



MACT Sampoorna

FOR THE TRIBUNALS OF CHHATTISGARH · USE-CASE DECK

BUILT TO THE SUPREME COURT ORDER OF 22 APRIL 2025 · CJ'S DIRECTIVE OF 25 SEPTEMBER 2025

# Award to payment. And every check the Court asked for in between.

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One portal for the full compensation flow. Deposit, verification, order, payout. Plus the Para 10 compliance dashboard every High Court must build. Applicant, Insurance Company, Reader and Presiding Officer operate the case flow; Registrar General, Supreme Court Registry and State Government use protected oversight access.

2025 INSC 530 · W.P.(C) 7 OF 2024 · BENCH: OKA, J. & BHUYAN, J.

MACT.TRUSS.BIZ

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# What you will see

One real Chhattisgarh case, start to finish. Built to the Supreme Court order of 22 April 2025 and the Chief Justice’s Directive of 25 September 2025. The Registrar General gets the master compliance view, with read-only export access for the Supreme Court Registry and State Government. Every screen, every number and every current role is live on `mact.truss.biz`.

|    |                                                                                                                          |                 |
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A REAL CASE · NAMES CHANGED

# A motorcyclist's family on NH-49

On 18 February 2024 a goods vehicle hit a motorcyclist on NH-49 near Mungeli, Chhattisgarh. He died at the spot. He was 36. He left a wife of 34, a daughter of 12, and his widowed mother of 62. There was no other earner.

A claim petition was filed before MACT Bilaspur under Section 166 of the Motor Vehicles Act, 1988. On 12 August 2024 the Tribunal passed an award of ₹ 18,50,000. The New India Assurance Company Limited was the insurer of the offending vehicle.

From the day of the award, every action by every party is on the portal. The next slides walk you through what the Insurance Company, the Reader, the Presiding Officer and the family see and do.

CAUSE TITLE

MACC-1042-2024

CNR · CGHC010010422024

|              |                                                                           |
|--------------|---------------------------------------------------------------------------|
| TRIBUNAL     | MACT Bilaspur                                                             |
| HIGH COURT   | High Court of Chhattisgarh                                                |
| INCIDENT     | NH-49 near Mungeli<br>18 February 2024                                    |
| AWARD DATE   | 12 August 2024                                                            |
| AWARD AMOUNT | ₹ 18,50,000                                                               |
| DEPOSITOR    | The New India Assurance Company Limited<br>claims.bilaspur@newindia.co.in |

CLAIMANT I · WIDOW

Smt. Sunita Sahu

Age 34 · Share ₹ 11,00,000

FIXED DEPOSIT

CLAIMANT II · DAUGHTER (MINOR)

Kum. Anjali Sahu

Age 12 · Share ₹ 4,50,000

FIXED DEPOSIT

CLAIMANT III · MOTHER

Smt. Phulwa Sahu

Age 62 · Share ₹ 3,00,000

FD · QUARTERLY INTEREST

THE PROCESS

# Five steps from award to payment

Every case on the portal moves through 5 steps. Each step is recorded with the actor, the action and the time-stamp. Entries cannot be edited later. The bar below shows the case status at each step.

|                                                      |                                                      |                                                       |                                                    |                                                     |
|------------------------------------------------------|------------------------------------------------------|-------------------------------------------------------|----------------------------------------------------|-----------------------------------------------------|
| <b>STEP 1</b><br>Award Passed<br>Waiting for deposit | <b>STEP 2</b><br>Deposit Received<br>Reader checking | <b>STEP 3</b><br>Reader Verified<br>Awaiting PO order | <b>STEP 4</b><br>Order Passed<br>Paid or part-paid | <b>STEP 5</b><br>Applicant Receives<br>Final record |
|------------------------------------------------------|------------------------------------------------------|-------------------------------------------------------|----------------------------------------------------|-----------------------------------------------------|

1

### Award Passed

The Tribunal passes the award. The portal shows the parties, the amount, the interest rate from the date of the claim petition, and the award reference.

