User Manual
FCI HRMS

Module Name: Core HR

Version: 2.2

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Revision History

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1   Introduction

An HRMS (Human Resource Management System) is a type of HR software that enables the management of several HR functions through the use of information technology. An HRMS aims to improve the productivity and efficiency of the business through the automation of manual and repetitive tasks. This, in turn, also frees up the time which can then be used to address more strategic, business-critical tasks. This document is intent to contain the working and usability descriptions related to the Core HR processes identified and documented in System Requirement Specification document in the form of a user manual.

1.1   Objective

The following objectives shall be fulfilled with the user manual

- Serve as a standard document for FCI employees to gain experience in adopting the Core HR processes in HRMS
- Provide comprehensive details about working on different Core HR processes and managing exceptions and alerts as per different processes.
- Reveal the user experience for working with the Core HR processes and act as a reference for users to reinforce working tactics with the Core HR process area as per requirement.

1.2   Target Audience

- FCI Officers and FCI Employees

2   Overview

The process area of Core HR houses the core functions which set the tone for HRMS application in terms of configuration (Masters) and executable processes (Transaction) and summary of activities for the purpose reporting and decision making (Reports). The HRMS experience has been bifurcated both in the context of an employee who raises a request and in the context of a manager who either reviews the request or initiates himself on grounds of different reasons as per business process on behalf of the employee.

3   User Access and Permissions

3.1   Set Up Consideration

OS Compatibility: Microsoft Windows 7 and above

Browsers Supported: IE 9, 10+, Firefox 3.6+, Chrome 12+ on Windows, Firefox 3.6+, and Safari 4+ on Mac 10.5.7+

Minimum Software Requirements: IE 9, 10+ Firefox 3.6+, Chrome 12+ on Windows,

Firefox 3.6+, Safari 4+ on Mac 10.5.7+

Minimum Hardware Requirements: CPUs- Intel i3, RAM- 8GB, Disk Storage- 164GB (64GB for File Storage, 100GB for database storage)

3.2   Know Your Icons

Table 3-1 reflects the set of icons that have been used in HRMS application

Icons	Descriptions
↻	It will allow reviewing the submitted record/request.
✔	It will allow approving the submitted record/request.
👁	It will allow viewing the details of the record/request in readable form.
✔	It will allow processing a request like Annual Increment of the employee.
+	It will allow defining the employee compensation i.e., salary break-up of new joined employees.
📎	It will allow viewing the uploaded document.
📝	It will allow editing a record for updation as well as allow user to resubmit a reverted request.

Table 3-1 Icons

3.3   User Access and Permissions

HRMS user access and permissions is managed by a specialized workflow management system that is further supplemented with roles and permissions. The User Management Process (SRS_HRMS_CH_02) has been coined as the centralized access manager where employees are provided various roles and permissions to access different set of features. Table 3-2 showcases the permission and user access provisions in general to HRMS Processes

User Profile	Employee Self Service		Manager Self Service		
Permissions	View	Add*	View	Add/Edit	Approval
HRMS Admin	Yes	Yes	Yes	Yes	No
Employee (ESS)	Yes	Yes	No	No	No
Manager (MSS)*	No	No	Yes	Yes	Yes**
Competent Authority	No	No	Yes	No	Yes

Table 3-2: User Access and Permissions

*(Add permission also provides an additional permission of Edit to update records by resubmission)
** (A manager who is a part of the reviewing or approving authority shall be able to perform approvals)

Table 3-3 defines the provision of different roles assigned as per the permissible architecture of HRMS application. A user role basically describes the user access of what the user can navigate around in the HRMS application. The user permissions as described in Table 3-2 combines with user roles to allow the user to "navigate" and "perform" the nature of processes as per the delegated power.

User Profile	Employee Self Service			Manager Self Service		
Roles	Initiator	Reviewer	Approver	Initiator	Reviewer	Approver
HRMS Admin	Yes	NA	NA	Yes	No	No
Employee (ESS)	Yes	NA	NA	No	No	No
Manager (MSS)*	No	NA	NA	Yes	Yes	No
Competent Authority	No	NA	NA	No	Yes	Yes

Table 3-3 User Profile and Roles

*(For some process, the manager can initiate a transaction from the MSS on behalf of the employee but not based on grounds of request)

3.4 Accessing the system / System Organization and Navigation (Login, ESS and MSS)

- User shall access the HRMS application as per the shared website address (https://www.hrmsfci.in/) and provide the credentials in the form Login ID (Employee Number) and Password as shared by FCI Computer/IT section as shown in Figure 3-1
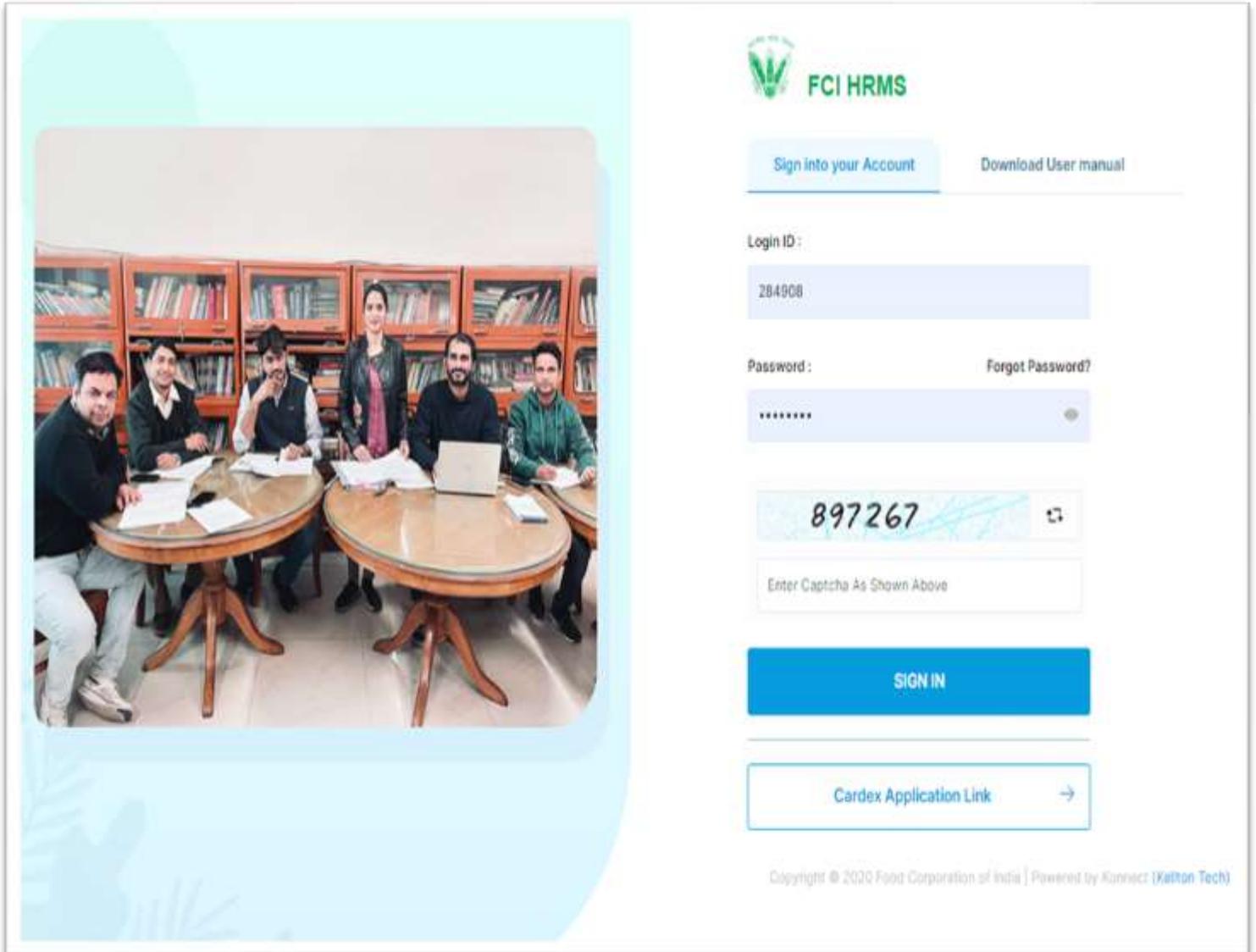
Figure 3-1 Login Screen

- Enter Login credentials, Captcha (Enter number here as shown in Figure 3-1 and Click on **SIGN IN** to Log in to the system.
- Post Login, employee will land on the Home Page as shown in Figure 3-2
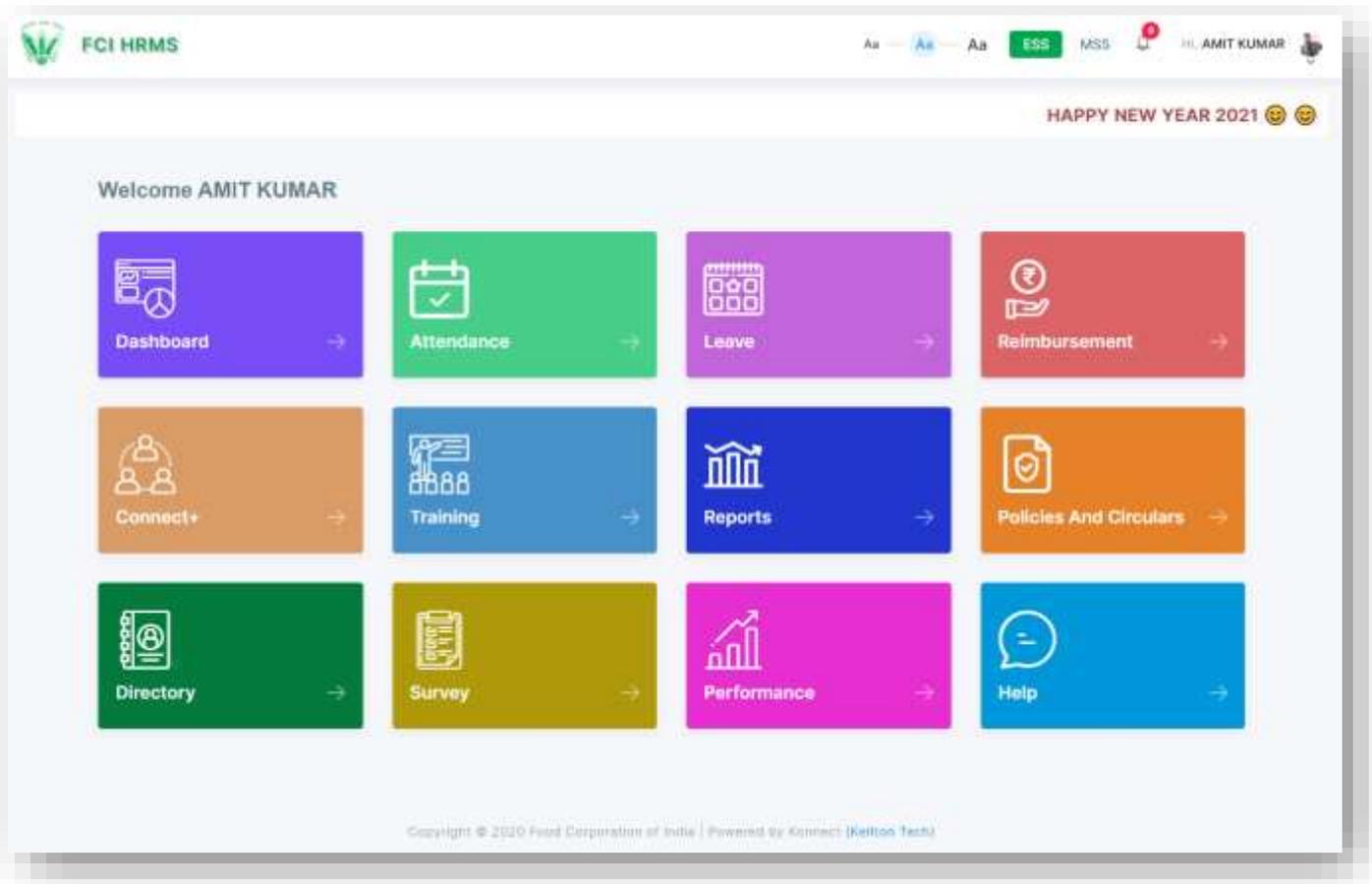
Figure 3-2 Home Page

- Based on the user credentials and permissions assigned to the employee, an employee shall be able to access the Employee Self Service by clicking the **Dashboard** link as shown in Figure 3-2 to land on the ESS – Employee Dashboard as shown in Figure 3-3
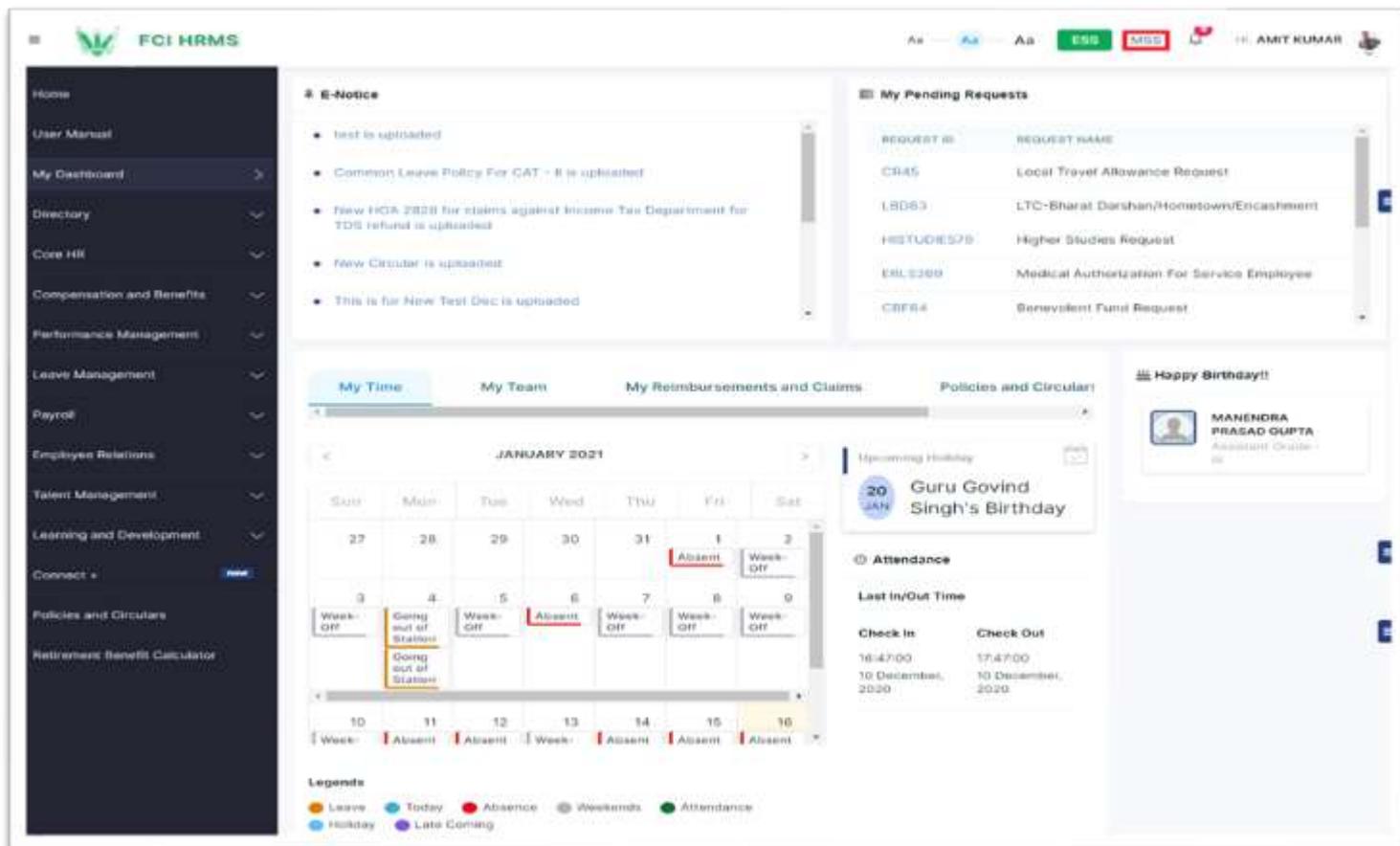
Figure 3-3 ESS - Employee Dashboard

- If an employee has been assigned the roles and responsibilities of a manager or competent authority, then by clicking the **MSS** link on the top right corner of the HRMS application as shown in Figure 3-2, the employee with the permissions of a manager shall navigate to the MSS – Manager Dashboard as shown in Figure 3-4.
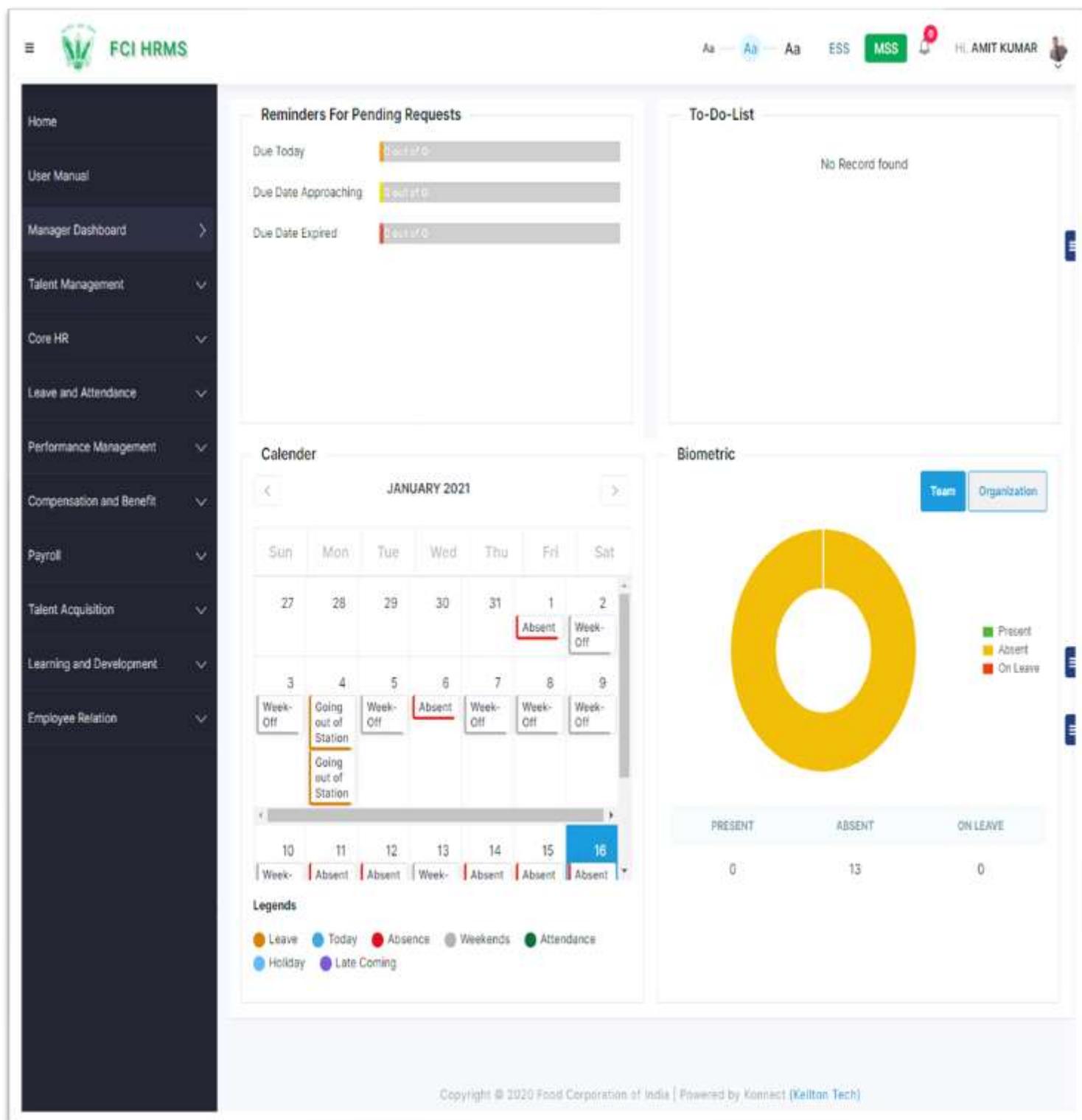
Figure 3-4 MSS - Manager Dashboard

3.5   Exiting the System

When the employee would like to exit from the HRMS application, then employee shall click on **Sign Out** to log out of the system as shown in Figure 3-5
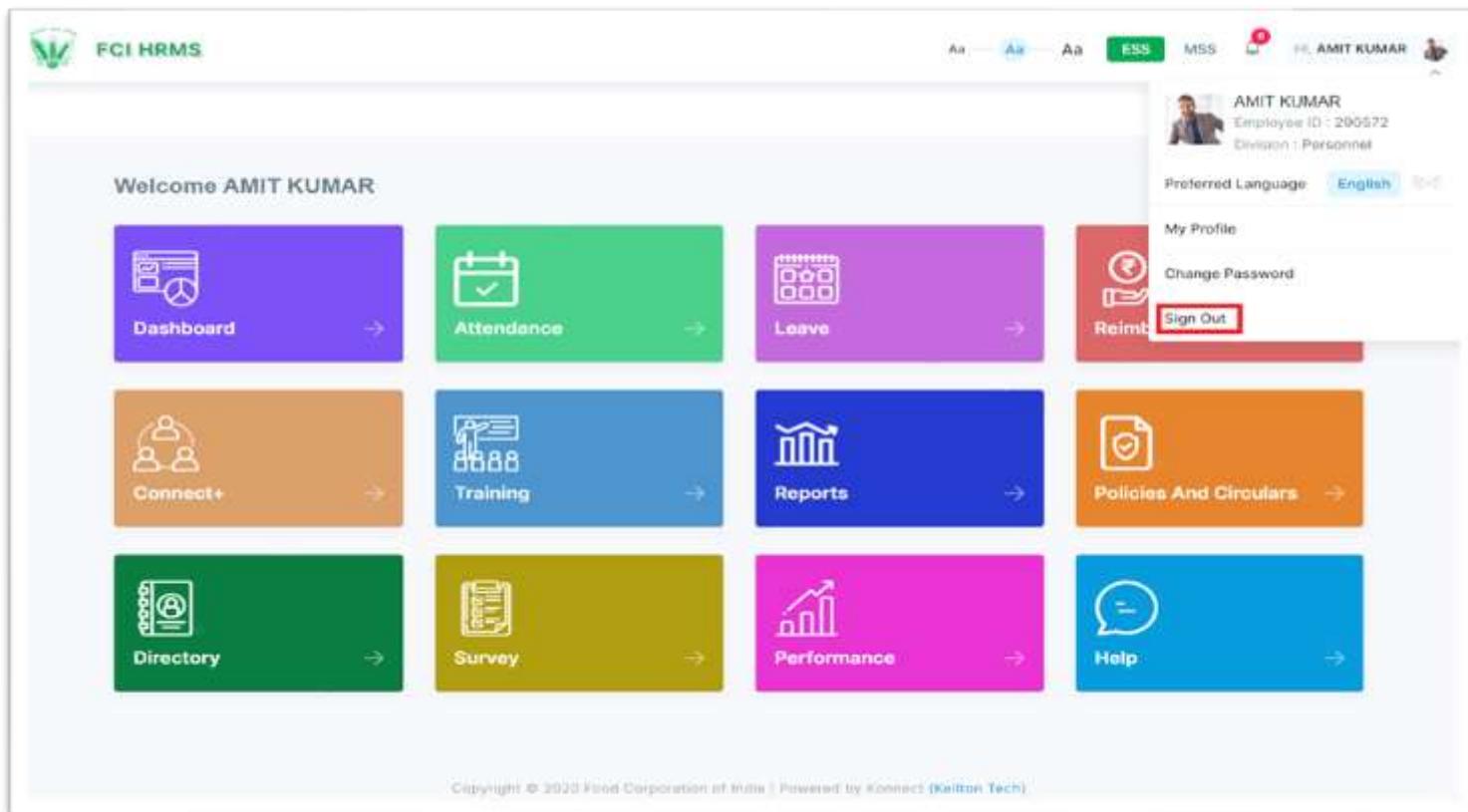
Figure 3-5 : Sign Out

- The user shall navigate to Login Page as shown in Figure 3-1 on successful sign out.
- An employee shall automatically logout from the application if it remains idle due to inactivity for a longer period (approx. 20 minutes)

3.6 HRMS Login Configuration

HRMS Login are handled using OAuth 2.0 protocol. The user credentials entered by user is passed on internet to HRMS System for validation and after successful validation a token is generated and shared to the application to use it at the time of every new server interaction to validate the user credentials. The login activity has few timeout settings as illustrated below.

- **Access token Lifespan** – These is the setting for capturing the lifespan of Access token before it gets expired. Before access token gets expired a refresh process is triggered to get the new access token to keep the session alive until user logout of the session. Default is set to 1 hour.

- **SSO Session Idle** - These is the setting for time a user session can be idle before it gets expired. Default is set to 1 hour.

These are timeout settings implemented at Key cloak IAM interface.

4 Using the System

Human Resource forms the backbone workforce representing the employee resource pool and operations that keep the engine of the organization run effectively. In the context of FCI, human

resource represents the active employees working within the organization striving to make a difference in food grain movement, storage and availability pan India. To support such a massive undertaking requires optimized business processes with everyday operations like joining new recruits, maintaining employee records in terms of trainings, leaves, payroll, increments etc. Managing transfers and promotion along with pay fixations as applicable, which all together form the "Core" fundamentals in the context of human resources management in FCI. Core HR hence captures the most atomic level of employee details that respect and work around different exigency levels of work as required from employees of the corporation. This process area shall be responsible for the following activities but not limited to:

- **Organizational Management** facilitating creation and management of new offices, divisions and designations as per discretion of FCI.
- **User Management** which focuses on permission settings that define the access rights of each employee and approval matrix for each business processes of HRMS
- **Policy Uploads**, which reflects collection and management of policies and circulars for notification purpose to all FCI employees via ESS – Employee Dashboard.
- **Appointments and Probation** that entails how different categories of recruitments are inducted as new joining is strengthening the FCI workforce.
- **Employee Records Management and Service book** focus on how HRMS shall help in the management of employee information and record each activity initiated by or instructed by an employee across day – day work in the FCI ecosystem. The feature shall also strengthen the transparency of information among employees and FCI division.
- **Reports and HR letters** will provide easy access to different adhoc and predefined reports important for FCI C-Level executives and managers with a provision for Personnel division to generate different orders like – Joining, Relieving, Transfer, Promotion, Demotion, Separation etc.
- **Sanction of Telephone** will allow employees to raise request for telephone extensions or raise a CUG allowance request.
- **Transfer Request and Posting** will provide plethora of easy functions to manage tenure transfer postings and permanent transfer requests made by employee of different grounds as per the applicable bylaws of FCI staff regulation.
- **Pay Fixation and Stepping Up Pay** will allow employees to request a step up in salary if discrepancies are found as per FCI guidelines based on designation and basic pay. Pay Fixation is a frequent activity performed by Personnel Division in case of promotion, demotion, increments, and incentives to adjust revised basic as per the scenario for employees.
- **Separation Process** will allow Employees to initiate exit from FCI in terms of VRS, Lien, and Resignation with additional capabilities to Personnel Division for initiating exit activities on grounds of non-performance and vigilance orders.
- **Seniority Lists and Promotions** will overcome the tedious process of generating seniority lists manually with provision of creating integrated seniority lists as per FCI rules and regulations in ease. Further a provision to setup the DPC/ZPC is also provided where seniority desk and configure the committee members for promotion evaluations.

- **System Provisions/Common Features (HRMS)** lists the commonly used features of import, export, digital signature, e-signature etc. as per the application of different business processes that shall operate within HRMS. A provision for custom alert and adding additional reviewers or approvers is described in detail for applied purposes.

- **Advanced Search** will help employees to drill further down across complicated set of information within HRMS as per search needs.

4.1 Organization Management

4.1.1 Country Master

Country Master is a list of different countries that will be used to identify the nationality of an FCI employee both who are domestic or working based on a permanent residency from a list of eligible countries as mentioned in the FCI staff regulation. With country master in place, HRMS admin shall be able to create, update and manage this specific list of countries as per requirements from time to time.

4.1.1.1 Navigation

Left Navigation: Core HR >>Masters >> Organization Management >> Country Master

4.1.1.2 Landing Page

User shall traverse the navigation as mentioned in Section 4.1.1.1 to reach the Country Master Landing Page as shown in Figure 4-1

Figure 4-1: Country Master

User shall be able to perform the following activities from the landing page:

- Click on [Get Results] to apply the available filters.

- Click on [Excel] [PDF] [Print] to export the table records in Excel as per table columns.

- Click on [Search: _____] to enter a search query that shall search the table records.

- Click on [⇕] to sort the table records in ascending order or descending order of entries.

- Click on [Previous | 1 | 2 | Next] to navigate table records

- Click on [Add Country] to add a new country in the table as mentioned in Section 4.1.1.3 – Add Country.

- Click on [✎] to edit an existing country in the table as mentioned in Section 4.1.1.4 – Edit Country.

4.1.1.3 Add Country

Click on [Add Country] to open the Add Country popup as shown in Figure 4-2
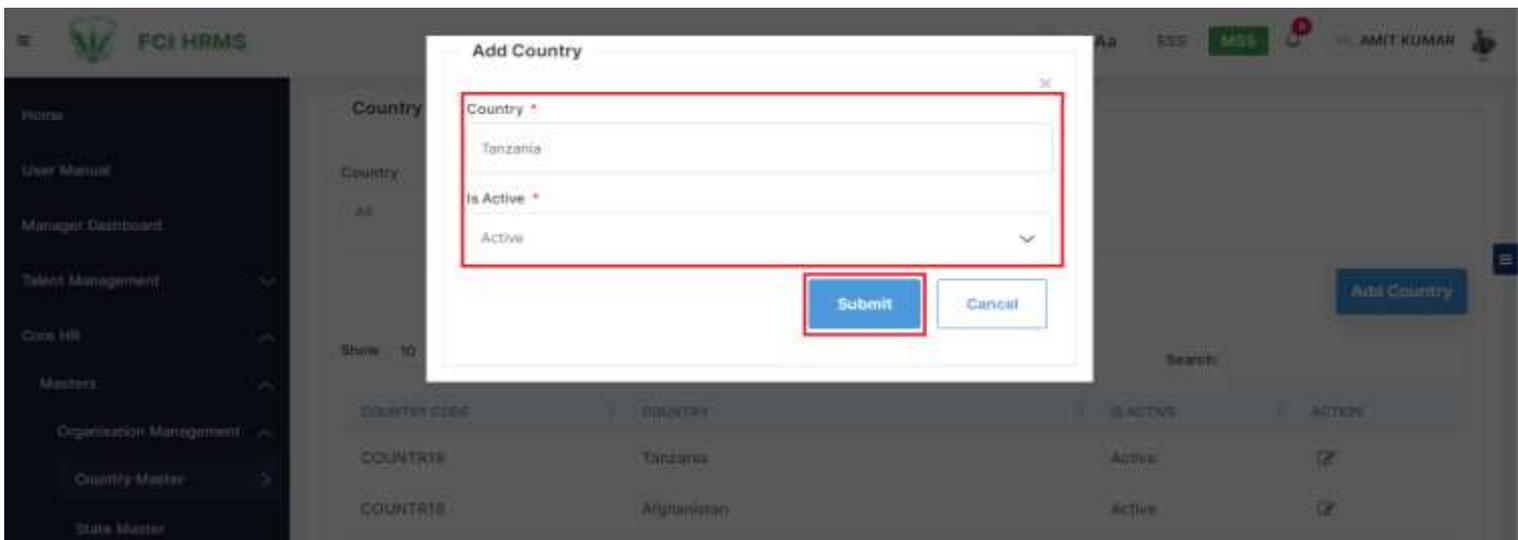
Figure 4-2: Add Country

Enter the details and click on [Submit] such that a success message will be shown in the Country Master Landing Page for addition of a new record in the table as shown in Figure 4-3
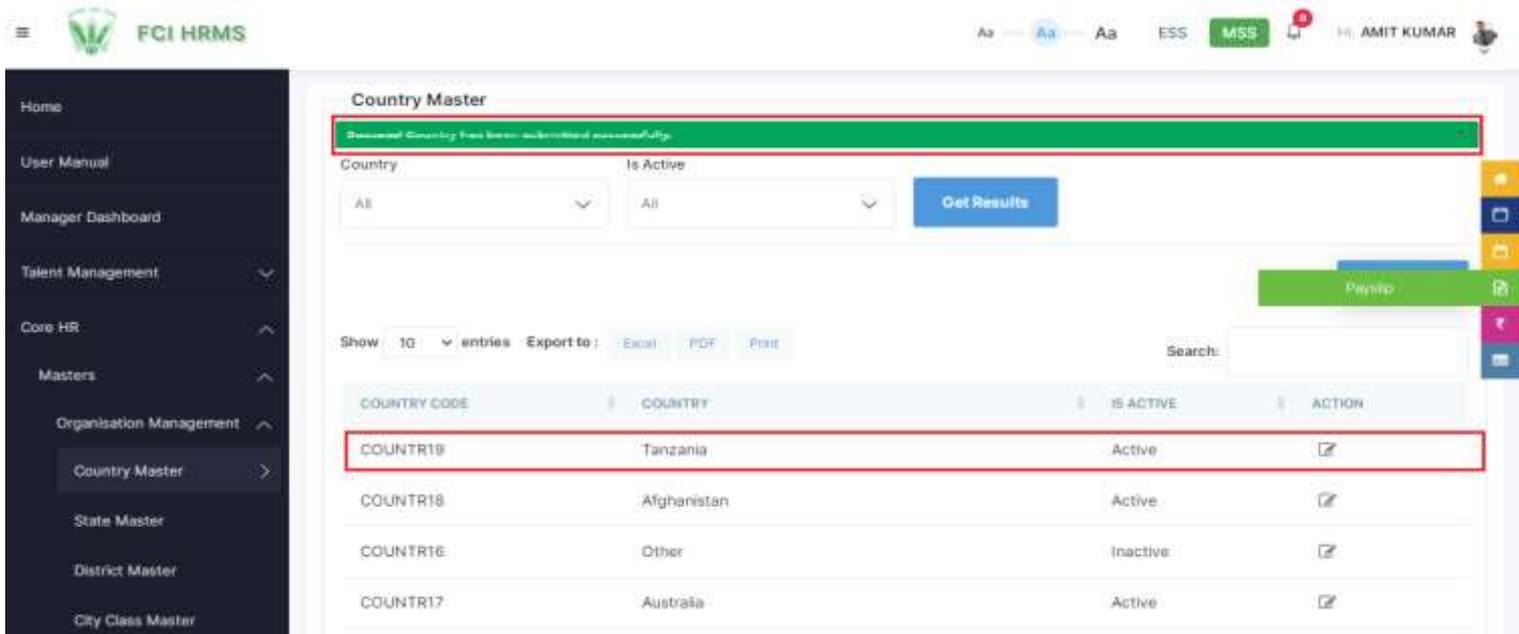
Figure 4-3: New Country Added

4.1.1.4 Edit Country

Click on 📝 to open Edit Country popup as shown in Figure 4-4
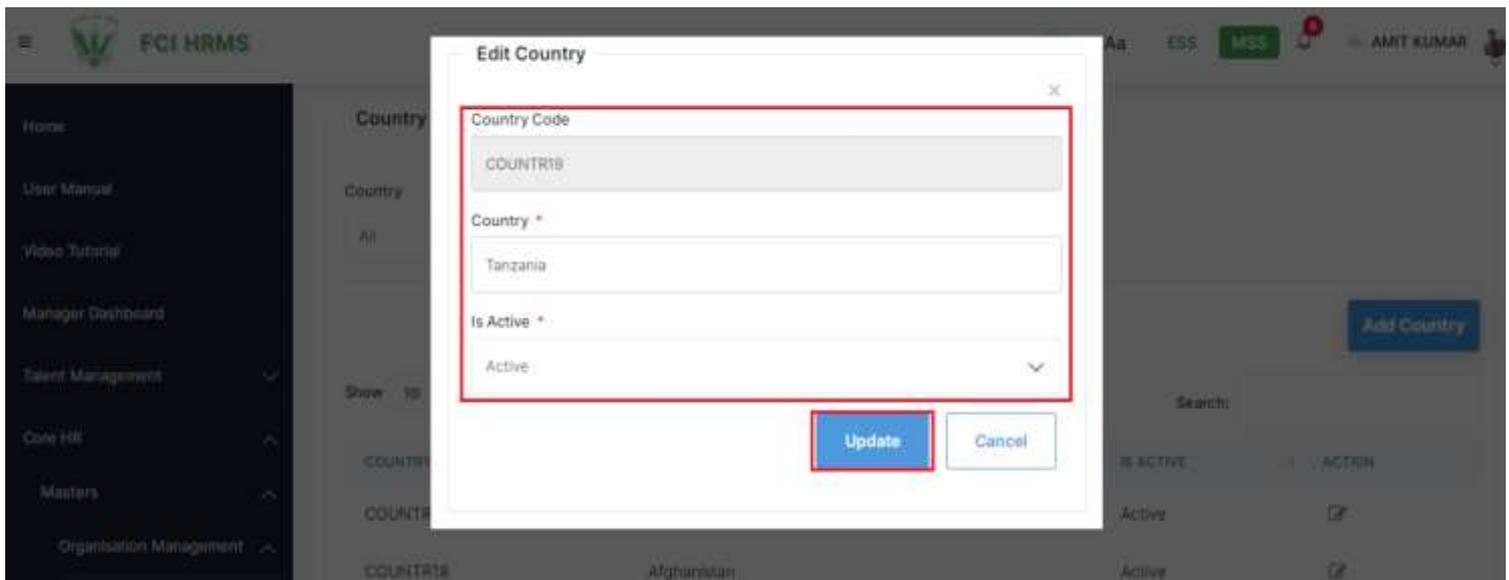
Figure 4-4: Edit Country

Enter the details and click on **Update** such that a success message will be shown in the Country Master Landing Page for updating the existing record in the table as shown in Figure 4-5

Figure 4-5: Existing Country Detail Updated

4.1.2 State Master

State Master is a list of different states within a country that will be used to identify the state from which a FCI employee belongs and serve as an input detail wherever address details are required. State Master shall provide the values for filtering purpose. With state master in place, HRMS admin shall be able to create, update and manage this specific list of states as per requirements from time to time.

4.1.2.1 Navigation

Left Navigation: Core HR >>Masters >> Organization Management >> State Master

4.1.2.2 Landing Page

User shall traverse the navigation as mentioned in Section 4.1.2.1 to reach the State Master Landing Page as shown in Figure 4-6

Figure 4-6: State Master

User shall be able to perform the following activities from the landing page:

- Click on **Get Results** to apply the available filters.

- Click on Excel PDF Print to export the table records in Excel or PDF as per table columns.

- Click on **[Search:]** to enter a search query that shall search the table records.

- Click on **[↕]** to sort the table records in ascending order or descending order of entries.

- Click on **[Previous 1 2 Next]** to navigate table records

- Click on **Add State** to add a new state in the table as mentioned in Section 4.1.2.3 – Add State.

- Click on **[✎]** to edit an existing state in the table as mentioned in Section 4.1.2.4 – Edit State.

4.1.2.3 Add State

Click on **Add State** to open the Add State popup as shown in Figure 4-7
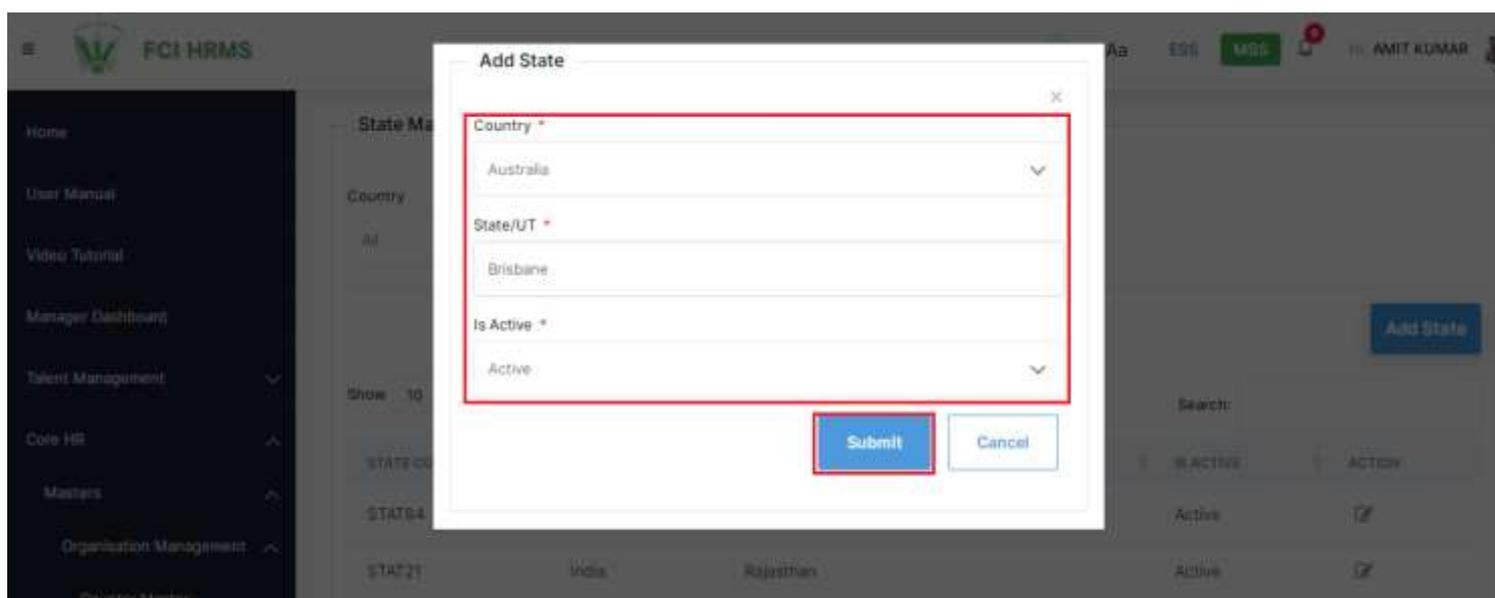
Figure 4-7: Add State

Enter the details and click on **Submit** such that a success message will be shown in the State Master Landing Page for addition of a new record in the table as shown in Figure 4-8
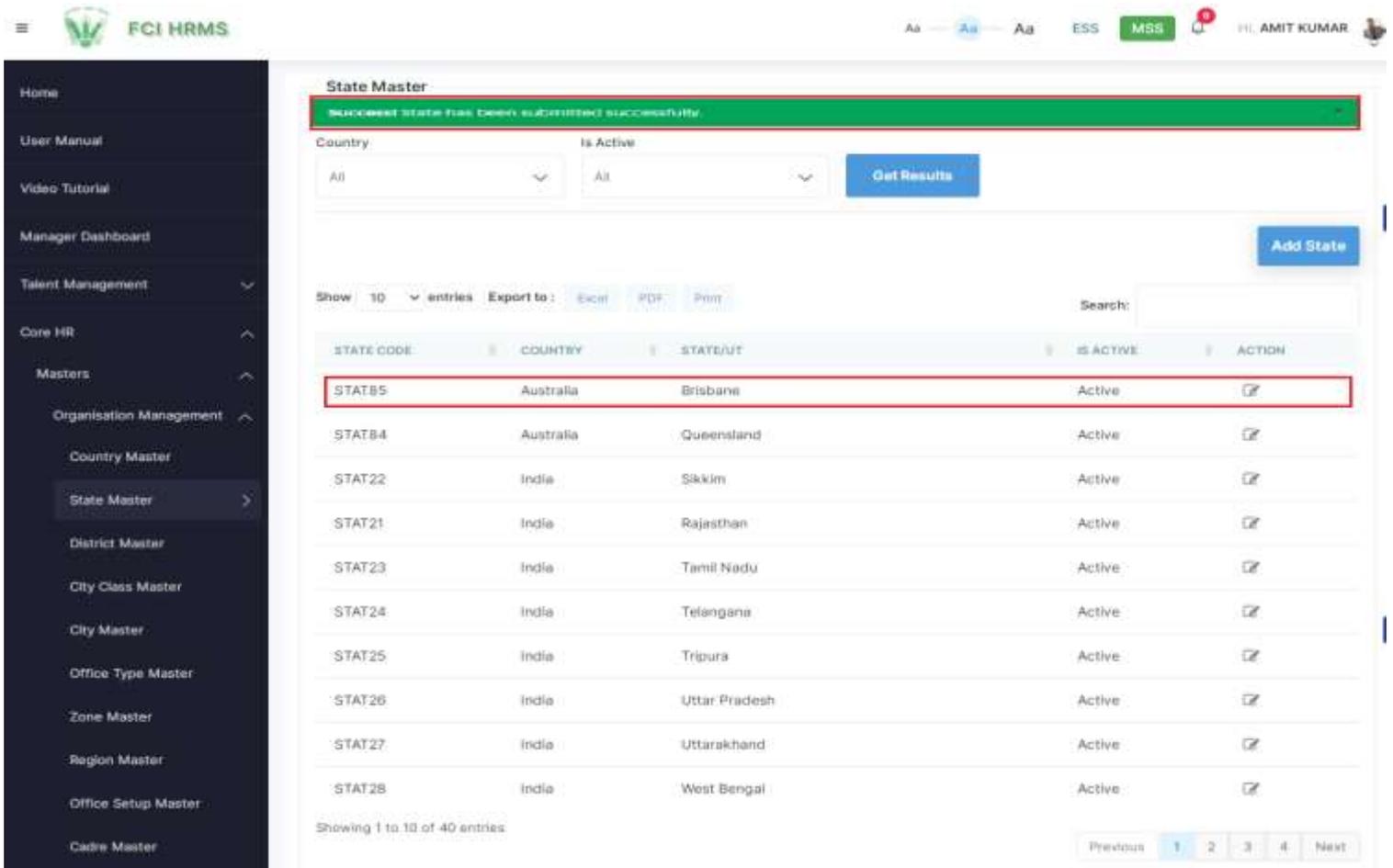
Figure 4-8: New State Added

4.1.2.4 Edit State

Click on ✎ to open Edit State popup as shown in Figure 4-9

Figure 4-9: Edit State

Enter the details and click on **Update** such that a success message will be shown in the State Master Landing Page for updating the existing record in the table as shown in Figure 4-10

Figure 4-10: Existing State Detail Updated

4.1.3 District Master

District Master is a list of different districts within a state of a country that will be used to identify the district from which a FCI employee belongs and serve as an input detail wherever address details are required. District Master shall provide the values for filtering purpose. With district master in place, HRMS admin shall be able to create, update and manage this specific list of districts as per requirements from time to time.

