

User Manual Template

FCI HRMS

Module Name: Talent Management

Version: 0.1



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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 Compensation and Benefit 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 HRMS
- Provide comprehensive details about working on different Compensation and Benefit processes and managing exceptions and alerts as per different processes.
 - Reveal the user experience for working with the HRMS and act as a reference for users to reinforce working tactics with the HRMS as per requirement.

1.2 Target Audience

FCI Officers and FCI Employees

2 Overview

Talent Management functions such as talent identification with respect to employee competencies, manpower planning, pooling/movement of employees to optimize talent, employee engagement, succession management, and more will be taken care either through the government's directives or through internal policies. However, Talent Management does not exist currently, it will be a completely new process to help FCI towards manpower planning and career and succession planning of employees. The goal of the HRMS application is to help streamline processes such as recruitment, performance management, learning and development, and workforce planning and to make them more efficient as well as user-friendly.

3 Getting Started

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

Minimum Software Requirements: IE 9, 10+ Firefox 3.6+, Chrome 12+ on Windows, Firefox 3.6+, Safari 4+ on Mac 10.5.7+

3.2 Know Your Icons

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



Icons	Descriptions
	It will allow editing a record.
	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 employee's.
	It will allow viewing the uploaded document.
	It will allow editing a Master (Configuration)/Transactions (Activities) records.

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 2 showcases the permission and user access provisions in general to HRMS Processes

User Profile	Employee Self Service		Manager Self Service		
	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 Profile 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 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 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		
	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 (URL) 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