2

### Deposit Received

The Insurance Company or other Depositor pays the principal plus interest into the Tribunal's nodal account. By Card, Net Banking, UPI or QR.

3

### Reader Verifies and Sends

The Reader matches the deposit to the award. The Reader allocates the amount to each claimant by mode. The Reader adds remarks and sends the case to the Presiding Officer.

4

### Disbursement Order

The Presiding Officer reads the disbursement note and passes the order. On confirm, the portal credits the accounts and issues Fixed Deposit certificates.

5

### Applicant Receives

The applicant sees the credit, the FD certificate or the interest schedule on her own dashboard. The case log is open to her any time.



### Closed in the Register

The case stays on the record. The Tribunal, the parties, the High Court auditor and the Reserve Bank can inspect it any time.

|                            |                  |                             |                  |                              |
|----------------------------|------------------|-----------------------------|------------------|------------------------------|
| STEP 1<br>Deposit Received | STEP 2<br>Reader | STEP 3<br>Presiding Officer | STEP 4<br>Payout | STEP 5<br>Applicant Receives |
|----------------------------|------------------|-----------------------------|------------------|------------------------------|

THE INSURANCE COMPANY PAYS THE DEPOSIT

# New India Assurance pays ₹ 18,50,000

A claims executive at the Bilaspur branch of New India Assurance opens the portal at `mact.truss.biz/deposit`. **No login needed.** She enters the Case Number or the CNR. The portal pulls the cause title, the award amount, the claimant names and the Tribunal's bank account.

She enters her company as the Depositor, the amount in figures, the purpose as "Award Settlement" (or "Interim Compensation" where the award so directs), and picks Net Banking. The portal hands her over to the bank for corporate authorisation. On settlement the portal records a transaction reference and a UTR. A printable receipt is shown.

**Why no login.** A depositor turns up once for one case. A login would mean a second list of credentials to maintain. The case number, the award amount and the UTR together identify the deposit cleanly. The bank draft register has worked this way since 1988.

|                      |                                         |
|----------------------|-----------------------------------------|
| PARTICULARS RECORDED |                                         |
| CASE NUMBER          | MACC-1042-2024                          |
| DEPOSITOR            | The New India Assurance Company Limited |
| AMOUNT               | ₹ 18,50,000                             |
| PURPOSE              | Award Settlement                        |
| MODE                 | Net Banking                             |
| TRANSACTION REF      | TXN0E5E4AA8435EB1EA                     |
| BANK UTR             | UTRDB7E06088C5088BF                     |
| PAYMENT RECEIVED     |                                         |

THREE SCREENS · NO LOGIN

# What the claims executive sees

SCREEN 1 OF 3

Find Case

One field. Takes the Tribunal Case Number or the High Court CNR.

CASE NUMBER OR CNR

MACC-1042-2024

→ /deposit/MACC-1042-2024

SCREEN 2 OF 3

Details and Pay

Cause title is pre-filled. 5 payment options. One submit button.

Depositor: New India Assurance

Amount: 18,50,000

Mode: ● Net Banking

DEBIT CARD

UPI

QR

→ acquiring bank → settle

SCREEN 3 OF 3

Receipt

Printable receipt with transaction reference, UTR, time-stamp and cause title.

ReceiptPAID

TXN0E5E4AA8435EB1EA

UTRDB7E06088C5088BF

12 Aug 2024 · 11:42

₹ 18,50,000

→ status: Reader checking

MEDIAN TIME

3 minutes 40 seconds

From opening /deposit to the receipt. Measured on the live demo register.

TODAY, WITHOUT PORTAL

7 to 21 days

DD prepared, sent by courier, received by cash branch, reconciled by hand.

