. this test user as shown in the below image has been mapped with "Cadre Controlling Authority" as "CHENNAI GST". So, he will be able to create court cases for all the Commissionerate which comes under this authority.
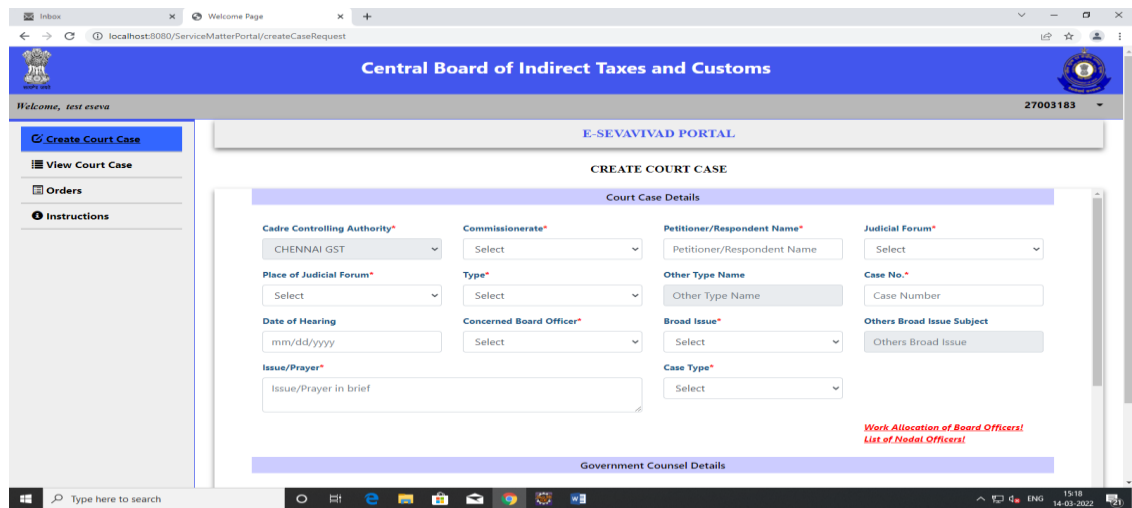
      ▪ If the officer belongs to a particular Commissionerate then mapping will be done on the basis of both (i.e. Cadre Controlling Authority and the Commissionerate). Both will be auto-populated and will be in the disabled mode.
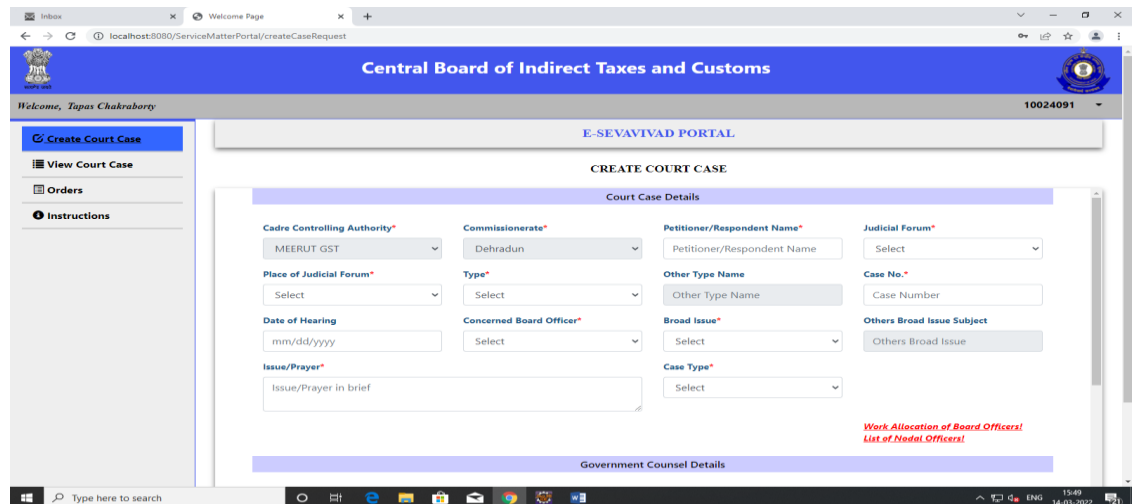
- If the officer belongs to a particular Directorate then the Commissionerate will be non-mandatory and both will be in the disabled mode.