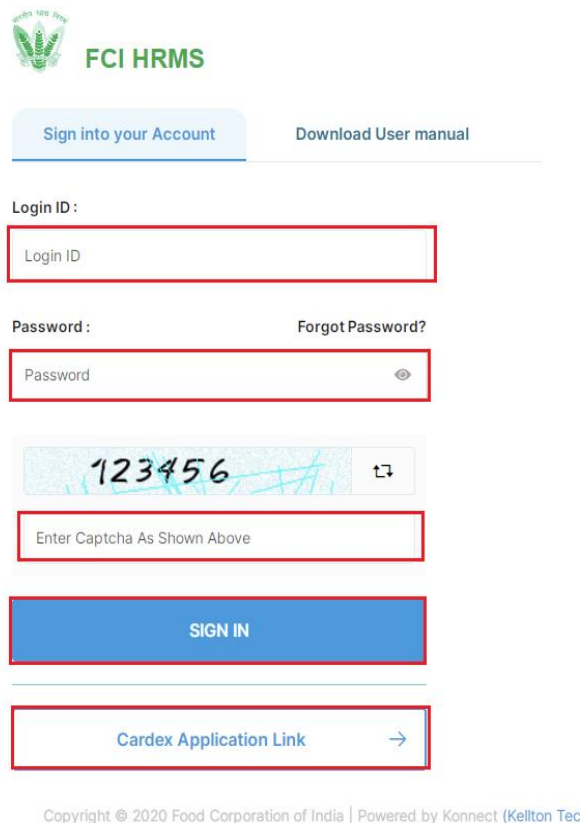



Figure 3-1 Login Screen

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



Welcome AMIT KUMAR

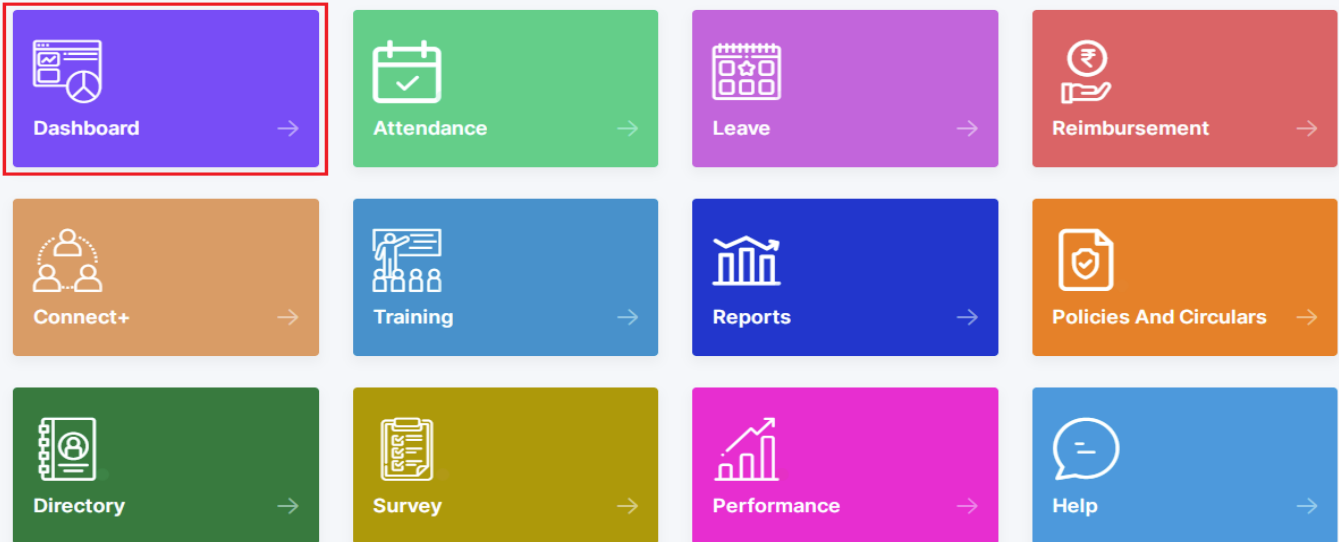


Figure 3-2 Home Page

- 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.