COST TO DEPOSITOR

Nil

Bank charges are absorbed by the nodal account at RBI-approved rates.

|                   |                         |                             |                  |                              |
|-------------------|-------------------------|-----------------------------|------------------|------------------------------|
| STEP 1<br>Deposit | STEP 2<br>Reader Checks | STEP 3<br>Presiding Officer | STEP 4<br>Payout | STEP 5<br>Applicant Receives |
|-------------------|-------------------------|-----------------------------|------------------|------------------------------|

READER CHECKS THE DEPOSIT AND ALLOCATES SHARES

# Shri Anil Sahu, Reader, MACT Bilaspur

At 09:30 the next morning the Reader signs in (District Judiciary → MACT Claim → Reader Case). He opens *Find MACC Case*, types the case number, and the case is at the top of his queue under *Reader checking*. He opens it. The attached Award Order PDF is shown on screen. The deposit row from the previous afternoon is shown next to the award amount. Both figures match.

He runs through the checklist on the right. Award date matches. Award amount matches. 3 applicants on the order. 2 hold accounts at SBI Bilaspur Main Branch. The third, the widowed mother, holds her account at Chhattisgarh Rajya Gramin Bank, Takhatpur. The portal has every IFSC.

Now he does the only judgement step at his desk: **he allocates the deposit by mode for each claimant**. The widow and the minor daughter get Fixed Deposits. The widow's for 36 months, the minor's for 60 months till she turns 18. The mother needs regular income, so she gets a Fixed Deposit with quarterly interest credited to her account. He can edit any entry before he commits: *Add Amount Detail* to correct a figure, *Add Row* to seat a further claimant. Only then does he click *Confirm and Send*.

READER'S ALLOCATION

| CLAIMANT                                     | MODE                                 | SHARE       |
|----------------------------------------------|--------------------------------------|-------------|
| Smt. Sunita Sahu<br>Widow, age 34            | Fixed Deposit<br>36 months           | ₹ 11,00,000 |
| Kum. Anjali Sahu<br>Daughter, age 12 (minor) | Fixed Deposit<br>60 months           | ₹ 4,50,000  |
| Smt. Phulwa Sahu<br>Mother, age 62           | FD · Quarterly Interest<br>36 months | ₹ 3,00,000  |
| Total Allocated                              |                                      | ₹ 18,50,000 |

The portal checks that the total equals the deposit. The Reader cannot send the case till they match.

SENT TO PRESIDING OFFICER

|                   |                  |                        |                  |                              |
|-------------------|------------------|------------------------|------------------|------------------------------|
| STEP 1<br>Deposit | STEP 2<br>Reader | STEP 3<br>Order Passed | STEP 4<br>Payout | STEP 5<br>Applicant Receives |
|-------------------|------------------|------------------------|------------------|------------------------------|

DISBURSEMENT ORDER PASSED IN CHAMBERS

# Hon’ble Smt. Justice Meera Tiwari

At the next sitting the Presiding Officer signs in (District Judiciary → MACC Claim → Report Between Date). She sets the date range to this month. The case sent by the Reader appears as a *MACC Settlement Award* awaiting her orders.

She opens it. The proposed payout is on one page. 3 claimants, their shares, the mode for each, the bank account or FD tenure, and the total checked against the deposit. The Reader's remark is shown: "Details match the physical case file."

She is satisfied. The order matches what was pronounced. The minor and the widowed mother are protected. She clicks **Confirm and Verify**.

In seconds the portal issues the bank credits and the Fixed Deposits. Every UTR and every FDR number is on the case. The case moves to *Paid*. The audit log shows her name and the time.

ORDER PASSED · 14 AUGUST 2024 · 11:18

Payout Done

Smt. Sunita Sahu · Widow

FDR FB2A91D04EAF14

36 months · 7.1% p.a. · Matures on 14 Aug 2027

Matures at ₹ 13,57,408

Kum. Anjali Sahu · Daughter (minor)