b. Select all the related information like the Respondent Name, select the Judicial Forum, Case Type as "**Fresh Case**" if it is a new case and all other information.
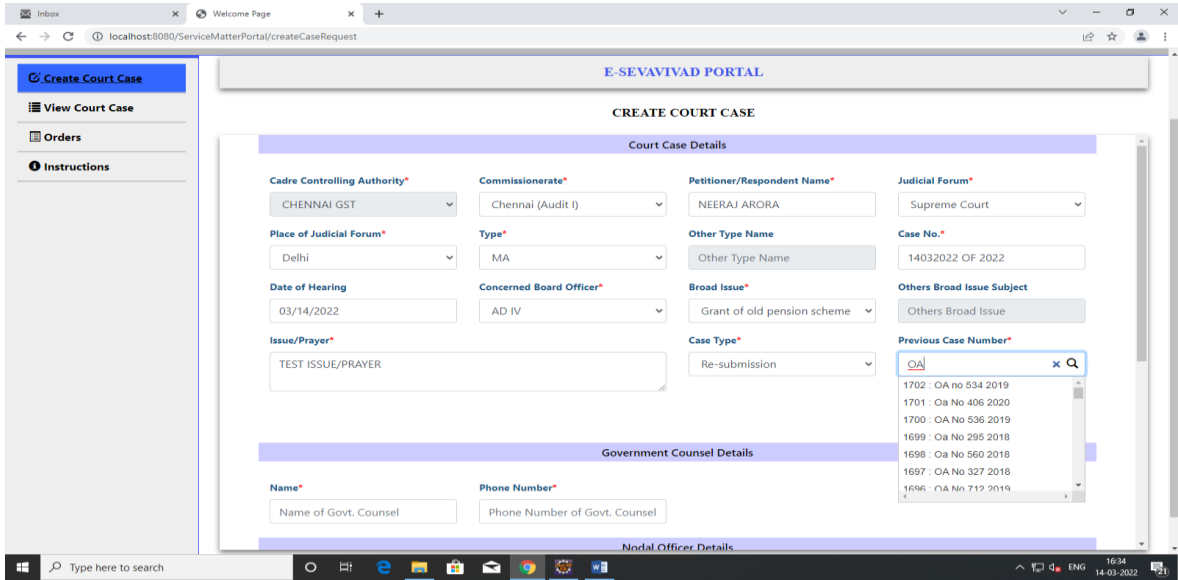

c. If the user selects Case Type as "**Re-submission**" the he/she has to select the previous case number. Search option is available. Just type '2' characters of your previous case number then the list with the same name will be auto-populated and then select the

appropriate case number. Note: Previous Case Number dropdown would not contain verified & closed cases.