4.1.3.1 Navigation

Left Navigation: Core HR >>Masters >> Organization Management >> District Master

4.1.3.2 Landing Page

User shall traverse the navigation as mentioned in Section 4.1.3.1 to reach the District Master Landing Page as shown in Figure 4-11.

Figure 4-11: District Master

User shall be able to perform the following activities from the landing page:

- Click on **Get Results** to apply the available filters.

- Click on Excel PDF Print to export the table records in Excel as per table columns.

- Click on Search: to enter a search query that shall search the table records.

- Click on to sort the table records in ascending order or descending order of entries.

- Click on Previous 1 2 Next to navigate table records

- Click on **Add District** to add a new district in the table as mentioned in Section 4.1.3.3 – Add District

- Click on to edit an existing district in the table as mentioned in Section 4.1.3.4 – Edit District.

4.1.3.3 Add District

Click on **Add District** to open the Add District popup as shown in Figure 4-12
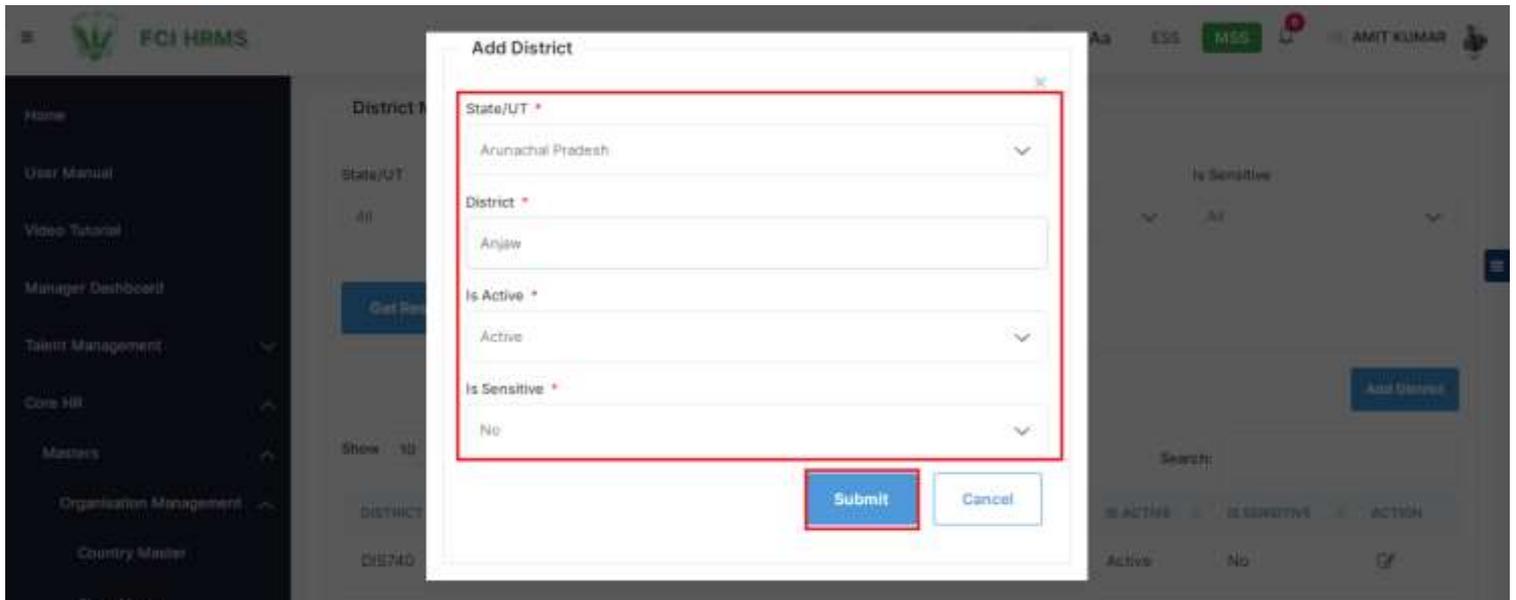
Figure 4-12: Add District

Enter the details and click on **Submit** such that a success message will be shown in the District Master Landing Page for addition of a new record in the table as shown in Figure 4-13

Figure 4-13: New District Added

4.1.3.4 Edit District

Click on ☑ to open Edit District popup as shown in Figure 4-14
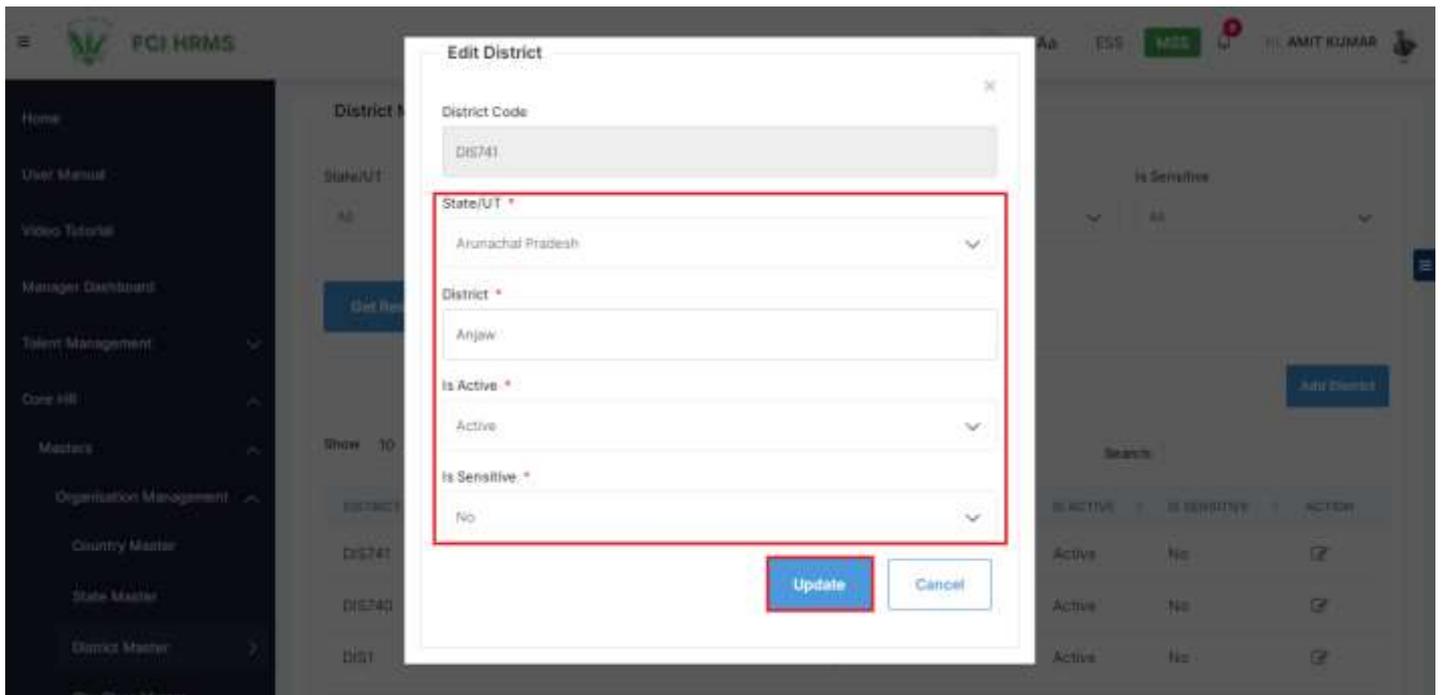
Figure 4-14: Edit District

Enter the details and click on **Update** such that a success message will be shown in the District Master Landing Page for updating the existing record in the table as shown in Figure 4-15

Figure 4-15: Existing District Updated

4.1.4 City Class Master

City Class Master is a list of classification types for cities based on the population. This classification is used to define the HRA rate as each city depending on its city class has a different HRA rate that is used in salary processing.

4.1.4.1 Navigation

Left Navigation: Core HR >>Masters >> Organization Management >> City Class Master

4.1.4.2 Landing Page

User shall traverse the navigation as mentioned in Section 4.1.4.1 to reach the City Class Master Landing Page as shown in Figure 4-16

Figure 4-16: City Class Master

User shall be able to perform the following activities from the landing page:

- Click on **Get Results** to apply the available filters.

- Click on Excel PDF Print to export the table records in Excel as per table columns.

- Click on Search: to enter a search query that shall search the table records.

- Click on [⇅] to sort the table records in ascending order or descending order of entries.

- Click on Previous 1 Next to navigate table records

- Click on **Add City Class** to add a new city class in the table as mentioned in Section 4.1.4.3 – Add City Class

- Click on ☑ to edit an existing city class in the table as mentioned in Section 4.1.4.4 – Edit City Class

4.1.4.3 Add City Class

Click on to **Add City Class** open the Add City Class popup as shown in Figure 4-17
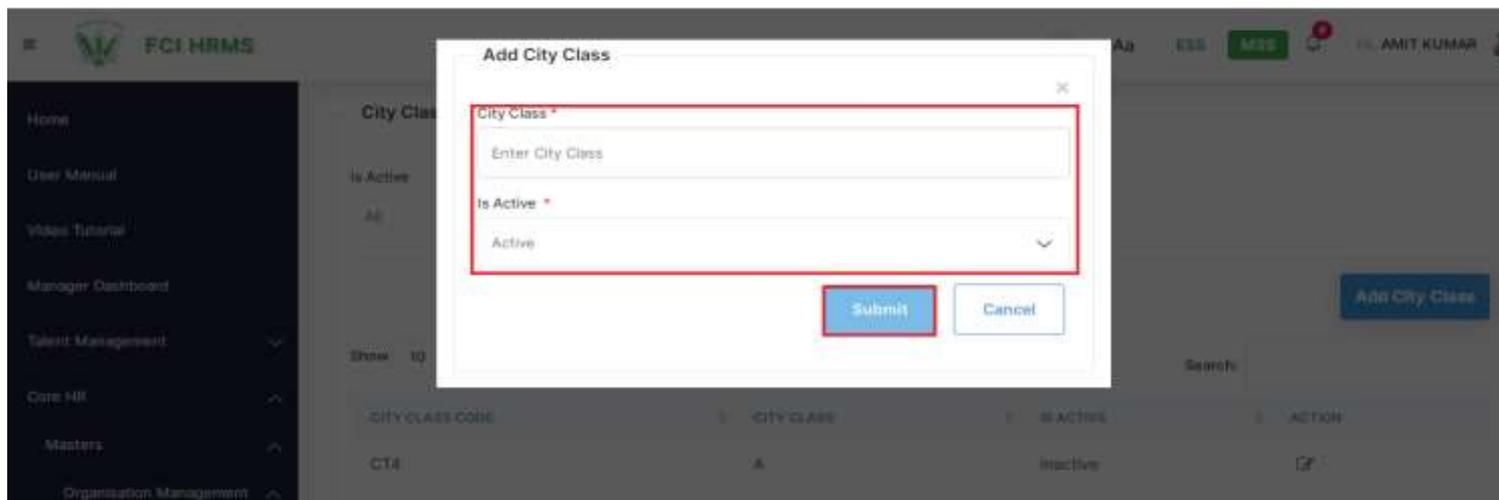
Figure 4-17: Add City Class

Enter the details and click on **Submit** such that a success message will be shown in the City Class Master Landing Page for addition of a new record in the table as shown in Figure 4-18
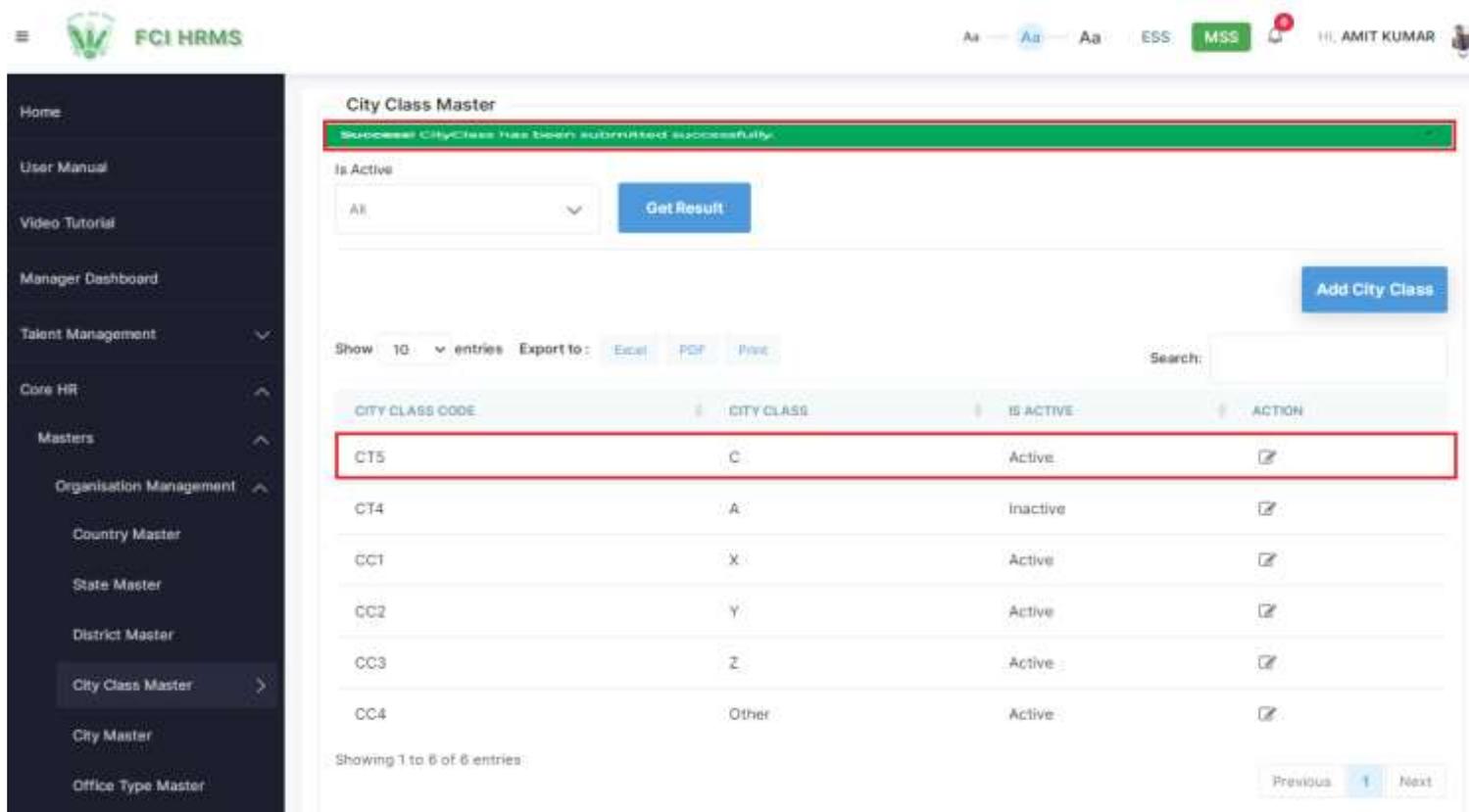
Figure 4-18: New City Class Added

4.1.4.4 Edit City Class

Click on ☑ to open Edit City Class popup as shown in Figure 4-19
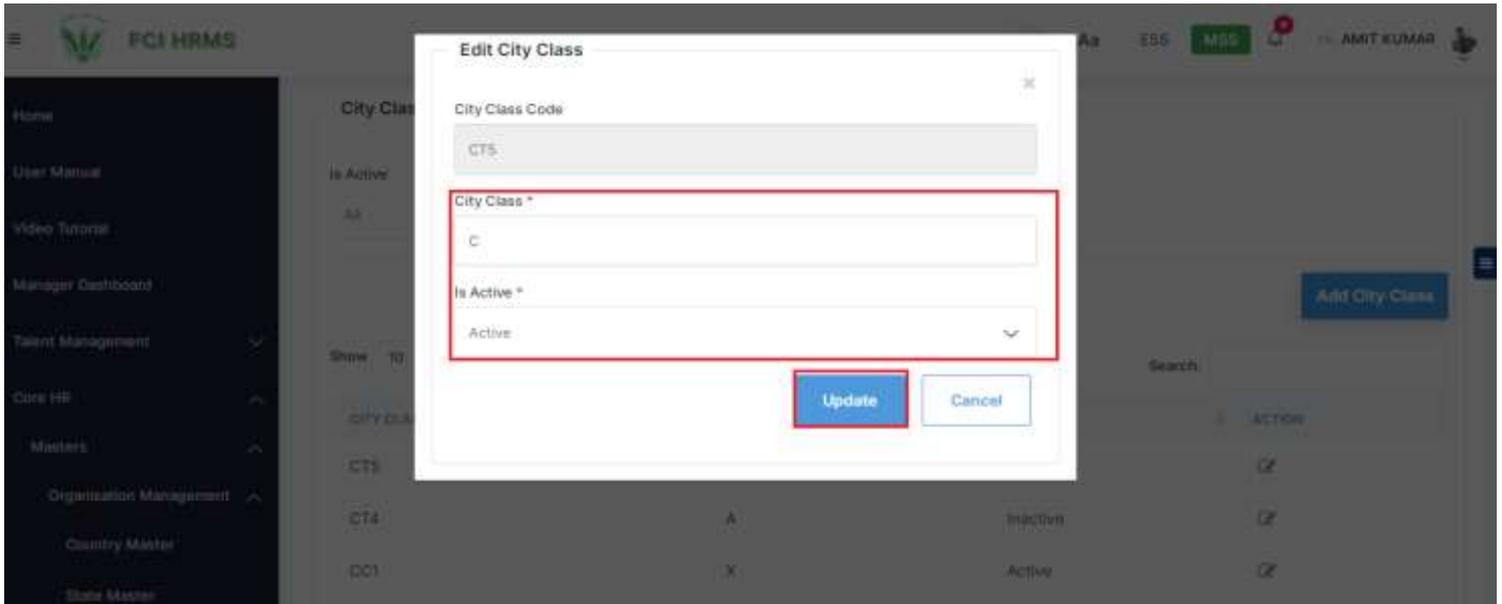
Figure 4-19: Edit City Class

Enter the details and click on **Update** such that a success message will be shown in the City Class Master Landing Page for updating the existing record in the table as shown in Figure 4-20
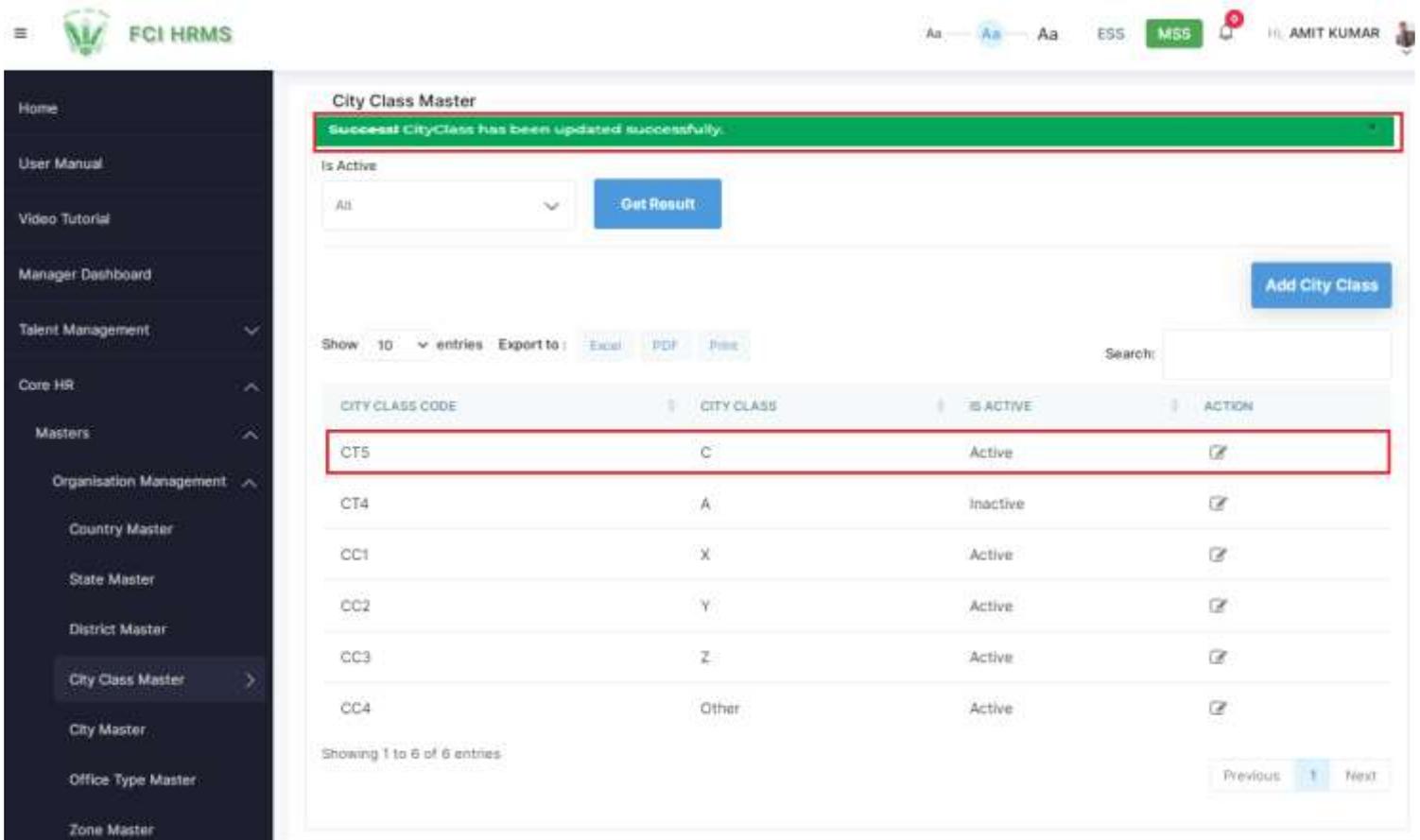
Figure 4-20: Existing City Class Updated

4.1.5 City Master

City Master is a list of different cities within districts of various states in a country that will be used to identify the city from which a FCI employee belongs and serve as an input detail wherever address details are required. City Master shall provide the values for filtering purpose. With city master in place, HRMS admin shall be able to create, update and manage this specific list of cities as per requirements from time to time.

4.1.5.1 Navigation

Left Navigation: Core HR >>Masters >> Organization Management >> City Master

4.1.5.2 Landing Page

User shall traverse the navigation as mentioned in Section 4.1.5.1 to reach the City Master Landing Page as shown in Figure 4-21

Figure 4-21: City Master

User shall be able to perform the following activities from the landing page:

- Click on **Get Results** to apply the available filters.

- Click on   Excel PDF Print   to export the table records in Excel as per table columns.

- Click on Search: [____] to enter a search query that shall search the table records.

- Click on [⇅] to sort the table records in ascending order or descending order of entries.

- Click on Previous 1 Next to navigate table records

- Click on **Add City** to add a new city in the table as mentioned in Section 4.1.5.3 – Add City

- Click on [✎] to edit an existing city class in the table as mentioned in Section 4.1.5.4 – Edit City

4.1.5.3 Add City

Click on **Add City** to open the Add City Class popup as shown in Figure 4-22
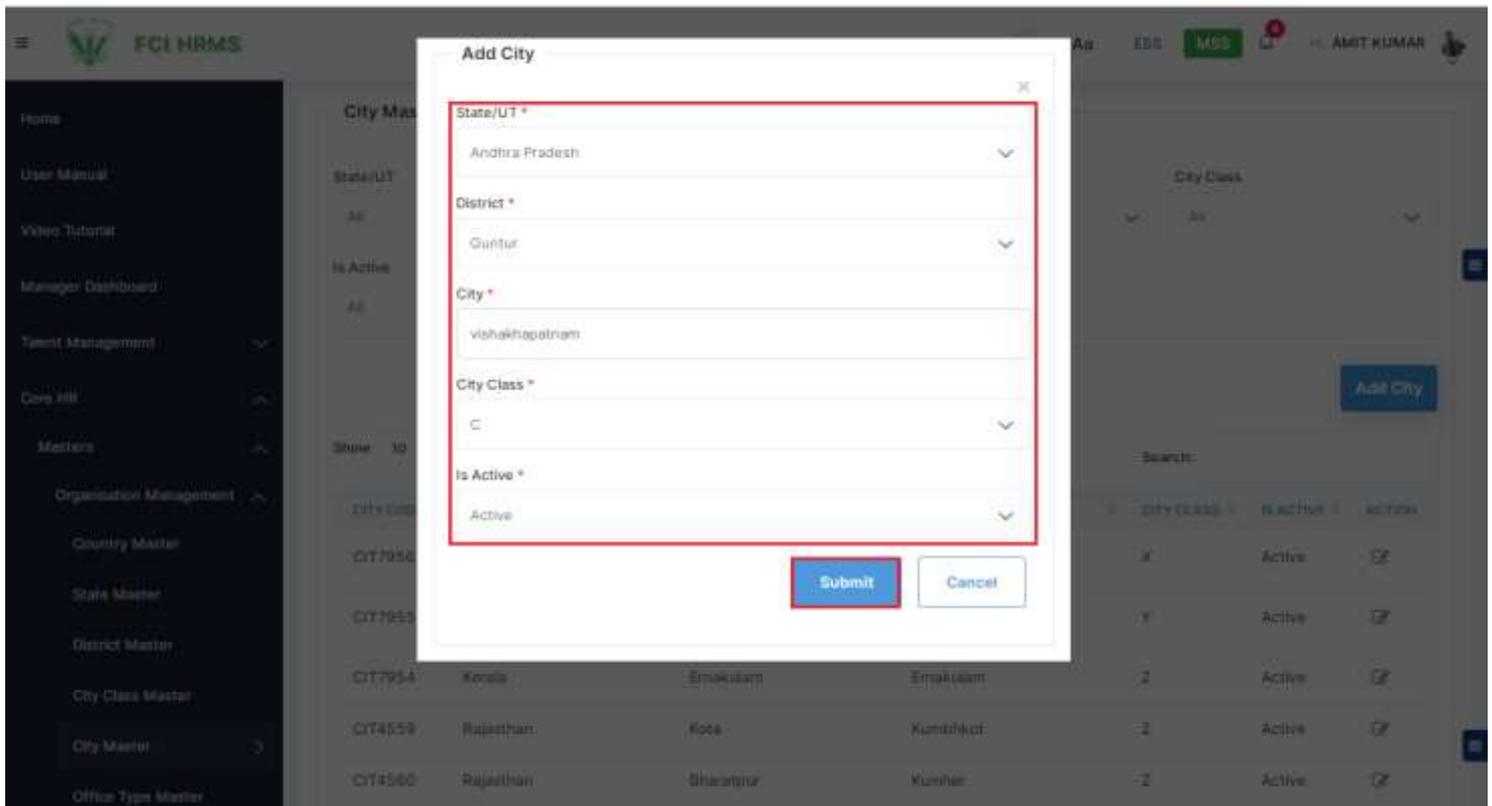
Figure 4-22: Add City

Enter the details and click on **Submit** such that a success message will be shown in the City Master Landing Page for addition of a new record in the table as shown in Figure 4-23

Figure 4-23: New City Added

4.1.5.4 Edit City

Click on 📝 to open Edit City popup as shown in Figure 4-24
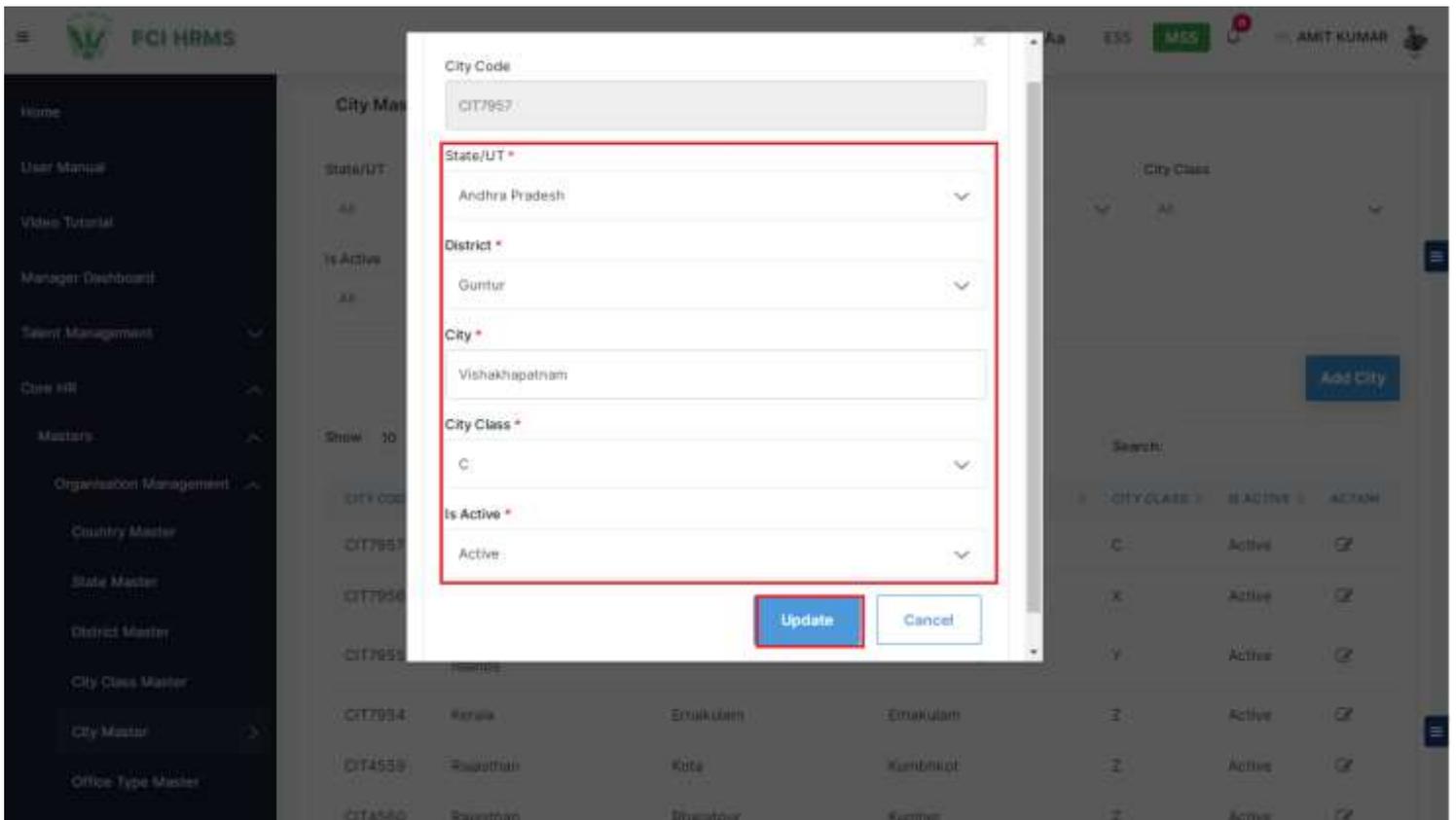
Figure 4-24: Edit City

Enter the details and click on **Update** such that a success message will be shown in the City Master Landing Page for updating the existing record in the table as shown in Figure 4-25

Figure 4-25: Existing City Updated

4.1.6 Zone Master

Zone Master is a list of different zones where each zone reflects a collection of regions where FCI offices are operational. The zone master shall be used to create and update zones for the reporting FCI offices within that zone and thus shall provide the values for filtering purpose.

4.1.6.1 Navigation

Left Navigation: Core HR >>Masters >> Organization Management >> Zone Master

4.1.6.2 Landing Page

User shall traverse the navigation as mentioned in Section 4.1.6.1 to reach the Zone Master Landing Page as shown in Figure 4-26

Figure 4-26: Zone Master

User shall be able to perform the following activities from the landing page:

- Click on **Get Results** to apply the available filters.

- Click on **Excel** **PDF** **Print** to export the table records in Excel as per table columns.

- Click on **Search:** to enter a search query that shall search the table records.

- Click on ⬍ to sort the table records in ascending order or descending order of entries.

- Click on **Previous** **1** **Next** to navigate table records

- Click on **Add Zone** to add a new zone in the table as mentioned in Section 4.1.6.3 – Add Zone

- Click on ✎ to edit an existing city class in the table as mentioned in Section 4.1.6.4 – Edit Zone

4.1.6.3 Add Zone

Click onto **Add Zone** open the Add Zone popup as shown in Figure 4-27
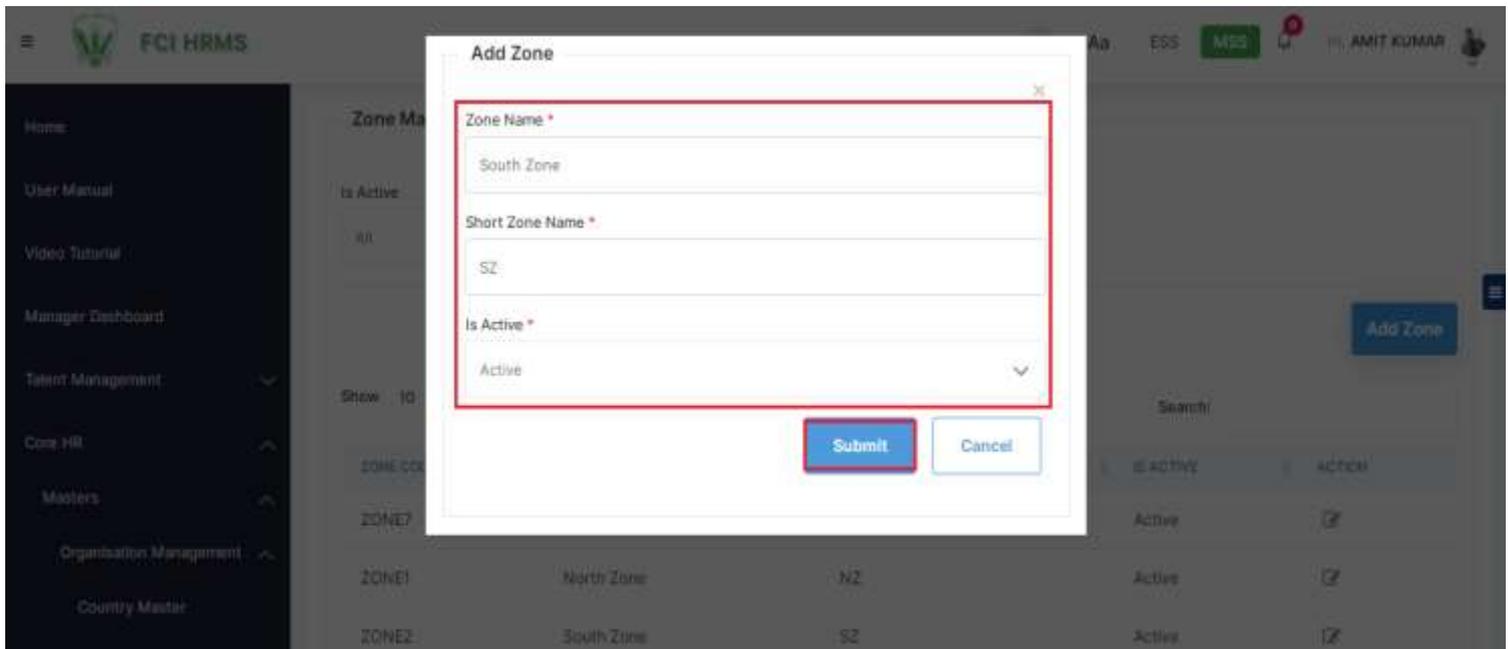
Figure 4-27: Add Zone

Enter the details and click on **Submit** such that a success message will be shown in the Zone Master Landing Page for addition of a new record in the table as shown in Figure 4-28
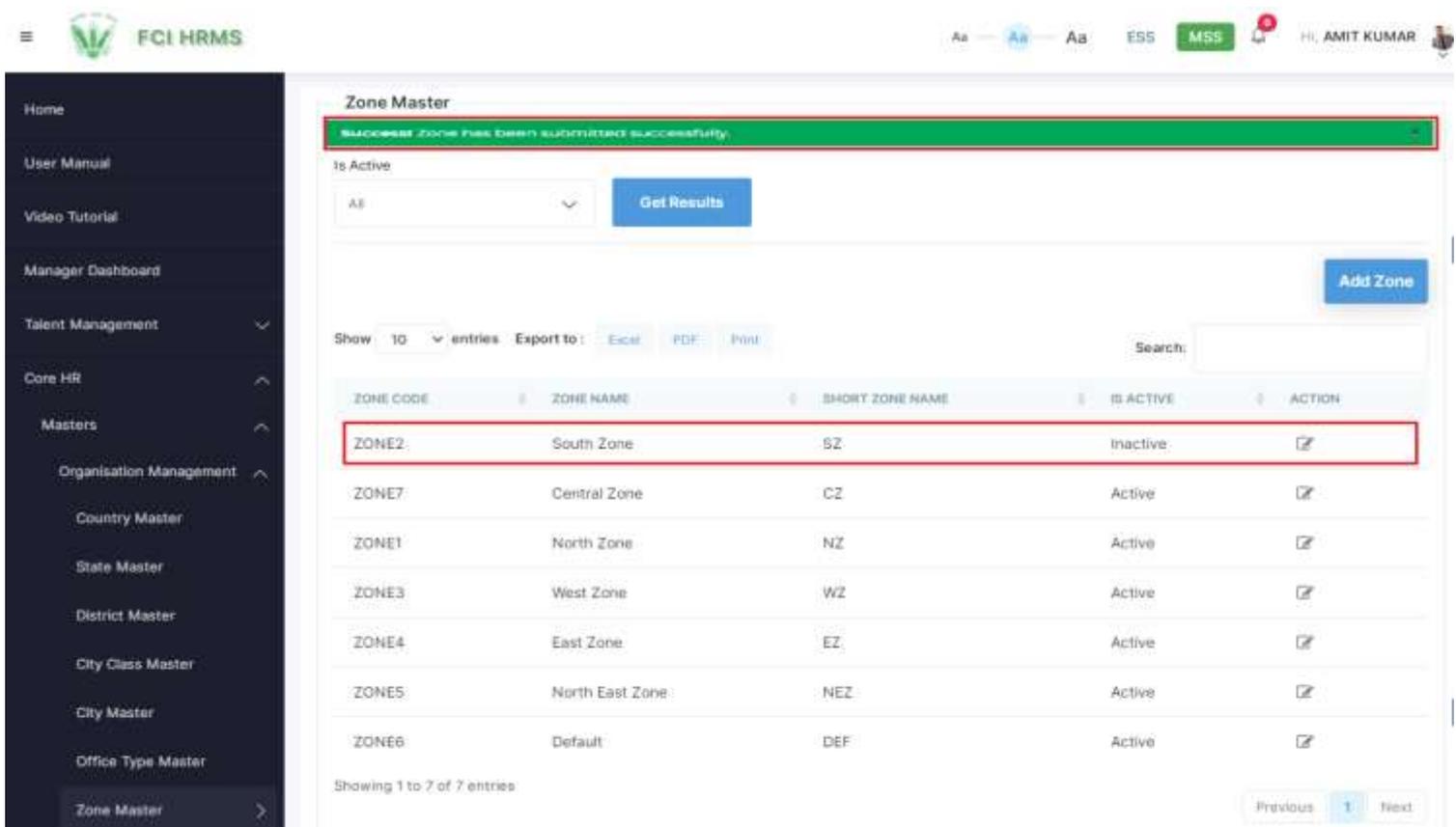
Figure 4-28: New Zone Added

4.1.6.4 Edit Zone

Click on ✏ to open Edit Zone popup as shown in Figure 4-29
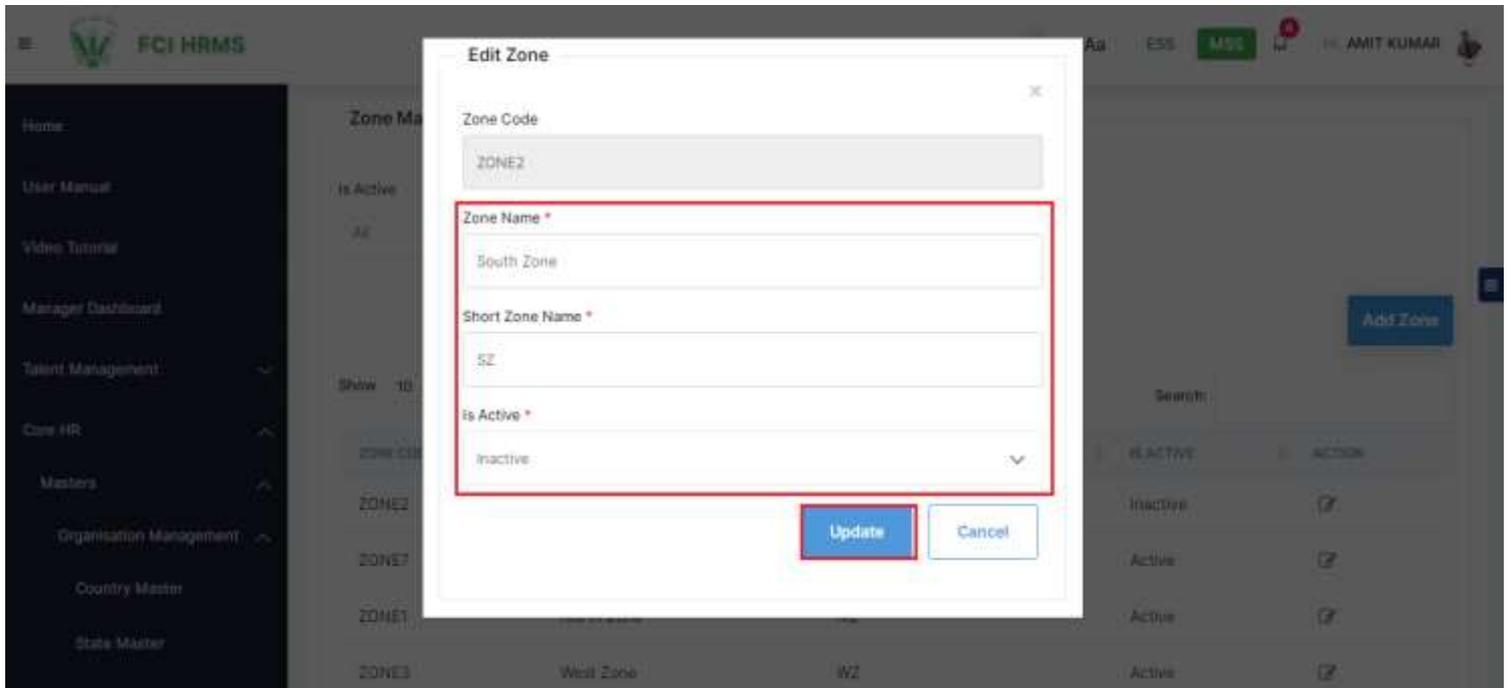
Figure 4-29: Edit Zone

Enter the details and click on **Update** such that a success message will be shown in the Zone Master Landing Page for updating the existing record in the table as shown in Figure 4-30

Figure 4-30: Existing Zone Updated

4.1.7 Region Master

Region Master is a list of different regions within a zone. The region master shall be used to create and update regions for the reporting FCI offices within that region and thus shall provide the values for filtering purpose.

4.1.7.1 Navigation

Left Navigation: Core HR >>Masters >> Organization Management >> Region Master

4.1.7.2 Landing Page

User shall traverse the navigation as mentioned in Section 4.1.7.1 to reach the Region Master Landing Page as shown in Figure 4-31

Figure 4-31: Region Master

User shall be able to perform the following activities from the landing page:

- Click on **Get Results** to apply the available filters.

- Click on **Excel PDF Print** to export the table records in Excel as per table columns.

- Click on **Search:** to enter a search query that shall search the table records.

- Click on to sort the table records in ascending order or descending order of entries.