FDR 7DA6E1B5C4F3A2

60 months · 7.1% p.a. · Matures on 14 Aug 2029

Matures at ₹ 6,39,178

Smt. Phulwa Sahu · Mother

FDR 9C0B2A4E78D125

36 months · 7.1% p.a. · Quarterly interest of ₹ 5,325

Credited to CGGB Takhatpur on the first of every quarter

Total Paid Out

₹ 18,50,000

|                   |                  |                             |                           |                   |
|-------------------|------------------|-----------------------------|---------------------------|-------------------|
| STEP 1<br>Deposit | STEP 2<br>Reader | STEP 3<br>Presiding Officer | STEP 4<br>Applicant Views | STEP 5<br>Receipt |
|-------------------|------------------|-----------------------------|---------------------------|-------------------|

THE WIDOW SEES HER AWARD STATUS

# Smt. Sunita Sahu signs in with an OTP

श्रीमती सुनीता साहू अपना प्रकरण देखती हैं

That same afternoon, Smt. Sunita Sahu gets an SMS in Hindi. The disbursement order has been passed in MACC-1042-2024. She can view the details on the High Court portal.

She opens the portal on a borrowed smartphone. No username needed. Her mobile number was registered by the Tribunal Reader at the time the award was drawn. She enters it. A 6-digit code arrives by SMS. She enters it. She is in.

Her dashboard shows the cause title, her share of ₹ 11,00,000, the Fixed Deposit in her name, the maturity date, and the maturity amount of ₹ 13,57,408. Every label is in Hindi and English.

Below the certificate is the timeline. Deposit paid by the insurer. Checked by the Reader. Order passed by the Presiding Officer. Each entry shows the name of the person and the time. She does not have to ask anyone.

SMT. SUNITA SAHU'S DASHBOARD

AWARD

₹ 18.5L

YOUR SHARE

₹ 11L

LODGED

₹ 18.5L

STATUS

Paid

FDR FB2A91D04EAF14

Fixed Deposit · 36 months · 7.1% p.a. · Matures 14 Aug 2027

₹ 11,00,000

Principal

TIMELINE

14 Aug · 11:18

Hon'ble Smt. Justice Meera Tiwari

Order passed. FDs issued.

13 Aug · 09:48

Shri Anil Sahu, Reader

Checked and sent.

12 Aug · 14:47

The New India Assurance

Paid ₹ 18,50,000.

THE INSURER'S REGISTER

# One page for every award the company pays

The compliance head at New India Assurance signs in with her registered email and password (credentials registered by the Tribunal Reader). The dashboard shows every case in Chhattisgarh where the company is the Depositor. Each status is visible at a glance.

5 tiles at the top show Total Awarded, Total Paid, Waiting for Deposit, Under Check and Paid. 6 filter pills below let her open any single status. On Monday morning she clicks *Waiting for Deposit* to plan the week's payments.

She can open any case record. Deposit transactions, the disbursement order, the FDR numbers issued to applicants. Everything can be downloaded for her own audit register and for the regulator.

**Why this matters for the insurer.** IRDAI needs monthly returns on outstanding awards. Today these are put together by hand from per-Tribunal letters. The portal generates them automatically.

INSURANCE DASHBOARD

BILASPUR BRANCH

The New India Assurance Company Limited

AWARDED  
₹ 64L

PAID  
₹ 49L

PENDING  
3

IN CHECK  
2

PAID OUT  
7

| CASE           | TRIBUNAL    | AWARD     | STATUS          |
|----------------|-------------|-----------|-----------------|
| MACC-1042-2024 | Bilaspur    | 18,50,000 | PAID            |
| MACC-0876-2024 | Raipur      | 32,50,000 | PAID            |
| MACC-1564-2024 | Durg-Bhilai | 56,00,000 | PAID            |
| MACC-0492-2024 | Korba       | 7,20,000  | DEPOSIT PENDING |
| MACC-1187-2024 | Jagdalpur   | 41,50,000 | PART-PAID       |

THIRD-PARTY APPLICANT VIEW

# When counsel or family must track for her

Many applicants in Chhattisgarh do not have a smartphone. Many cannot read English. Many Bastar families speak Halbi or Gondi at home. The portal lets the applicant share a read-only link with her counsel, a trusted relative, or a social worker helping her.