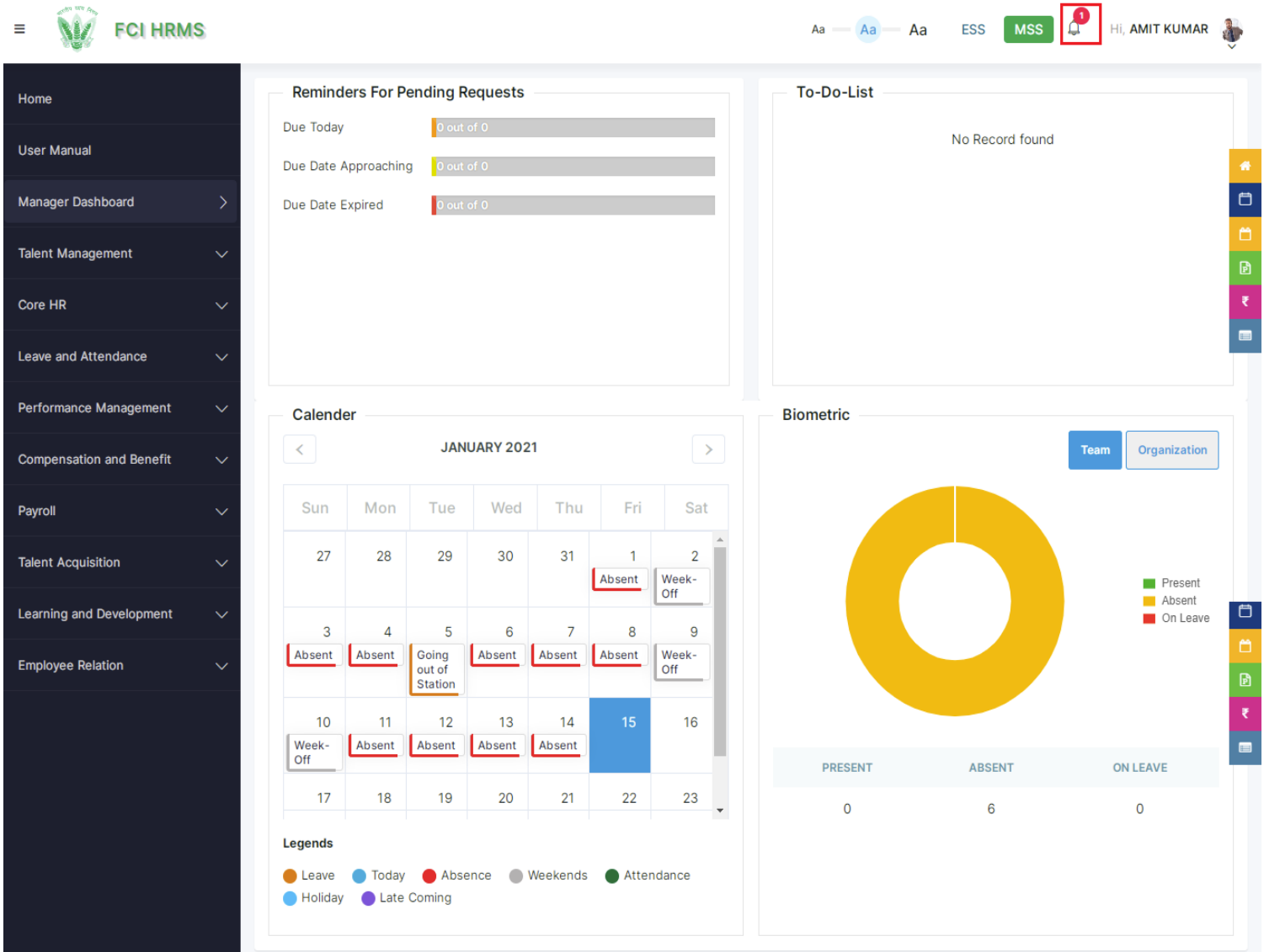


Figure 3-4 Manager Dashboard

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

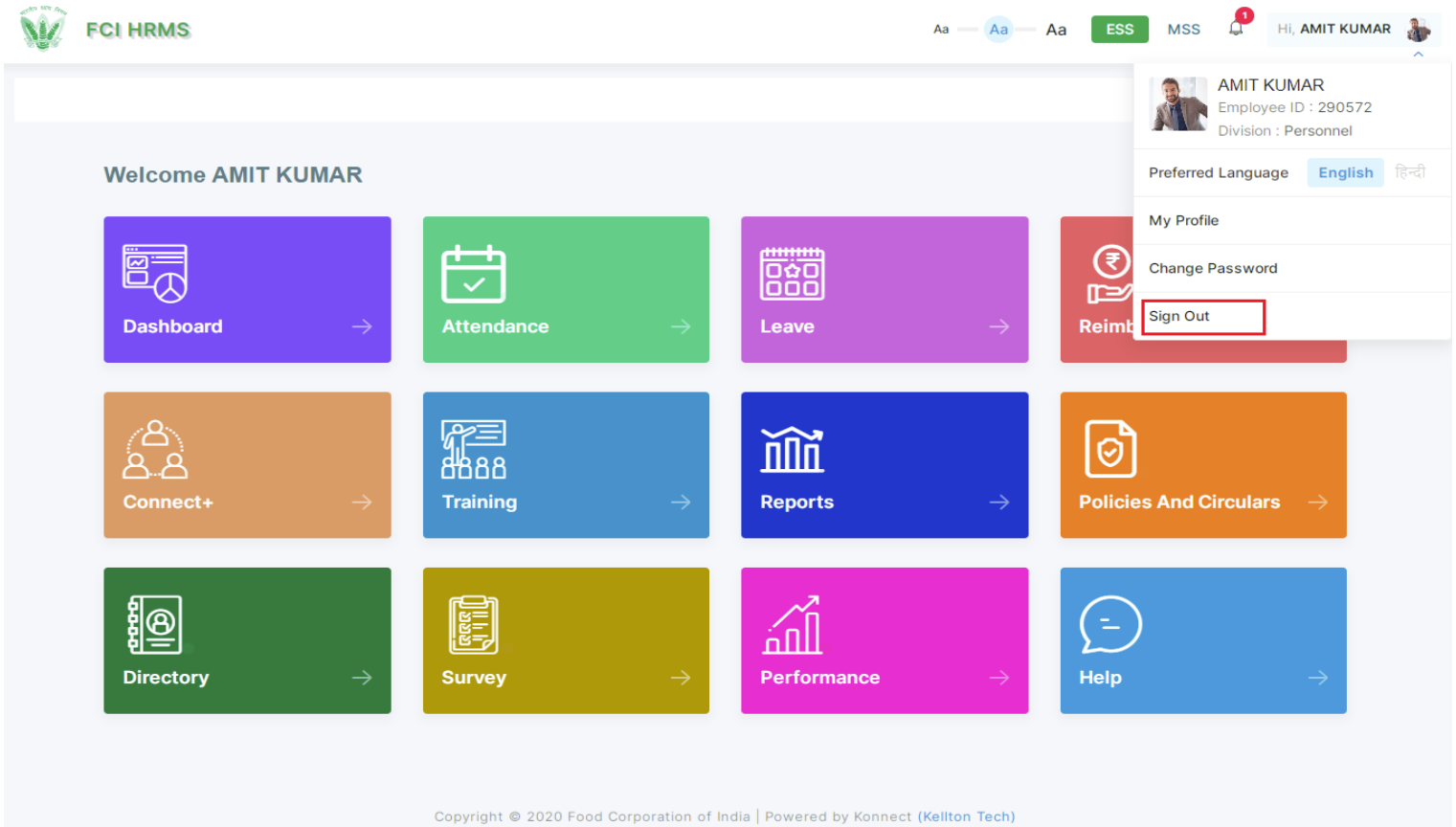


Figure 3-5 : Logout

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

Talent Management functions such as talent identification with respect to employee competencies, manpower planning, pooling/movement of employees to optimize talent, employee engagement, and more will be taken care either through the government’s directives or through internal policies. However, Talent Management does not exist currently; it will be a completely new process to help FCI towards manpower planning and career planning of employees. The goal of the HRMS application is to help streamline processes such as recruitment, performance management, learning and development, and workforce planning and to make them more efficient as well as user-friendly.

4.1 Competency Type Master

Competency Type Master will allow the Personnel division to set up the competency types. Competency types are created to make a broader unit for different competencies to fit in so as to fulfill the work expectations in the FCI. This will allow the user to create a system wherein the competency types can be added.

4.1.1 Navigation

Left Navigation: Talent Management >>Masters >> Competency Type Master

4.1.2 SLA

NA



4.1.3 Landing Page

HRMS administrator shall traverse the navigation as mentioned in Section 4.1.1 to reach the Competency Type Master Landing Page as shown in Figure 4.1