- Click on **Previous 1 2 3 Next** to navigate table records

- Click on **Add Region** to add a new region in the table as mentioned in Section 4.1.7.3 – Add Region

- Click on ☑ to edit an existing city class in the table as mentioned in Section 4.1.7.4 – Edit Region

4.1.7.3 Add Region

Click onto **Add Region** open the Add Region popup as shown in Figure 4-32
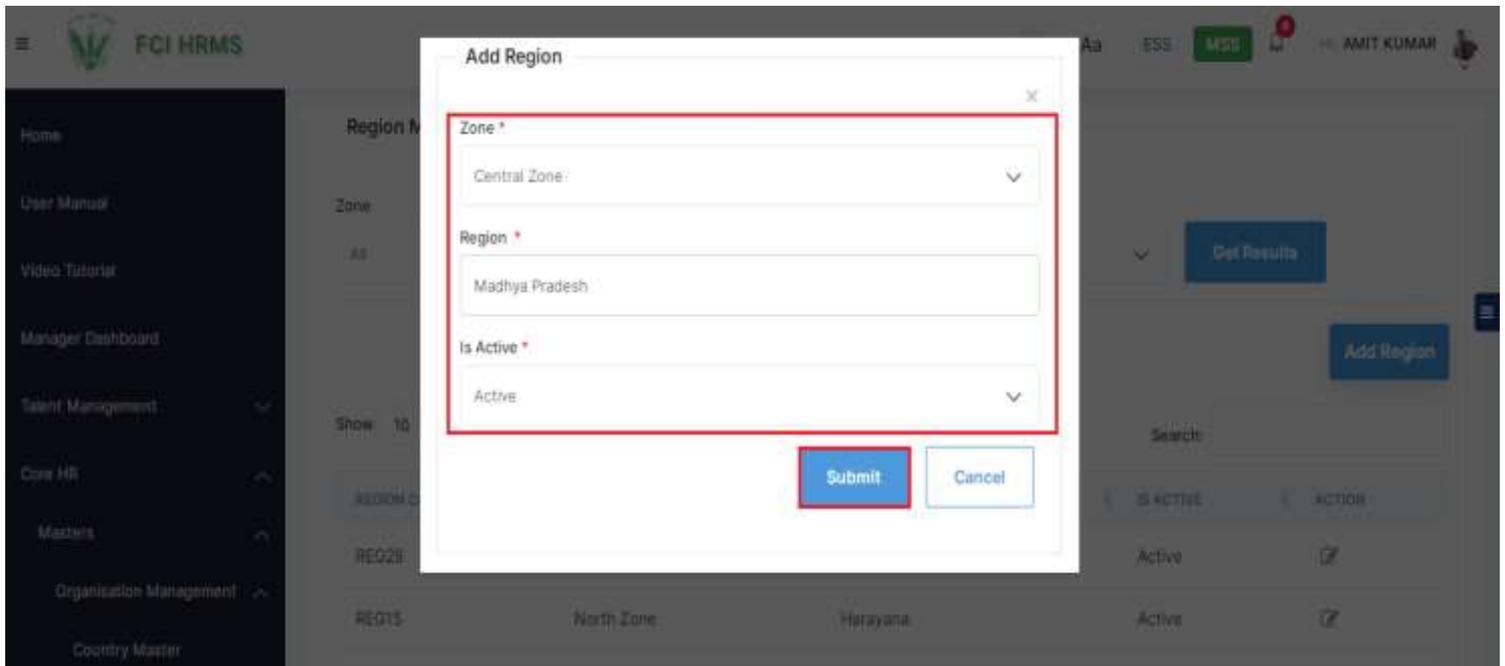
Figure 4-32: Add Region

Enter the details and click on **Submit** such that a success message will be shown in the Region Master Landing Page for addition of a new record in the table as shown in Figure 4-33

Figure 4-33: New Region Added

4.1.7.4 Edit Region

Click on ☑ to open Edit Region popup as shown in Figure 4-34

Figure 4-34: Edit Region

Enter the details and click on **Update** such that a success message will be shown in the Region Master Landing Page for updating the existing record in the table as shown in Figure 4-35

4.1.8 Office Type Master

Office Type Master contains a list of shorthand notations to categorize FCI offices as a headquarter (HQ), IFS, zonal offices (ZO), regional offices (RO) and Divisional Offices (DO). The office type master shall be used to provide values for filtering purpose.

4.1.8.1 Navigation

Left Navigation: Core HR >>Masters >> Organization Management >> Office Type Master

4.1.8.2 Landing Page

User shall traverse the navigation as mentioned in Section 4.1.8.1 to reach the Office Type Master Landing Page as shown in Figure 4-35

Figure 4-35: Office Type Master

User shall be able to perform the following activities from the landing page:

- Click on **Get Results** to apply the available filters.

- Click on Excel PDF Print to export the table records in Excel as per table columns.

- Click on Search: [____] to enter a search query that shall search the table records.

- Click on ⬍ to sort the table records in ascending order or descending order of entries.

- Click on Previous 1 2 3 4 5 ... 20 Next to navigate table records

- Click on **Add Office Type** to add a new Office Type in the table as mentioned in Section 4.1.8.3 – Add Office Type

- Click on 🖉 to edit an existing Office Type in the table as mentioned in Section 4.1.8.4 – Edit Office Type

4.1.8.3 Add Office Type

Click onto **Add Office Type** open the Add Office Type popup as shown in Figure 4-36
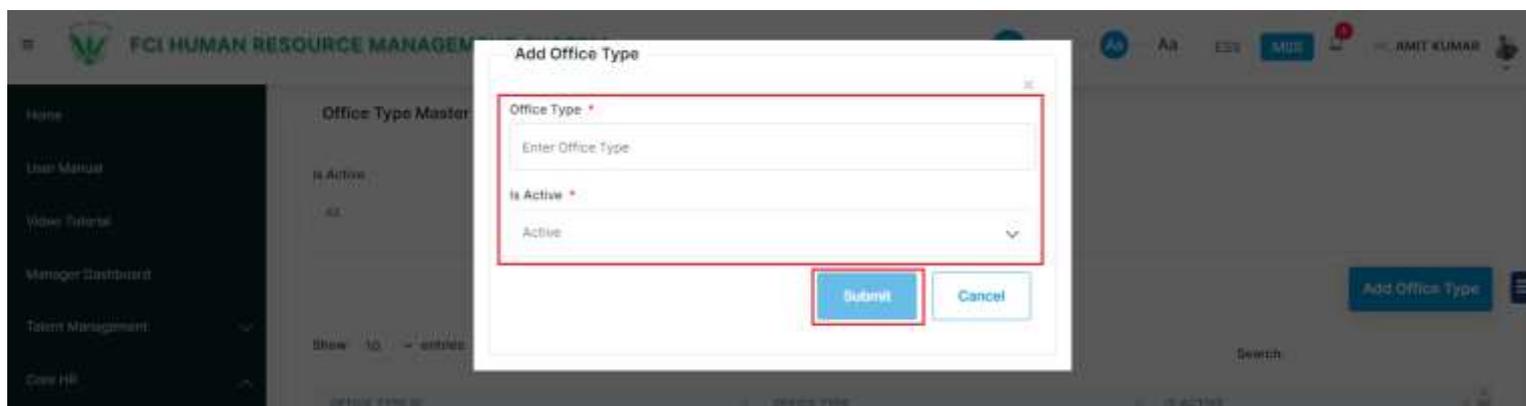
Figure 4-36: Add Office Type

Enter the details and click on **Submit** such that a success message will be shown in the Office Type Master Landing Page for addition of a new record in the table as shown in Figure 4-37
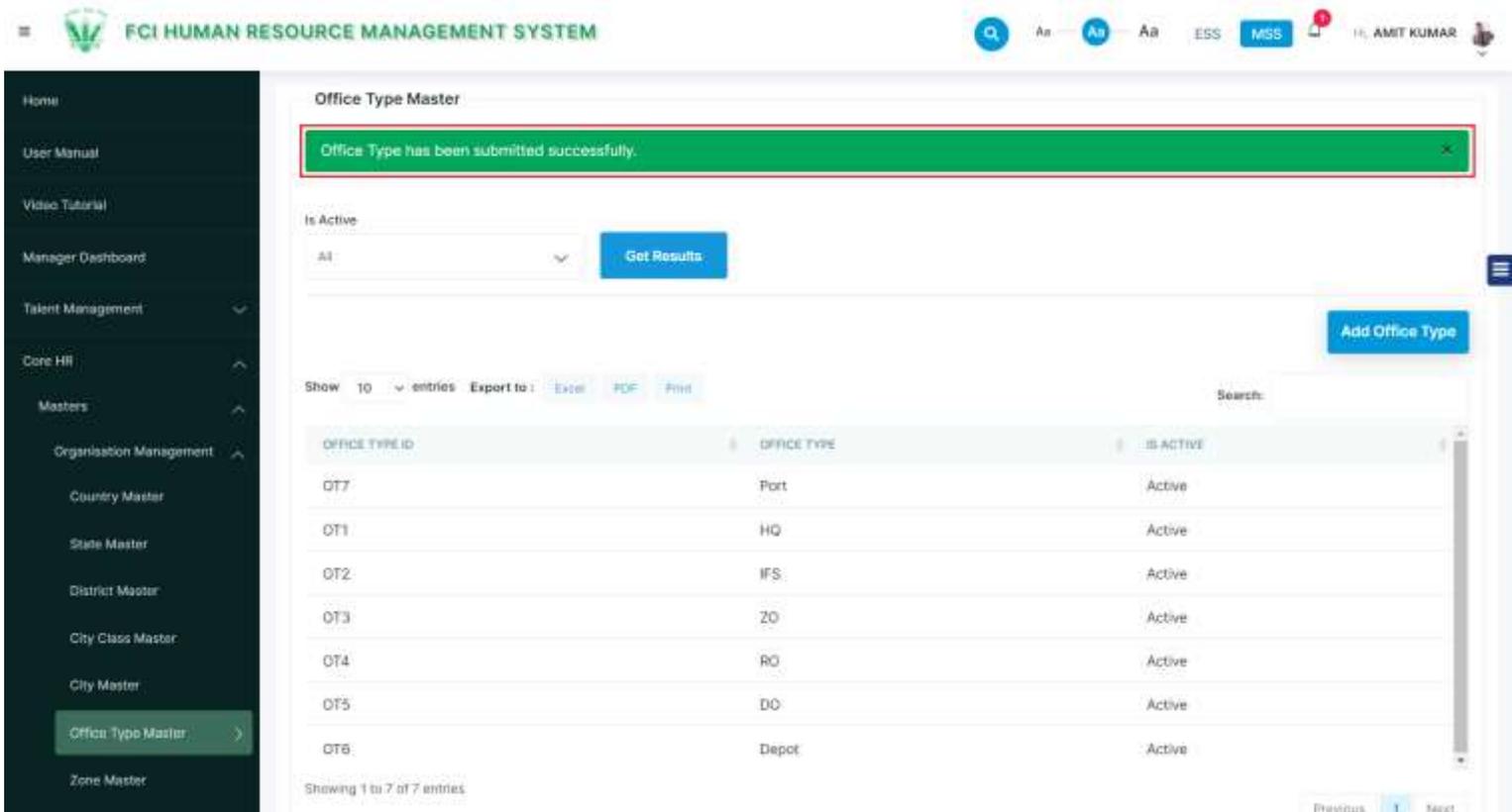
Figure 4-37: Office Type Master

4.1.8.4 Edit Office Type

Click on ✏ to open Edit Office Type popup as shown in Figure 4-38
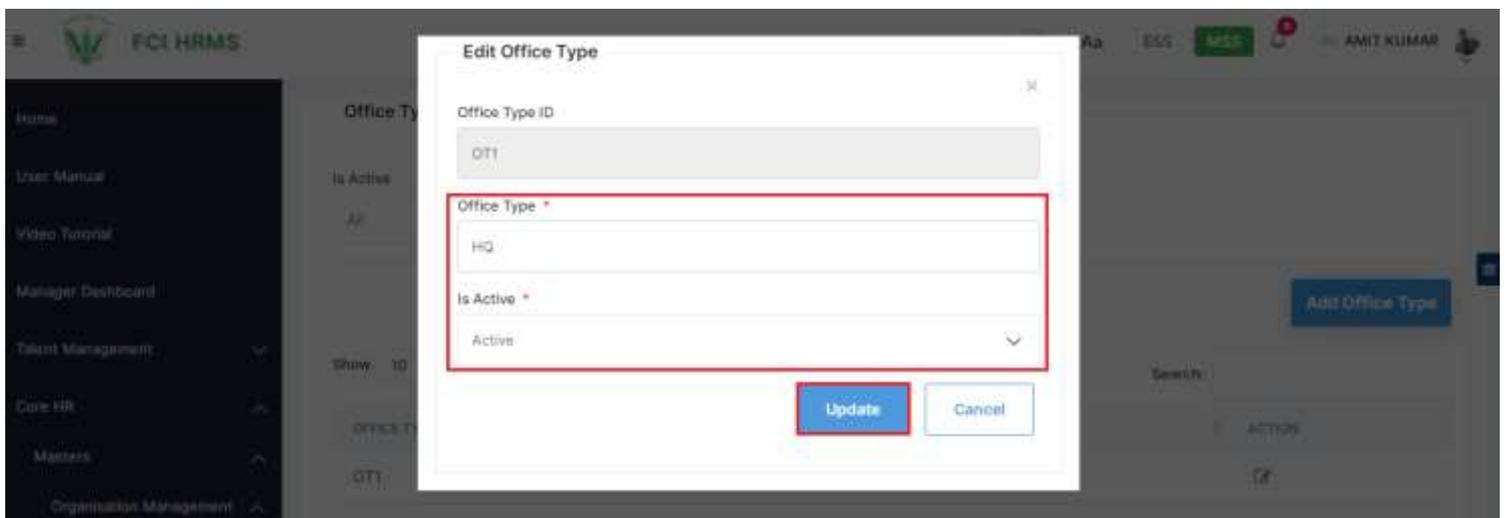
Figure 4-38: Edit Office Type

Enter the details and click on **Update** such that a success message will be shown in the Office Type Master Landing Page for updating the existing record in the table as shown in Figure 4-39
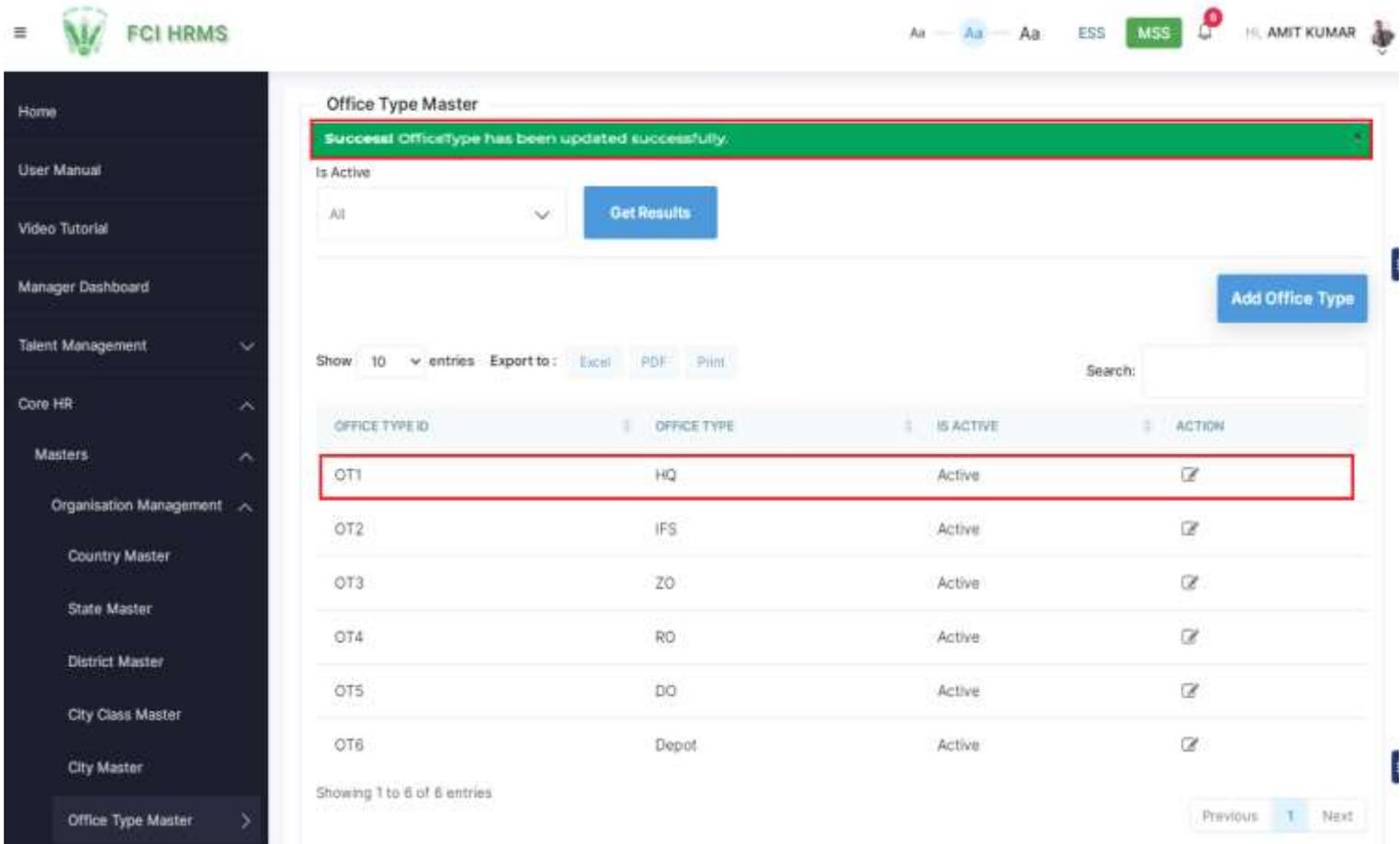
Figure 4-39: Existing Office Type Updated

4.1.9 Office Setup Master

Office Setup Master contains a list of FCI offices spread across different zones and regions as bifurcated by FCI work operations. The purpose of Office Setup Master is to allow the User to ensure that certain offices can be marked as difficult station and a provision to maintain the reporting structure among offices is also provided which can render the organization structure.

4.1.9.1 Navigation

Left Navigation: Core HR >>Masters >> Organization Management >> Office Setup Master

4.1.9.2 SLA

1 Day

4.1.9.3 Landing Page

User shall traverse the navigation as mentioned in Section 4.1.9.1 to reach the Office Setup Master Landing Page as shown in Figure 4-40

Figure 4-40: Office Setup Master

User shall be able to perform the following activities from the landing page:

- Click on **Get Results** to apply the available filters.

- Click on **Excel PDF Print** to export the table records in Excel as per table columns.

- Click on **Search:** [   ] to enter a search query that shall search the table records.

- Click on ⬍ to sort the table records in ascending order or descending order of entries.

- Click on Status, to open the action history in a popup that describes the approval routing of the entire transaction

- Click on | Previous | 1 | 2 | 3 | 4 | 5 | ... | 20 | Next | to navigate table records
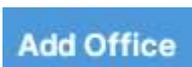
- Click on **Add Office** to add a new office in the table as mentioned in Section 4.1.9.4– Add Office Detail

- Click on ✎ to edit an existing office in the table as mentioned in Section 4.1.9.5 – Edit Office Detail

- Click on 👁 to view an existing office details in the table as mentioned in Section 4.1.9.6 – View Office Detail

4.1.9.4 Add Office Details
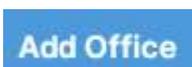
Click onto **Add Office** open the add a new office form as shown in Figure 4-41

Figure 4-41: Add Office Detail

Please ensure the following before creating a new office:

- ✓ State Master is updated,
- ✓ District Master is updated,
- ✓ City Class Master is updated,
- ✓ City Master is updated,
- ✓ Zone Master is updated,
- ✓ Region Master is updated and,
- ✓ Office Type Master is updated,

Enter the details and click on **Submit** such that a success message will be shown in the Office Setup Master Landing Page for addition of a new record in the table as shown in Figure 4-42.

Figure 4-42: New Office Added

4.1.9.5 Edit Office Detail

Note – A request which was approved previously can be updated if details are updated for the same office. The updates shall also go for approval process.

Click on to open Edit Office detail form as shown in Figure 4-43

Figure 4-43: Edit Office Detail

Enter the details and click on **Update** such that a success message will be shown in the Office Setup Master Landing Page for updating the existing record in the table based on self-approval as shown in Figure 4-44

Figure 4-44: Existing Office Detail Updated for Approval

4.1.9.6 Office Setup - View

Click on 👁 to open View Office detail form as shown in Figure 4-45. Further the User can:

- Click on **View Action History** to open the Action History which reflect the approval routing for the specific transaction.

- Click on **Back** to navigate to Office Setup Landing page.
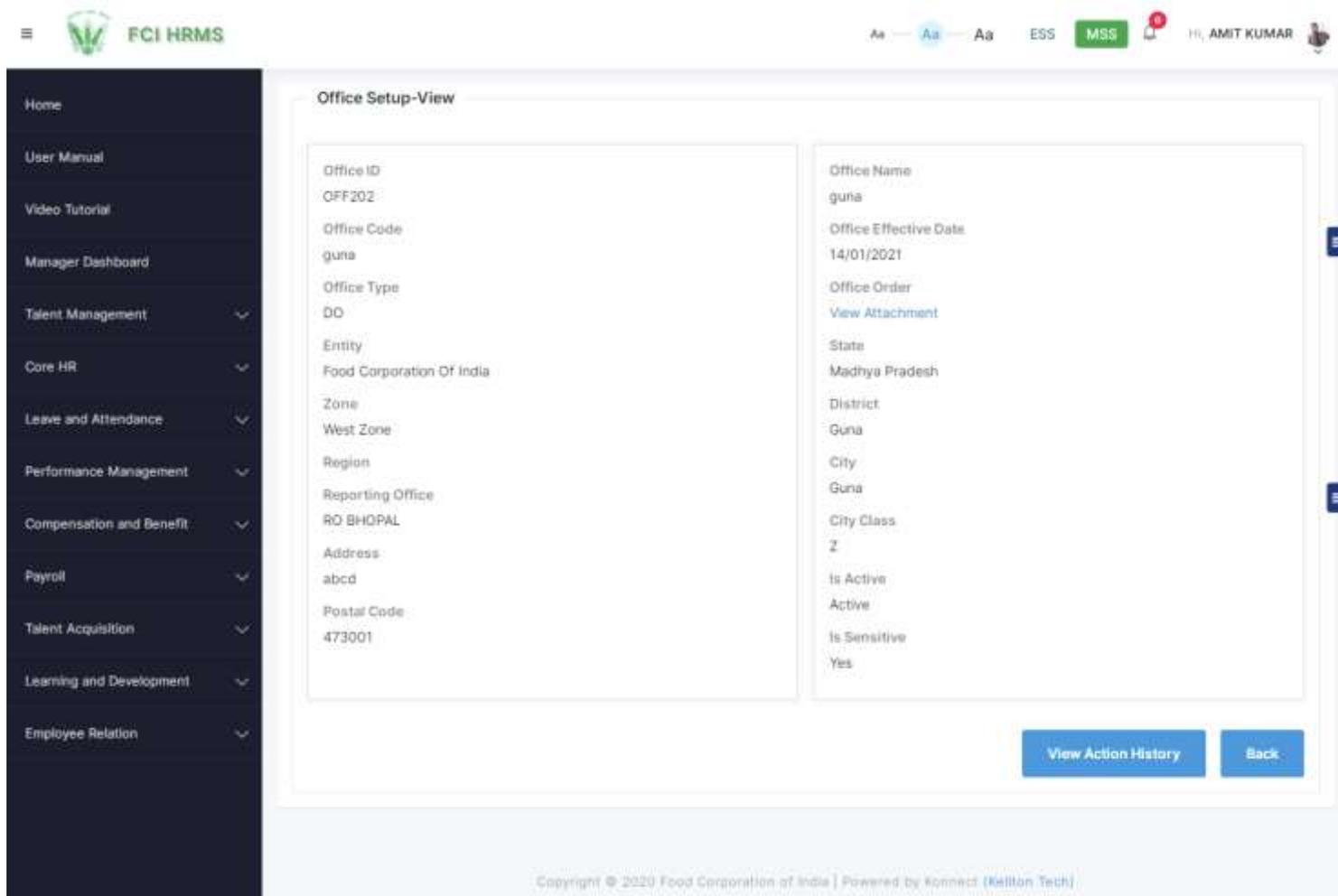
Figure 4-45: Office Setup - View

4.1.10 Division Master

Division Master will contain a list of all divisions as per different FCI offices which will allow the User to keep track, filter, search and manage different divisions with a provision to nominate a head of department based on different FCI offices.

4.1.10.1 Navigation

Left Navigation: Core HR >>Masters >> Organization Management >> Division Master

4.1.10.2 SLA

1 Day

4.1.10.3 Landing Page

User shall traverse the navigation as mentioned in Section 4.1.10.1 to reach the Division Master Landing Page as shown in Figure 4-46

Figure 4-46: Division Master

User shall be able to perform the following activities from the landing page:

- Click on **Get Results** to apply the available filters.

- Click on Excel PDF Print to export the table records in Excel as per table columns.

- Click on Search: to enter a search query that shall search the table records.

- Click on ⬍ to sort the table records in ascending order or descending order of entries.

- Click on Status, to open the action history in a popup that describes the approval routing of the entire transaction

- Click on | Previous | 1 | two | 3 | 4 | 5 | ... | 416 | Next | to navigate table records

- Click on **Add Division Detail** to add a new division in the table as mentioned in Section 4.1.10.4 – Add Division Master

- Click on ✎ to edit an existing division in the table as mentioned in Section 4.1.10.5 – Edit Division Master

- Click on 👁 to view an existing division details in the table as mentioned in Section 4.1.10.6 – View Division Master

4.1.10.4 Add Division Detail

Click onto **Add Division Detail** open the add division form as shown in Figure 4-47

Figure 4-47: Add Division Master

Please ensure the following before creating a new division:

   ✓ Office Setup Master is updated,
   ✓ Employee Master is updated.

Enter the details and click on **Submit** such that a success message will be shown in the Division Master Landing Page for addition of a new record in the table based on self-approval as shown in Figure 4-48

Figure 4-48: New Division Added

4.1.10.5 Edit Division Master

Click on ✎ to open Edit Division detail form as shown in Figure 4-49

Figure 4-49: Edit Division Master

Enter the details and click on **Update** such that a success message will be shown in the Division Master Landing Page for updating the existing record in the table based on self-approval as shown in Figure 4-50

Figure 4-50: Existing Office Detail Updated for Approval

4.1.10.6 View Division Master

Click on 👁 to open View Division Master as shown in Figure 4-51. Further the User can:

Figure 4-51: View Division Master

- Click on **View Action History** to open the Action History which reflect the approval routing for the specific transaction.

- Click on **Back** to navigate to Division Master Landing page.

4.1.11 Section Master

Section Master will contain a list of all sections as per different FCI divisions for all FCI offices which will allow the User to keep track, filter, and search and manage different subdivisions as sections.

4.1.11.1 Navigation

Left Navigation: Core HR >>Masters >> Organization Management >> Section Master

4.1.11.2 Landing Page

User shall traverse the navigation as mentioned in Section 4.1.11.1 to reach the Section Master Landing Page as shown in Figure 4-52

Figure 4-52: Section Master

User shall be able to perform the following activities from the landing page:

- Click on **Get Results** to apply the available filters.

- Click on Excel PDF Print to export the table records in Excel as per table columns.

- Click on Search: to enter a search query that shall search the table records.

- Click on to sort the table records in ascending order or descending order of entries.

- Click on Previous 1 two 3 4 5 ... 416 Next to navigate table records

- Click on **Add Section** to add a new section in the table as mentioned in Section 4.1.11.3 – Add Section

- Click on to edit an existing section in the table as mentioned in Section 4.1.11.4 – Edit Section

4.1.11.3 Add Section

Click onto **Add Section** open the Add Section popup as shown in Figure 4-53


Figure 4-53: Add Section

Enter the details and click on **Submit** such that a success message will be shown in the Section Master Landing Page for addition of a new record in the table as shown in Figure 4-54

Figure 4-54: New Section Added

4.1.11.4 Edit Section

Click on ☑ to open Edit Region popup as shown in Figure 4-55
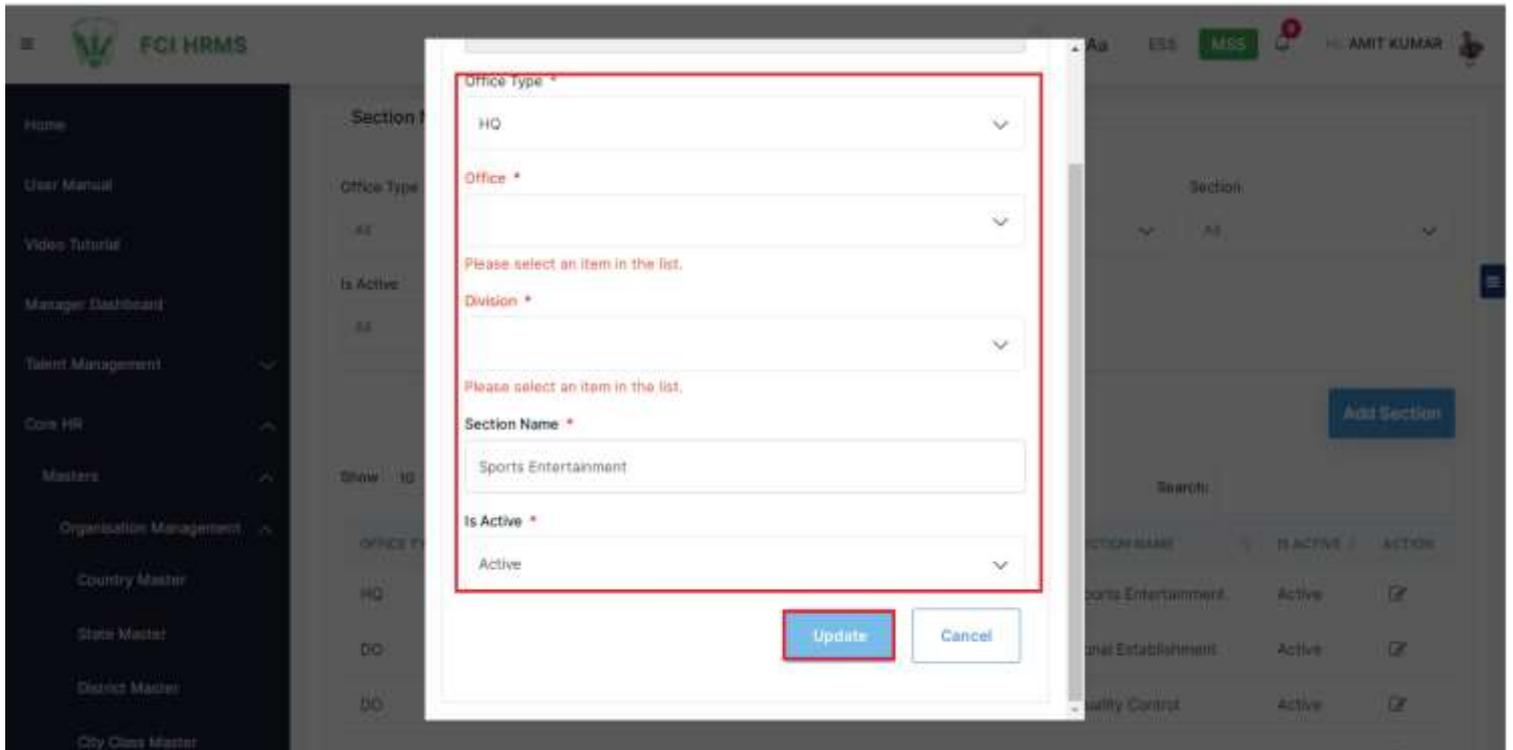
Figure 4-55: Edit Section Master

Enter the details and click on **Update** such that a success message will be shown in the Section Master Landing Page for updating the existing record in the table as shown in Figure 4-56
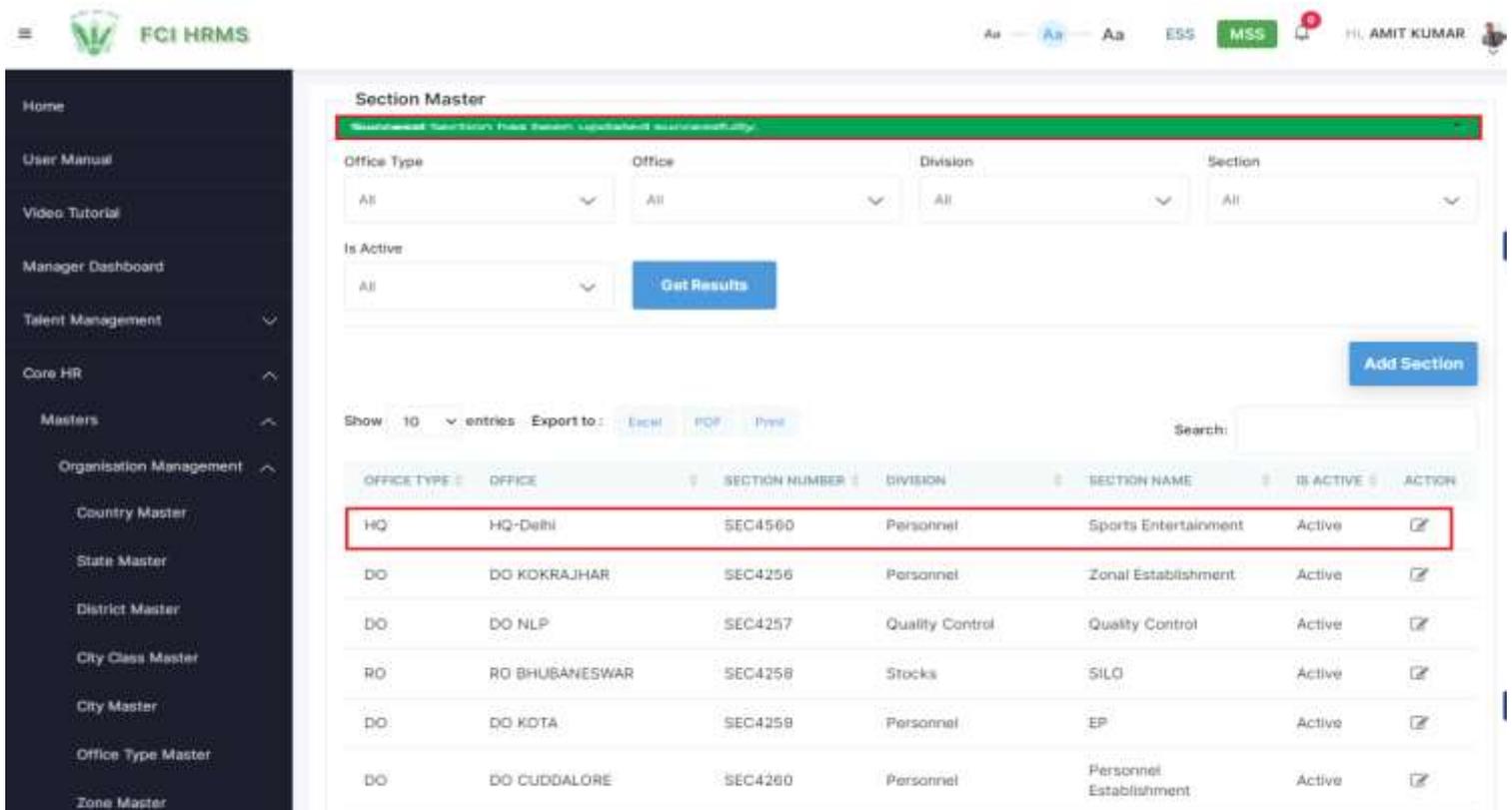
Figure 4-56: Existing Section Updated

4.1.12 Cell Master

Cell Master will contain a list of all Cells as per different FCI divisions for all FCI offices which will allow the User to keep track, filter, and search and manage them.

4.1.12.1 Navigation

Left Navigation: Core HR >>Masters >> Organization Management >> Cell Master

4.1.12.2 Landing Page

User shall traverse the navigation as mentioned in Section 4.1.12.1 to reach the Cell Master Landing Page as shown in Figure 4-57

Figure 4-57: Cell Master

User shall be able to perform the following activities from the landing page:

- Click on **Get Results** to apply the available filters.

- Click on Excel PDF Print to export the table records in Excel as per table columns.

- Click on Search: [   ] to enter a search query that shall search the table records.

- Click on ⬍ to sort the table records in ascending order or descending order of entries.

- Click on | Previous | 1 | 2 | 3 | 4 | 5 | ... | 472 | Next | to navigate table records

- Click on **Add Cell** to add a new Cell in the table as mentioned in Section 4.1.12.3 – Add Cell

- Click on ✏ to edit an existing Cell in the table as mentioned in Section 4.1.12.4 – Edit Cell

4.1.12.3 Add Cell

Click onto **Add Cell** open the Add Cell popup as shown in Figure 4-58
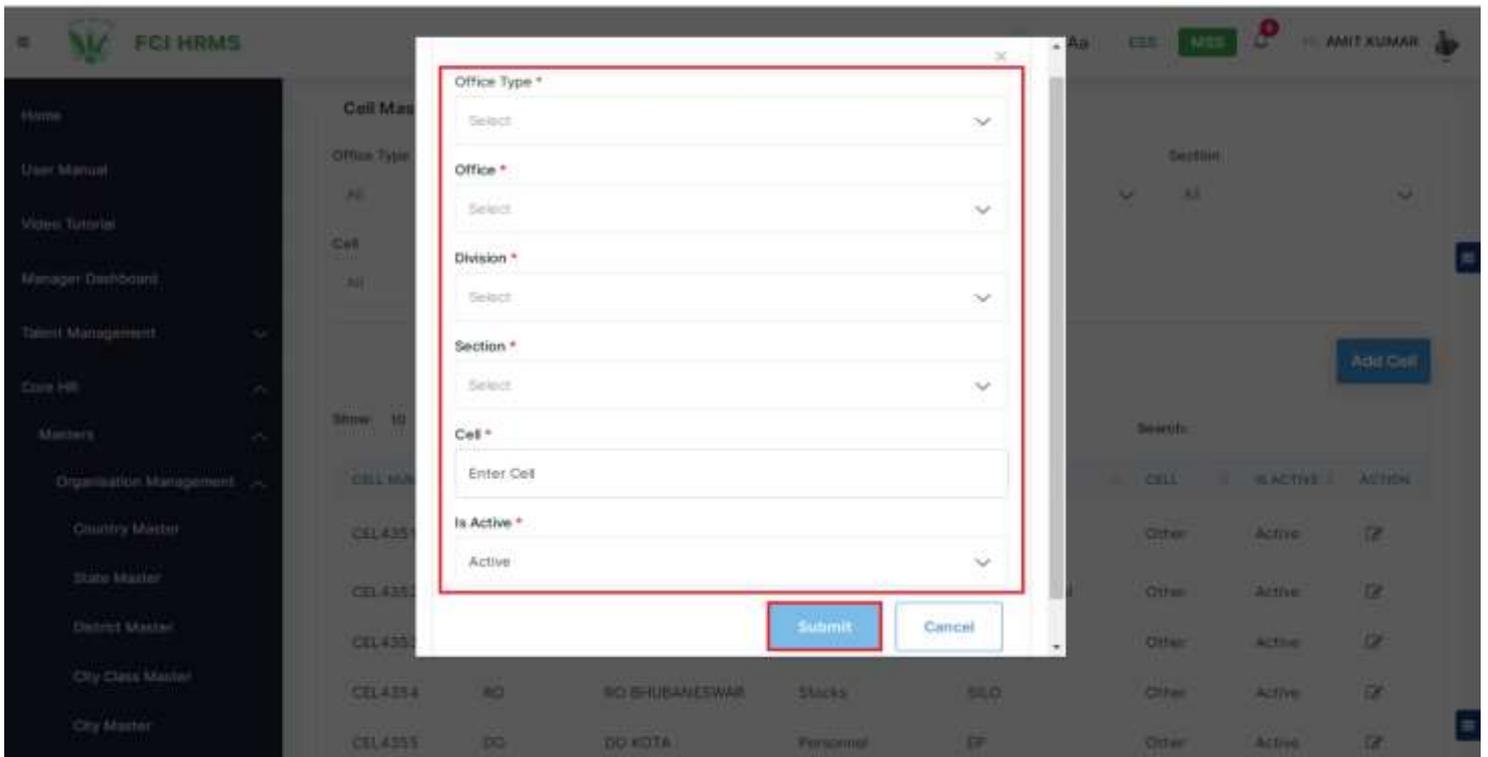
Figure 4-58: Add Cell

Enter the details and click on **Submit** such that a success message will be shown in the Cell Master Landing Page for addition of a new record in the table as shown in Figure 4-59
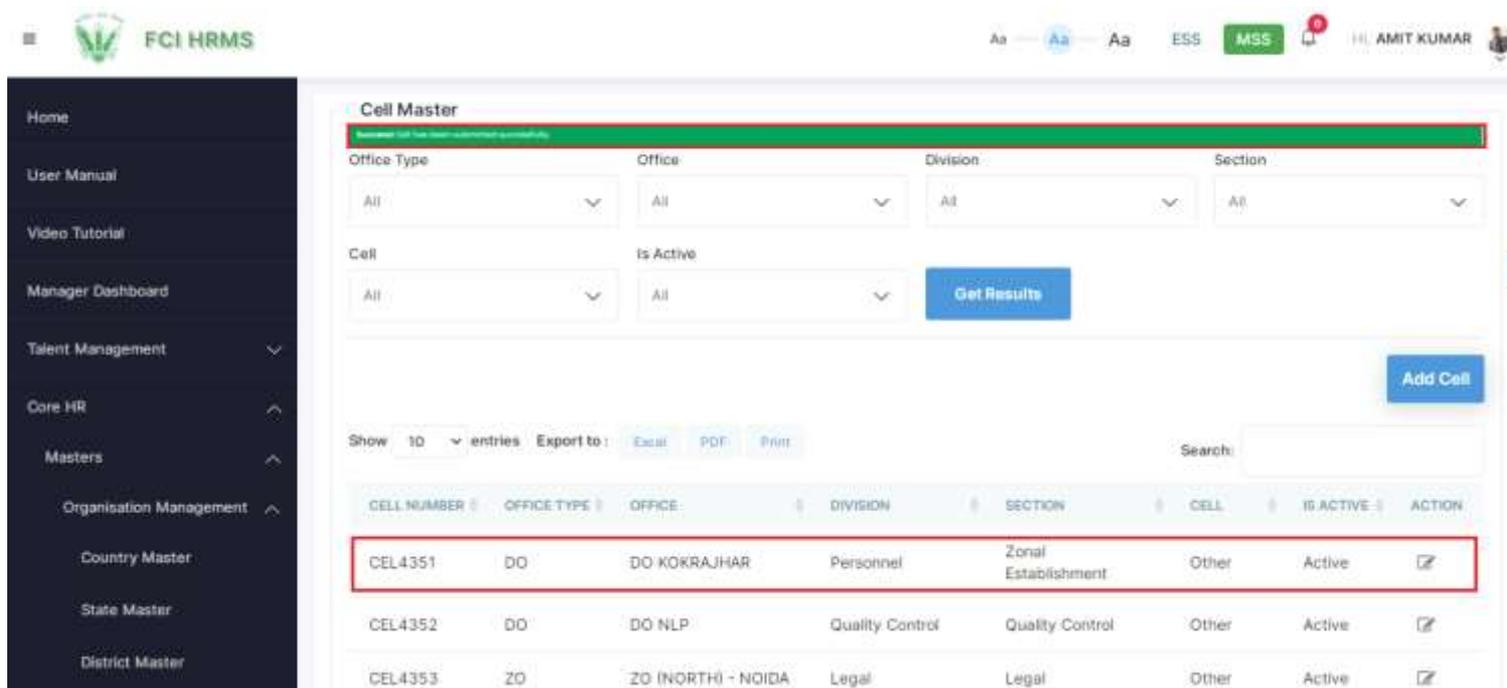
Figure 4-59: New Cell Added

4.1.12.4 Edit Cell

Click on [edit icon] to open Edit Cell popup as shown in Figure 4-60
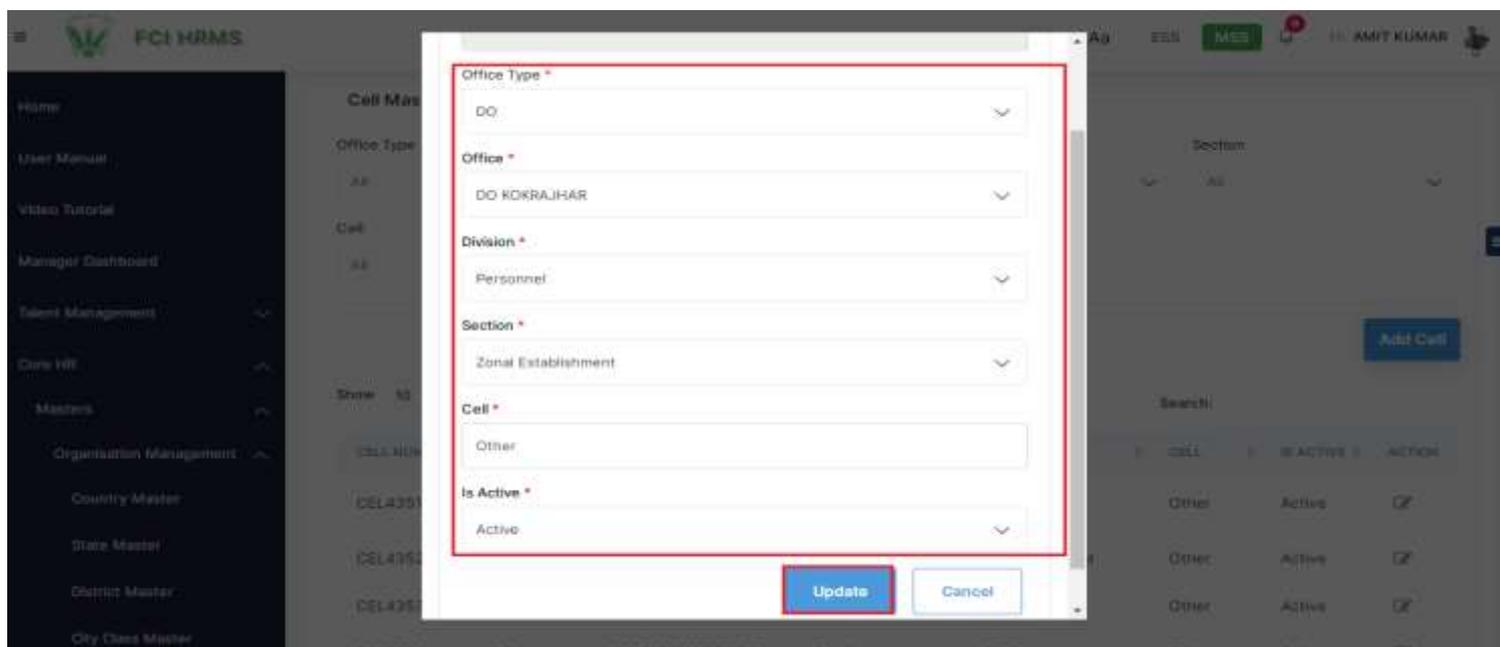
Figure 4-60: Edit Cell Master

Enter the details and click on **Update** such that a success message will be shown in the Cell Master Landing Page for updating the existing record in the table as shown in Figure 4-61

Figure 4-61: Existing Cell Updated

4.1.13 Cadre Master

Cadre Master will contain a list of all Cadres as per different FCI divisions for all FCI offices which will allow the User to keep track, filter, and search and manage them.