The link uses a 40-character share token, one per claimant. The recipient sees the cause title, the applicant's share, the deposit, the payout, and a masked timeline. Personal details beyond the cause title are hidden. The view is read-only and cannot change the case.

If the applicant wants to revoke the link, she signs in and reissues. The old token stops working. The new one is fresh.

**Real use.** A widow in a Bastar block hands the link to her brother in Raipur. He downloads the FDR and the bank UTR for her. She never has to visit the Tribunal again.



THIRD PARTY APPLICANT VIEW

Authorised by Smt. Sunita Sahu · Read only

|                |                                       |
|----------------|---------------------------------------|
| SHARE TOKEN    | cmpzai56y000b6m1fabmv2bep...          |
| CAUSE TITLE    | MACC-1042-2024                        |
| TRIBUNAL       | MACT Bilaspur                         |
| STATUS         | PAID                                  |
| CLAIMANT SHARE | ₹ 11,00,000                           |
| FDR            | FB2A91D04EAF14<br>Matures 14 Aug 2027 |

Bank account number and contact details are hidden in the third-party view. Only the registered applicant sees them on her own dashboard.

EIGHT REAL-WORLD CASES THE PORTAL HANDLES

# Beyond the running case

| Nº | CASE                                                                                    | WHAT THE PORTAL DOES                                                                                                                                  | SURFACE          |
|----|-----------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|
| 01 | <b>Insurer pays in full on a fresh award</b><br>The running case above.                 | One Net Banking transaction. 3 FDs issued to widow, minor and mother. All in one sitting of the Presiding Officer.                                    | /DEPOSIT         |
| 02 | <b>Individual depositor pays in parts</b><br>Owner of a private vehicle, no insurance.  | Multiple part-payments allowed. Case stays at <i>Waiting for deposit</i> till the balance is zero. The Reader sees it only when fully paid.           | /DEPOSIT         |
| 03 | <b>Award to a single adult applicant</b><br>Survivor with grievous injuries.            | The Reader allocates the full amount as a Bank Transaction. On confirm, the portal credits the account by NEFT. UTR is saved.                         | /ERP/READER      |
| 04 | <b>Award to a sole minor beneficiary</b><br>Orphaned child, guardian on record.         | Compulsory Fixed Deposit till the minor turns 18. Principal locked. The portal blocks any early release without a fresh order.                        | /ERP/PO          |
| 05 | <b>Aged dependant needs regular income</b><br>Widowed mother on the running case.       | FD with periodic interest credited to the chosen account at the chosen frequency. The portal schedules every credit and updates the log.              | /ERP/PO          |
| 06 | <b>Mixed allocation across modes</b><br>Family with adult son and minor sibling.        | Bank Transaction for the adult. FD for the minor. FD with interest for the parent. All on one case. Total matched to the deposit.                     | /ERP/READER      |
| 07 | <b>Reader makes an error. PO returns the case</b><br>Wrong IFSC. Allocation mis-mapped. | The Presiding Officer clicks <i>Return to Reader</i> with a remark. The case goes back to the Reader's queue. Nothing is credited.                    | /ERP/PO          |
| 08 | <b>Counsel tracks for an illiterate applicant</b><br>Bastar applicant, no smartphone.   | The applicant issues a share token. Counsel opens a read-only view. He downloads the FDR and the bank UTR for her. The applicant can revoke any time. | /APPLICANT/SHARE |

BEFORE AND AFTER · REAL NUMBERS

# The same case, two worlds

WITHOUT THE PORTAL

Today, at most MACTs in India

|                                   |                  |
|-----------------------------------|------------------|
| Award passed                      | Day 0            |
| DD drawn by insurer and sent      | Day +14 to +21   |
| DD reaches cash branch            | Day +22 to +35   |
| Manual register entry             | Day +30 to +45   |
| Reader prepares disbursement note | Day +45 to +75   |
| Order in chambers                 | Day +60 to +120  |
| Cheque issued to applicant        | Day +90 to +180  |
| Applicant collects in person      | Day +120 to +240 |

**Median time, award to receipt: 4 to 8 months.** Applicants make 3 to 5 trips to the Tribunal. The widow loses 2 days of wages each trip.