The screenshot displays the 'Competency Type Master' interface. On the left, a dark navigation menu lists various HRMS modules, with 'Talent Management' (1), 'Masters' (2), and 'Competency Type' (3) highlighted in red boxes. The main content area features a 'Status' dropdown menu with a 'Get Results' button (2) next to it. Below this, there's a 'Show 10 entries' dropdown and 'Export to' options for 'Excel', 'PDF', and 'Print' (3). A search bar is located on the right. The central part of the page is a table with columns: 'COMPETENCY TYPE ID', 'COMPETENCY TYPE', 'IS ACTIVE', 'STATUS', and 'ACTION'. The first row (COT5) is highlighted, and its 'ACTION' column contains an eye icon and a pencil icon (4). An 'Add Competency Type' button (5) is positioned at the top right of the table area. At the bottom right, a pagination bar shows 'Showing 1 to 10 of 12 entries' and 'Previous 1 2 Next' (6).

Figure 4-1: Competency Type Master

HRMS administrator 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** 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 Competency Type** to add a new record in the table as mentioned in Section 4.1.4 – Add Competency Type.
- Click on  to edit an existing record in the table as mentioned in Section 4.1.5 – Edit Competency Type.

4.1.4 Add Competency Type

Click on **Add Competency Type** to open the Add Competency Type as shown in Figure 4-2