4.1.13.1 Navigation

Left Navigation: Core HR >>Masters >> Organization Management >> Cadre Master

4.1.13.2 Landing Page

User shall traverse the navigation as mentioned in Section 4.1.13.1 to reach the Cadre Master Landing Page as shown in Figure 4-62

Figure 4-62: Cadre Master

User shall be able to perform the following activities from the landing page:

- Click on **Get Results** to apply the available filters.

- Click on **Excel PDF Print** to export the table records in Excel as per table columns.

- Click on **Search:** to enter a search query that shall search the table records.

- Click on ↕ to sort the table records in ascending order or descending order of entries.

- Click on **Previous 1 2 Next** to navigate table records

- Click on **Add Cadre** to add a new Cadre in the table as mentioned in Section 4.1.13.3 – Add Cadre

- Click on ![edit icon] to edit an existing Cadre in the table as mentioned in Section 4.1.13.4 – Edit Cadre

4.1.13.3 Add Cadre

Click on **Add Cadre** to open the Add Cadre popup as shown in Figure 4-63
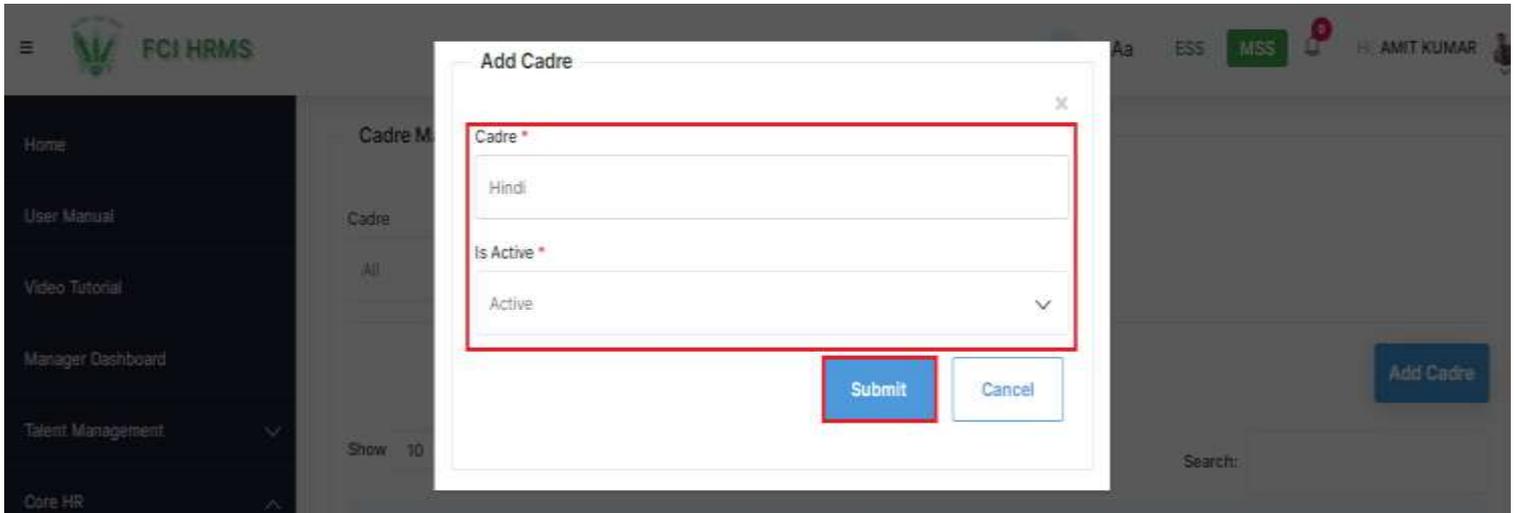
Figure 4-63: Add Cadre

Enter the details and click on **Submit** such that a success message will be shown in the Cadre Master Landing Page for addition of a new record in the table as shown in Figure 4-64
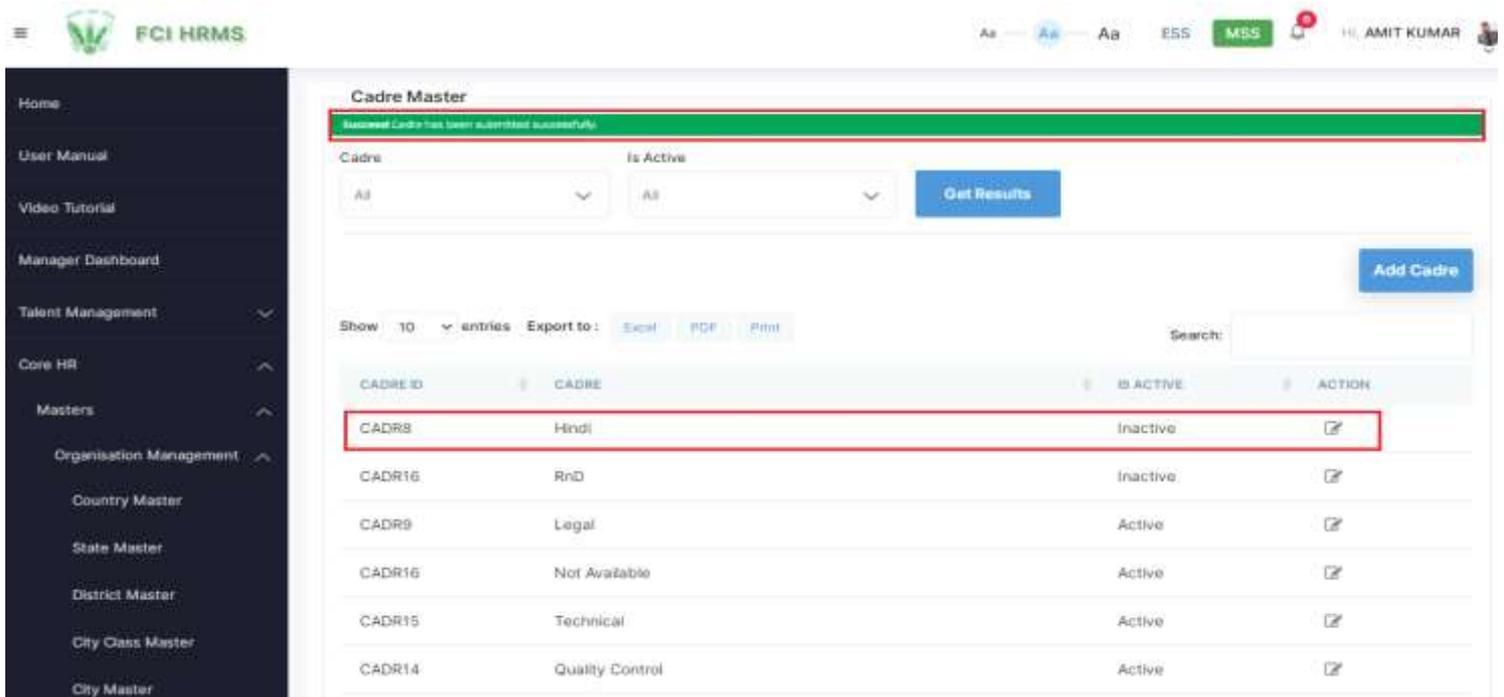
Figure 4-64: New Cadre Added

4.1.13.4 Edit Cadre

Click on ✎ to open Edit Cadre popup as shown in Figure 4-65
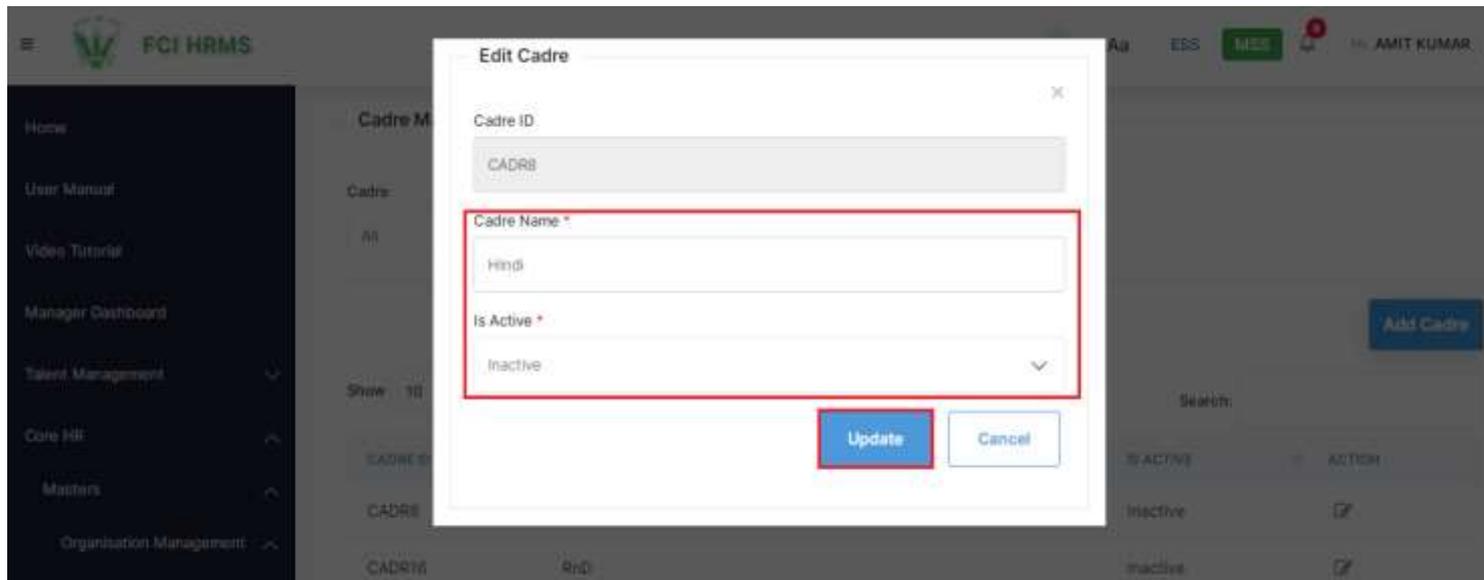
Figure 4-65: Edit Cadre Master

Enter the details and click on **Update** such that a success message will be shown in the Cadre Master Landing Page for updating the existing record in the table as shown in Figure 4-66
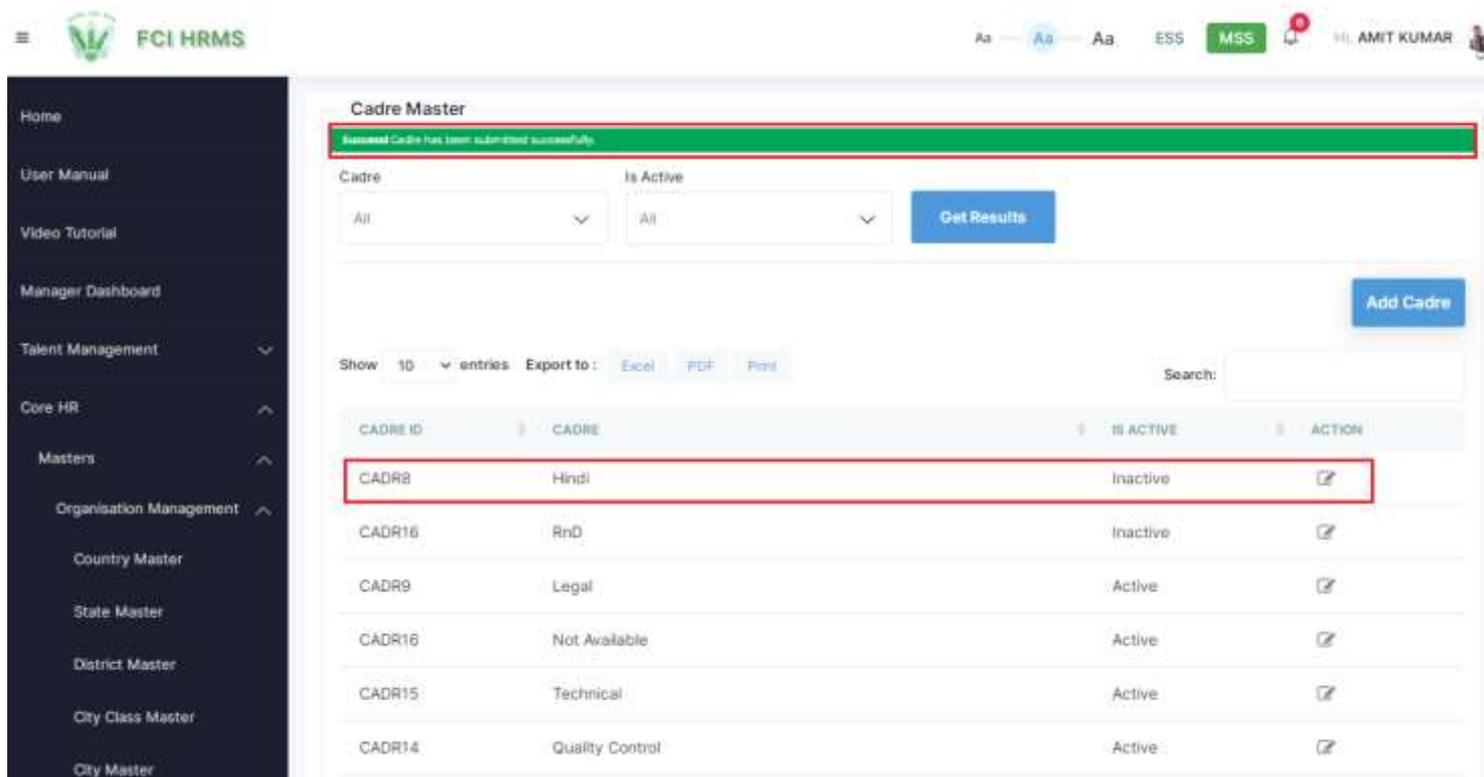
Figure 4-66: Existing Cadre Updated

4.1.14 Category Master

Category Master will contain a list of all Categories in FCI divisions for all FCI offices which will allow the User to keep track, filter, and search and manage them.

4.1.14.1 Navigation

Left Navigation: Core HR >>Masters >> Organization Management >> Category Master

4.1.14.2 Landing Page

User shall traverse the navigation as mentioned in Section 4.1.14.1 to reach the Category Master Landing Page as shown in Figure 4-67
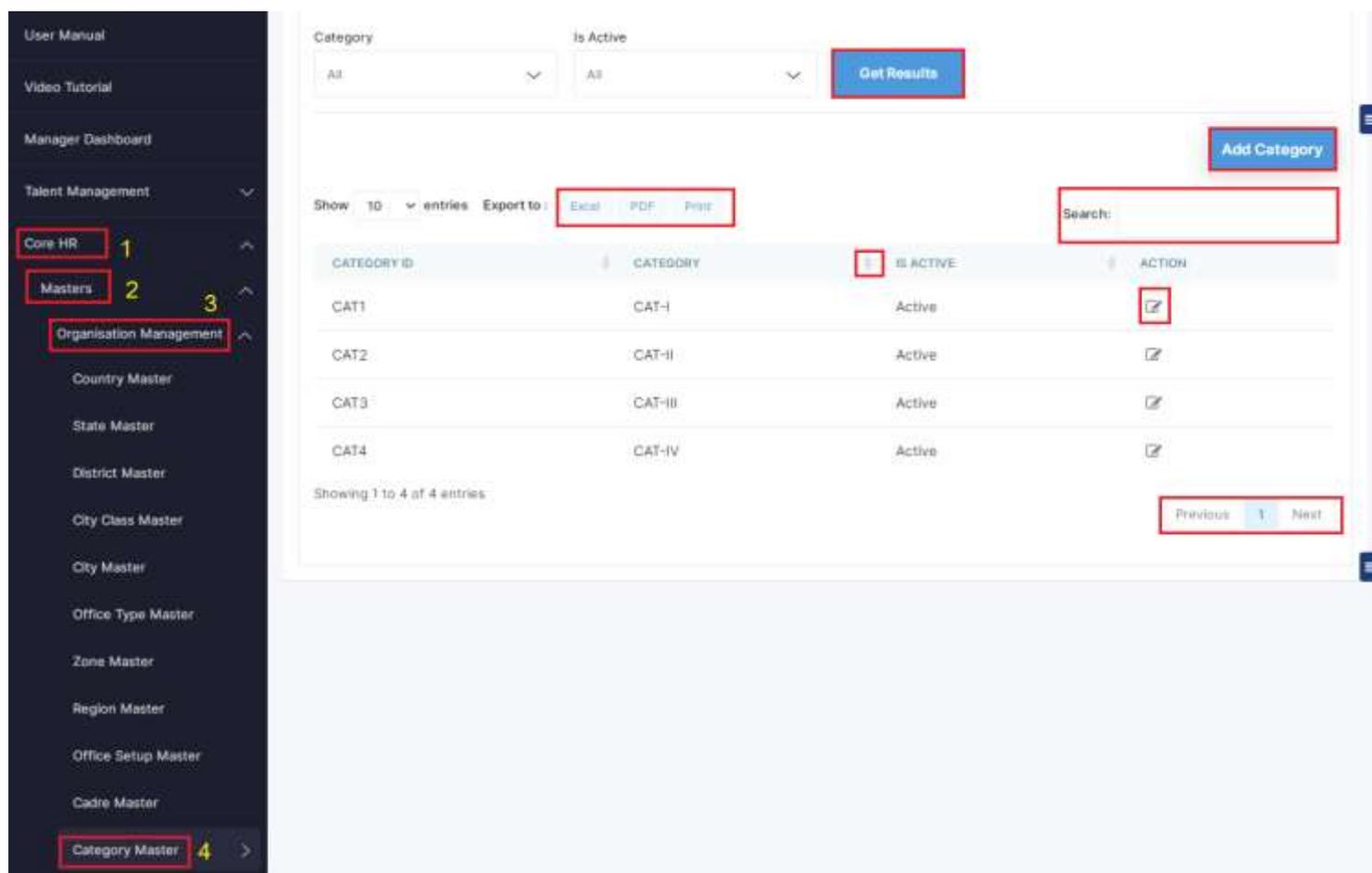

Figure 4-67: Category Master

User shall be able to perform the following activities from the landing page:

- Click on **Get Results** to apply the available filters.

- Click on Excel PDF Print to export the table records in Excel as per table columns.

- Click on Search: to enter a search query that shall search the table records.

- Click on [icon] to sort the table records in ascending order or descending order of entries.
- Click on [Previous 1 Next] to navigate table records
- Click on [Add Category] to add a new Category in the table as mentioned in Section 4.1.14.3 – Add Category
- Click on [icon] to edit an existing Category in the table as mentioned in Section 4.1.14.4 – Edit Category

4.1.14.3 Add Category

Click on [Add Category] to open the Add Category popup as shown in Figure 4-68
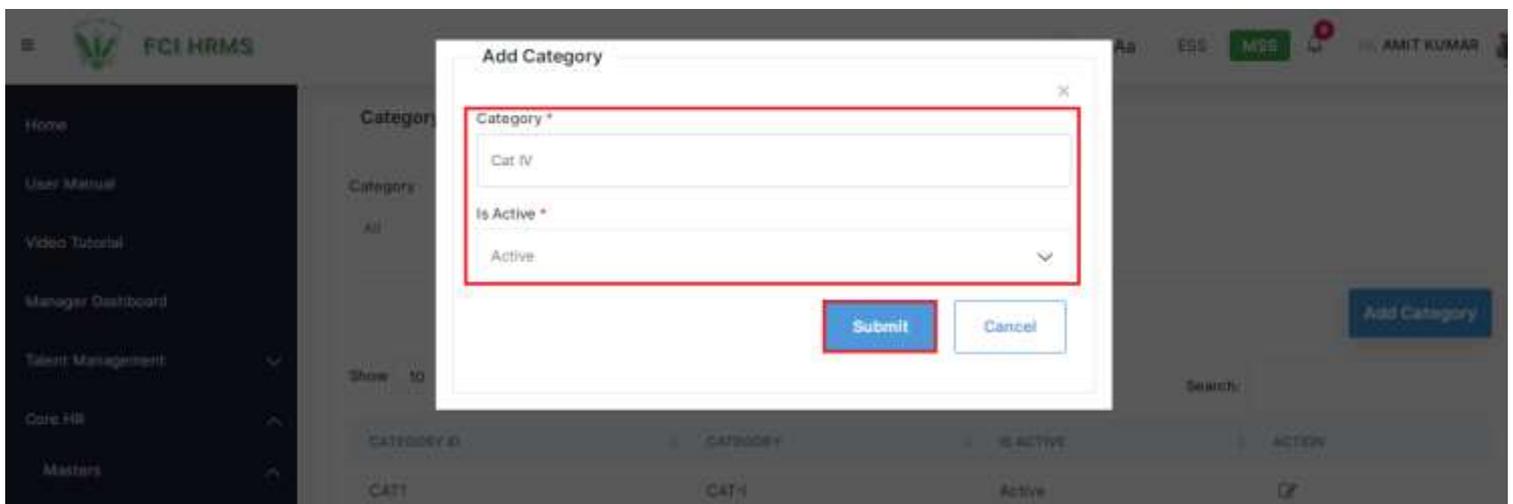
Figure 4-68: Add Category

Enter the details and click on [Submit] such that a success message will be shown in the Category Master Landing Page for addition of a new record in the table as shown in Figure 4-69
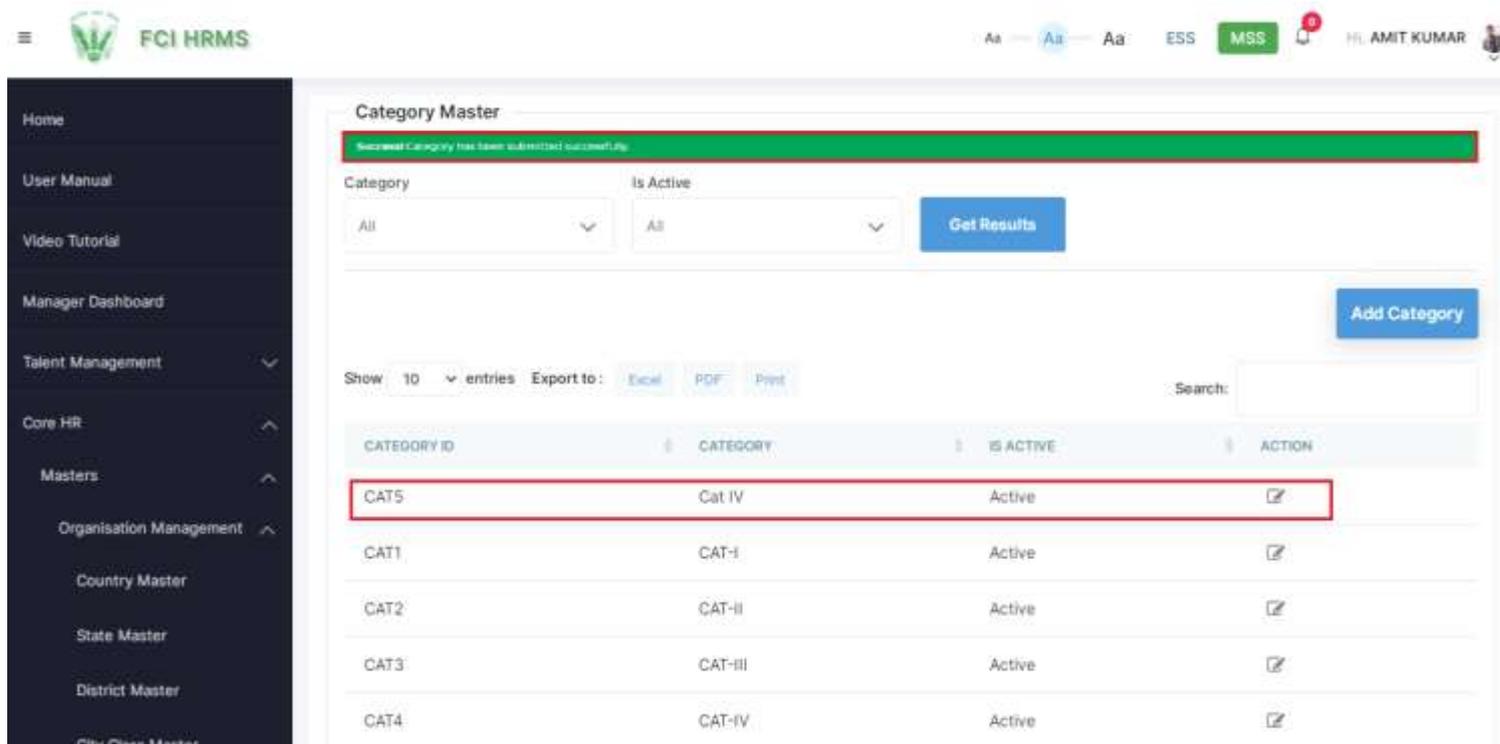
Figure 4-69: New Category Added

4.1.14.4 Edit Category

Click on to open Edit Category popup as shown in Figure 4-70
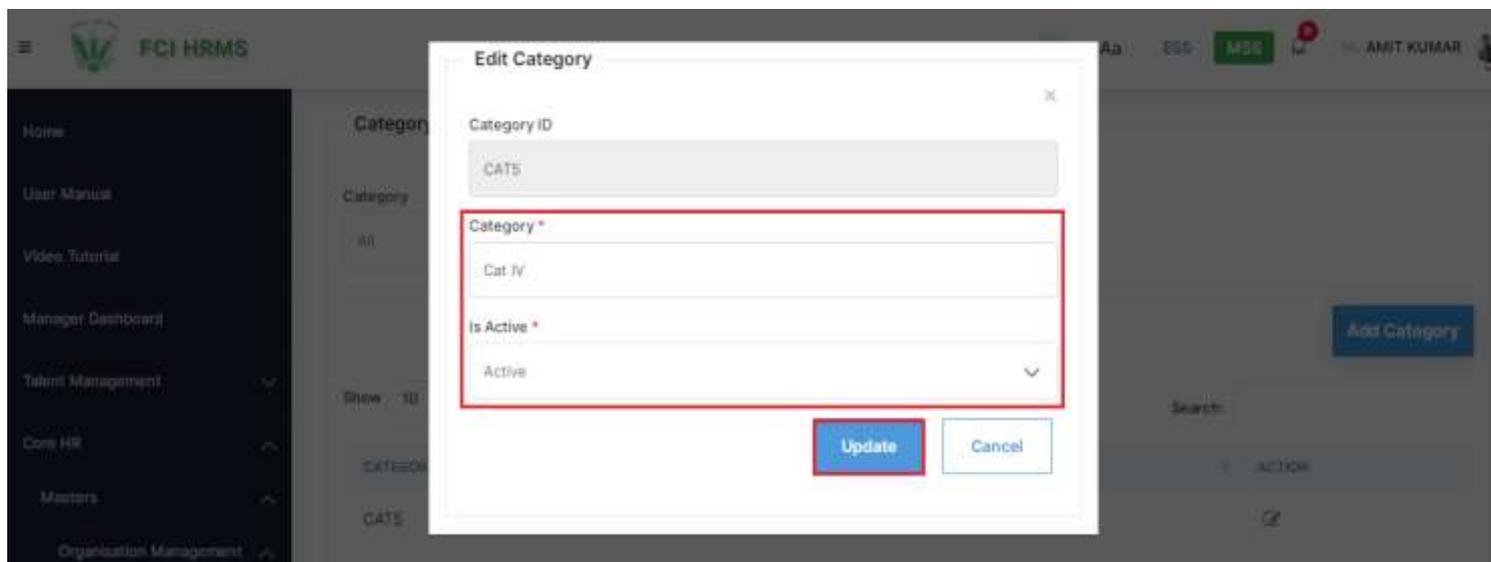
Figure 4-70: Edit Category Master

Enter the details and click on **Update** such that a success message will be shown in the Category Master Landing Page for updating the existing record in the table as shown in Figure 4-71

Figure 4-71: Existing Category Updated

4.1.15 Pay Grade Master

Pay Grade Master will contain a list of all Pay Grades in FCI divisions for all FCI offices which will allow the User to keep track, filter, and search and manage them.

4.1.15.1 Navigation

Left Navigation: Core HR >>Masters >> Organization Management >> Pay Grade Master

4.1.15.2 Landing Page

User shall traverse the navigation as mentioned in Section 4.1.15.1 to reach the Pay Grade Master Landing Page as shown in Figure 4-72

Figure 4-72: Pay Grade Master

User shall be able to perform the following activities from the landing page:

- Click on **Get Results** to apply the available filters.

- Click on Excel PDF Print to export the table records in Excel as per table columns.

- Click on Search: to enter a search query that shall search the table records.

- Click on to sort the table records in ascending order or descending order of entries.

- Click on Previous 1 2 3 4 5 Next to navigate table records

- Click on **Add Pay Grade** to add a new Pay Grade in the table as mentioned in Section 4.1.15.3 – Add Pay Grade

- Click on 📝 to edit an existing Pay Grade in the table as mentioned in Section 4.1.15.4 – Edit Pay Grade

4.1.15.3 Add Pay Grade

Click on **Add Pay Grade** to open the Add Pay Grade popup as shown in Figure 4-73
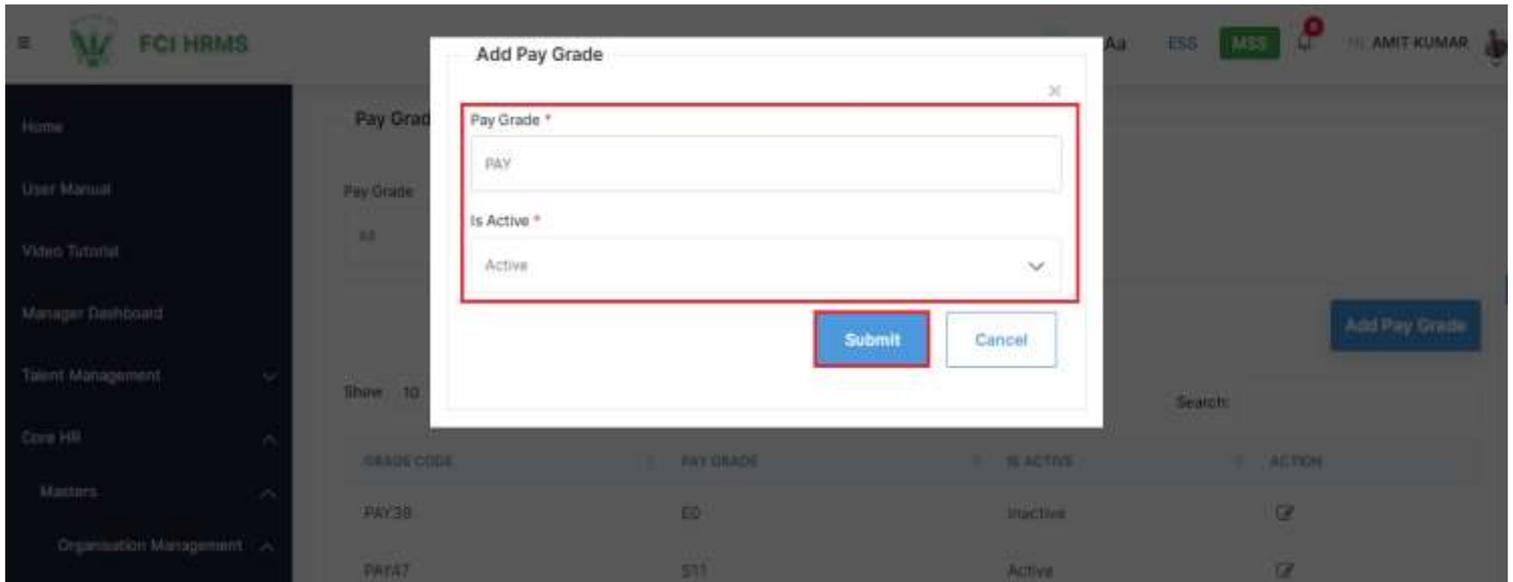
Figure 4-73: Add Pay Grade

Enter the details and click on **Submit** such that a success message will be shown in the Pay Grade Master Landing Page for addition of a new record in the table as shown in Figure 4-74

Figure 4-74: New Pay Grade Added

4.1.15.4 Edit Pay Grade

Click on ✏ to open Edit Pay Grade popup as shown in Figure 4-75

Figure 4-75: Edit Pay Grade Master

Enter the details and click on **Update** such that a success message will be shown in the Pay Grade Master Landing Page for updating the existing record in the table as shown in Figure 4-76

Figure 4-76: Existing Pay Grade Updated

4.1.16 Item Master

Item Master will contain a list of all Items in FCI divisions for all FCI offices which will allow the User to keep track, filter, and search and manage them.

4.1.16.1 Navigation

Left Navigation: Core HR >>Masters >> Organization Management >> Item Master

4.1.16.2 Landing Page

User shall traverse the navigation as mentioned in Section 4.1.16.1 to reach the Item Master Landing Page as shown in Figure 4-77

Figure 4-77: Item Master

User shall be able to perform the following activities from the landing page:

- Click on **Get Results** to apply the available filters.

- Click on Excel PDF Print to export the table records in Excel as per table columns.

- Click on Search: to enter a search query that shall search the table records.

- Click on ⬍ to sort the table records in ascending order or descending order of entries.

- Click on | Previous | 1 | 2 | 3 | 4 | 5 | ... | 15 | Next | to navigate table records
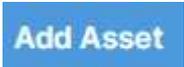
- Click on **Add Asset** then on **Add Item** to add a new Item in the table as mentioned in Section 4.1.16.3 – Add Item

- Click on 👁 to view the items as mentioned in 4.1.16.4 – View Item

4.1.16.3 Add Item

Click on **Add Asset** then in Figure 4-89 then **Add Item** as shown in Figure 4-90 to open the Add Item popup as shown in Figure 4-78
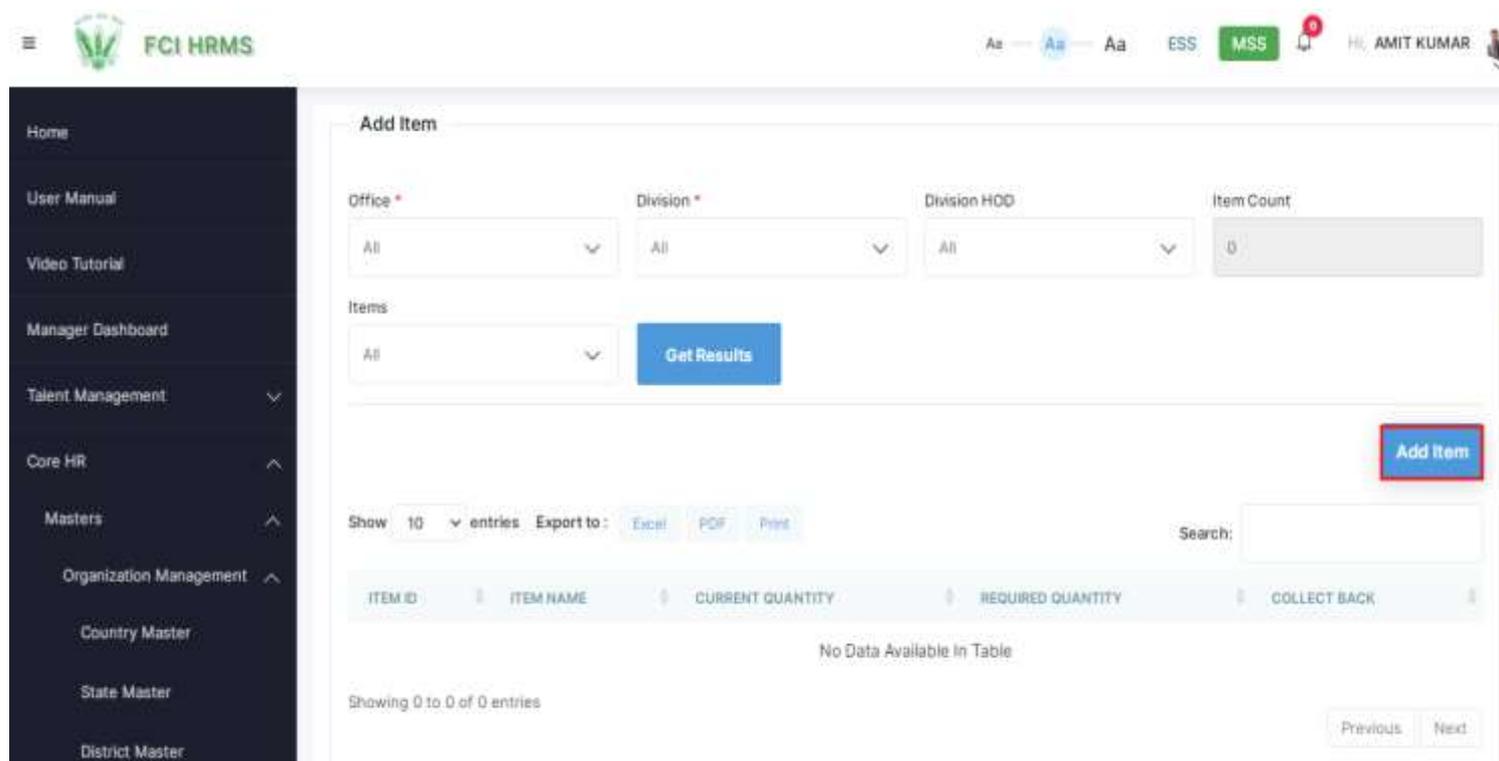
Figure 4-78: Add Asset

Figure 4-79: Add Item

Enter the details and click on **Submit** such that a success message will be shown in the Add Asset Page for addition of a new record in the table as shown in Figure 4-80

Figure 4-80: New Item Added

4.1.16.4 View Item Master

Click on 👁 in figure 4-89 to open Item details shown in Figure 4-81:

Figure 4-81: View Item Master

4.1.17 Designation Master

Designation Master will contain a list of all designations as per different FCI offices and FCI Divisions which will allow the User to keep track, filter, search and manage different designations with a provision to mark designations as sensitive for sensitive nature of work.

4.1.17.1 Navigation

Left Navigation: Core HR >>Masters >> Organization Management >> Designation Master

4.1.17.2 SLA

1 Day

4.1.17.3 Landing Page

User shall traverse the navigation as mentioned in Section 4.1.17.1 to reach the Division Master Landing Page as shown in Figure 4-82

Figure 4-82: Designation Master

User shall be able to perform the following activities from the landing page:

- Click on **Get Results** to apply the available filters.

- Click on Excel PDF Print to export the table records in Excel as per table columns.

Search: [   ]

- Click on [   ] to enter a search query that shall search the table records.

- Click on ⬍ to sort the table records in ascending order or descending order of entries.

- Click on Status, to open the action history in a popup that describes the approval routing of the entire transaction

- Click on | Previous | 1 | 2 | 3 | 4 | 5 | ... | 1585 | Next | to navigate table records

- Click on **Add Designation** to add a new designation in the table as mentioned in Section 4.1.17.4– Add Designation

- Click on 🖊 to edit an existing designation in the table as mentioned in Section 4.1.17.5 – Edit Designation

4.1.17.4 Add Designation Master

Click onto **Add Designation** open the add designation form as shown in Figure 4-83

Please ensure the following before creating a new designation:

- ✓ Office Setup Master is updated,
- ✓ Division Master is updated,
- ✓ Section Master is updated,
- ✓ Cell Master is updated,
- ✓ Cadre Master is updated,
- ✓ Category Master is updated,
- ✓ Pay Grade Master is updated,
- ✓ Salary Type Master in Compensation and Benefits Module is updated.

Figure 4-83: Add Designation Master

Enter the details and click on **Submit** such that a success message will be shown in the Designation Master Landing Page for addition of a new record in the table as shown in Figure 4-84

Figure 4-84: New Designation Added

4.1.17.5 Edit Designation Master

Click on [edit icon] to open Edit Designation detail form as shown in Figure 4-85

Figure 4-85: Edit Designation Master

Enter the details and click on **Update** such that a success message will be shown in the Designation Master Landing Page for updating the existing record in the table as shown in Figure 4-85

Figure 4-86: Update Designation Message

4.2 User Management

4.2.1 Initiator Access Mapping

The purpose of Initiator Access Mapping is to allow the nodal officer to assign MSS menu links to different employees of Personnel, Finance and Accounts and Vigilance Division for the purpose of executing duties on service matters of personnel administration.

4.2.1.1 Navigation

For MSS – Manager Dashboard:

Left Navigation: Core HR >> Masters >> User Management >> Initiator Access Mapping

4.2.1.2 Landing Page

User shall traverse the navigation as mentioned in Section 4.1.1.1 to reach the Landing Page as shown in Figure-87 below
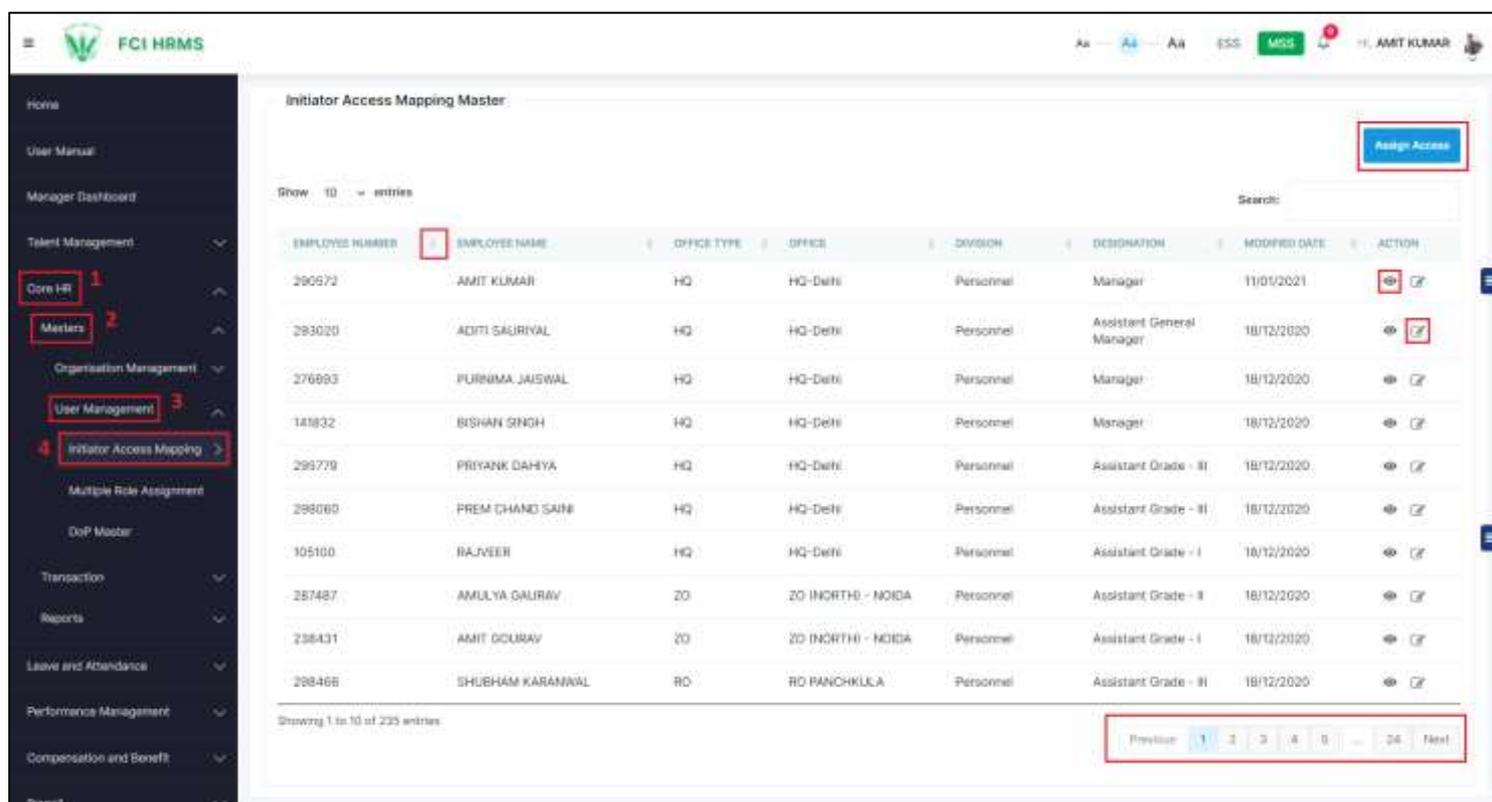
Figure 4-87: Initiator Access Mapping Master

User shall be able to perform the following activities from the landing page:

- Click on **Search:** [   ] to enter a search query that shall search the table records.

- Click on ⬍ to sort the table records in ascending order or descending order of entries.

- Click on | Previous | **1** | 2 | Next | to navigate table records

- Click on **Assign Access** to assign a new access for MSS.

- Click on 👁 to view existing details in the table.

- Click on 🖉 to edit existing detail in the table.