d. Here, the "**Work Allocation of Board Officers**" will display the list of all the Board officers with their Commissionerate and the "**List of Nodal Officers**" will display the list of all the Nodal Officers.
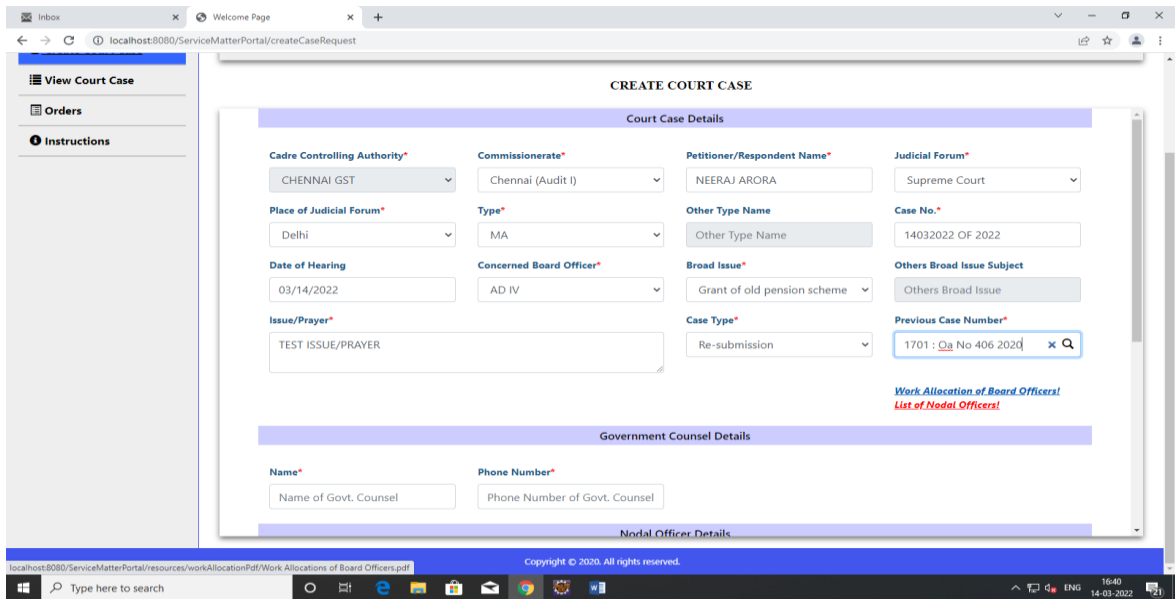
e. When you scroll down the same page, you will get the following screen. Fill all the details like "Government Counsel Details" and attach the documents related to the case in the "Documents to be uploaded". Click "Submit" when you want to register the case.

f. Following screen will be displayed after successful submission.

a. **Fresh Case**:

b. **Re-submission**:
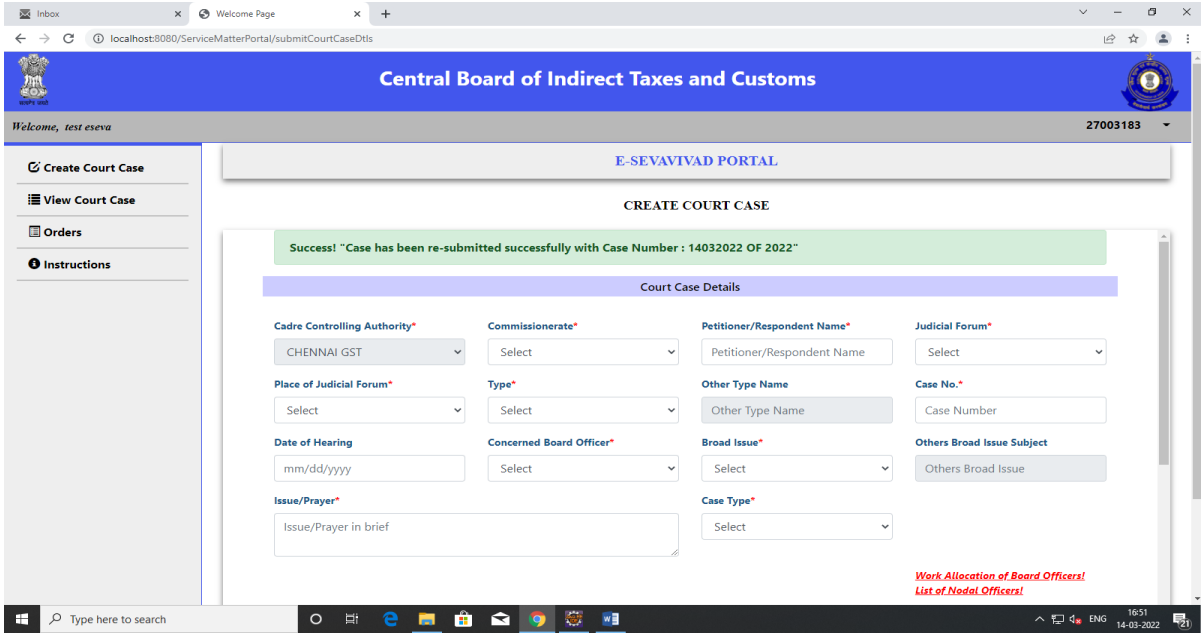
Note: Once case has been "Re-submitted" then the Previous Case Number will be auto-cancelled except for the "Queried" cases.

g. Once the case has been submitted/re-submitted by the nodal officer, SMS will be triggered to the selected concerned board officer.