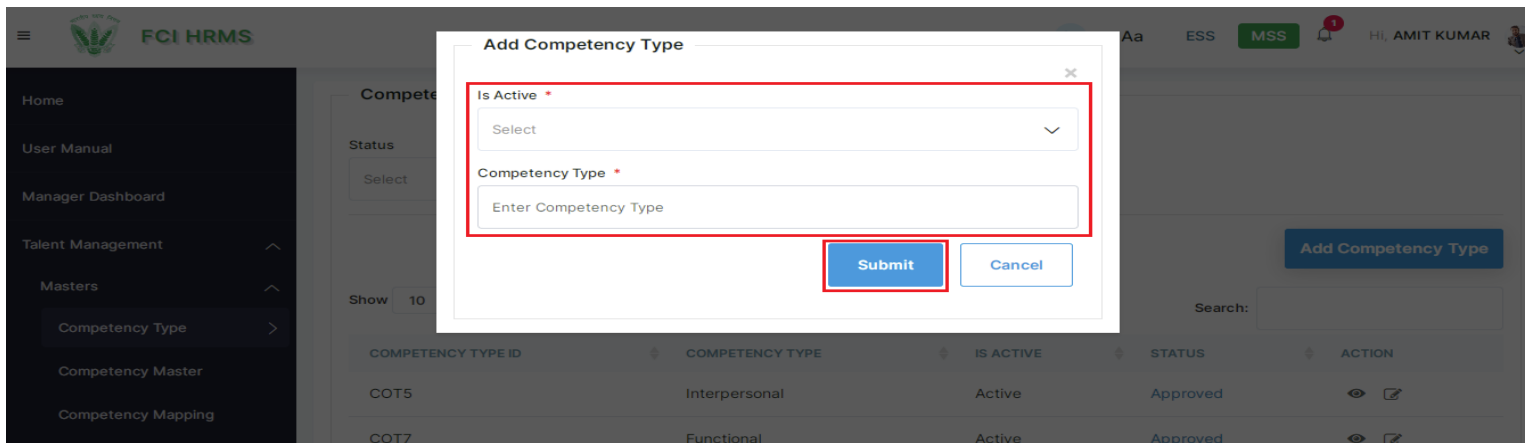


Figure 4-2: Add Competency Type

Enter the details and click on **Submit** such that a success message will be shown in the Competency Type Master Landing Page for addition of a new record in the table as shown in Figure 4-3

Competency Type Master

Competency type has been created successfully.

Status: Select **Get Results**

Add Competency Type

Show 10 entries Export to: Excel PDF Print Search:

COMPETENCY TYPE ID	COMPETENCY TYPE	IS ACTIVE	STATUS	ACTION
COT16	Administrator	Active	Approved	
COT5	Interpersonal	Active	Approved	
COT7	Functional	Active	Approved	
COT15	Production	Active	Approved	
COT9	Technical	Inactive	Approved	
COT14	Communication	Active	Approved	
COT11	Data	Inactive	Approved	
COT12	Admin10	Active	Approved	
COT6	Administration	Active	Approved	