4.2.1.3 Assign Access

Click on **Assign Access** to assign a new access for MSS menu links as shown in Figure below:

Figure 4-88: Assign Access

- Enter the details and click on **Submit** such that a success message will be shown in the Landing Page for addition of a new record in the table as shown below

Figure 4-89: New Access Assigned

4.2.1.4 Edit Access

Click on [edit icon] to open Edit Access for editing existing detail of an employee for MSS access as shown in Figure below:

Figure 4-90: Edit Access

- Enter the details and click on **Update** such that an update message will be shown in the Landing Page for updating an existing record in the table as shown below:
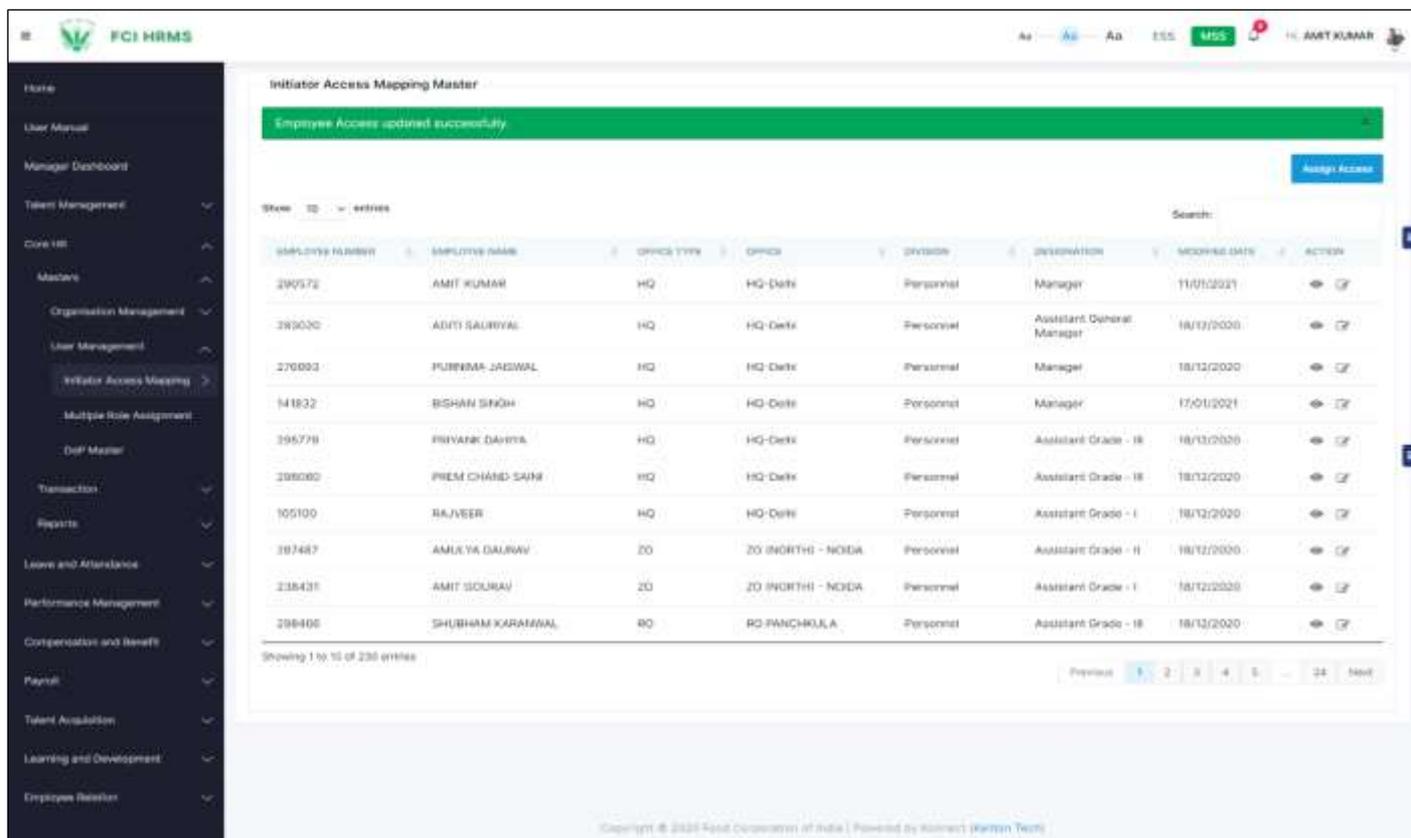
Figure 4-91: Access Updated

4.2.2 Multiple Role Assignment

The purpose of Multiple Role Assignment is to allow the nodal officer to assign additional charge of a specific designation to an existing employee on the grounds of vacancies or transfer where exigency of work is to be addressed through additional charge.

4.2.2.1 Navigation

For MSS – Manager Dashboard:

Left Navigation: Core HR >> Masters >> User Management >> Multiple Role Assignment

4.2.2.2 Landing Page

User shall traverse the navigation as mentioned in Section 4.1.2.1 to reach the Landing Page as shown in Figure below:
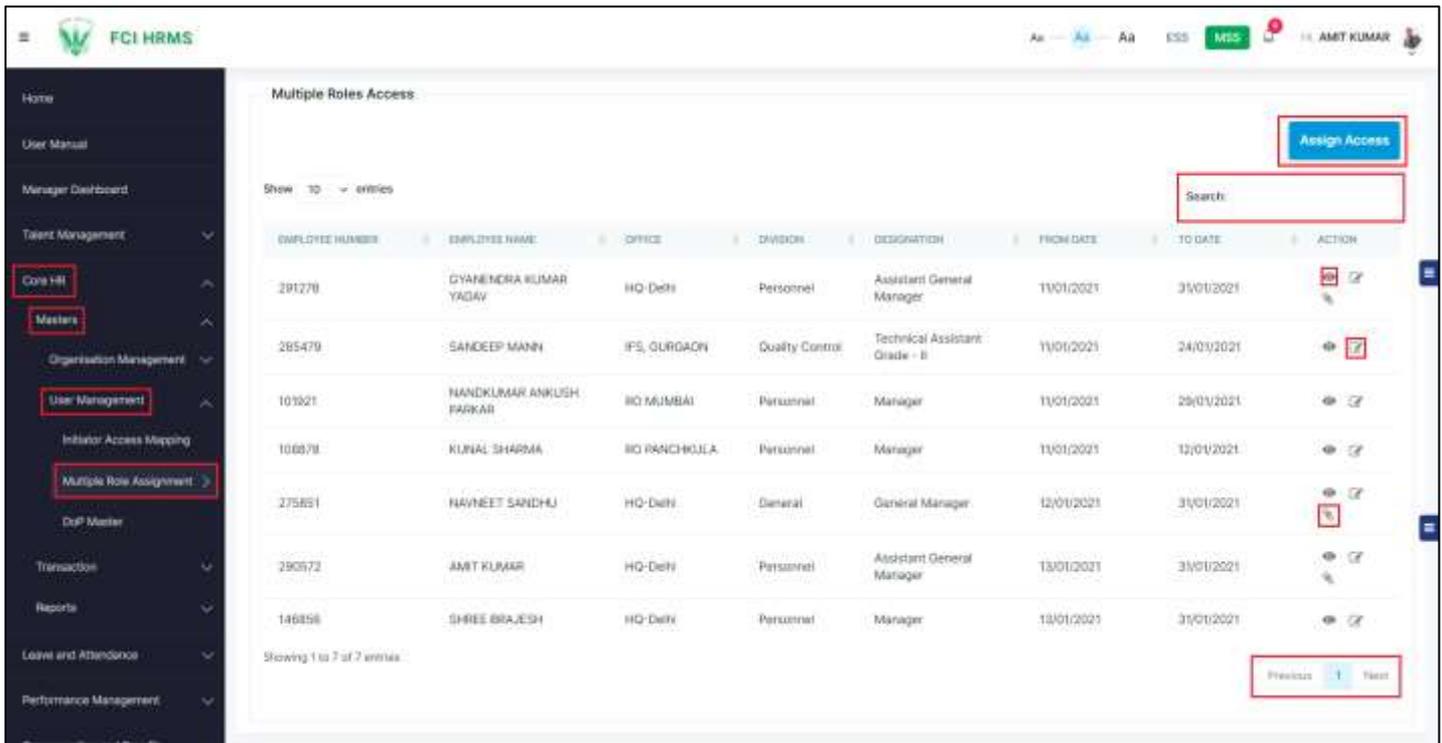
Figure 4-92: Multiple Role Assignment

User shall be able to perform the following activities from the landing page:

- Click on **Search:** [   ] to enter a search query that shall search the table records.

- Click on ⬍ to sort the table records in ascending order or descending order of entries.

- Click on [Previous] [1] [2] [Next] to navigate table records

- Click on **Assign Access** to assign a new access for MSS.

- Click on 👁 to view existing details in the table.

- Click on ✏ to edit existing detail in the table.

4.2.2.3   Assign Multiple Roles

Click on **Assign Access** to assign additional charge as shown in Figure below:

Figure 4-93: Assign Multiple Roles

- Enter the details and click on **Submit** such that a success message will be shown in the Landing Page for addition of a new record in the table as shown below

Figure 4-94: Multiple Role Assigned

4.2.2.4 Edit Access

Click on [icon] to open Edit Access for editing existing detail of an employee for additional charge as shown in Figure below:

Figure 4-95: Edit Multiple Roles

- Enter the details and click on **Update** such that an update message will be shown in the Landing Page for updating the existing record in the table as shown below:

Figure 4-96: Multiple Roles Updated

4.2.3 DoP Master

The purpose of DoP Master is to allow the nodal officer to set the delegation of power in terms of reviewing and approving authority for a specific process based on different categories for respective office.

4.2.3.1 Navigation

For MSS – Manager Dashboard:

Left Navigation: Core HR >> Masters >> User Management >> DoP Master

4.2.3.2 Landing Page

User shall traverse the navigation as mentioned in Section 4.1.3.1 to reach the Landing Page as shown in Figure below
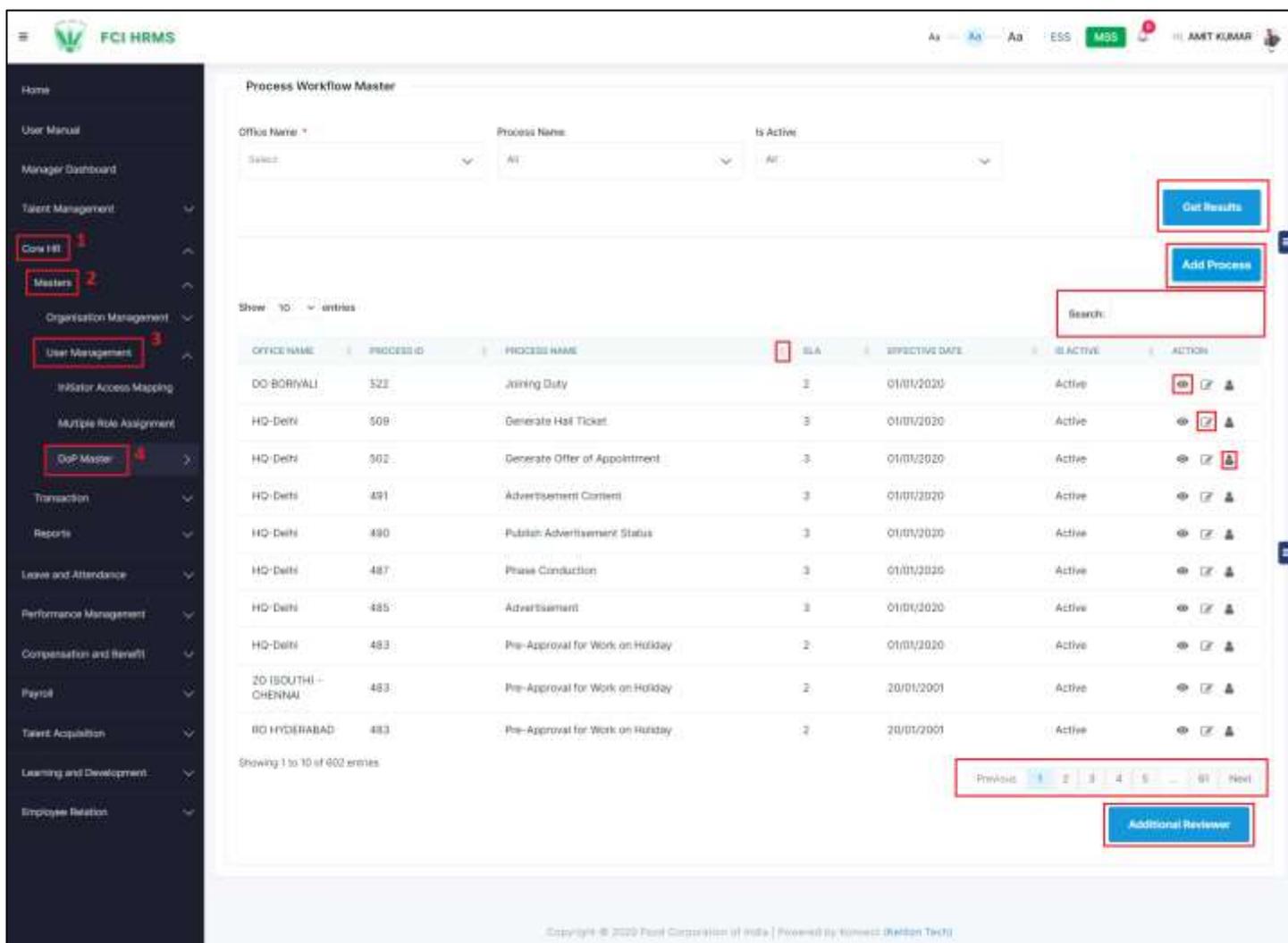
Figure 4-97: DoP Master

User shall be able to perform the following activities from the landing page:

- Click on **Get Results** to apply the available filters.

Search:

- Click on _____ to enter a search query that shall search the table records.

- Click on ▲▼ to sort the table records in ascending order or descending order of entries.

- Click on Previous 1 2 Next to navigate table records

- Click on **Add Process** to create a new DoP.

- Click on 👁 to view existing details in the table.

- Click on ✎ to edit existing detail in the table.

- Click on 👤 to add dispatching managers based on different categories.

- Click on **Additional Reviewer** to view list of added reviewers for different processes

4.2.3.3 Add Process Workflow Configuration

Click on **Add Process** to create a new DoP as shown in Figure below:
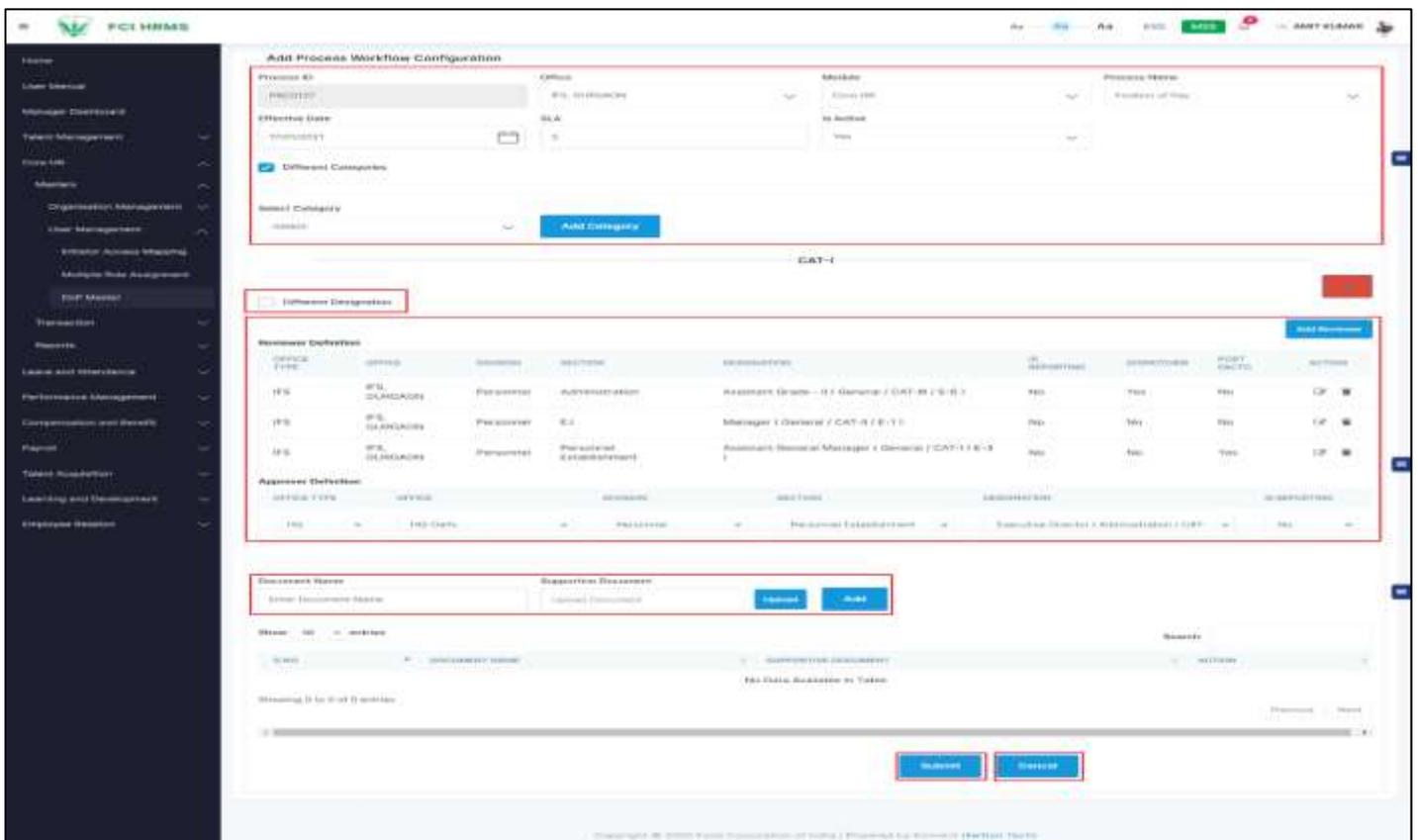
Figure 4-98: Add Process Workflow Configuration

- Enter the details and click on **Submit** such that a success message will be shown in the Landing Page for addition of a new record in the table as shown below

<p align="center">**Figure 4-99: Process Workflow Created**</p>

4.2.3.4 Edit Process Workflow Configuration

Click on [edit icon] to open Edit Process for editing existing detail of a DOP as shown in Figure below:
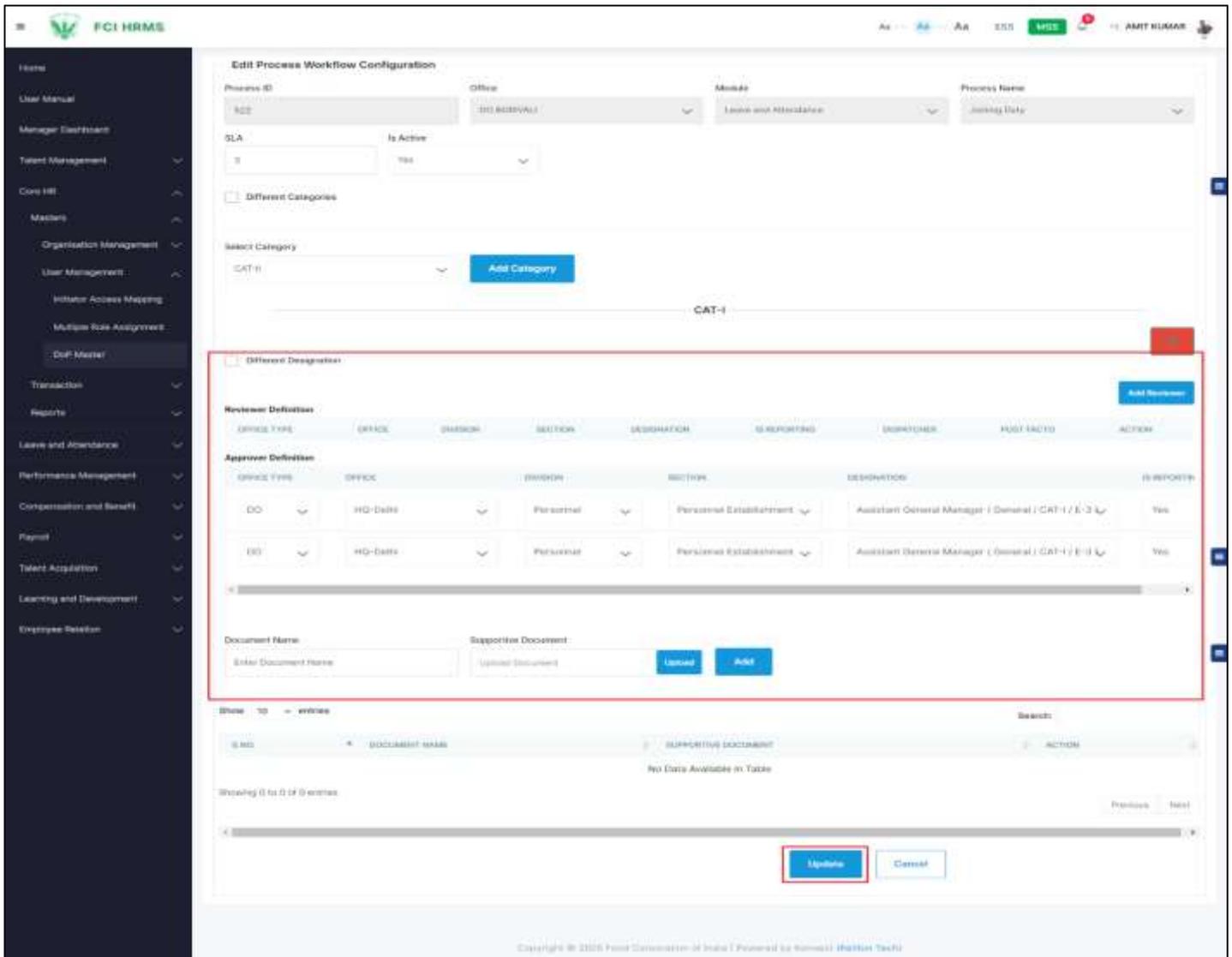
Figure 4-100: Edit Process Workflow Configuration

- Enter the details and click on **Update** such that an update message will be shown in the Landing Page for updating the existing record in the table as shown below:

Figure 4-101: Process Workflow Updated

4.3   Upload Policy

The purpose of Policy Upload is to allow the concerned division of Headquarters to upload various circulars and policies for notification purposes to various employees in FCI.

4.3.1.1   Navigation

For MSS – Manager Dashboard:

Left Navigation: Core HR >> Requests >> Policy and Alerts >> Upload Policy

4.3.1.2   Landing Page

User shall traverse the navigation as mentioned in Section 4.2.1.1 to reach the Policies and Circulars Landing Page as shown in Figure below
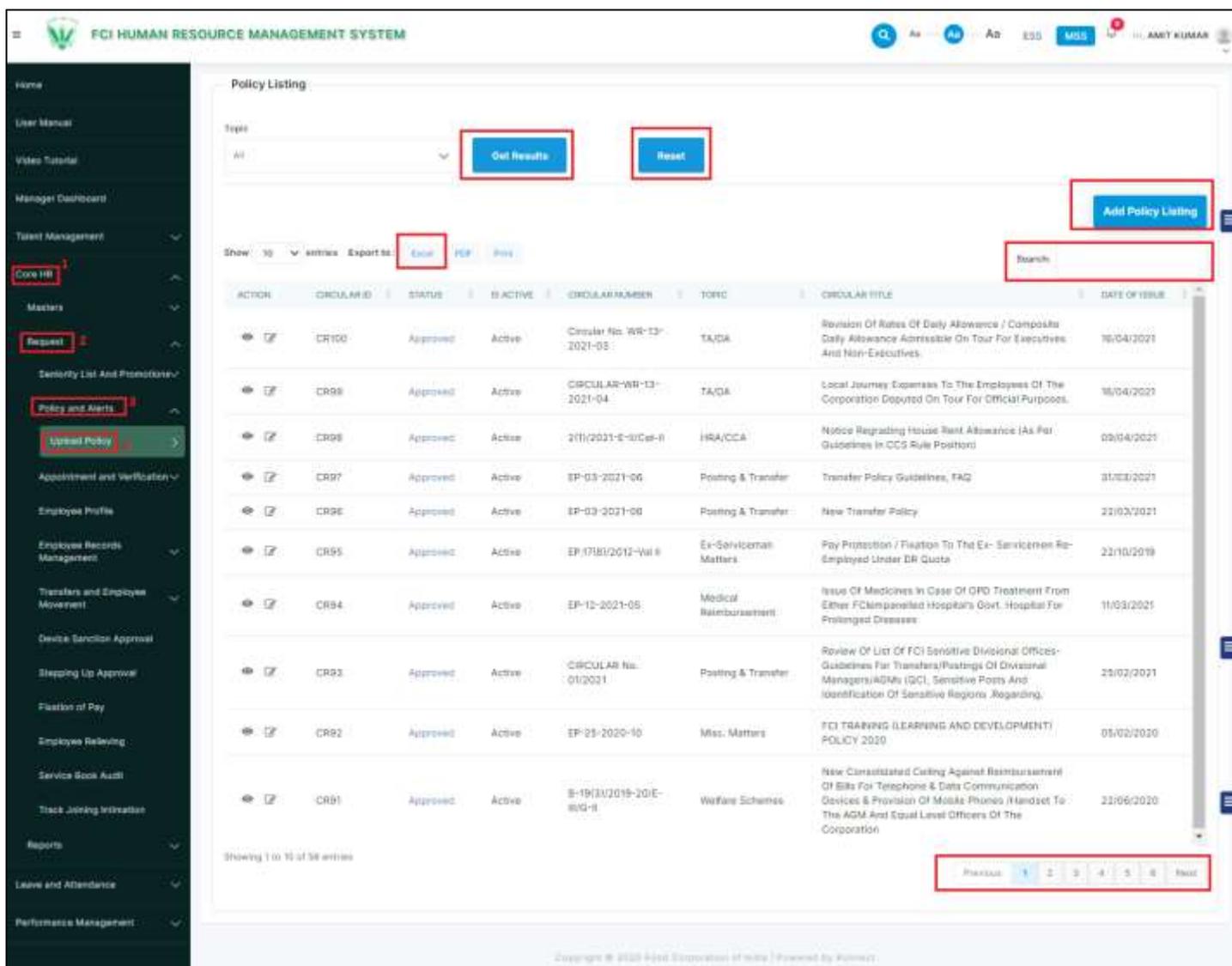
Figure 4-102: Policy Listing

User shall be able to perform the following activities from the landing page:

- Click on **Get Results** to apply the available filters.

- Click on **Reset** to reset the applied filters.

- Click on **Excel** to export the table records in Excel as per table columns.

- Click on **Add Policy Listing** to generate new request.

- Click on **Search:** to enter a search query that shall search the table records.

- Click on ⬍ to sort the table records in ascending order or descending order of entries.

- Click on 👁 to view existing details in the table.

- Click on ✏ to edit existing detail in the table.

- Click on | Previous | **1** | 2 | Next | to navigate table records

4.3.1.3 Upload Circulars/Policy

Click on **Add Policy Listing** to upload a new policy using upload policy form as shown in Figure below:

Figure 4-103: Add Circulars/Policy

- Enter the details and click on **Submit** such that a success message will be shown in the Landing Page for addition of a new record in the table as shown below
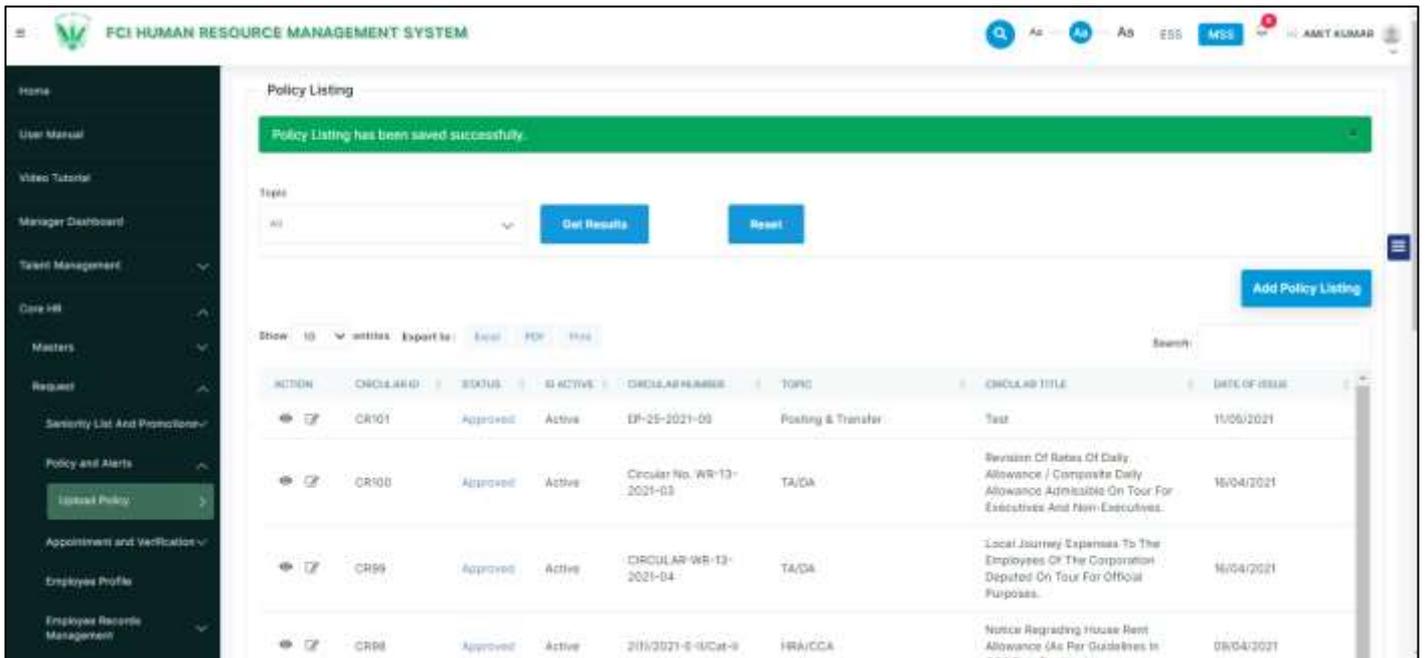
Figure 4-104: Policy Listing – Policy Uploaded

- The uploaded policies shall reflect in the ESS: E-Notice section as shown in below figure:

Figure 4-105: Policy Notice

4.3.1.4   Edit Policy

Click on [icon] to open Edit Process for editing existing detail of a policy as shown in Figure below:
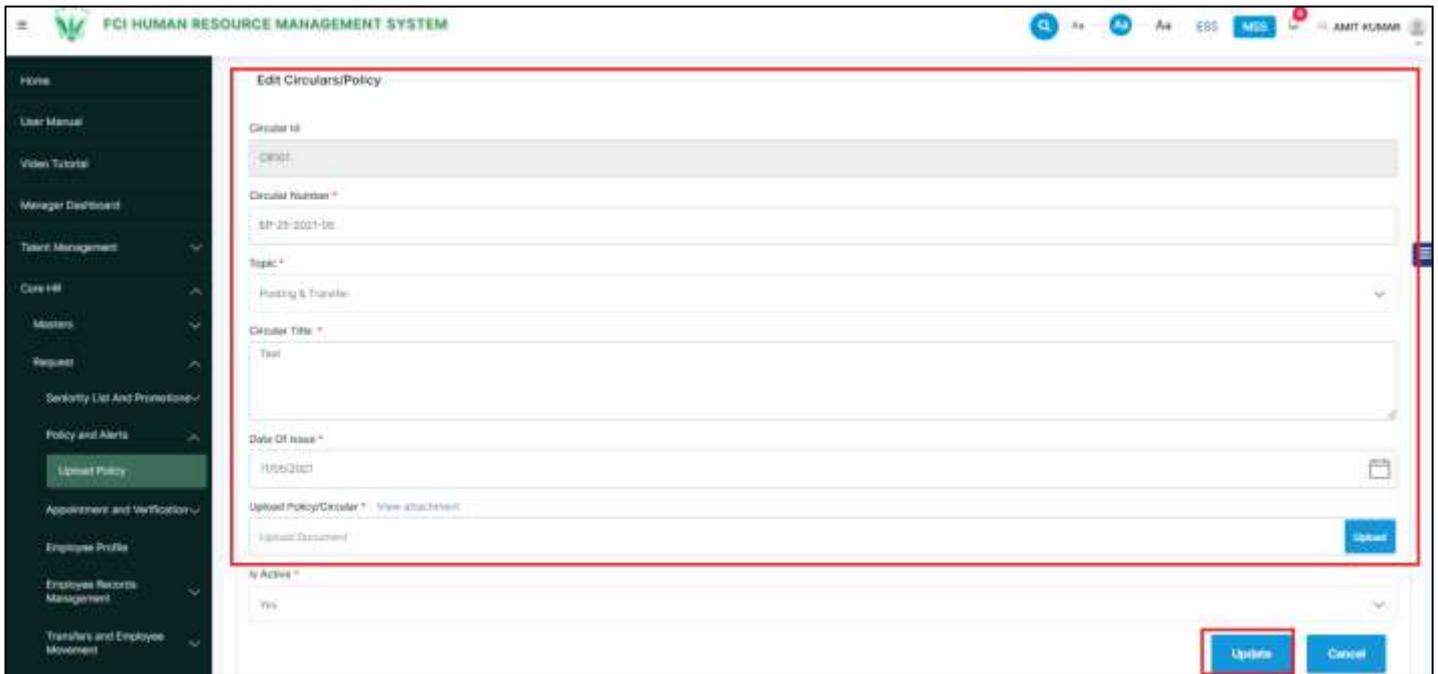
Figure 4-106: Edit Circulars/Policy

- Enter the details and click on [Update] such that an update message will be shown in the Landing Page for updating the existing record in the table as shown below:

Figure 4-107: Policy Updated

4.4 Appointment & Probation

4.4.1 Cardex Assignment

To assign CARDEX form in the place of first posting for the selected candidate.

4.4.1.1 Navigation

Left Navigation: Core HR >> Request >> Appointment and Verification >> CARDEX Assignment

4.4.1.2 SLA

2 Days

4.4.1.3 Landing Page
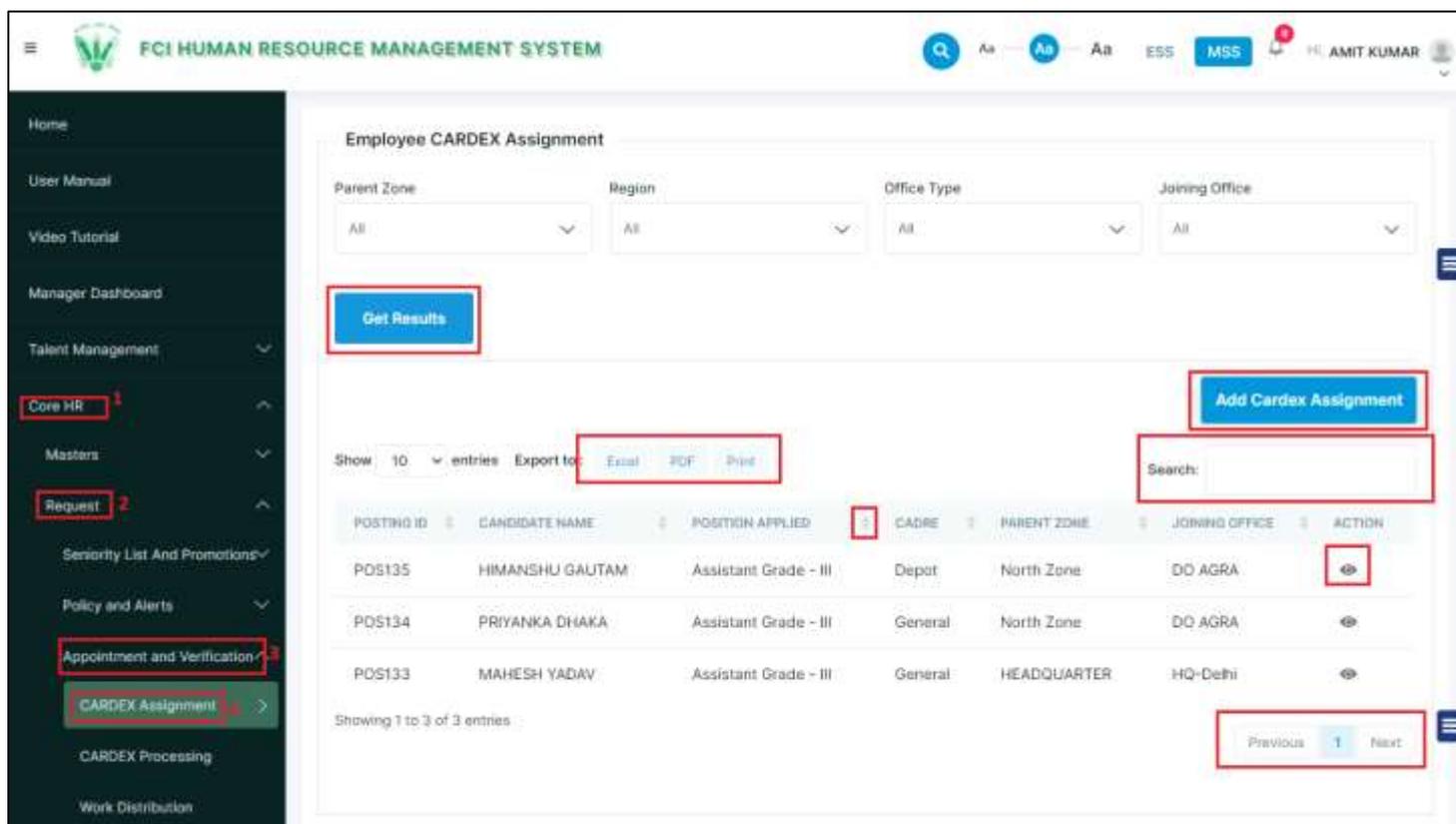
Figure 4-108: Landing Page

User shall be able to perform the following activities from the landing page:

- Click on **Get Results** to apply the available filters.

- Click on Excel PDF Print to export the table records in Excel as per table columns.

- Click on Search: to enter a search query that shall search the table records.

- Click on ⇕ to sort the table records in ascending order or descending order of entries.

- Click on Status, to open the action history in a popup that describes the approval routing of the entire transaction

- Click on Previous 1 Next to navigate table records

- Click on ↻ to reassign an existing record in the table.

- Click on 👁 to view an details in the table.

4.4.1.4 New CARDEX Assignment

Click on **Add Cardex Assignment** to open Add detail form as shown in Figure below

Figure 4-109: New CARDEX Assignment

Enter the details and click on **Submit**.And a new request will be generated and added into ESS landing page with success message as shown in Figure below:

Figure 4-110: Employee CARDEX Listing - Successful Message

4.4.2 CARDEX Processing

To fill Detailed Information of Employee in HRMS for further processing.

4.4.2.1 Navigation

Left Navigation: Core HR >> Requests >> Appointment and Verification >> Cardex Processing

4.4.2.2 SLA

2 Days

4.4.2.3 Landing Page

User shall be able to initiate the CARDEX process for the selected candidate by navigating the landing as per the navigation mentioned in Section 4.4.2.1 as shown below.

Figure 4-111: Employee CARDEX Listing

User shall be able to perform the following activities from the landing page:

- Click on **Get Results** to apply the available filters.

- Click on **Excel** to export the table records in Excel as per table columns.

- Click on _____ to enter a search query that shall search the table records.

- Click on ___ to sort the table records in ascending order or descending order of entries.

- Click on Status, to open the action history in a popup that describes the approval routing of the entire transaction

- Click on Previous **1** Next to navigate table records

- Click on ___ to edit an existing detail in the table.

- Click on ___ to view a detail in the table.

4.4.2.4 Add CARDEX Details

Add Cardex Listing

Click on _____ to open Add Listing detail form as shown in Figure below:

Figure 4-112: CARDEX Form

Submit

Enter the details and click on _____ such that the CARDEX form shall be submitted based on self-approval with a success message as shown below.

Figure 4-113: Successful Message

4.4.2.5 View CARDEX Details

Click on to open View detail form as shown in Figure below:

Figure 4-114: View CARDEX Details

Further the User can:

- Click on **View Action History** to open the Action History which reflects the approval routing for the specific transaction.

- Click on **Back** to navigate to Landing page.

4.4.2.6 Edit CARDEX Details

Click on 🖉 to open Edit Process for editing existing detail of CARDEX form as shown in Figure below:

Figure 4-115: Edit CARDEX Form

- Click on **Update** to update CARDEX details based on self-approval.

4.4.3 Work Distribution

This process is used to allocate Work to Employees.

4.4.3.1 Navigation

Left Navigation: Core HR >> Requests >> Appointment and Verification >> Work Distribution

4.4.3.2 SLA

2 Days

4.4.3.3 Landing Page

User shall traverse the navigation as mentioned in Section above to reach the Landing Page as shown in Figure below:
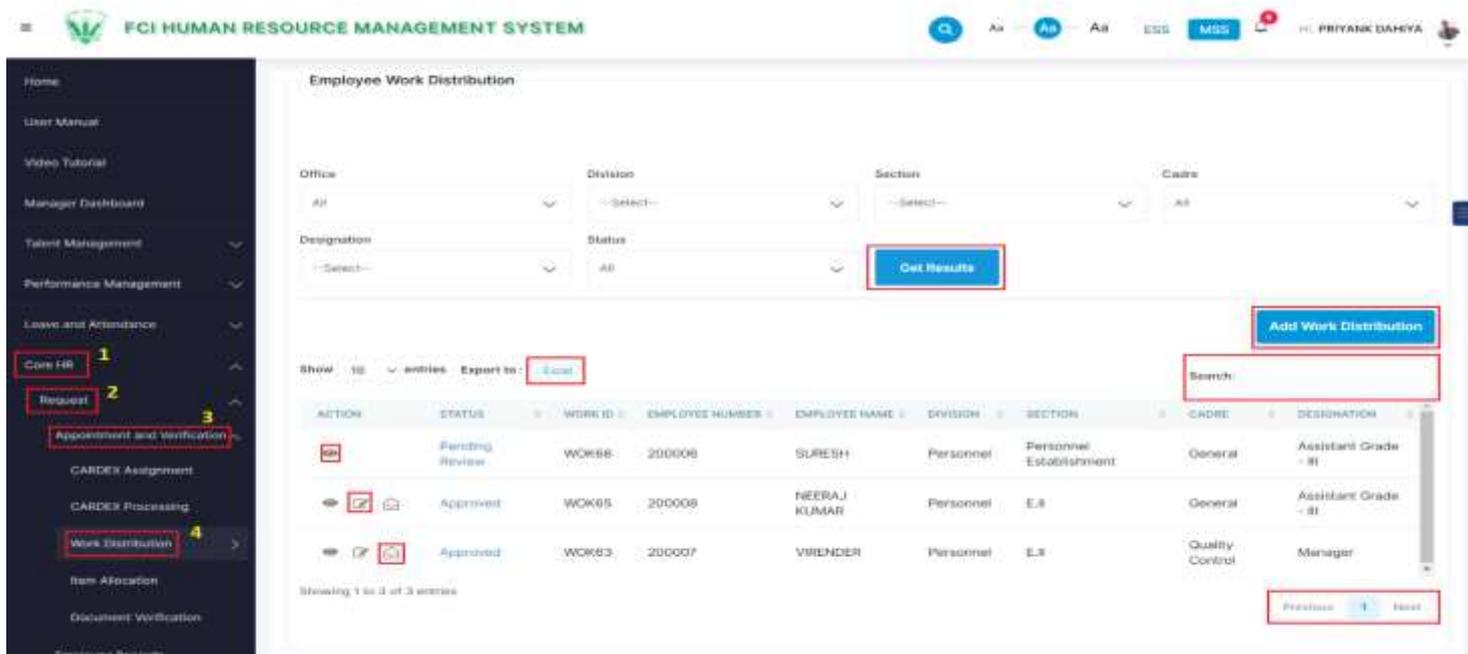
Figure 4-116: Employee Work Distribution

User shall be able to perform the following activities from the landing page:

- Click on **Get Results** to apply the available filters.

- Click on Excel to export the table records in Excel as per table columns.

- Click on Search: to enter a search query that shall search the table records.

- Click on to sort the table records in ascending order or descending order of entries.

- Click on Status, to open the action history in a popup that describes the approval routing of the entire transaction

- Click on Previous 1 Next to navigate table records

- Click on to edit an existing record in the table

- Click on ✉ to download joining letter.

- Click on 👁 to view an existing record in the table.