3. To view court case register by you, click on the left most option "**View Court Case**" to see following screen.
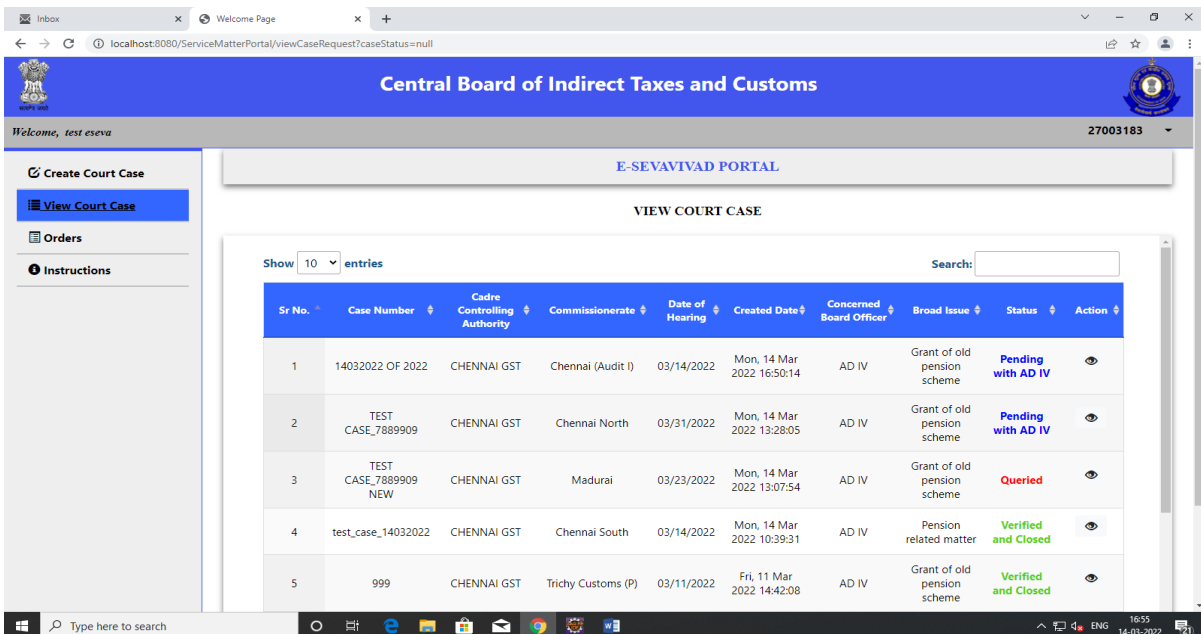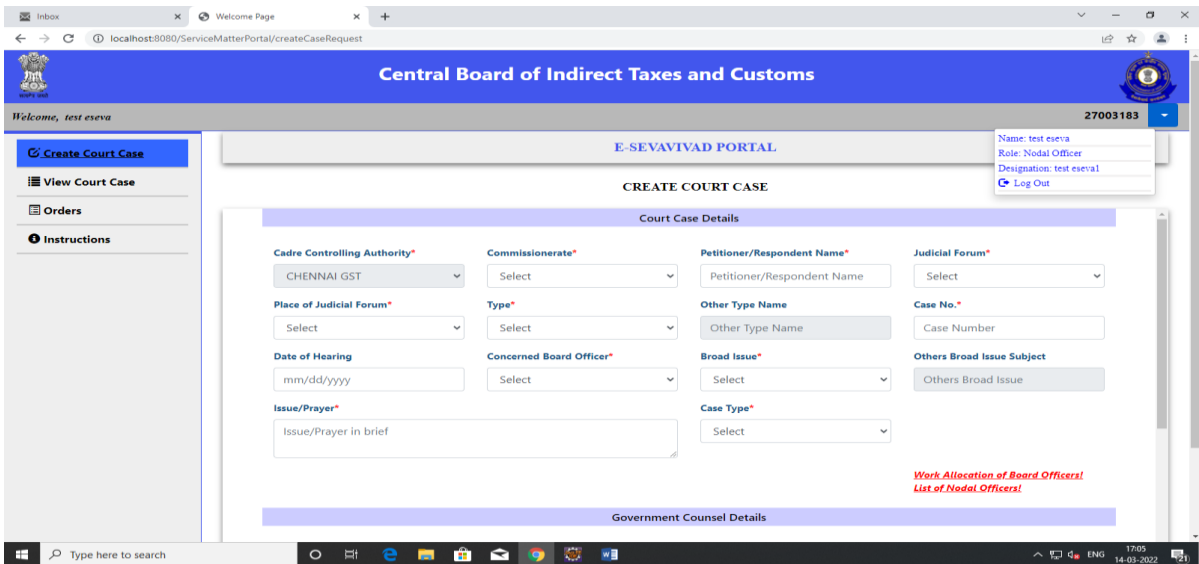
    a. Here, you can see all the cases that were added by you with the latest status of the case. You can search cases by writing keywords like, to see all Madurai cases write "Madurai" and the results related to Madurai will be shown.