Showing 1 to 10 of 13 entries

Previous 1 2 Next

Figure 4-3: New Competency Type Added

4.1.5 Edit Competency Type

Click on to open Edit Competency Type as shown in Figure 4-4

Edit Competency Type

Competency Type ID: COT16

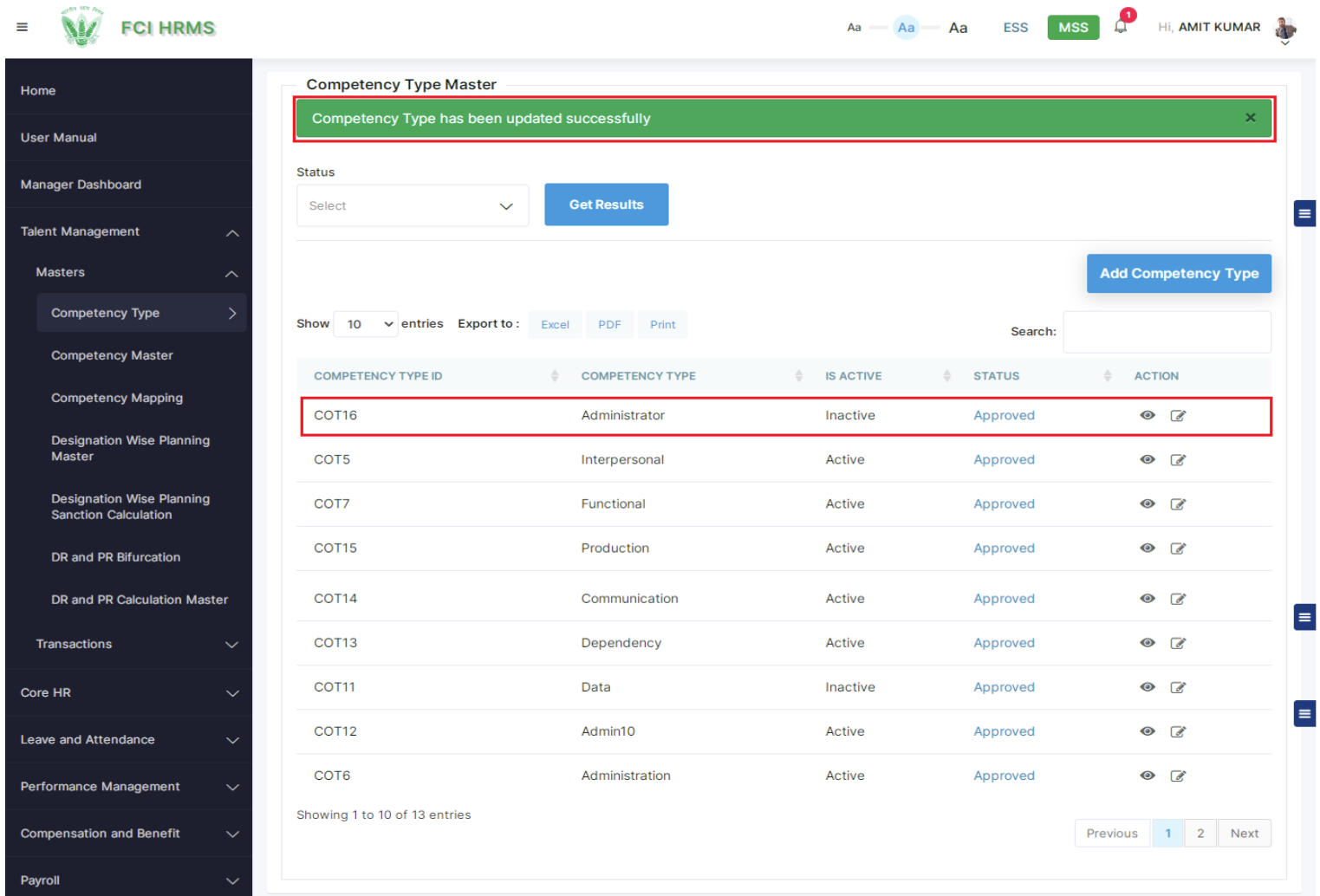
Is Active: Inactive

Competency Type: Administrator

Update **Cancel**

Figure 4-4: Edit Competency Type

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



The screenshot shows the 'Competency Type Master' interface. At the top, a green success message states 'Competency Type has been updated successfully'. Below this, there is a 'Status' dropdown menu and a 'Get Results' button. A table lists various competency types with columns for ID, Name, Is Active, Status, and Action. The row for 'COT16' (Administrator) is highlighted with a red border. The table also includes pagination controls at the bottom right.



















COMPETENCY TYPE ID	COMPETENCY TYPE	IS ACTIVE	STATUS	ACTION
COT16	Administrator	Inactive	Approved	 
COT5	Interpersonal	Active	Approved	 
COT7	Functional	Active	Approved	 
COT15	Production	Active	Approved	 
COT14	Communication	Active	Approved	 
COT13	Dependency	Active	Approved	 
COT11	Data	Inactive	Approved	 
COT12	Admin10	Active	Approved	 
COT6	Administration	Active	Approved	 

Figure 4-5: Existing Competency Type Detail Updated

4.2 Competency Master

Competency Master will allow the Personnel division to set up the competency/skills, i.e., characteristics that would be required to fulfill the work expectations of various designations in the FCI. This will allow the user to create a system wherein competencies can be added according to their types. The various competencies existing will further be mapped with the designations in the FCI.