4.4.3.4 Add Work Distribution

Click on to **Add Work Distribution** open Add new Listing detail form as shown in Figure below:

Figure 4-117: Add Work Allocation

Enter the details and click on **Submit** .And a new request will be generated and added into ESS landing page with success message as shown in Figure below:
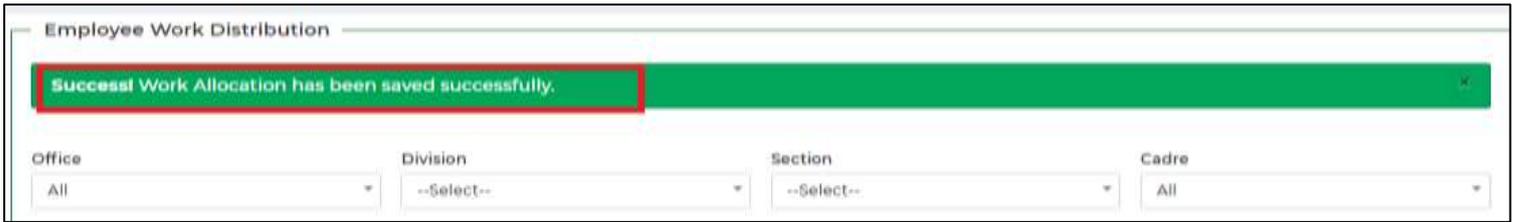
Figure 4-118: Successful Message

4.4.3.5 View Work Distribution

Click on ⊙ to open View detail form as shown in Figure below:
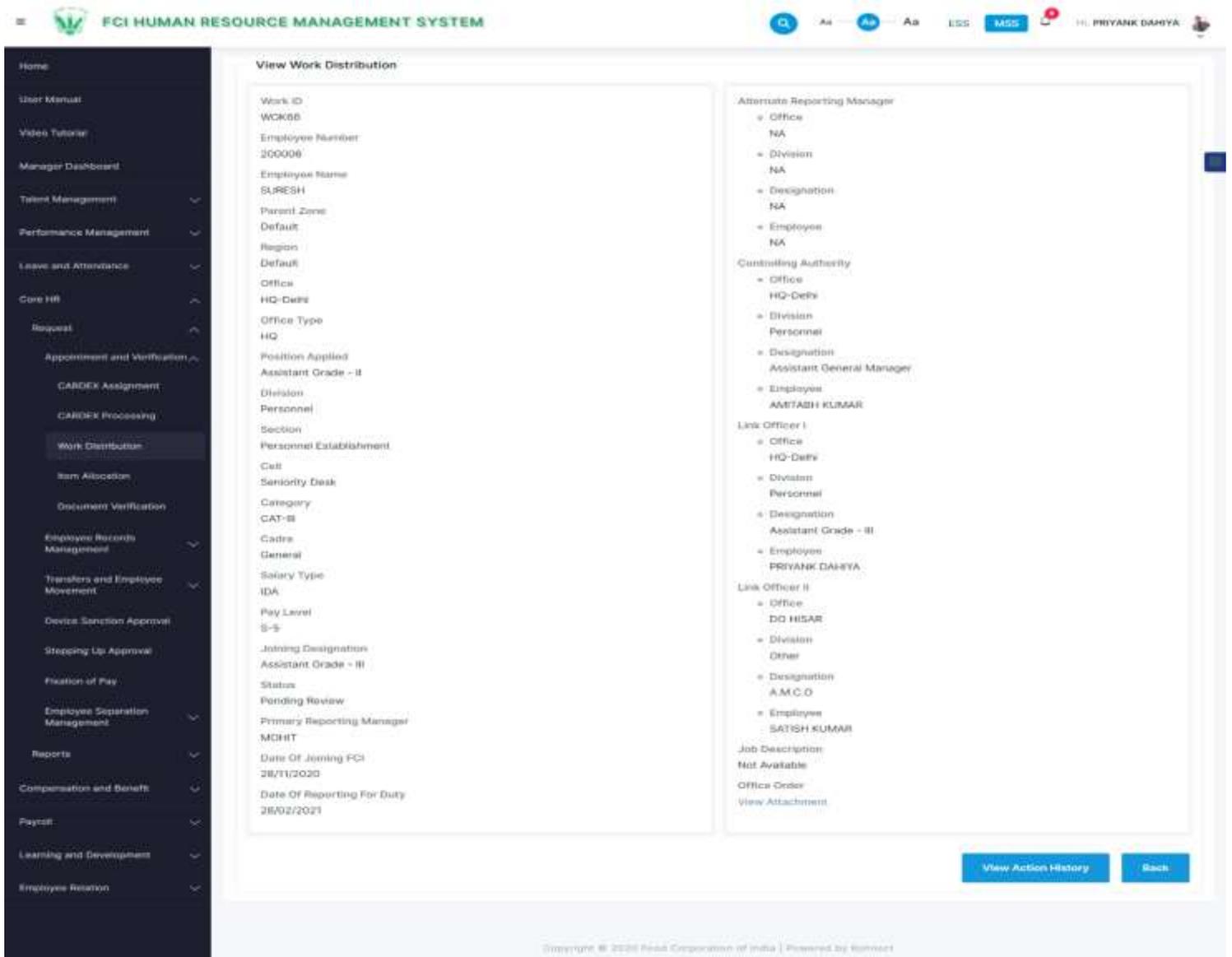
Figure 4-119: View Work Distribution

Further the User can:

- Click on **View Action History** to open the Action History which reflects the approval routing for the specific transaction.

- Click on **Back** to navigate to Landing page.

4.4.3.6   Edit Work Distribution

Note – A request which was approved previously can be updated. The updates shall also go for approval process.

Click on [pencil icon] to open edit detail form as shown in Figure below:

Figure 4-120: Edit Work Distribution

Update

Enter the details and click on [Update] such that a success message will be shown on the Landing Page for updating the existing record in the table as shown in Figure below:

Employee Work Distribution

Success! Work Allocation has been saved successfully.

Figure 4-121: Edit Successful of Request

4.4.3.7 Dispatch Work Distribution

To Dispatch the request submitted by HRMS user the reviewing authority shall navigate to Reviewer landing page as shown in Figure below:
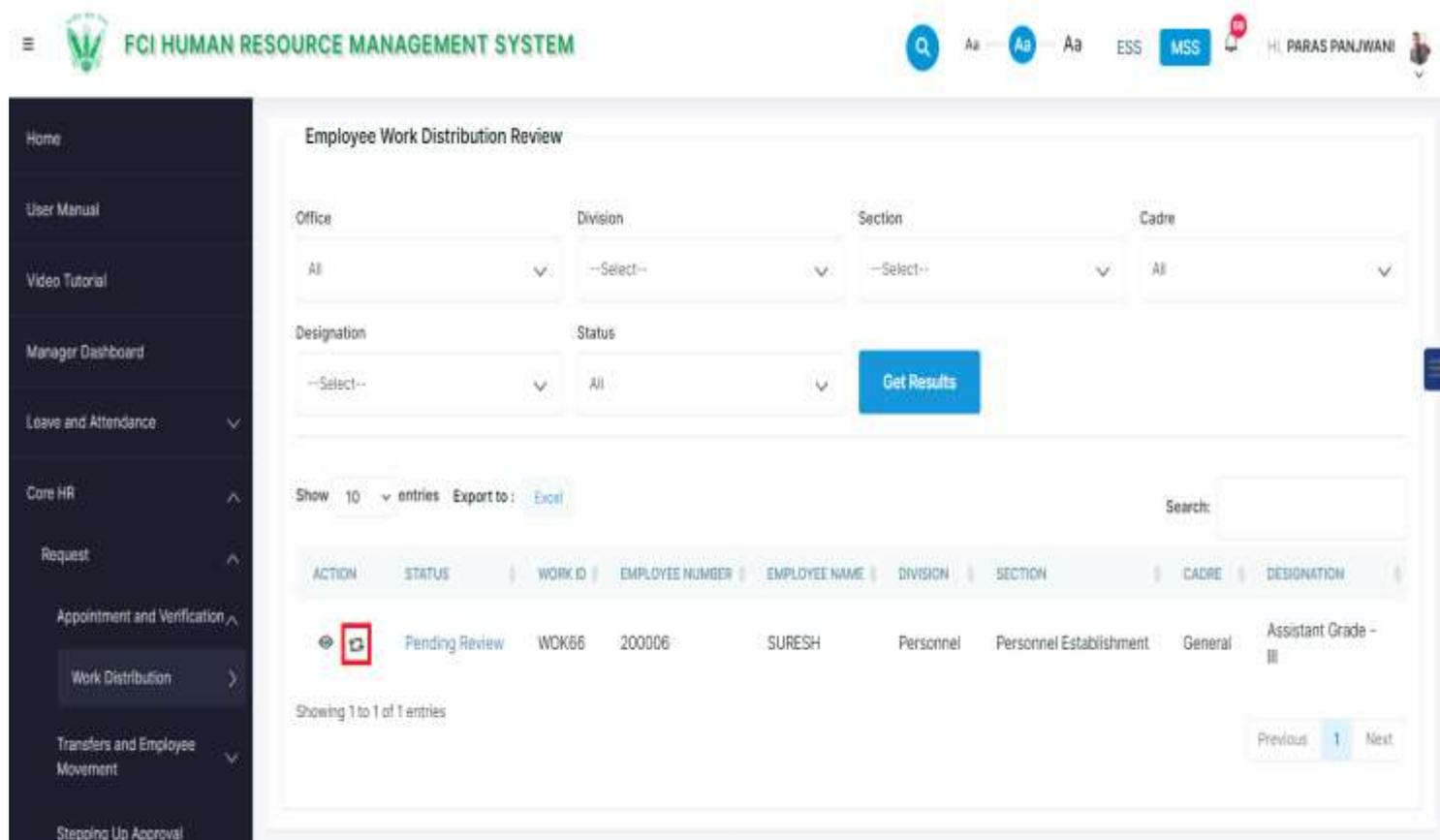
Figure 4-122: Employee Work Distribution Review

Click on [icon] to open the Review form as shown in Figure above:

Figure 4-123: Dispatch Work Allocation

Enter the relevant details and perform one of the following actions as a reviewing authority:

- Click on **View Action History** to open the Action History which reflects the approval routing for the specific transaction.

- Click on **Add** to attach a new document in PDF format with a document name of not more than 5 MB

- Click on **Add Reviewer** link to open the additional reviewer popup where the existing reviewing authority can add another reviewer in the line of approval routing. Functionality explained in common functionality section 5.1.1 please refer.

- Click on **Dispatch** button to submit the review with details to the concerned reviewer selected as shown in **DISPATCH TO field** such that the transaction is forwarded to the next selected reviewer in the reviewing

authority final reviewer has reviewed the transaction and the same transaction is forwarded to approving authority for final approval.

- Click on **Revert** button to send back the entire transaction directly back to the User who can resubmit the request with necessary details. The status of the transaction shall change from **Pending Review** to **Reverted** in case any reviewer or approving authority had reverted the transaction back to the initiator.

- Click on **Cancel** to navigate back.

Figure 4-124: Employee Work Distribution Review - Successfully Dispatched

4.4.3.8 Review Work Distribution

Once the request is Dispatched by the user, the selected user will receive the request for review as a part of reviewing authority as shown in Figure 4-120 and shall click on

to open the Review form as shown in Figure above:

Figure 4-125: Review Work Distribution

Enter the relevant details and perform one of the following actions as a reviewing authority:

- Click on **View Action History** to open the Action History which reflects the approval routing for the specific transaction.

- Click on **Add** to attach a new document in PDF format with a document name of not more than 5 MB

- Click on Add Reviewer link to open the additional reviewer popup where the existing reviewing authority can add another reviewer in the line of approval routing. Functionality explained in common functionality section 5.1.1, please refer.

- Click on Selective Revert link to open the selective revert popup from where the reviewing authority can send back the transaction to any reviewer who had previously reviewed the transaction. Functionality explained in common functionality 5.1.2, please refer.

- Click on **Review** button to submit the review with details such that the transaction is forwarded to the next reviewer in the reviewing authority or to the approving authority after final review. The status of the transaction shall change from **Pending Review** to **Pending Approval** once the final reviewer has reviewed the transaction and the same transaction is forwarded to approving authority for final approval.

- Click on **Revert** button to send back the entire transaction directly back to the User who can resubmit the request with necessary details. The status of the transaction shall change from **Pending Review** to **Reverted** in case any reviewer or approving authority had reverted the transaction back to the initiator.

4.4.3.9 Approve Work Distribution

To approve or reject the request forwarded by reviewing authority, the approving authority shall navigate to Approval page as shown in Figure below:

Figure 4-126: Employee Work Distribution Approve

Click on ✔ in above figure to open the Approval page as shown in Figure below

Figure 4-127: Approve Work Distribution

Enter the relevant details and perform one of the following actions as a reviewing authority:

- Click on **View Action History** to open the Action History which reflects the approval routing for the specific transaction.

- Click on **Add** to attach a new document in PDF format with a document name of not more than 5 MB

- Click on Add Reviewer link to open the additional reviewer popup where the existing reviewing authority can add another reviewer in the line of approval routing. Functionality explained in common functionality section 5.1.1, please refer.

- Click on Selective Revert link to open the selective revert popup from where the reviewing authority can send back the transaction to any reviewer who had

previously reviewed the transaction. Functionality explained in common functionality section 5.1.2, please refer.

- Click on **Approve** to give approval on the transaction and On Approval Landing Page status of the transaction changes from **Pending Approval** to **Approved** as shown in Figure below**.**

- Click on **Reject** to give a rejection on the transaction and the User will not be able to resubmit the same transaction with updates. On Approval Landing Page status of the transaction changes from **Pending Approval** to **Rejected.**

- Click on **Cancel** to navigate back to Approval Listing Page.

Figure 4-128: Employee Work Distribution Approve – Success Message

4.4.4 Item Allocation

This process is used to allocate Items to Employees.

4.4.4.1 Navigation

Left Navigation: Core HR >> Requests >> Appointment and Verification >> Item Allocation

4.4.4.2 SLA

2 Days

4.4.4.3 Landing Page

User shall traverse the navigation as mentioned in Section above to reach the Landing Page as shown in Figure below:
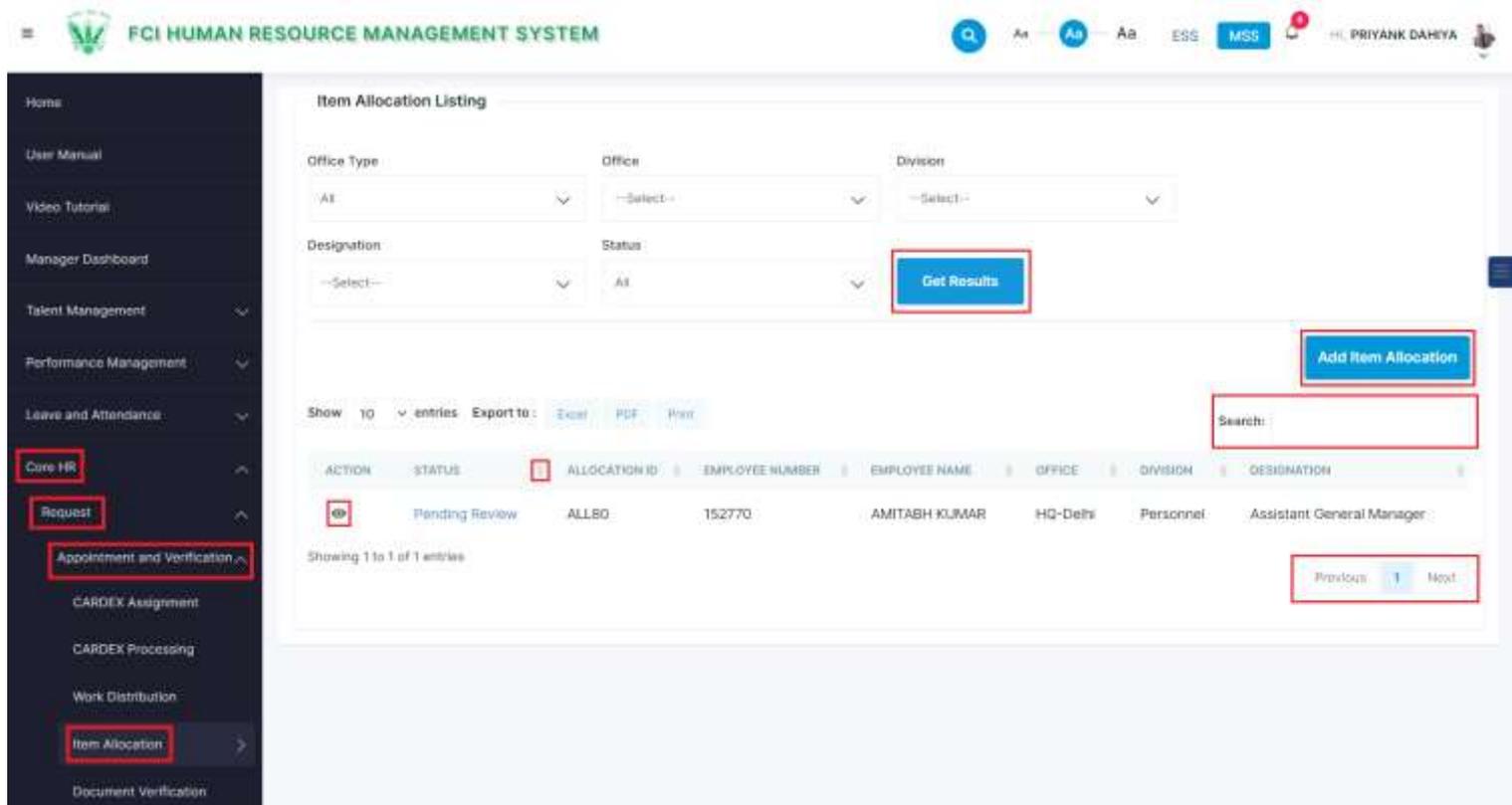
Figure 4-129: Item Allocation Listing

User shall be able to perform the following activities from the landing page:

- Click on **Get Results** to apply the available filters.

- Click on **Excel** to export the table records in Excel as per table columns.

- Click on **Search:** to enter a search query that shall search the table records.

- Click on ▲▼ to sort the table records in ascending order or descending order of entries.

- Click on Status, to open the action history in a popup that describes the approval routing of the entire transaction

- Click on **Previous 1 Next** to navigate table records

- Click on ✎ to edit an existing record in the table

- Click on ✉ to generate joining letter with eSign.

- Click on 👁 to view an existing record in the table.

4.4.4.4 Add Item Allocation

Click on **Add Item Allocation** to open Add new Listing detail form as shown in Figure below:
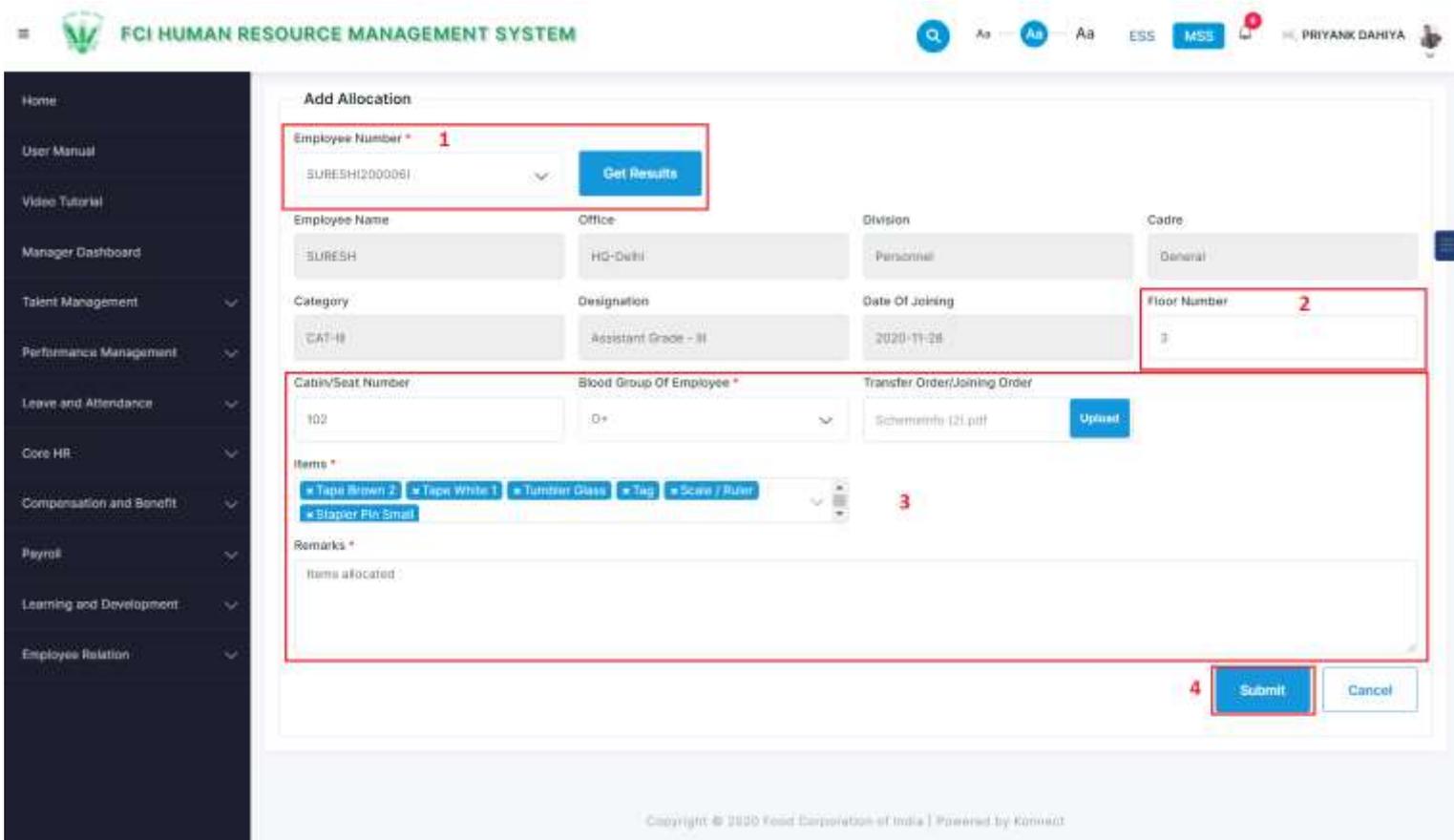
Figure 4-130: Add Allocation

Enter the details and click on **Submit** and a new request will be generated and added into MSS landing page with success message as shown in Figure below:

Figure 4-131: Successful Message

4.4.4.5 View Item Allocation

Click on 👁 to open View detail form as shown in Figure below:
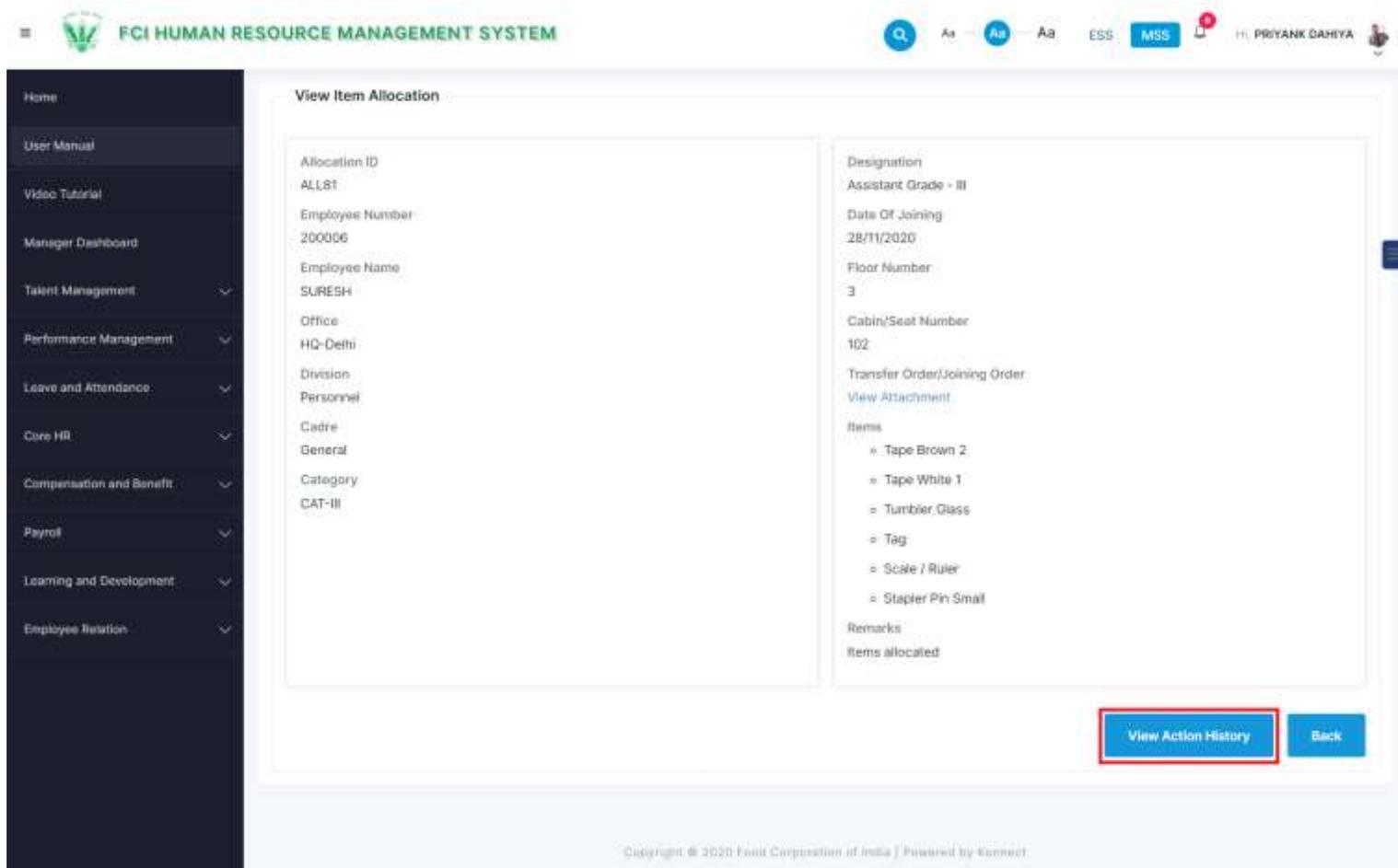
Figure 4-132: View Item Allocation

Further the User can:

- Click on **View Action History** to open the Action History which reflects the approval routing for the specific transaction.

- Click on **Back** to navigate to Landing page.

4.4.4.6 Edit Item Allocation

Note – A request which was approved previously can be updated. The updates shall also go for approval process.

Click on ✏️ to landing page to open edit detail form as shown in Figure below:

Figure 4-133: Edit Allocation

Enter the details and click on **Update** such that a success message will be shown on the Landing Page for updating the existing record in the table as shown in Figure below:

Figure 4-134: Item Allocation Listing - Updated Item Allocation

4.4.4.7 Dispatch Item Allocation

To Dispatch the request submitted by HRMS user the reviewing authority shall navigate to Reviewer landing page as shown in Figure below:

Figure 4-135: Item Allocation Review Listing

Click on [icon] to open the Review form as shown in Figure above:

Figure 4-136: Dispatch Item Allocation

Enter the relevant details and perform one of the following actions as a reviewing authority:

- Click on **[View Action History]** to open the Action History which reflects the approval routing for the specific transaction.

- Click on **[Add]** to attach a new document in PDF format with a document name of not more than 5 MB

- Click on Add Reviewer link to open the additional reviewer popup where the existing reviewing authority can add another reviewer in the line of approval routing. Functionality explained in common functionality section 5.1.1, please refer.

- Click on **[Dispatch]** button to submit the review with details to the concerned reviewer selected as shown in **DISPATCH TO field** such that the transaction is forwarded to the next selected reviewer in the reviewing authority final reviewer has reviewed the transaction and the same transaction is forwarded to approving authority for final approval.

- Click on **[Revert]** button to send back the entire transaction directly back to the User who can resubmit the request with necessary details. The status of the transaction shall change from **Pending Review** to **Reverted** in case any reviewer or approving authority had reverted the transaction back to the initiator.

- Click on **[Cancel]** to navigate back.

Figure 4-137: Item Allocation Dispatched

4.4.4.8 Review Item Allocation

Once the request is Dispatched by the user, the selected user will receive the request for review as a part of reviewing authority as shown in Figure 4-136 and shall click on

to open the Review form as shown in Figure above:

Figure 4-138: Review Item Allocation

Enter the relevant details and perform one of the following actions as a reviewing authority:

- Click on **View Action History** to open the Action History which reflects the approval routing for the specific transaction.

- Click on **Add** to attach a new document in PDF format with a document name of not more than 5 MB

- Click on **Add Reviewer** link to open the additional reviewer popup where the existing reviewing authority can add another reviewer in the line of approval routing. Functionality explained in common functionality section 5.1.1, please refer.

- Click on **Selective Revert** link to open the selective revert popup from where the reviewing authority can send back the transaction to any reviewer who had previously reviewed the transaction. Functionality explained in common functionality section 5.1.2, please refer.

- Click on **Review** button to submit the review with details such that the transaction is forwarded to the next reviewer in the reviewing authority or to the approving authority after final review. The status of the transaction shall change from **Pending Review** to **Pending Approval** once the final reviewer has reviewed the transaction and the same transaction is forwarded to approving authority for final approval.

- Click on **Revert** button to send back the entire transaction directly back to the User who can resubmit the request with necessary details. The status of the transaction shall change from **Pending Review** to **Reverted** in case any reviewer or approving authority had reverted the transaction back to the initiator.

4.4.4.9 Approve Item Allocation

To approve or reject the request forwarded by reviewing authority, the approving authority shall navigate to Approval page as shown in Figure below:

Figure 4-139: Item Allocation Approve Listing

Click on ✔ in above figure to open the Approval page as shown in Figure below

Figure 4-140: Approve Item Allocation

Enter the relevant details and perform one of the following actions as a reviewing authority:

- Click on **View Action History** to open the Action History which reflects the approval routing for the specific transaction.

- Click on **Add** to attach a new document in PDF format with a document name of not more than 5 MB

- Click on Add Reviewer link to open the additional reviewer popup where the existing reviewing authority can add another reviewer in the line of approval routing. Functionality explained in common functionality section 5.1.1, please refer.

- Click on Selective Revert link to open the selective revert popup from where the reviewing authority can send back the transaction to any reviewer who had previously reviewed the transaction. Functionality explained in common functionality section 5.1.2, please refer.

- Click on **Approve** to give approval on the transaction and On Approval Landing Page status of the transaction changes from **Pending Approval** to **Approved** as shown in Figure below.

- Click on **Reject** to give a rejection on the transaction and the User will not be able to resubmit the same transaction with updates. On Approval Landing Page status of the transaction changes from **Pending Approval** to **Rejected.**

- Click on **Cancel** to navigate back to Approval Listing Page.

Figure 4-141: Item Allocation Approve Listing – Success Message

4.4.5 Document Verification

This process is change status of Employee who are on probation based on document verification.

4.4.5.1 Navigation

Left Navigation: Core HR >> Requests >> Appointment and Verification>> Document Verification

4.4.5.2 SLA

2 Days

4.4.5.3 Landing Page

User shall traverse the navigation as mentioned in Section 4.4.5.1 to reach the Landing Page as shown in Figure below:
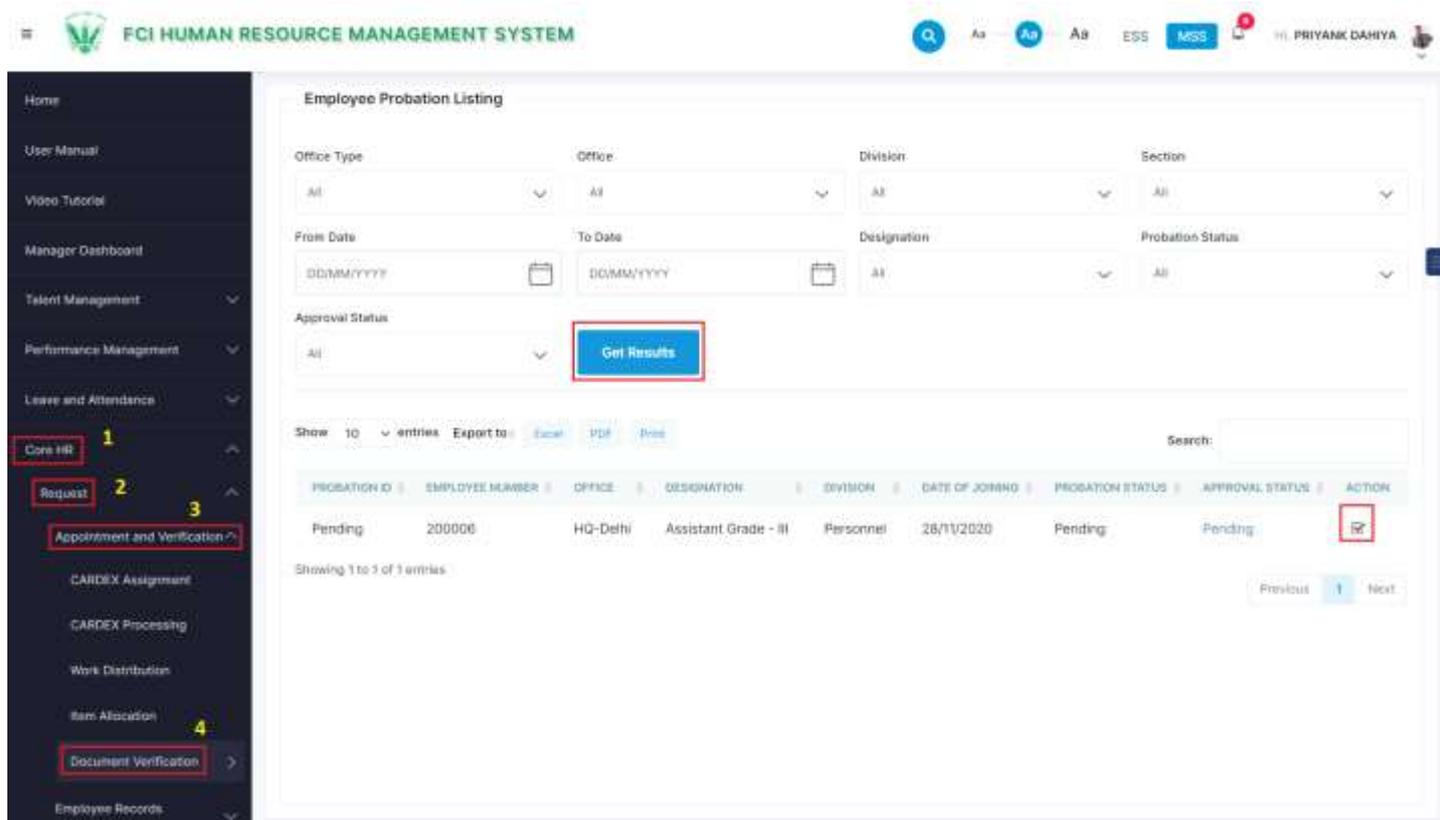
Figure 4-142: Employee Probation Listing

User shall be able to perform the following activities from the landing page:

- Click on **Get Results** to apply the available filters.

- Click on **Excel** to export the table records in Excel as per table columns.

- Click on **Search:** to enter a search query that shall search the table records.

- Click on to sort the table records in ascending order or descending order of entries.

- Click on Status, to open the action history in a popup that describes the approval routing of the entire transaction

- Click on   Previous 1 Next   to navigate table records

- Click on   📝   to start request of confirmation or extension of probation.

4.4.5.4 Verify Documents and Probation

Click on   📝   to open Add new information in the Figure below:

Figure 4-143: Document Review and Probation

Enter the details and click on **Submit** and a new request will be generated and added into MSS landing page with success message and the status changes from **Pending** to **Pending Review** as shown in Figure below:

Figure 4-144: Verification Initiated

4.4.5.5 View Documents and Probation

Click on 👁 to open View detail form as shown in Figure below:

Figure 4-145: View Employee Probation Details

Further the User can:

- Click on **View Action History** to open the Action History which reflects the approval routing for the specific transaction.

- Click on **Back** to navigate to Landing page.

4.4.5.6 Dispatch Documents and Probation

To Dispatch the request submitted by HRMS user the reviewing authority shall navigate to Reviewer landing page as shown in Figure below:

Figure 4-146: Employee Probation Review Listing

Click on to open the Review form as shown in Figure above:

Figure 4-147: Dispatch Document Verification and Probation

Enter the relevant details and perform one of the following actions as a reviewing authority:

- Click on **View Action History** to open the Action History which reflects the approval routing for the specific transaction.

- Click on **Add** to attach a new document in PDF format with a document name of not more than 5 MB

- Click on **Add Reviewer** link to open the additional reviewer popup where the existing reviewing authority can add another reviewer in the line of approval

routing. Functionality explained in common functionality section 5.1.1, please refer.

- Click on **Dispatch** button to submit the review with details to the concerned reviewer selected as shown in **DISPATCH TO field** such that the transaction is forwarded to the next selected reviewer in the reviewing authority final reviewer has reviewed the transaction and the same transaction is forwarded to approving authority for final approval.

- Click on **Revert** button to send back the entire transaction directly back to the User who can resubmit the request with necessary details. The status of the transaction shall change from **Pending Review** to **Reverted** in case any reviewer or approving authority had reverted the transaction back to the initiator.

- Click on **Cancel** to navigate back.

Figure 4-148: Dispatched Document Verification

4.4.5.7 Review Document Verification and Probation

Once the request is Dispatched by the user, the selected user will receive the request for review as a part of reviewing authority as shown in Figure 4-136 and shall click on

to open the Review form as shown in Figure above:

Figure 4-149: Review Document Verification and Probation

Enter the relevant details and perform one of the following actions as a reviewing authority:

- Click on **View Action History** to open the Action History which reflects the approval routing for the specific transaction.

- Click on **Add** to attach a new document in PDF format with a document name of not more than 5 MB

- Click on Add Reviewer link to open the additional reviewer popup where the existing reviewing authority can add another reviewer in the line of approval routing. Functionality explained in common functionality section 5.1.1, please refer.

- Click on Selective Revert link to open the selective revert popup from where the reviewing authority can send back the transaction to any reviewer who had previously reviewed the transaction. Functionality explained in common functionality section 5.1.2, please refer.

- Click on **Review** button to submit the review with details such that the transaction is forwarded to the next reviewer in the reviewing authority or to the approving authority after final review. The status of the transaction shall change from **Pending Review** to **Pending Approval** once the final reviewer has reviewed the transaction and the same transaction is forwarded to approving authority for final approval.

- Click on **Revert** button to send back the entire transaction directly back to the User who can resubmit the request with necessary details. The status of the transaction shall change from **Pending Review** to **Reverted** in case any

reviewer or approving authority had reverted the transaction back to the initiator.

Figure 4-150: Document Verification and Probation Reviewed

4.4.5.8 Approve Document Verification and Probation

To approve or reject the request forwarded by reviewing authority, the approving authority shall navigate to Approval page by following the navigation as mentioned in

section 4.4.5.1 and click on ✔ to open the Approval page as shown in Figure below
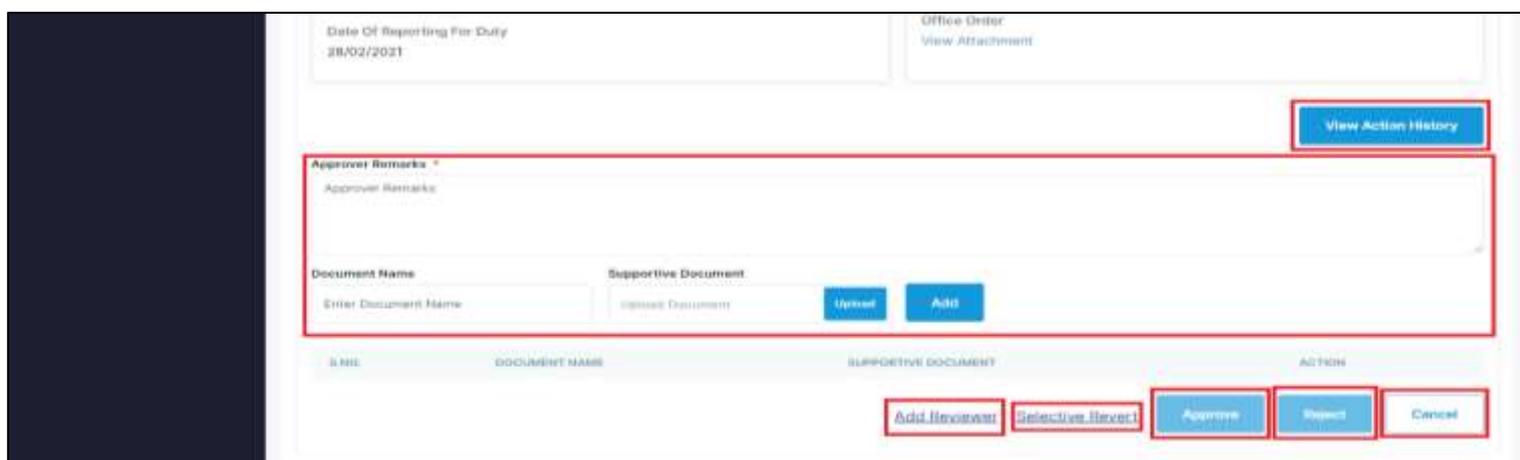
Figure 4-151: Document Verification and Probation Approval

Enter the relevant details and perform one of the following actions as a reviewing authority:

- Click on **View Action History** to open the Action History which reflects the approval routing for the specific transaction.

- Click on **Add** to attach a new document in PDF format with a document name of not more than 5 MB

- Click on Add Reviewer link to open the additional reviewer popup where the existing reviewing authority can add another reviewer in the line of approval routing. Functionality explained in common functionality section 5.1.1, please refer.

- Click on <u>Selective Revert</u> link to open the selective revert popup from where the reviewing authority can send back the transaction to any reviewer who had previously reviewed the transaction. Functionality explained in common functionality section 5.1.2, please refer.

- Click on **Approve** to give approval on the transaction and On Approval Landing Page status of the transaction changes from **Pending Approval** to **Approved** as shown in Figure below**.**

- Click on **Reject** to give a rejection on the transaction and the User will not be able to resubmit the same transaction with updates. On Approval Landing Page status of the transaction changes from **Pending Approval** to **Rejected.**

- Click on **Cancel** to navigate back to Approval Listing Page.

Figure 4-152: Document Verification and Probation Approved

4.5   Employee Records Management

4.5.1 Employee Portfolio Detail

The purpose of Employee Portfolio Detail is to allow the Establishment Section of Personnel Division to view employee portfolio details in the MSS.

4.5.1.1 Navigation

For MSS

Left Navigation: Core HR >> Transaction >> Employee Records Management >> Employee Portfolio Details

For ESS

Left Navigation: Core HR >> My Portfolio

4.5.1.2 Landing Page

User shall traverse the navigation as mentioned in Section 4.3.1.1 to reach the Employee Portfolio Landing Page as shown in Figure below
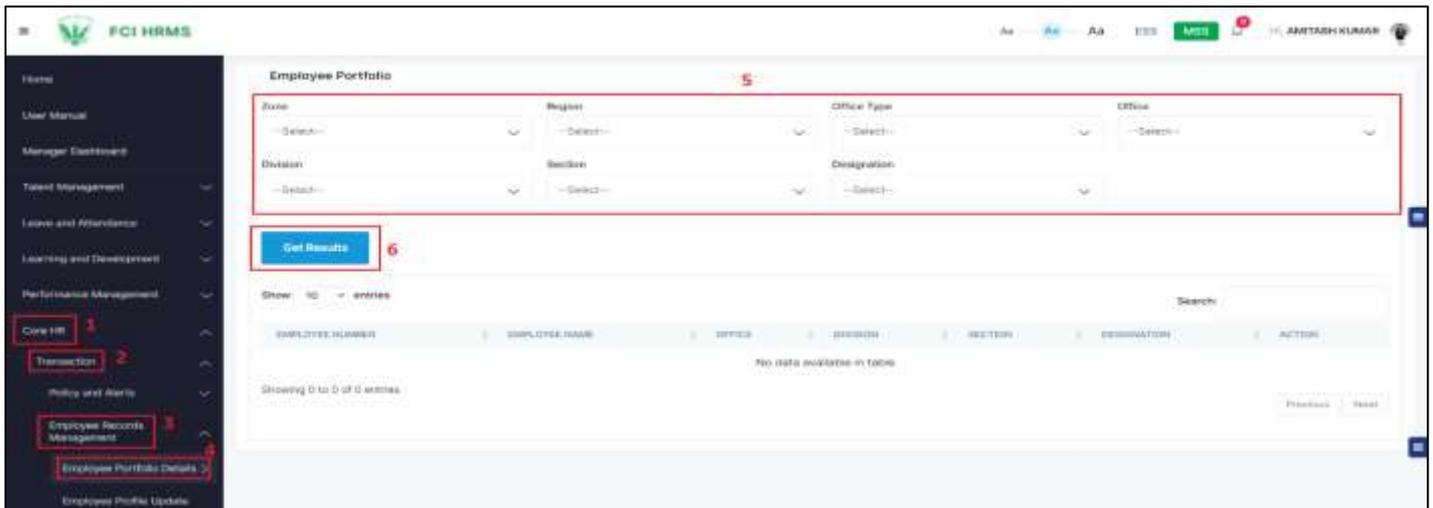
Figure 4-153: Employee Portfolio Detail

- Apply the filters and click on **Get Results** to fetch the records as shown in Figure below:
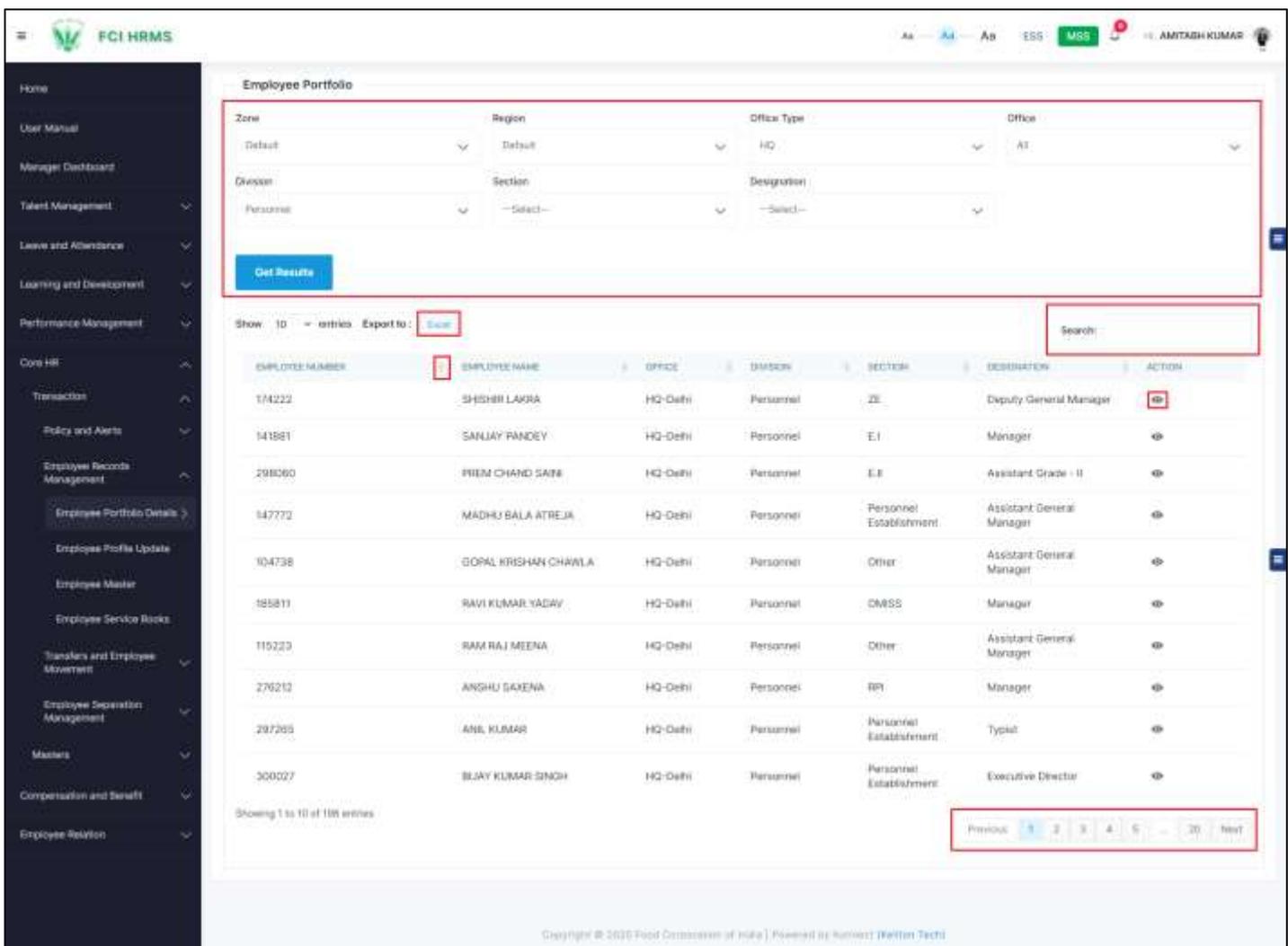
Figure 4-154: Employee Portfolio Detail

Search:

- Click on _____ to enter a search query that shall search the table records.