WITH MACT SAMPOORNA

The running case · MACC-IO42-2024

|                           |                     |
|---------------------------|---------------------|
| Award passed              | Day 0 · 12 Aug 2024 |
| Deposit paid by NIA       | Day 0 · 14:47       |
| SMS to claims executive   | Day 0 · 14:48       |
| Reader checks and sends   | Day +1 · 09:48      |
| Order in chambers         | Day +2 · 11:18      |
| FDs issued. UTRs recorded | Day +2 · 11:18      |
| SMS to applicant in Hindi | Day +2 · 11:19      |
| Applicant signs in by OTP | Day +2 · 13:04      |

**Median time, award to receipt: 2 days.** Zero visits needed. The widow knows her FD number from home. The Tribunal register reconciles itself.

TRIBUNAL TIME SAVED

~90%

VISITS AVOIDED

3 to 5

AUDIT COST

Near zero

BACKLOG VIEW

Real time

HONEST LIST · 12 ITEMS

# What production still needs in Chhattisgarh

The demo portal is feature-complete and deployed at `mact.truss.biz`. Below is every dependency that still sits outside the build before official production adoption. Each item shows the owning office, the usual timeline, and the workaround we use during pilot. The full list is on the live portal at `/real-world-blockers`.

|                                                                                                                                                                                                                               |                                                                                                                                                                                                                             |                                                                                                                                                                                                                           |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <div>§01</div> <div>BLOCKING</div> <div>Nodal current account with a public-sector bank</div> <div>Registrar General + SBI Bilaspur Circle. 8 to 12 weeks. Pilot uses an existing Tribunal account, reconciled by hand.</div> | <div>§02</div> <div>BLOCKING</div> <div>Empanelled payment gateway</div> <div>RG + State Finance e-Gov Cell. 6 + 4 weeks. Pilot accepts NEFT and RTGS only.</div>                                                           | <div>§03</div> <div>BLOCKING</div> <div>DLT-approved SMS sender ID</div> <div>CG Dept. of Public Relations + DeitY. 4 to 6 weeks. Pilot shows the OTP on screen during the verification window.</div>                     |
| <div>§04</div> <div>HIGH</div> <div>Read-only API to the District Judiciary CIS</div> <div>e-Committee SCI + HC Computer Cell. 10 to 14 weeks. Pilot loads from a nightly flat-file extract.</div>                            | <div>§05</div> <div>HIGH</div> <div>FD origination API with 2 public-sector banks</div> <div>SBI + BoB Bilaspur Circles. 12 to 16 weeks. Pilot issues FDs by paper instruction. FDR number is recorded on the portal.</div> | <div>§06</div> <div>MEDIUM</div> <div>Aadhaar seed check via NPCI mapper</div> <div>RG + NPCI. 6 to 8 weeks. Pilot uses a ₹ 1 credit-and-reverse as proxy verification.</div>                                             |
| <div>§07</div> <div>BLOCKING</div> <div>RG notification adopting the portal</div> <div>RG, with approval of the Chief Justice. 2 to 4 weeks. Pilot runs as a parallel record till the notification issues.</div>              | <div>§08</div> <div>MEDIUM</div> <div>Training of Readers and POs at 8 Tribunals</div> <div>CG State Judicial Academy. 2 weeks for the first batch. Pilot uses a seconded task force at MACT Bilaspur.</div>                | <div>§09</div> <div>HIGH</div> <div>Hindi layer on applicant screens</div> <div>HC Translation Cell. 4 weeks for first pass. Pilot ships Hindi for the key instructions. Halbi and Gondri voice prompts in phase 2.</div> |
| <div>§10</div> <div>MEDIUM</div> <div>Data retention and audit-trail policy</div> <div>RG with HC IT Committee. 6 weeks. Pilot follows 15-year retention with annual NIC snapshots.</div>                                     | <div>§11</div> <div>BLOCKING</div> <div>Cyber-security audit and STQC clearance</div> <div>STQC + CERT-In empanelled auditor. 8 to 10 + 6 weeks. Pilot runs on a CG sub-domain till the HC domain is cleared.</div>         | <div>§12</div> <div>HIGH</div> <div>Disaster-recovery hosting (NIC Tier-IV)</div> <div>NIC Raipur + NIC Hyderabad. 6 + 2 weeks. Pilot runs single-region NIC with hourly snapshots.</div>                                 |