    b. You can also sort the table based on columns like, date, date of joining etc.

4. To view case, click on the "**Action**" button for the specific case and the following screen will be displayed:
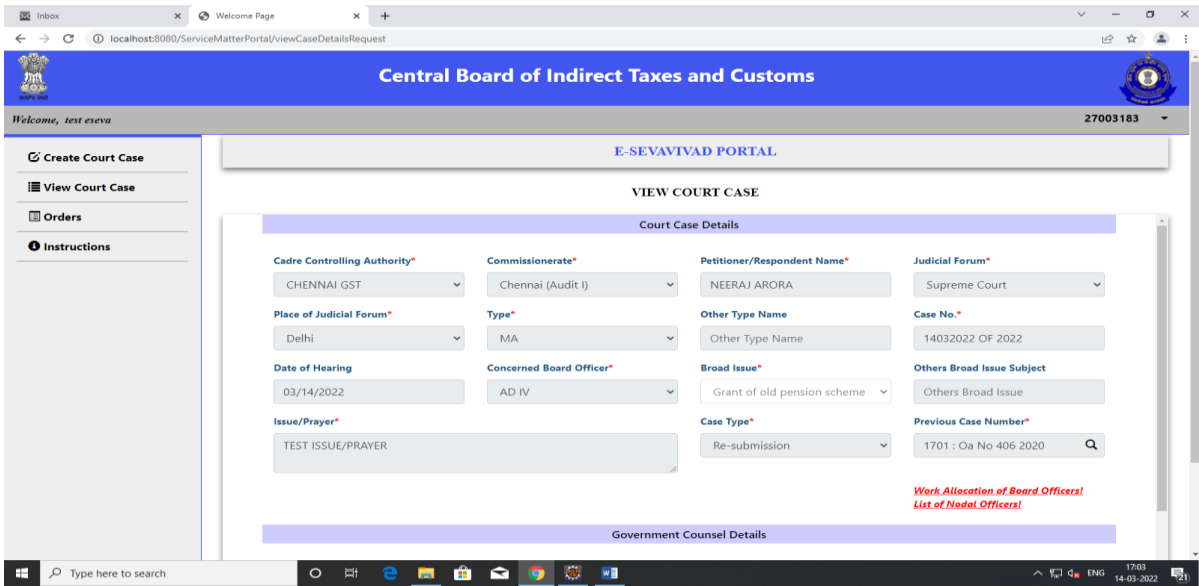
All the information related to the case will be displayed in non-editable format.

5. To logout from the portal, just click on the inverted triangle in the upper right corner of the screen (next to your SSOID) and click "Logout".

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