4.2.1 Navigation

Left Navigation: Talent Management >>Masters >> Competency Type Master

4.2.2 SLA

NA

4.2.3 Landing Page

HRMS administrator shall traverse the navigation as mentioned in Section 4.2.1 to reach the Competency Master Landing Page as shown in Figure 4-6

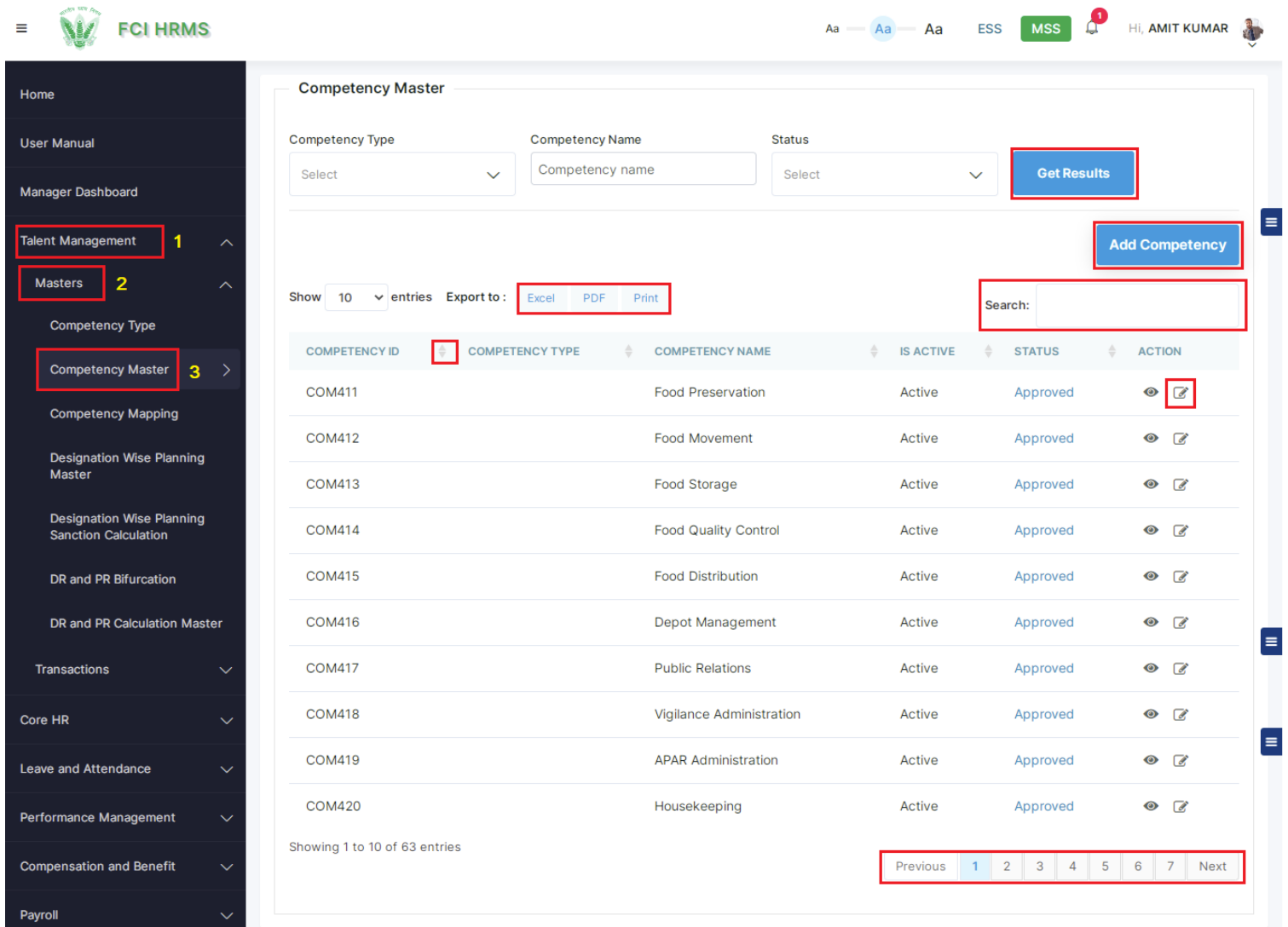
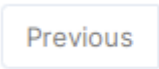


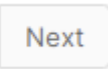





Figure 4-6: Competency Master

HRMS administrator 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** to export the table records in Excel or CSV 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     to navigate table records
- Click on  to add a new record in the table as mentioned in Section 4.2.4 – Add Competency.
- Click on  to edit an existing record in the table as mentioned in Section 4.2.5 – Edit Competency.