- Click on ▲▼ to sort the table records in ascending order or descending order of entries.

- Click on 👁 to view portfolio details of the employee as shown in below Figure:

Figure 4-155: Employee Portfolio Report

4.5.2 Employee Profile Edit

This process will allow the nodal officer to update employee information based on My Profile edit requests raised by employees.

4.5.2.1 Navigation

Left Navigation: Core HR >> Requests >> Employee Records Management >> Employee Profile Update

4.5.2.2 SLA

Not Applicable

4.5.2.3 Landing Page

User shall traverse the navigation as mentioned in Section 4.5.2.1 to reach the Landing Page as shown in Figure below:
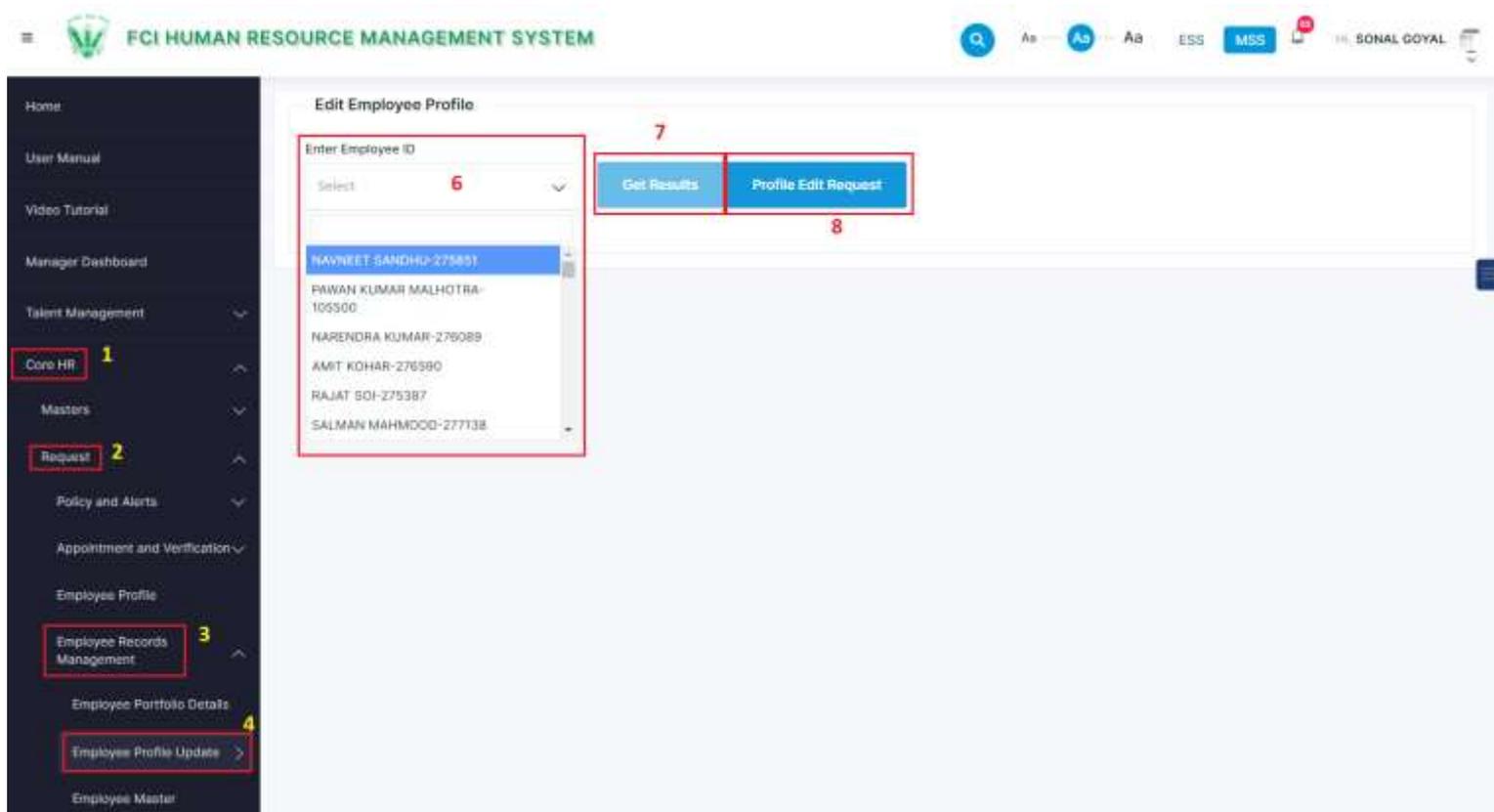
Figure 4-156: Edit Employee Profile

User shall be able to perform the following activities from the landing page:

- Click on **Get Results** to fetch the profile and portfolio details of the selected employee.

- Click on **Profile Edit Request** to view the profile edit requests raised by the employees from ESS-My Profile.

4.5.2.4   Edit Profile and Portfolio Details

User will navigate to the selected employee's profile and portfolio details based on the employee number filtered as shown below:

Figure 4-157: Edit Employee Profile - Update

Enter the details and click on **Submit** to update the portfolio or profile details of the employee which is then reflected in the ESS – My Profile and My

Portfolio. Nodal officer will then click on ✓ to mark the request as **Completed.**

4.5.3 Employee Master

This process will allow user to update master details related to pay and various statuses for an employee.

4.5.3.1 Navigation

Left Navigation: Core HR >> Requests >> Employee Records Management >> Employee Master

4.5.3.2 SLA

Not Applicable

4.5.3.3 Landing Page

User shall traverse the navigation as mentioned in Section 4.5.3.1 to reach the Landing Page as shown in Figure below:

Figure 4-158: Employee Master

User shall be able to perform the following activities from the landing page:

- Click on **Get Results** to apply the available filters.

- Click on Excel to export the table records in Excel as per table columns.

- Click on Search: [   ] to enter a search query that shall search the table records.

- Click on ▲▼ to sort the table records in ascending order or descending order of entries.

- Click on Status, to open the action history in a popup that describes the approval routing of the entire transaction

- Click on Previous 1 Next to navigate table records

- Click on 🖉 to edit an existing record in the table

- Click on 👁 to view an existing record in the table.

4.5.3.4 Update Employee Master

Click on 🖉 to open the employee master detail page as shown in Figure 4-153. The user shall enter the details and perform one of the following:

- Click on **View Employee Profile** to view the employee – ESS – My Profile.

- Click on **Add reason** to add reason for updating employee detail in employee master.

Figure 4-159: Employee Work Information

Click on [Update] to update employee master details based on self-approval.

Figure 4-160: Employee Master – Success Message

4.5.3.5 View Employee Master

Click on 👁 to view employee master details of the employee in read only mode as shown below:

Figure 4-161: View Employee Master Information

4.5.4 Employee Service Book

The purpose of Employee Service Book is to allow the Establishment Section of Personnel Division to view employee service details in the MSS.

4.5.4.1 Navigation

For MSS

Left Navigation: Core HR >> Requests >> Employee Records Management >> Employee Service Books

For ESS

Left Navigation: Core HR >> My Service Book

4.5.4.2 Landing Page

User shall traverse the navigation as mentioned in Section 4.5.4.1 to reach the Employee Service Book Landing Page as shown in Figure below

Figure 4-162: Service Book Listing

User shall be able to perform the following activities from the landing page:

- Click on **Get Results** to apply the available filters.

- Click on **Excel** to export the table records in Excel as per table columns.

- Click on **Search:** to enter a search query that shall search the table records.

- Click on ⬍ to sort the table records in ascending order or descending order of entries.

- Click on **Previous 1 Next** to navigate table records

- Click on 👁 to view an existing record in the table.

4.5.4.3 View Service Book

Click on 👁 to view the service book of the selected employee as shown below

Figure 4-163: Employee Service Book

User shall be able to perform the following activities from the landing page:

- Check the details and mark the service as verified for each transaction

  appended in the service book occurring in HRMS. On clicking the **Verify** button to mark the transactions as verified service transactions.

- Click on ⬆ to add service and audit remarks towards an HRMS transaction or attach additional documents for the same as shown in Figure 4-158

Figure 4-164: Upload Document

4.6 HR Letters and Reports

4.6.1 Predefined Letters

This process shall allow Personnel Division users to issue orders based on predefined templates.

4.6.1.1 Navigation

Left Navigation: Core HR >> Reports >> Letters and Reports >> Generate Predefined Reports

4.6.1.2 SLA

Not Applicable

4.6.1.3 Landing Page

User shall traverse the navigation as mentioned in Section 4.6.1.1 to reach the Landing Page as shown in Figure below:

Figure 4-165: Letter Template Master

User shall be able to perform the following activities from the landing page:

- Click on **Get Results** to apply the available filters.

- Click on **Excel** to export the table records in Excel as per table columns.

- Click on **Search:** to enter a search query that shall search the table records.

- Click on to sort the table records in ascending order or descending order of entries.

- Click on **Previous 1 Next** to navigate table records

- Click on to view an existing record in the table.

4.6.1.4 Generate Letter

User shall perform the following steps to generate a letter:

Select Order

Joining Letter ⌄

- Click on [   ] to select the required letter to generate.

Generate Order
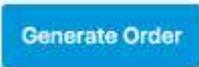
- Click on [Generate Order] to generate the selected template as shown below

Figure 4-166: Example – Joining Letter

Submit

Enter the details and click on [Submit] and the page shall redirect for eSign page as shown below. Provide the credentials and click on **GET OTP**

Figure 4-167: Provide eSign Credentials

Order ID: HRL301   Date: 01/03/2021
Office Order No. :   Employee No.: 200006
DL2CAQ6276

Food Corporation of India

16-20, Barakhamba Lane, New-Delhi-110001, India , Phone: 011-43527697, 43527698

Joining Letter

In pursuance of **Deputation** made at **HQ-Delhi** dated on **28/11/2020**, **Mr. SURESH** has reported for his duty to this office **28/11/2020**. The joining of the employee is hereby accepted and posted in Personnel - Personnel Establishment at **Forenoon** with immediate effect until further notice.

Distributions: **Appointing Authority**

1. Assistant General Manager, HQ-Delhi

                                                          Signature

Signature Not
Verified

Figure 4-168: Non Validated eSign

To validate the eSign, download the letter and open in any PDF Reader. Right click on the signature and validate the signature.

4.6.2 Generate Adhoc Letters

When organization must suddenly issue an order, it can be done using this function in HRMS.

4.6.2.1 Navigation

Left Navigation: Core HR >> Reports >> Letters and Reports >> Generate Adhoc Letter

4.6.2.2 SLA

Not Applicable

4.6.2.3 Landing Page

User shall traverse the navigation as mentioned in Section 4.6.2.1 to Landing Page as shown in Figure below
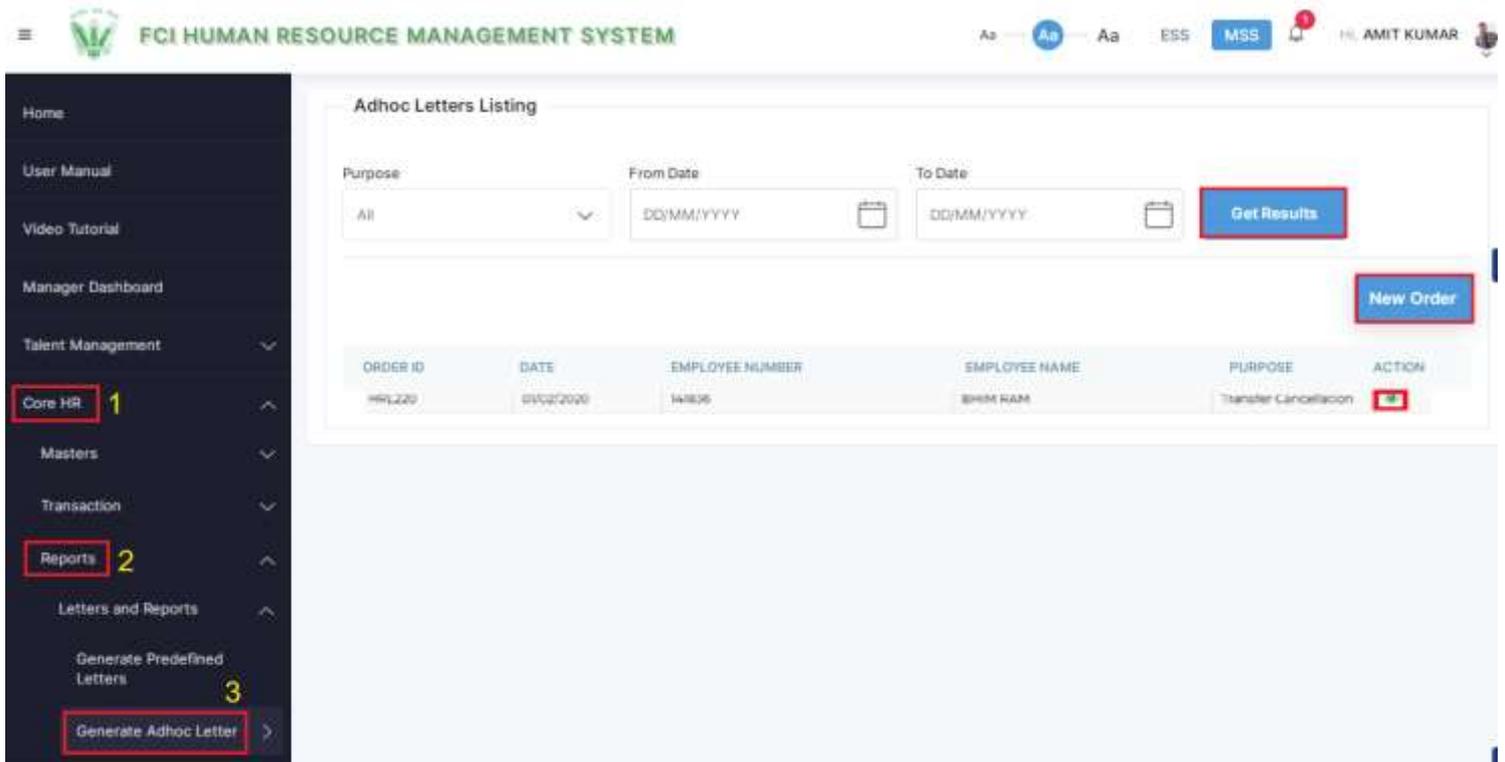
Figure 4-169: Adhoc Letters Listing

User shall be able to perform the following activities from the landing page:

- Click on **Get Results** to apply the available filters.

- Click on **New Order** to add a new letter

- Click on 👁 to view an existing adhoc letter

4.6.2.4 Generate Adhoc Letter

Click on **New Order** to Generate a new Speaking Order/Ad hoc Letter as shown in Figure below

Figure 4-170: Adhoc Letter
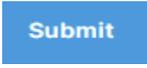
Enter the details and click on **Submit** such that a success message will be shown in Landing Page with addition of a new record in the table as shown in Figure below

Figure 4-171: Adhoc Letters Listing – Success Message

Note – Adhoc Letters shall also be verified based on eSign whose process is mentioned as per Figurer 4-160 and Figure 4-161 in Section 4.6.1.4

4.6.2.5   View Adhoc Letter

Click on 👁 to open and view an existing Order, and order will open as shown in Figure below
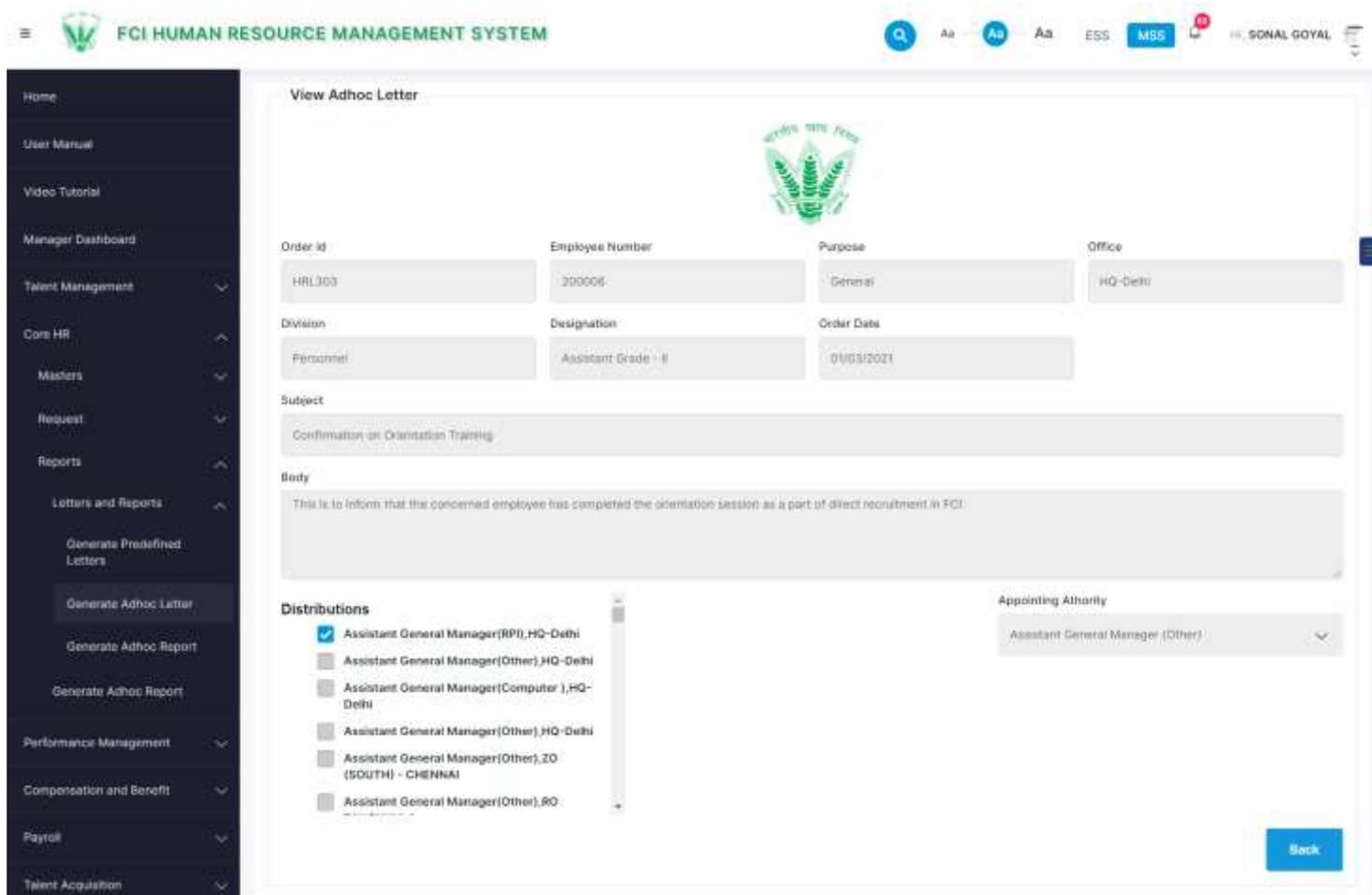
Figure 4-172: View Adhoc Letter

Further the User can:

- Click on **Back** to navigate to Landing page.

4.6.3   Generate Adhoc Reports

4.6.3.1   Navigation

Left Navigation: Core HR >> Reports >> Generate Adhoc Reports

4.6.3.2 SLA

Not Applicable

4.6.3.3 Landing Page

User shall traverse the navigation as mentioned in Section 4.6.3.1 to reach Landing Page as shown in Figure below
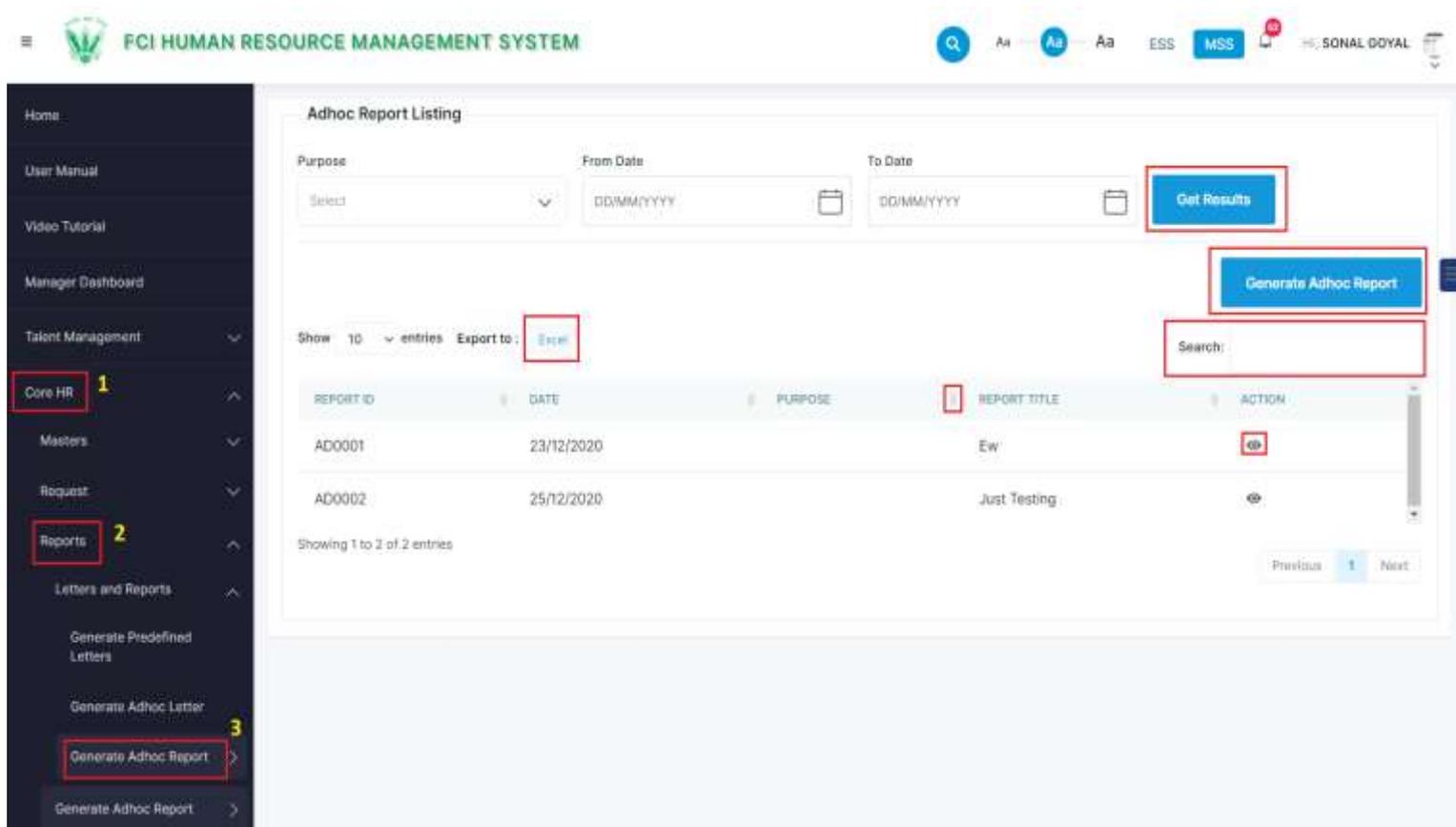
Figure 4-173: Adhoc Report Listing

User shall be able to perform the following activities from the landing page:

- Click on **Get Results** to apply the available filters.

- Click on **Excel** to export the table records in Excel as per table columns.

- Click on **Search:** to enter a search query that shall search the table records.

- Click on to sort the table records in ascending order or descending order of entries.

- Click on **Previous 1 Next** to navigate table records

- Click on to view an existing record in the table.

4.6.3.4 Create Adhoc Report

Click on [**Generate Adhoc Report**] to open the adhoc report creation page as shown below:
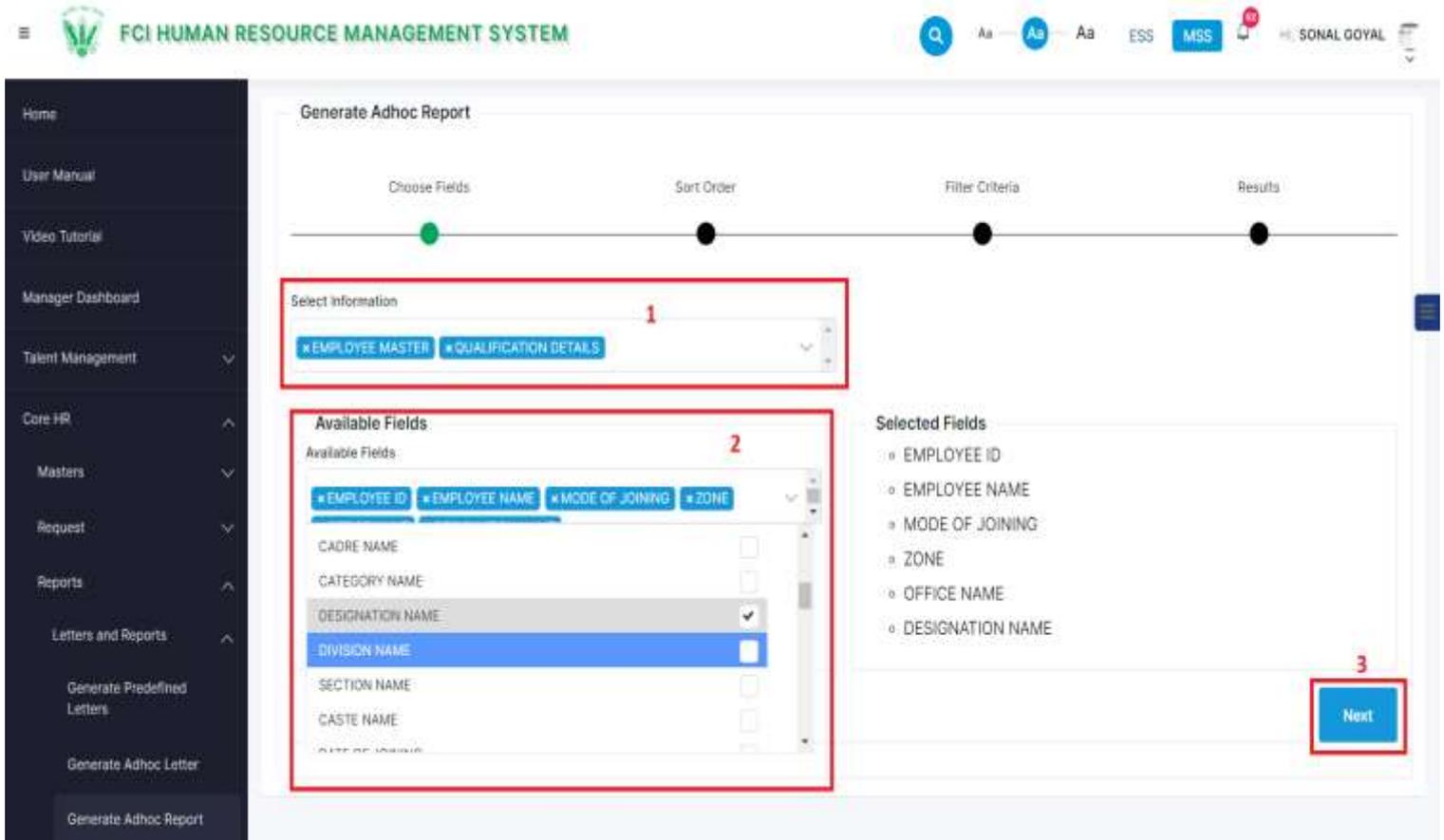
Figure 4-174: Generate Adhoc Letter - Select Fields

Click on [**Next**] to proceed with sorting order as shown below
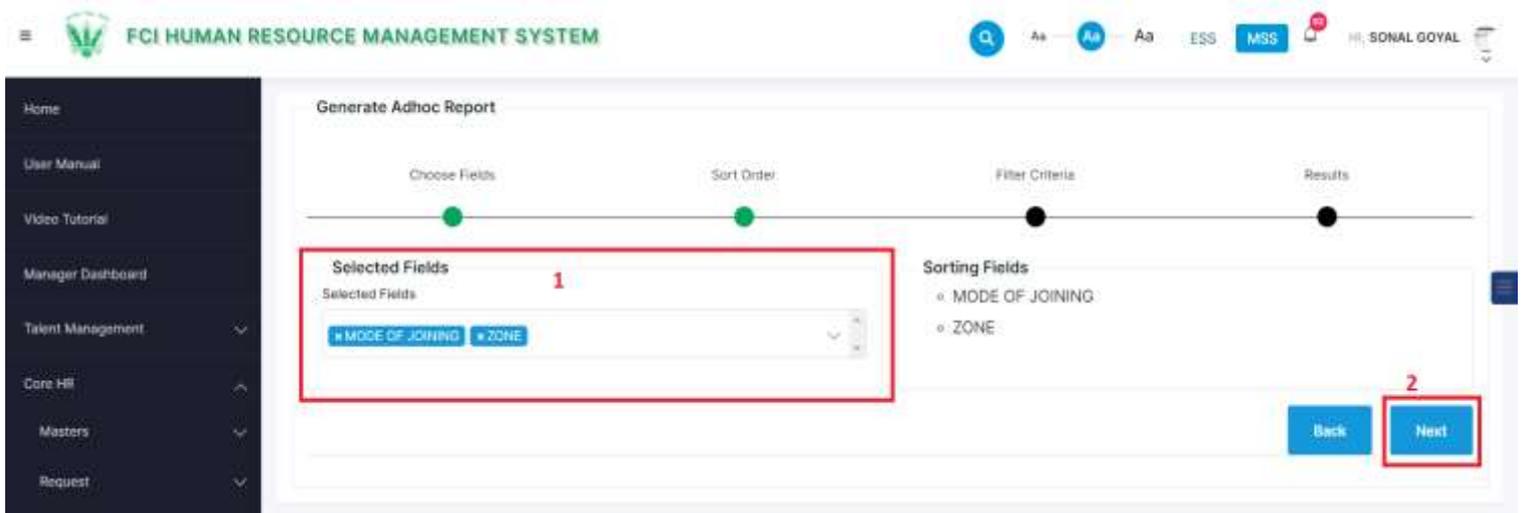
Figure 4-175: Generate Adhoc Letter - Select Sort Order

Click on **Next** to proceed with filter criteria as shown below:

Figure 4-176: Generate Adhoc Letter - Select Filtering Criteria

Click on **Next** to proceed and generate the adhoc report as shown below:

Figure 4-177: Generate Adhoc Letter - Generate Adhoc Report

Click on [Save] to generate the read only view of the Adhoc Report as shown below:

Figure 4-178: Generate Adhoc Letter - Generated Adhoc Report

4.7   Sanction of Telephone

This function is used to get section of telephone sanction from manger.

4.7.1 Navigation

For ESS – Employee Dashboard:

Left Navigation: Core HR >> Telephone Sanction Request

For MSS – Manager Dashboard:

Left Navigation: Core HR >> Requests >> Device Sanction Approval

4.7.2 SLA

2 Days

4.7.3 Landing Page

User shall traverse the navigation as mentioned in Section 4.7.1 to Landing Page as shown in Figure below
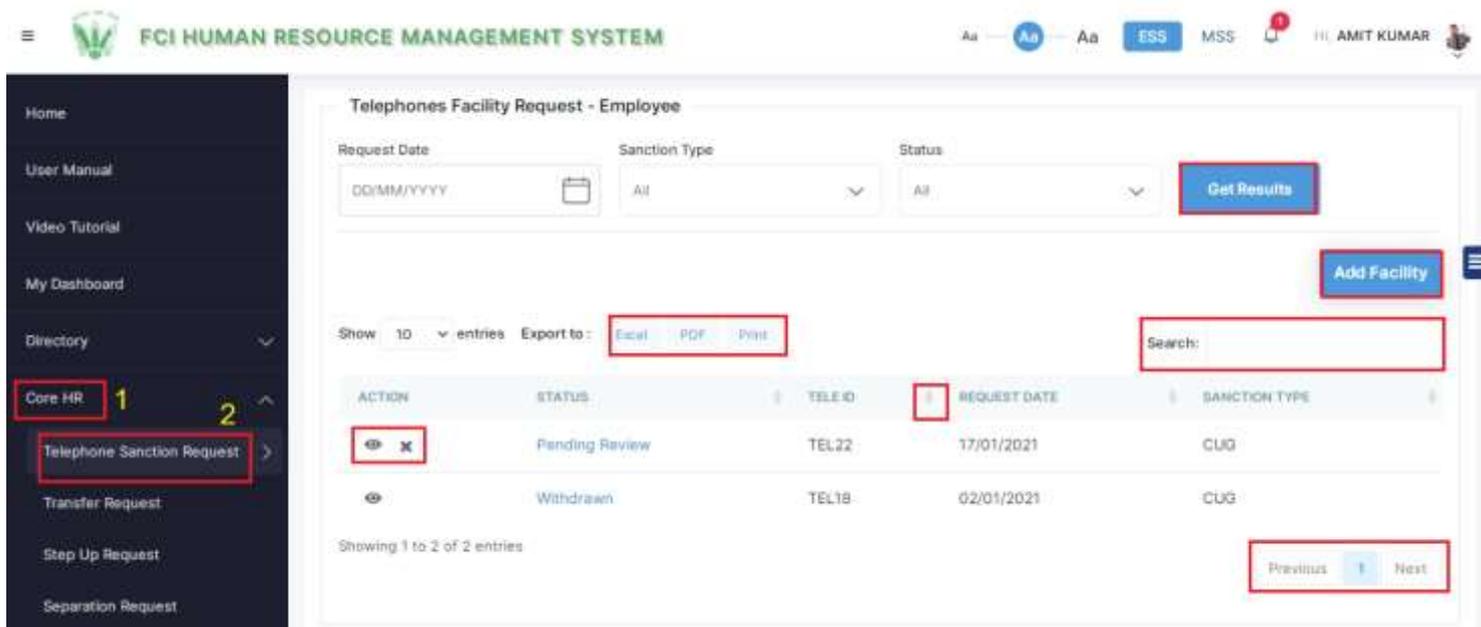
Figure 4-143: Telephone Facility Request - Employee

User shall be able to perform the following activities from the landing page:

- Click on **Get Results** to apply the available filters.

- Click on **Excel** to export the table records in Excel as per table columns.

- Click on **Add Facility** to generate new request.

- Click on **Search:** to enter a search query that shall search the table records.

- Click on to sort the table records in ascending order or descending order of entries.

- Click on to view the request.

- Click on to withdraw the request.

- Click on **Previous 1 Next** to navigate table records

4.7.4 Add Device Sanction Request

Click on **Add Facility** in ESS to generate a new Telephone request as shown in Figure below

Figure 4-179: New Device Sanction Request

Enter the details and click on **Submit** and a new request will be generated and added into ESS landing page with success message as shown in Figure below

Figure 4-180: Telephone Facility Request – Employee – Success Message

4.7.5 View Device Sanction Request

Click on 👁 to View detail of request as shown in Figure below:

Figure 4-181: Employee Request View

In MSS:

In MSS- Dashboard landing page of "Device Sanction Approval" Manager can view request Raised by other employees and review it if they have authority as shown in figure below

Figure 4-182: Device Sanction Review Listing

Click on 👁 to View detail of request as shown in Figure below:
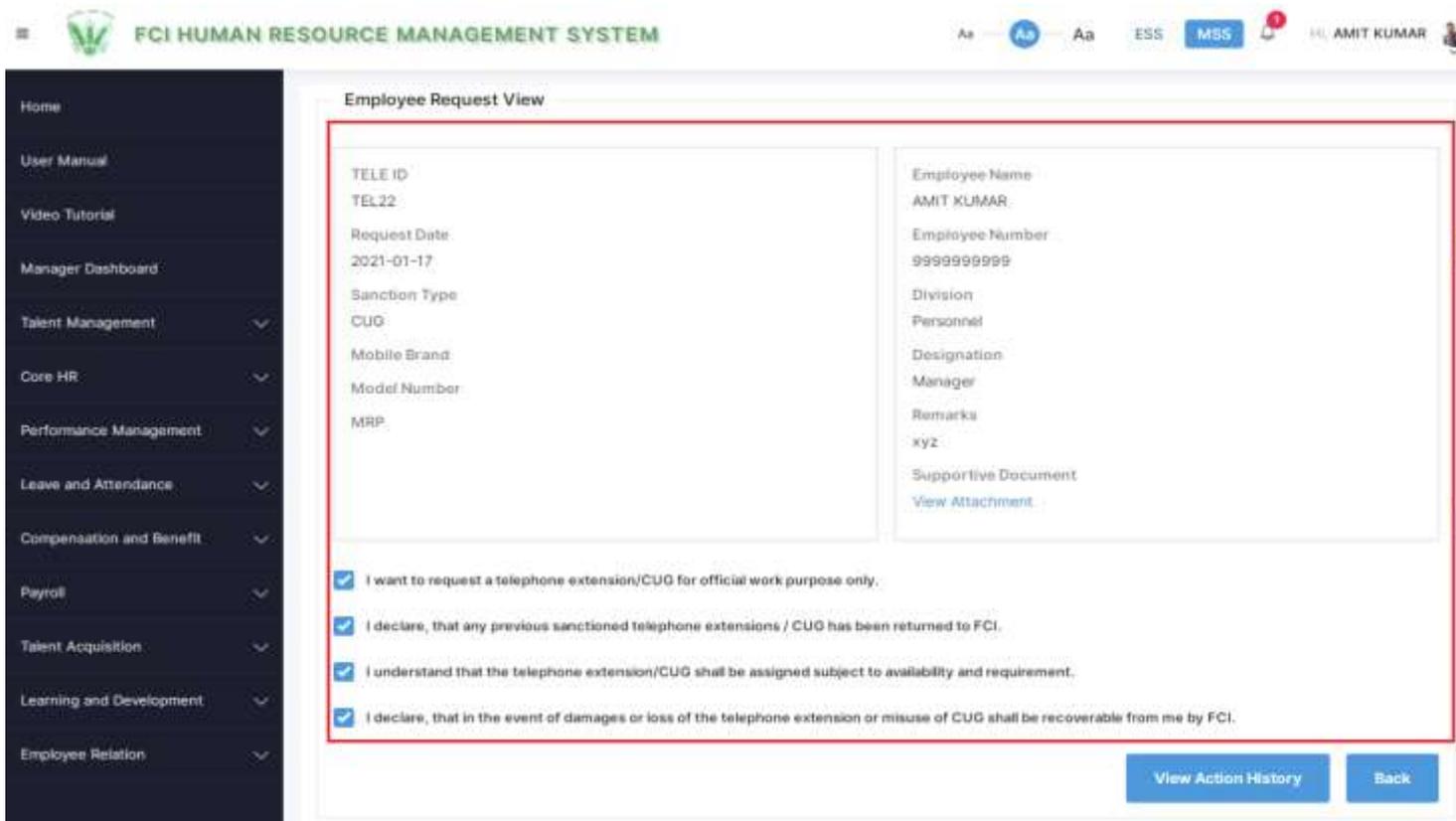
Figure 4-183: Employee Request View

Further the User can:

- Click on **View Action History** to open the Action History which reflects the approval routing for the specific transaction.

- Click on **Back** to navigate to Landing page

4.7.6 Dispatch – Device Sanction Request

To Dispatch the request submitted by HRMS user the reviewing authority shall click on to navigate to detail page as shown in Figure below:

Figure 4-184: Telephone_facility / Approve

Enter the relevant details and perform one of the following actions as a reviewing authority:

- Click on **View Action History** to open the Action History which reflects the approval routing for the specific transaction.

- Click on **Add** to attach a new document in PDF format with a document name of not more than 5 MB

- Click on **Add Reviewer** link to open the additional reviewer popup where the existing reviewing authority can add another reviewer in the line of approval routing. Functionality explained in common functionality section 5.1.1, please refer.

- Click on **Dispatch** button to submit the review with details to the concerned reviewer selected as shown in **DISPATCH TO field** such that the transaction is forwarded to the next selected reviewer in the reviewing

authority final reviewer has reviewed the transaction and the same transaction is forwarded to approving authority for final approval.

- Click on **Revert** button to send back the entire transaction directly back to the User who can resubmit the request with necessary details. The status of the transaction shall change from **Pending Review** to **Reverted** in case any reviewer or approving authority had reverted the transaction back to the initiator.

- Click on **Cancel** to navigate back.

Figure 4-185: Device Sanction Review Listing – Success Message

4.7.7 Review Device Sanction Request

To review the request reviewing authority shall navigate to MSS-landing page as shown in Figure below
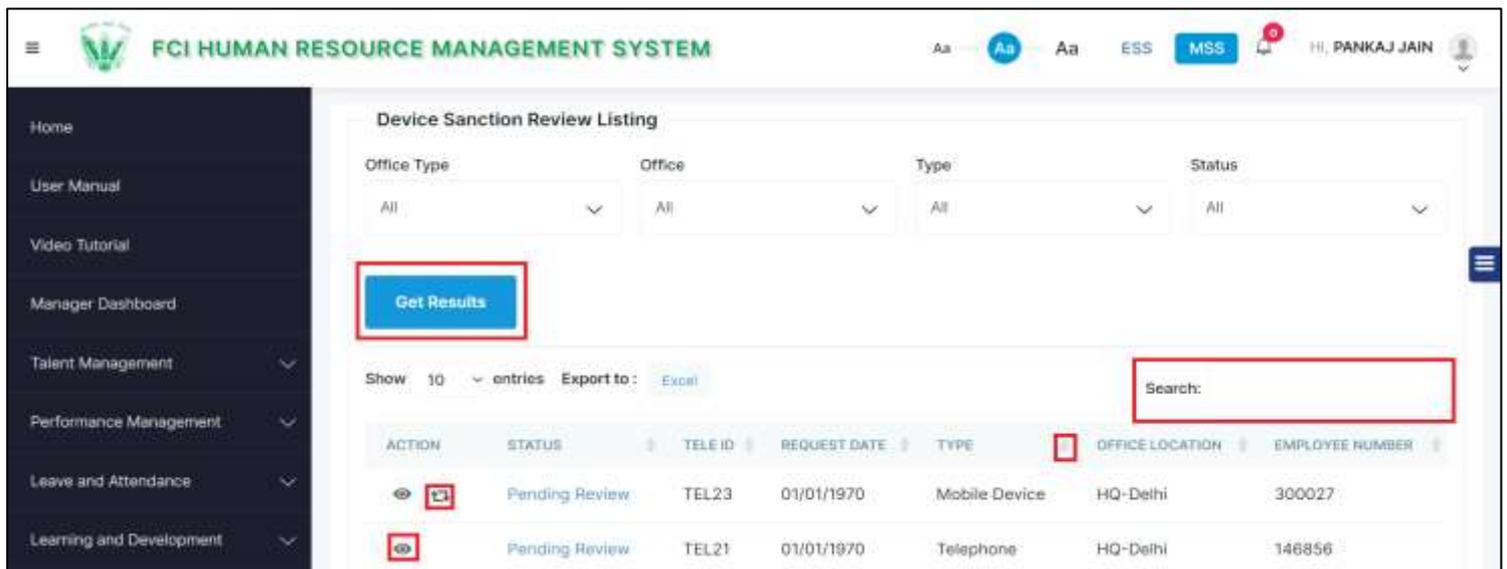
Figure 4-186: Device Sanction Review Listing

Click on 🔁 to open the Review form as shown in Figure 4-149

Figure 4-187: Telephone_facility/ Review

Enter the relevant details and perform one of the following actions as a reviewing authority:

- Click on **View Action History** to open the Action History which reflects the approval routing for the specific transaction.

- Click on **Add** to attach a new document in PDF format with a document name of not more than 5 MB

- Click on **Add Reviewer** link to open the additional reviewer popup where the existing reviewing authority can add another reviewer in the line of approval

routing. Functionality explained in common functionality section 5.1.1, please refer.