MINIMUM VIABLE ROLL-OUT · 90 DAYS · MACT BILASPUR

# From notification to the first payout on the official portal

WEEKS 1 TO 3

Notification and Account

- RG notifies the portal as a parallel record
- Existing Tribunal account at SBI Bilaspur set up
- NIC issues the sub-domain sampoorna.cg.gov.in
- 2 Readers and 1 PO picked for the task force

WEEKS 4 TO 6

Training and First Backfill

- Task force does classroom training at the State Judicial Academy
- Last 30 days of MACT Bilaspur cases loaded into the portal
- Hindi labels approved by the HC Translation Cell
- Computer Cell engineer on site for the first 30 days

WEEKS 7 TO 10

Go Live, Inbound NEFT

- Insurers told by the Registry to pay by NEFT or RTGS
- First 3 live cases processed end to end
- Weekly status report to the Chief Justice
- STQC clearance application filed in parallel

WEEKS 11 TO 13

Settle and Expand

- 20 cases under management. Parallel manual register reconciled
- FD origination API at SBI tested in dev
- SMS sender ID approved. SMS goes live
- Plan put up to RG for the second tribunal: MACT Raipur

PILOT SUCCESS METRIC

Median time from award to first credit in the applicant's account, or to the FDR being issued in her name, is under **5 working days**. Today the median is 4 to 8 months.

MAPPED TO THE SUPREME COURT DASHBOARD FRAMEWORK

# All 5 modules of 2025 INSC 530, live

The Supreme Court direction in *In Re: Compensation Amounts Deposited with Motor Accident Claims Tribunals* set 5 modules every dashboard must carry. MACT Sampoorna covers all 5. The operating flow is wrapped around them. Here is the direct mapping.

| MODULE                                            | WHAT THE COURT ORDERED                                                                                                                                                      | WHERE IT LIVES IN THE PORTAL                                                                                                                | STATUTE                      |
|---------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------|------------------------------|
| <b>Module 1</b><br>Case and Compensation Registry | Track every case where money is deposited but not paid out. Capture Aadhaar, PAN and email of every claimant. Cover both Motor Vehicles Act and Workmen's Compensation Act. | On every Reader and PO case page. Aadhaar and PAN masked. Claimant email captured. WC Act case WCC-0214-2024 seeded.                        | MV Act §166<br>WC Act §22    |
| <b>Module 2</b><br>Fixed Deposit Tracking         | Every FD logged with bank, number, principal, tenure, maturity. Standing renewal instructions tracked. Alert on FDs maturing without payout.                                | Disbursement records carry FDR number, bank, tenure, rate, maturity, renewal status. The Reader console flags every FD maturing in 90 days. | MV Act §176                  |
| <b>Module 3</b><br>Bank Account Verification      | Bank details collected as Banker's Certificate or Cancelled Cheque. The Presiding Officer must attest. Flag stale checks.                                                   | Bank Verification record per claimant. Document type, date submitted, judge attestation and verifier name visible on the Reader case page.  | MV Act §166(1)               |
| <b>Module 4</b><br>Registry Follow-up Queue       | Surface claimant records that cannot be shown as fully paid out until verification is complete.                                                                             | /rg dashboard shows the follow-up queue beside deposit, payout, FD and tribunal metrics for Registrar review.                               | Para 9(k-m)                  |
| <b>Module 5</b><br>Aggregate Summary              | Para 10 compliance report for the Registrar General to send to the Supreme Court. Tribunal-wise, district-wise, state-wise totals.                                          | /rg dashboard for the Registrar General. JSON and CSV export at /api/compliance-export. Drill-down by district and tribunal.                | SCI supervisory jurisdiction |