- Click on Selective Revert link to open the selective revert popup from where the reviewing authority can send back the transaction to any reviewer who had previously reviewed the transaction. Functionality explained in common functionality section 5.1.2, please refer.

- Click on **Review** button to submit the review with details such that the transaction is forwarded to the next reviewer in the reviewing authority or to the approving authority after final review. The status of the transaction shall change from **Pending Review** to **Pending Approval** once the final reviewer has reviewed the transaction and the same transaction is forwarded to approving authority for final approval.

- Click on **Revert** button to send back the entire transaction directly back to the User who can resubmit the request with necessary details. The status of the transaction shall change from **Pending Review** to **Reverted** in case any reviewer or approving authority had reverted the transaction back to the initiator.

Figure 4-188: Device Sanction Review Listing – Success Message

4.7.8 Approve Device Sanction Request

To approve or reject the request forwarded by reviewing authority, the approving authority shall navigate to Approval landing page as shown below:

Figure 4-189: Device Sanction Approval Listing

Click on ✔ to open the page as shown below, where approving authority can perform one of the following actions:

- Click on **View Action History** to open the Action History which reflects the approval routing for the specific transaction.

- Click on **Add** to attach a new document in PDF format with a document name of not more than 5 MB

- Click on Add Reviewer link to open the additional reviewer popup where the existing reviewing authority can add another reviewer in the line of approval routing. Functionality explained in common functionality section 5.1.1, please refer.

- Click on Selective Revert link to open the selective revert popup from where the reviewing authority can send back the transaction to any reviewer who had previously reviewed the transaction. Functionality explained in common functionality section 5.1.2, please refer.

- Click on **Approve** to give approval on the transaction and On Approval Landing Page status of the transaction changes from **Pending Approval** to **Approved** as shown in Figure below**.**

- Click on **Reject** to give a rejection on the transaction and the User will not be able to resubmit the same transaction with updates. On Approval

Landing Page status of the transaction changes from **Pending Approval** to **Rejected.**

- Click on [Cancel] to navigate back to Approval Listing Page.

Figure 4-190: Telephone_facility / Approve
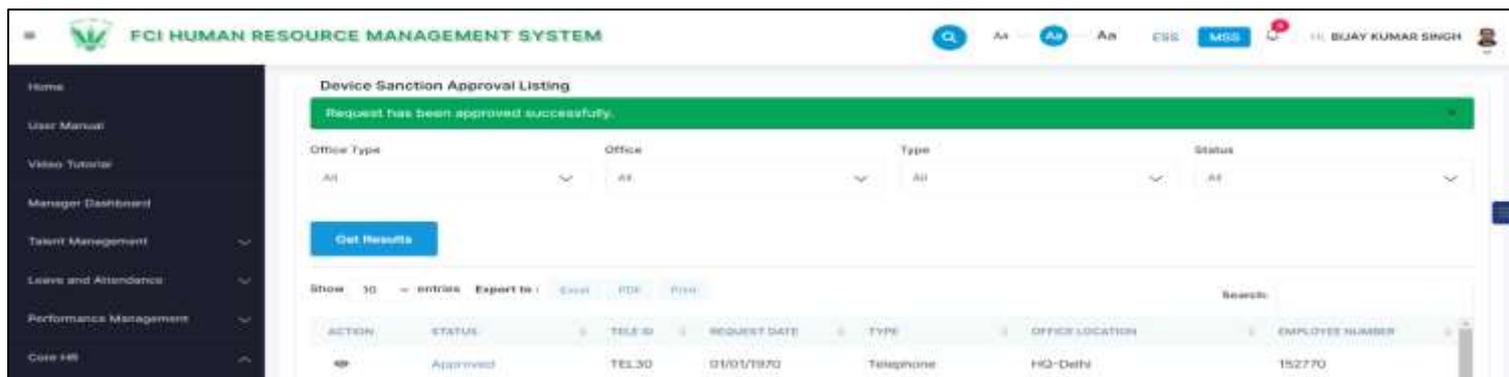
Figure 4-154: Device Sanction Approval Listing – Success Message

4.8 Stepping Up Pay

When a senior employee draws lesser pay than his junior promoted after him, the pay may be stepped up to the extent of pay of his junior from the date of promotion of junior subject to following conditions. In this case, the senior employee can raise a request to step up his pay to Personnel division.

4.8.1 Navigation

ESS Navigation: Core HR >> Step Up Request

MSS Navigation: Core HR >> Request >> Stepping Up Approval

4.8.2 SLA

2 Days

4.8.3 Landing Page

User shall traverse the navigation as mentioned in Section 4.8.1 to reach the Step Up Request Landing Page as shown below:
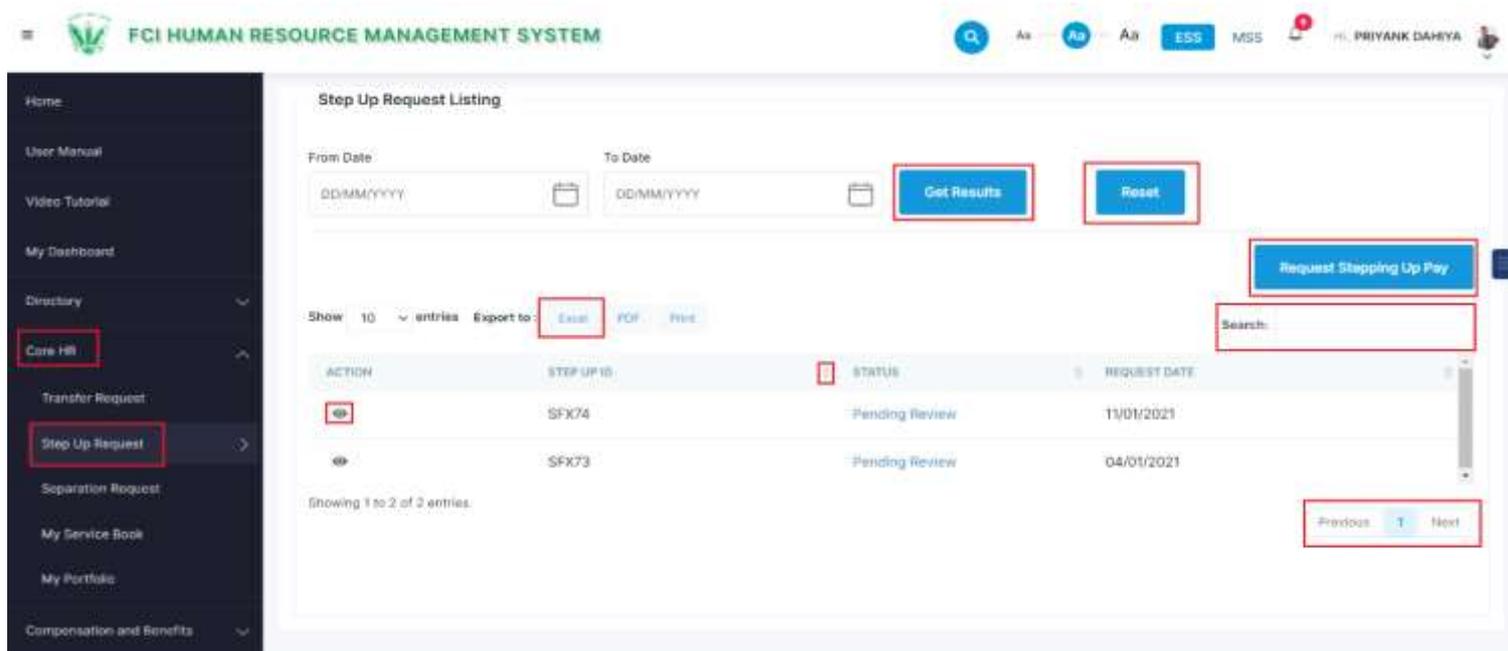
Figure 4-191: Step Up Request Listing

User shall be able to perform the following activities from the landing page:

- Click on **Get Results** to apply the available filters.

- Click on **Excel** to export the table records in Excel as per table columns.

- Click on **Request Stepping Up Pay** to generate new request.

- Click on **Search:** to enter a search query that shall search the table records.

- Click on ⬍ to sort the table records in ascending order or descending order of entries.

- Click on 👁 to view the request.

- Click on **Previous 1 Next** to navigate table records

4.8.4 Step Up Request

User shall raise a step up request from ESS by clicking the **Request Stepping Up Pay** button to open the Step Up Request Form as shown below:

Figure 4-192: Step Up Pay Request

Enter the details and click on **Submit** and a new request will be generated and added into ESS landing page with success message as shown in Figure below
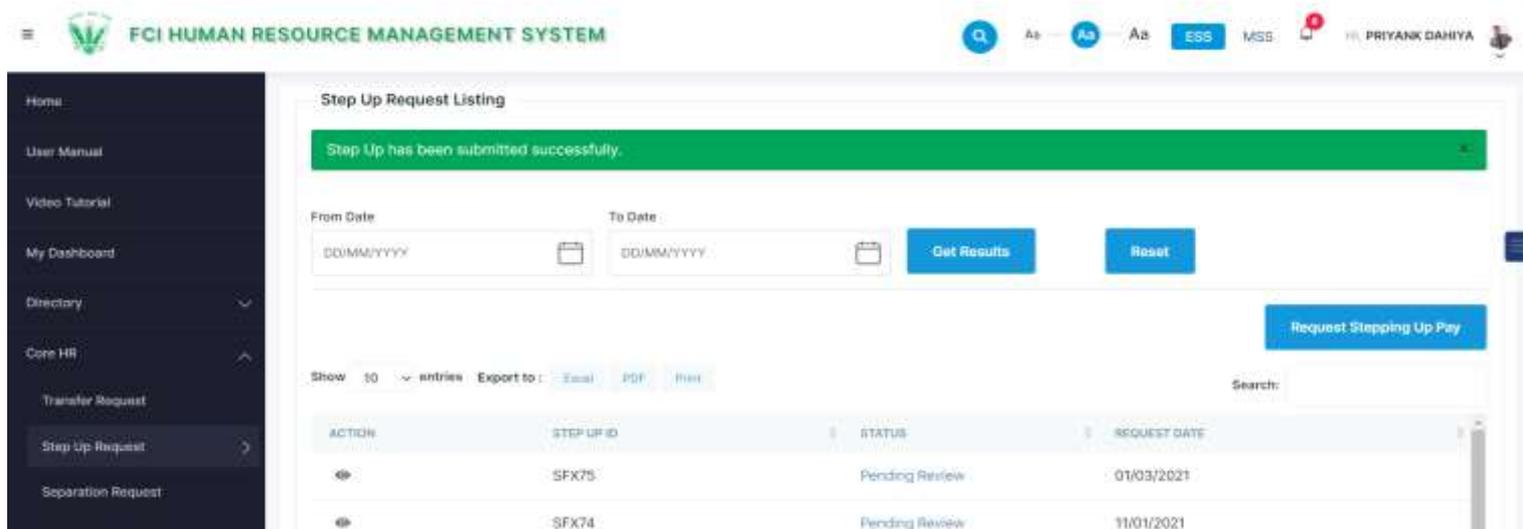
Figure 4-193: Step Up Request Listing – Success Message

4.8.5 Review Step Up Request

To review the request submitted by HRMS user the reviewing authority shall navigate to Reviewer landing page as shown in Figure below:
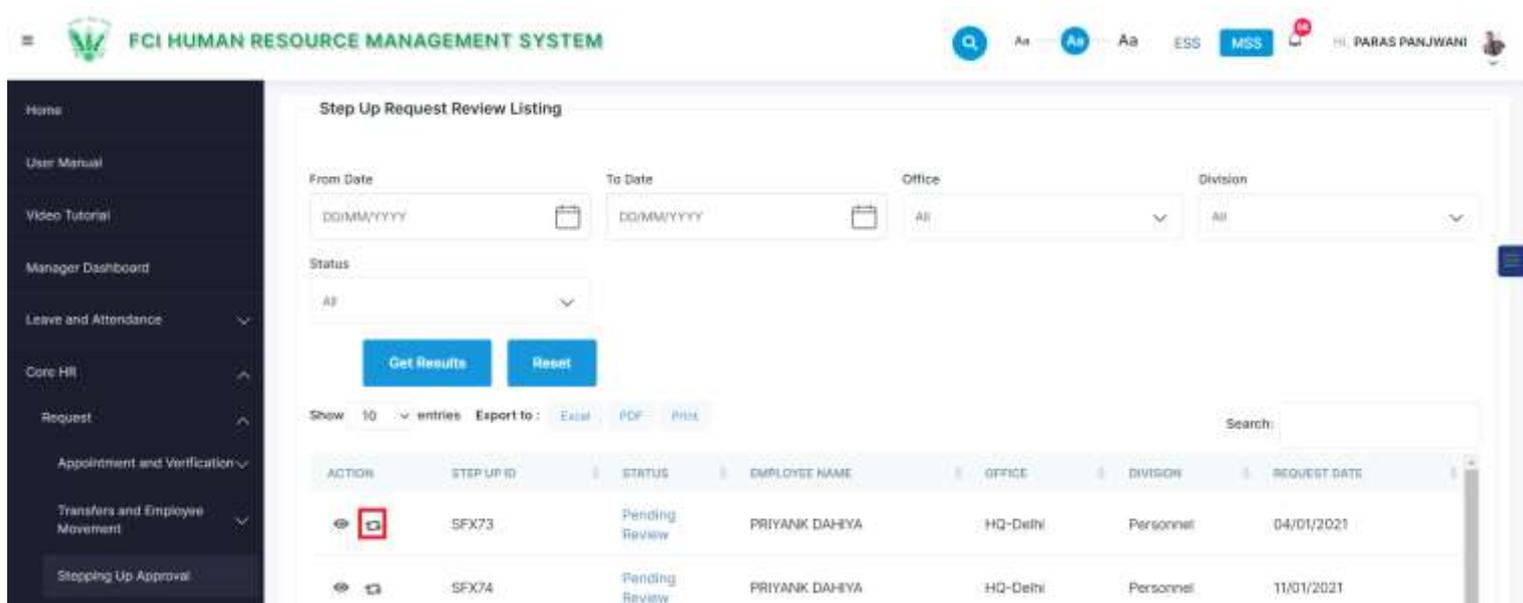
Figure 4-194: Step Up Request Review Listing

click on ⟳ to open the Review form as shown in Figure above:

Figure 4-195: Review Step Up

Enter the relevant details and perform one of the following actions as a reviewing authority:

- Click on **View Action History** to open the Action History which reflects the approval routing for the specific transaction.

- Click on **Add** to attach a new document in PDF format with a document name of not more than 5 MB

- Click on **Add Reviewer** link to open the additional reviewer popup where the existing reviewing authority can add another reviewer in the line of approval routing. Functionality explained in common functionality section 5.1.1, please refer.

- Click on **Selective Revert** link to open the selective revert popup from where the reviewing authority can send back the transaction to any reviewer who had previously reviewed the transaction. Functionality explained in common functionality section 5.1.2, please refer.

- Click on **Review** button to submit the review with details such that the transaction is forwarded to the next reviewer in the reviewing authority or to the approving authority after final review. The status of the transaction shall change from **Pending Review** to **Pending Approval** once the final reviewer has reviewed the transaction and the same transaction is forwarded to approving authority for final approval.

- Click on **Revert** button to send back the entire transaction directly back to the User who can resubmit the request with necessary details. The status of the transaction shall change from **Pending Review** to **Reverted** in case any reviewer or approving authority had reverted the transaction back to the initiator.

4.8.6 Approve Step Up Request

To approve or reject the request forwarded by reviewing authority, the approving authority shall navigate to Approval page by following the navigation as mentioned in section 4.4.5.1 and click on ✓ to open the Approval page as shown in Figure below
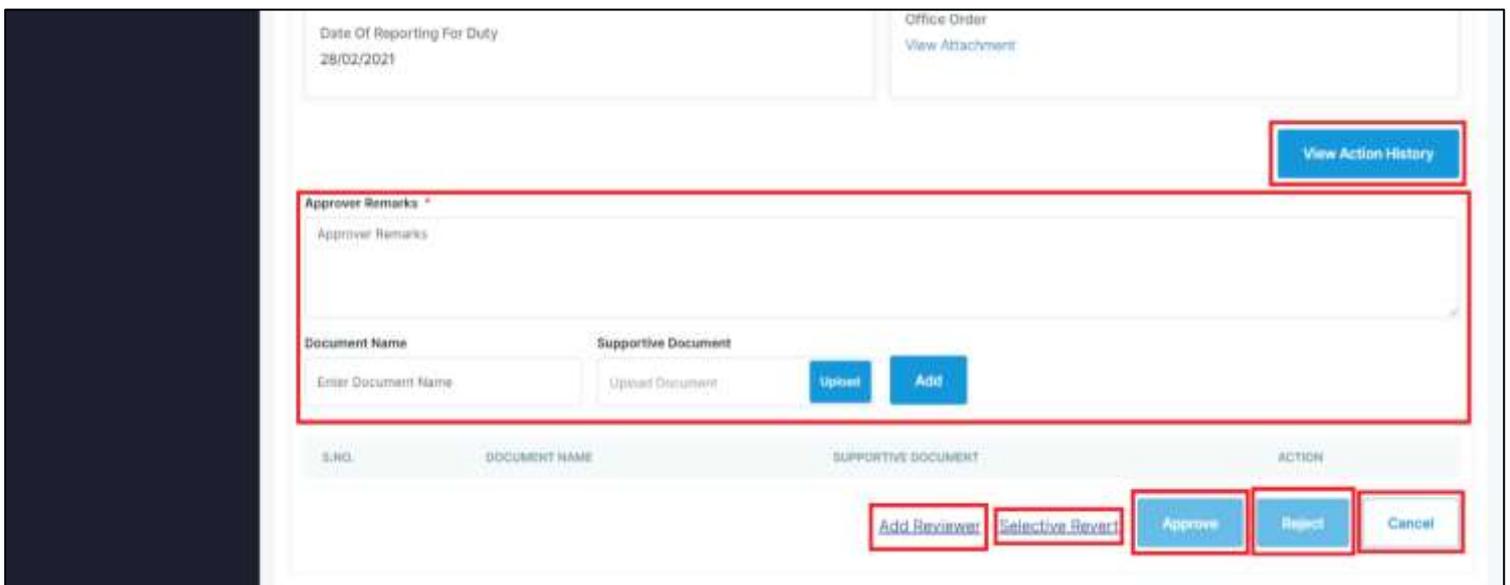
Figure 4-196: Approve Step Up Request

Enter the relevant details and perform one of the following actions as a reviewing authority:

- Click on **View Action History** to open the Action History which reflects the approval routing for the specific transaction.

- Click on **Add** to attach a new document in PDF format with a document name of not more than 5 MB

- Click on Add Reviewer link to open the additional reviewer popup where the existing reviewing authority can add another reviewer in the line of approval routing. Functionality explained in common functionality section 5.1.1, please refer.

- Click on <u>Selective Revert</u> link to open the selective revert popup from where the reviewing authority can send back the transaction to any reviewer who had previously reviewed the transaction. Functionality explained in common functionality section 5.1.1, please refer.

Approve

- Click on to give approval on the transaction and On Approval Landing Page status of the transaction changes from **Pending Approval** to **Approved** as shown in Figure below**.**

Reject

- Click on to give a rejection on the transaction and the User will not be able to resubmit the same transaction with updates. On Approval Landing Page status of the transaction changes from **Pending Approval** to **Rejected.**

Cancel

- Click on to navigate back to Approval Listing Page.

Figure 4-197: Step Up Request Review Listing – Success Message

4.9   Fixation of Pay

At the time of promotion or increment, Personnel division performs a pay fixation to ensure that increments and revised pay scales as per Ministry order or pay commission are included and updated to employee salary. Hence, the system shall have the provision that allows Personnel division to update pay scales as per fixation guidelines.

4.9.1 Navigation

MSS Navigation: Core HR >> Requests >> Fixation of Pay

4.9.2 SLA

2 Days

4.9.3 Landing Page

User shall traverse the navigation as mentioned in Section 4.9.1 to reach the Pay Fixation Landing Page as shown below:

Figure 4-198: Pay Fixation Listing

User shall be able to perform the following activities from the landing page:

- Click on **Get Results** to apply the available filters.

- Click on **Excel** to export the table records in Excel as per table columns.

- Click on **Search:** to enter a search query that shall search the table records.

- Click on ⬍ to sort the table records in ascending order or descending order of entries.

- Click on Status, to open the action history in a popup that describes the approval routing of the entire transaction

- Click on **Previous 1 Next** to navigate table records

- Click on ✉ to download joining letter.

- Click on 👁 to view an existing record in the table.

4.9.4 Initiate Fixation of Pay

Click on **Submit** to open the Initiate Pay Fixation page as shown below:

Figure 4-199: Pay Fixation Proposal

Enter the details and click on **Submit** and a new request will be generated and added into ESS landing page with success message as shown in Figure below

Figure 4-200: Pay Fixation Listing – Success Message

4.9.5 Dispatch Fixation of Pay

To Dispatch the request submitted by HRMS user the reviewing authority shall click on

to navigate to detail page as shown in Figure below:

Figure 4-201: Dispatch Fixation of Pay

Enter the relevant details and perform one of the following actions as a reviewing authority:

- Click on **View Action History** to open the Action History which reflects the approval routing for the specific transaction.

- Click on **Add** to attach a new document in PDF format with a document name of not more than 5 MB

- Click on Add Reviewer link to open the additional reviewer popup where the existing reviewing authority can add another reviewer in the line of approval routing. Functionality explained in common functionality section 5.1.1, please refer.

- Click on **Dispatch** button to submit the review with details to the concerned reviewer selected as shown in **DISPATCH TO field** such that the transaction is forwarded to the next selected reviewer in the reviewing authority final reviewer has reviewed the transaction and the same transaction is forwarded to approving authority for final approval.

- Click on **Revert** button to send back the entire transaction directly back to the User who can resubmit the request with necessary details. The status of the transaction shall change from **Pending Review** to **Reverted** in case any reviewer or approving authority had reverted the transaction back to the initiator.

- Click on **Cancel** to navigate back.

Figure 4-202: Pay Fixation Review Listing – Success Message

4.9.6 Review Fixation of Pay

To review the request submitted by HRMS user the reviewing authority shall navigate to Reviewer landing page as shown in Figure below:
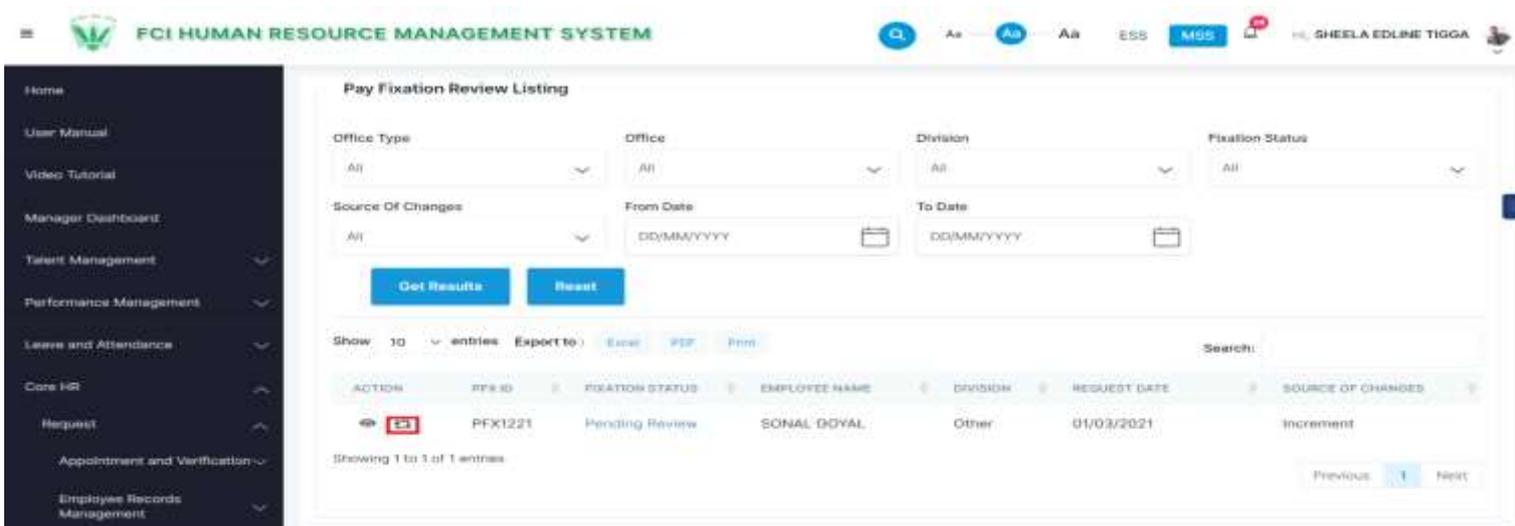
Figure 4-203: Pay Fixation Review Listing

click on [icon] to open the Review form as shown in Figure above:

Figure 4-204: Review Pay Fixation

Enter the relevant details and perform one of the following actions as a reviewing authority:

- Click on **View Action History** to open the Action History which reflects the approval routing for the specific transaction.

- Click on **Add** to attach a new document in PDF format with a document name of not more than 5 MB

- Click on **Add Reviewer** link to open the additional reviewer popup where the existing reviewing authority can add another reviewer in the line of approval

routing. Functionality explained in common functionality section 5.1.1, please refer.

- Click on <u>Selective Revert</u> link to open the selective revert popup from where the reviewing authority can send back the transaction to any reviewer who had previously reviewed the transaction. Functionality explained in common functionality section 5.1.2, please refer.

- Click on **Review** button to submit the review with details such that the transaction is forwarded to the next reviewer in the reviewing authority or to the approving authority after final review. The status of the transaction shall change from **Pending Review** to **Pending Approval** once the final reviewer has reviewed the transaction and the same transaction is forwarded to approving authority for final approval.

- Click on **Revert** button to send back the entire transaction directly back to the User who can resubmit the request with necessary details. The status of the transaction shall change from **Pending Review** to **Reverted** in case any reviewer or approving authority had reverted the transaction back to the initiator.

Pay Fixation Review Listing

Success! Request has been reviewed successfully.   X

Office Type	Office	Division	Fixation Status
All	All	All	All

Figure 4-205: **Pay Fixation Review Listing – Success Message**

4.9.7 Approve Fixation of Pay

To approve or reject the request forwarded by reviewing authority, the approving authority shall navigate to Approval page by following the navigation and click on ✔ to open the Approval page as shown in Figure below

Figure 4-206: Pay Fixation Approval

Enter the relevant details and perform one of the following actions as a reviewing authority:

- Click on **View Action History** to open the Action History which reflects the approval routing for the specific transaction.

- Click on **Add** to attach a new document in PDF format with a document name of not more than 5 MB

- Click on <u>Add Reviewer</u> link to open the additional reviewer popup where the existing reviewing authority can add another reviewer in the line of approval routing. Functionality explained in common functionality section 5.1.1, please refer.

- Click on <u>Selective Revert</u> link to open the selective revert popup from where the reviewing authority can send back the transaction to any reviewer who had previously reviewed the transaction. Functionality explained in common functionality section 5.1.2, please refer.

- Click on **Approve** to give approval on the transaction and On Approval Landing Page status of the transaction changes from **Pending Approval** to **Approved** as shown in Figure below**.**

- Click on **Reject** to give a rejection on the transaction and the User will not be able to resubmit the same transaction with updates. On Approval Landing Page status of the transaction changes from **Pending Approval** to **Rejected.**

- Click on **Cancel** to navigate back to Approval Listing Page.

Figure 4-207: Pay Fixation Approve Listing – Success Message

5   Common Functionalities

5.1.1 Add Reviewer

Add reviewer is the functionality by which the competent authority can add an officer in case of additional recommendations or remarks while processing the requests initiated, either by an employee or on administrative grounds. The benefit of this functionality is that within a fixed delegation of power FCI users of personnel division account division and vigilance division can assign a request for clarifications to the needful authority.

To add an additional reviewer click on **Add Reviewer** link as shown below

Figure 5-18: Initiate Add Reviewer

As the user clicks on Add Reviewer link as shown in Figure 4-208, then the user will navigate to the add reviewer detail page as shown in Figure 4-209
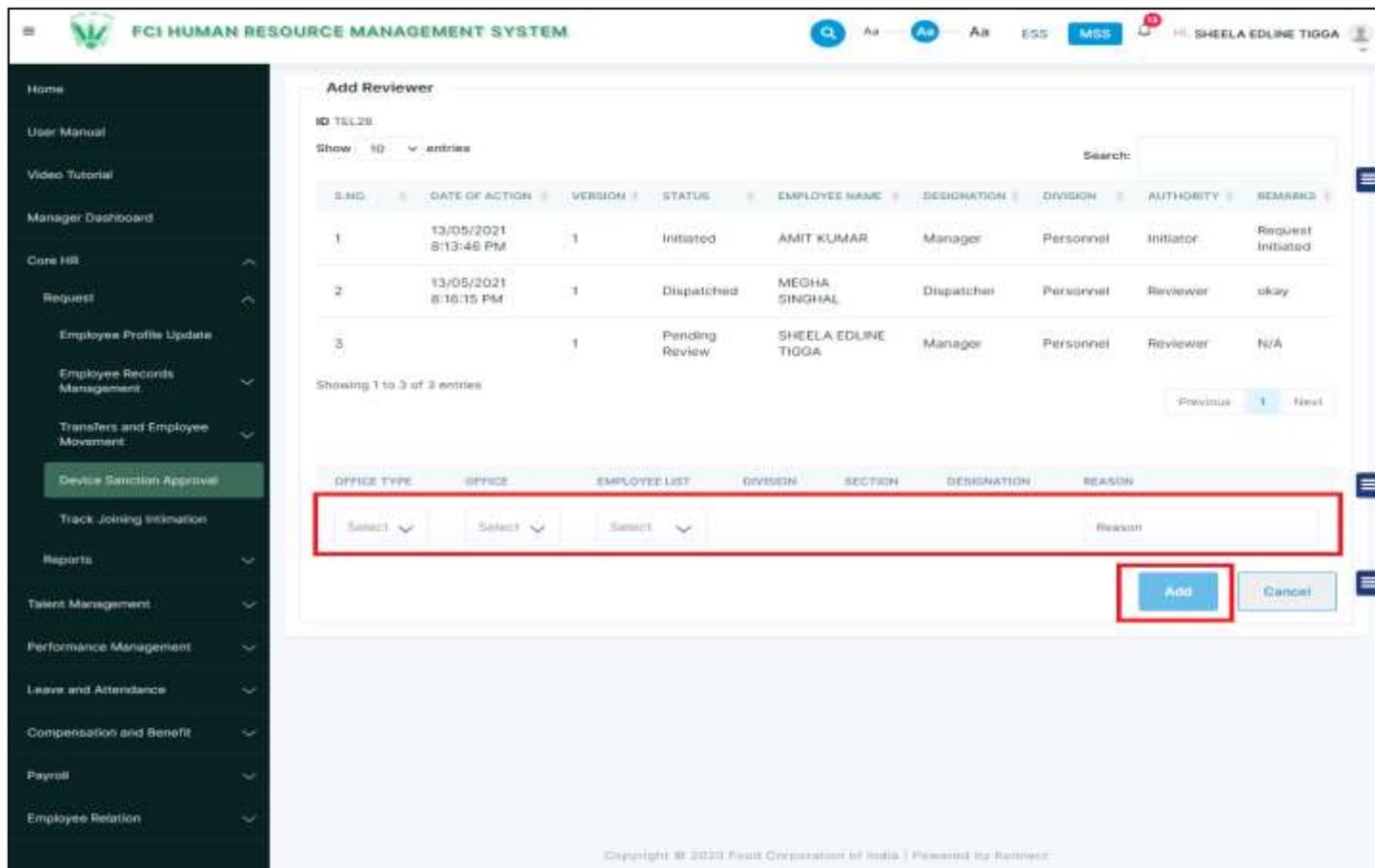
Figure 5-29: Add Reviewer

Enter the details of the concerned authority for clarification/recommendations and click on

button to add the concerned authority as an additional reviewer. On addition the competent authority for the application will receive a success message as shown in Figure 4-210

Figure 5-310: Reviewer Added Successfully

The concerned authority who has been added as an additional reviewer will receive the access and permissions of a reviewing authority for that particular request. Hence the additional reviewer will be able to either review or revert the request, such that on desired action the authority who added the additional reviewer will receive the decision along with recommendations which will get recorded in the action history for further perusal.

5.1.2 Selective Revert

Selective revert is the functionality by which competent authority can send back (Revert) the request to a specific authority who has already taken an action and is a part of the application review and approval process as per DoP. However any authority who have been added as an additional reviewer will not able to perform this action. To revert the application to a previous authority click on select click on Selective Revert link as shown below.
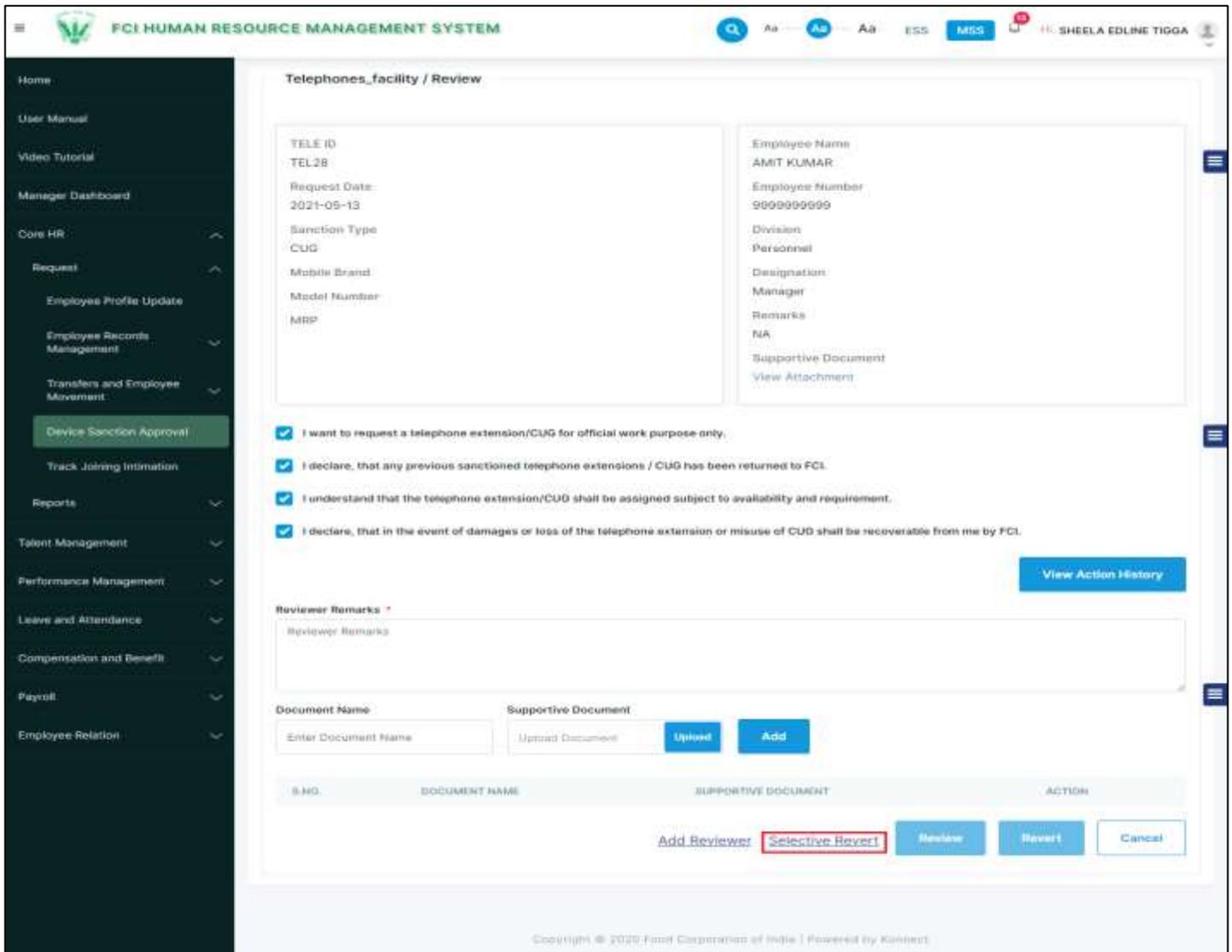
Figure 5-411: Initiate Selective Revert

The reviewing or approving authority will select the concerned user to whom the request is to be reverted as shown in Figure 4-212 and provide the remarks to justify the selective revert and click

on **Revert** button.

Figure 5-512: Selective Revert

On Click of revert the reviewing or approving authority will navigate to the landing page along with a success message as shown in Figure 4-213. Hence the application will be pending for review with the selected authority for further perusal which will also reflect in action history.

Figure 5-613: Selective Revert Successful

6 Troubleshooting and Support

6.1.1 Error Messages

In reference to standard error messages that may appear in the application with respect to user and internet settings, the following status codes may reflect:

S.No.	Status Code	Description
1	100 Continue	Only a part of the request has been received by the server, but as long as it has not been rejected, the client should continue with the request.
2	200 OK	The request is OK.
3	201 Created	The request is complete, and a new resource is created
4	202 Accepted	The request is accepted for processing, but the processing is not complete.
5	203 Non-authoritative Information	The information in the entity header is from a local or third-party copy, not from the original server.
6	204 No Content	A status code and a header are given in the response, but there is no entity-body in the reply.
7	205 Reset Content	The browser should clear the form used for this transaction for additional input.
8	206 Partial Content	The server is returning partial data of the size requested
9	301 Moved Permanently	The requested page has moved to a new url.
10	307 Temporary Redirect	The requested page has moved temporarily to a new url.
11	400 Bad Request	The server did not understand the request.
12	401 Unauthorized	The requested page needs a username and a password.
13	403 Forbidden	Access is forbidden to the requested page.
14	404 Not Found	The server cannot find the requested page.
15	405 Method Not Allowed	The method specified in the request is not allowed.
16	406 Not Acceptable	The server can only generate a response that is not accepted by the client.
17	408 Request Timeout	The request took longer than the server was prepared to wait.
18	409 Conflict	The request could not be completed because of a conflict.
19	410 Gone	The requested page is no longer available.

20	415 Unsupported Media Type	The server will not accept the request, because the mediatype is not supported.
21	500 Internal Server Error	The request was not completed. The server met an unexpected condition.
22	501 Not Implemented	The request was not completed. The server did not support the functionality required.
23	502 Bad Gateway	The request was not completed. The server received an invalid response from the upstream server.
24	503 Service Unavailable	The request was not completed. The server is temporarily overloading or down.
25	504 Gateway Timeout	The gateway has timed out.
26	505 HTTP Version Not Supported	The server does not support the "http protocol" version.

Table 6-1: HTTP Status Error Codes

6.1.2 Frequently Asked Question

This section shall address some of the frequently asked questions which may arise in the HRMS application under different circumstances as mentioned in Table 5-2

S.No	Circumstance	Next Step
1	Unable to Login to HRMS application	Please contact the nodal officer in the HRMS application who shall crosscheck the roles and permissions assigned in the User Management module. In case roles are assigned and the issue persists then please drop an email along with the employee number, employee name and office to hrmssupport.fci@gov.in
2	I am able to access the HRMS application but unable to access respective menu links	Please contact the nodal officer in the HRMS application who shall crosscheck the roles and permissions assigned in the User Management module. In case roles are assigned and the issue persists then please drop an email along with the employee number, employee name and office to hrmssupport.fci@gov.in
3	I am unable to see my profile information in HRMS application	Please contact the nodal officer, whether the data for the concerned employee has been migrated to HRMS application or not. If the data has not been migrated, then kindly fill the required form and submit. The information for the employee shall be visible in the HRMS within 2 working days. In case the issue persists then please drop an email along with the employee number, employee name and office to hrmssupport.fci@gov.in
4	I am unable to submit a request due to "Bad API Error"	Please contact the nodal officer in the HRMS application who shall crosscheck the roles and permissions assigned in the User Management module. In case roles are assigned and the issue persists then please drop an email along with the employee number, employee name and office to hrmssupport.fci@gov.in

5	I am unable to submit a request due to "Unauthorized Access Error"	Please contact the nodal officer in the HRMS application who shall crosscheck the roles and permissions assigned in the User Management module. In case roles are assigned and the issue persists then please drop an email along with the employee number, employee name and office to hrmssupport.fci@gov.in
6	I am unable to open the HRMS application in my web browser	Go to browser settings and clear the cache. Also to ensure the issue is resolved, please type %TEMP% using the run command to delete all cookies permanently. If the issue persists, then contact the nodal officer in the HRMS application who shall crosscheck the roles and permissions assigned in the User Management module. In case roles are assigned and the issue persists then please drop an email along with the employee number, employee name and office to hrmssupport.fci@gov.in
7	I am unable to upload the documents in the HRMS application	Kindly check the file size as the HRMS application restricts document attachment till 5 MB (Except for Service Book). Also ensure that either .pdf or .jpeg files are uploaded as these are only supported. If the issue still persists then please drop an email along with the employee number, employee name and office to hrmssupport.fci@gov.in
8	I am a competent authority but unable to see the review or approval icon in my listing	Please contact the nodal officer in the HRMS application who shall crosscheck the roles and permissions along with the process workflow assigned in the User Management module. In case roles are assigned and the issue persists then please drop an email along with the employee number, employee name and office to hrmssupport.fci@gov.in
9	Unable to open HRMS application in web browser	Please note that the HRMS application is compatible with the following browsers only: • Internet Explorer 11 and above • Google Chrome ver. 44 and above • Mozilla Firefox ver. 48 and above • Safari Browser ver. 5.1.7 and above In case the issue persists then please drop an email along with the employee number, employee name and office to hrmssupport.fci@gov.in
10	Unable to install the HRMS mobile application in Android/iOS mobile	Please note that the HRMS application is compatible with the following mobile OS versions: • Android KitKat (Ver. 4.4) and above • IOS 12 and above In case the issue persists then please drop an email along with the employee number, employee name and office to hrmssupport.fci@gov.in
11	I am unable to see the required information in the dropdowns and filters of HRMS application	The issue that the intended information is not available for data entry might be because: • Permission or Role not assigned for the employee. • Information has not been migrated into the HRMS application • Information has been modified after scheduled maintenance of HRMS

		application
		Please contact the nodal officer in the HRMS application who shall crosscheck the roles and permissions along with the process workflow assigned in the User Management module. In case roles are assigned and the issue persists then please drop an email along with the employee number, employee name and office to hrmssupport.fci@gov.in
12	Information visibility as per organization hierarchy	Employee posted in HQ shall be able to view the information of all employees posted in different FCI offices till DO level. However an employee posted in a ZO would only be able to view the details of all ROs and Dos falling within that zone. Similarly an employee posted in the RO office would only be able to access the information of all Dos falling within that RO. Finally a specific DO employee would only be able to see the information pertaining to the respective DO itself.
		Please crosscheck with the nodal officer in the HRMS application who shall crosscheck the roles and permissions along with the process workflow assigned in the User Management module. In case roles are assigned and the issue persists then please drop an email along with the employee number, employee name and office to hrmssupport.fci@gov.in
13	I am unable to generate an eSign or apply digital signature as a competent authority	Please send an email along with the employee number, employee name and office to hrmssupport.fci@gov.in as eSign/Digital Signature credentials and any technical discrepancies related to the same shall be fixed.
14	Unable to export or print the information in the HRMS Application	Please ensure that MS Office with latest updates is installed in the system and print settings are set to "Default". In case the issue persists then please drop an email along with the employee number, employee name and office to hrmssupport.fci@gov.in
15	Biometric device is unable to recognize employee fingerprint.	To ensure that the employee does not lose any attendance, the HRMS application provides the "Attendance Regularization" feature via which attendance can be modified to "Present Status" based on the request made by the employee. However, in case the issue persists, then kindly contact the nodal officer for resetting the fingerprint and initiate a fresh fingerprint registration using the biometric device w.r.t. the employee number. In case the approach does not work, then kindly drop an email along with the employee number, employee name and office to hrmssupport.fci@gov.in
16	The leave details in the HRMS application is incorrect	There can be circumstances that the migrated information from Service Book to HRMS application might be incorrect or undefined under rare circumstances. However, in such cases the "Leave Updation" process provided by the HRMS application shall allow the Personnel Division to update the Leave balance of the employee. In case the approach does not work, then kindly drop an email along with the employee number, employee name and office to hrmssupport.fci@gov.in
17	Unable to generate MPIN for HRMS Mobile Application	Please crosscheck your mobile number that has been provided during the migration of information as the HRMS mobile application would verify the user based on SMS using OTP. In case the details are correct and the issue persists, then kindly drop an email along with the employee number,

		employee name, mobile number and office to hrmssupport.fci@gov.in
18	Unable to view my scanned service book in HRMS application	There can be circumstances that the migrated information and the scanned service book have not been linked in the HRMS during data migration. If so then kindly drop an email along with the employee number, employee name, mobile number and office to hrmssupport.fci@gov.in
19	I have setup a new DOP, but it is not reflecting in the system.	Please contact the nodal officer in the HRMS application who shall crosscheck the roles and permissions assigned in the User Management module. In case roles are assigned and the issue persists then please drop an email along with the employee number, employee name and office to hrmssupport.fci@gov.in
20	I have lost/damaged my mobile or PC.	In the event an employee has lost his mobile or damaged the PC, then the event is to be immediately informed to hrmssupport.fci@gov.in, so that the user profile could be made inactive preventing unauthorized access and protect sensitive information related to FCI work procedures.

Table 6-2: Troubleshooting and Next Steps

- Issues identified and formally received shall be addressed swiftly as per the support matrix.
- Corrections and improvements to the HRMS application shall be disbursed based on application updates which shall be performed during system maintenance, to ensure employees can work during the operating hours.
- HRMS mobile application shall receive regular updates only in the event of any reported issues which have been fixed.

7   Helpdesk

Please contact us on: support-hrms@kelltontech.com for more information/help.