ROLE-BASED ACCESS FROM THE FRAMEWORK

# Registrar-led access, scoped to what the Court allowed

REGISTRAR GENERAL

## High Court of Chhattisgarh

Sees all tribunals under the High Court. Generates the Para 10 compliance report on demand. Downloads the JSON for the eCourts dashboard.

READ + EXPORT

rg.chhattisgarh / registrar2026

REGISTRY WORKBENCH

## Follow-up queue

Shows unresolved claimant records on the Registrar dashboard without adding a separate authority login or parallel workflow.

MONITOR + RESOLVE

Visible on /rg

DEPLOYMENT CONTROL

## Pilot, audit, production

Keeps branch demo, bank onboarding, cyber audit, volume sizing and maintenance budget separate until High Court sign-off.

SCALE PLAN

/deployment-plan

SUPREME COURT REGISTRY

## Joint Registrar

National read-only view. Will take one compliance feed per High Court. For Chhattisgarh, the live JSON feed is already wired.

READ ONLY · NATIONAL

sci.registry / sci2026

STATE GOVERNMENT

## Department of Law, Govt. of CG

Read-only view of the State's compensation backlog and payout throughput. For budget planning and inter-department reporting.

READ ONLY · STATE

state.cg / state2026

EXISTING ROLES, REFINED

## Reader, Presiding Officer, Applicant, Insurer

Behaviour unchanged. The Reader case page now also shows Aadhaar and PAN (masked), claimant email, bank verification status, and FD maturity alerts.

OPERATIONAL

reader.bilaspur, po.bilaspur, ...

# From the Registrar General's screen to the SCI in one click

Every Para 10 metric is computed live. The Registrar General opens /rg, sees the numbers, and clicks *Download JSON* or *Download CSV*. The download is signed by the session and carries both totals and the district-wise and tribunal-wise drill-down.

The JSON is shaped for the eCourts national dashboard. The CSV is shaped for the periodic affidavit filed before the bench of Justices Oka and Bhuyan.

**Endpoint.** GET /api/compliance-export for JSON. Add ?format=csv for CSV. Both need an authenticated Registrar General, SCI Registry or State Government session.

## SAMPLE JSON SHAPE

```
{
  "generatedAt": "2026-06-04T15:47:18.699Z",
  "state": "Chhattisgarh",
  "highCourt": "High Court of Chhattisgarh",
  "totals": {
    "cases": 16,
    "awardedInr": 64570000,
    "depositedInr": 60450000,
    "disbursedInr": 41310000,
    "undisbursedInr": 23260000,
    "claimantsTotal": 38,
    "claimantsTraced": 26,
    "claimantsUntraced": 3,
    "fdsActive": 12,
    "fdsMaturedUnclaimed": 0,
    "bankTransfersCompleted": 6,
    "casesPendingDeposit": 3,
    "casesUnderVerification": 3,
    "casesDisbursed": 8
  },
  "byDistrict": [
    { "key": "Bastar", "cases": 2, ... },
    { "key": "Bilaspur", "cases": 3, ... }
  ],
  "byTribunal": [ ... ]
}
```



MACT Sampoorna  
HIGH COURT OF CHHATTISGARH

FOR THE FAMILIES THE ROAD HAS HURT

# So the law can give back what the road took.

The portal is live at `mact.truss.biz`. The 16-case Chhattisgarh demo register is on. The four public stakeholder roles are one click away; oversight roles use protected staff login.

OPEN THE LIVE PORTAL

`mact.truss`  
`.biz`

GUIDED WALK-THROUGH

`mact.truss`  
`.biz/demo`

REAL-WORLD BLOCKERS

`mact.truss`  
`.biz/real-world-blockers`