4.2.4 Add Competency

Click on  to open the Add Competency as shown in Figure 4-7

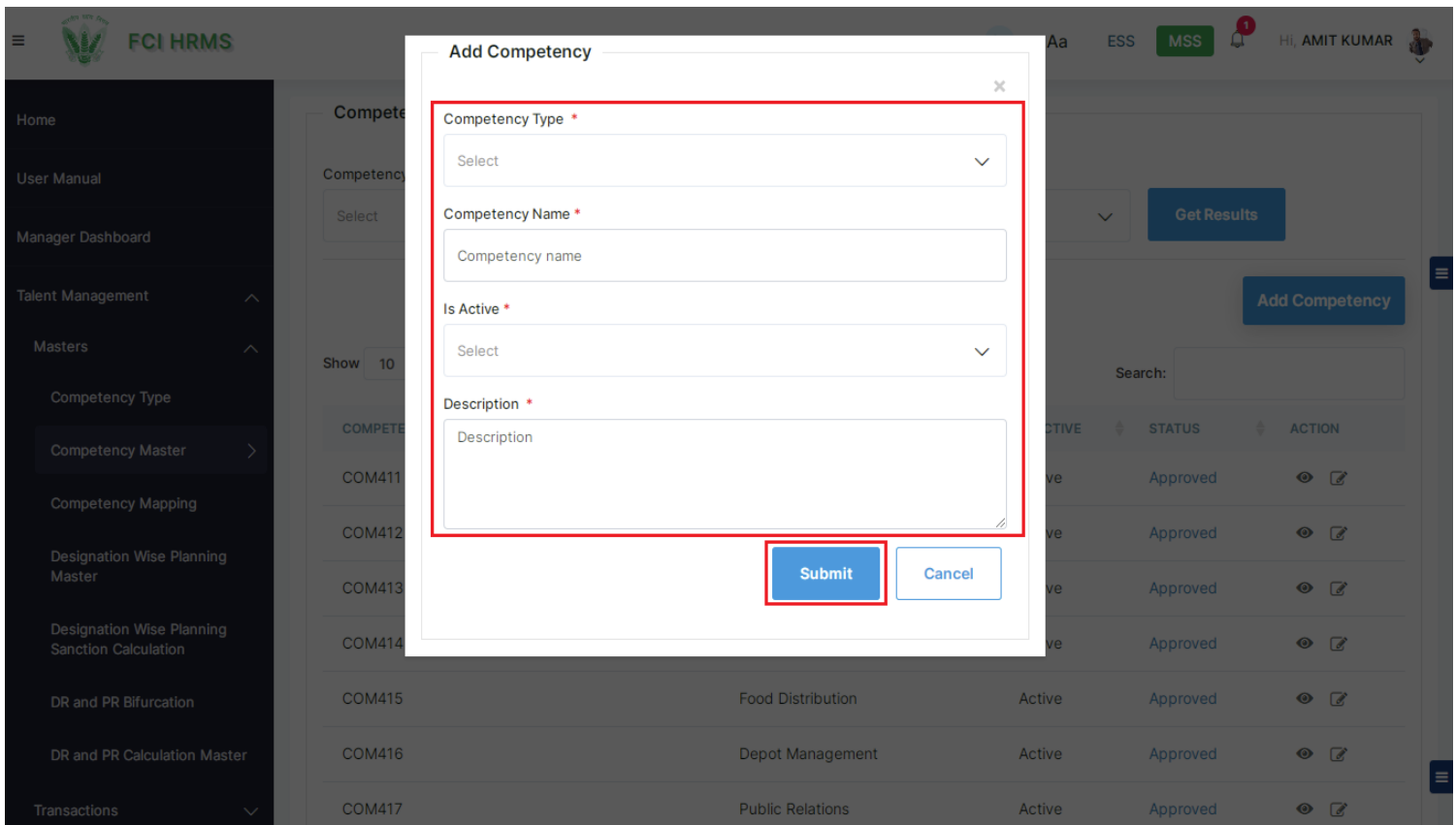



Figure 4-7: Add Competency

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

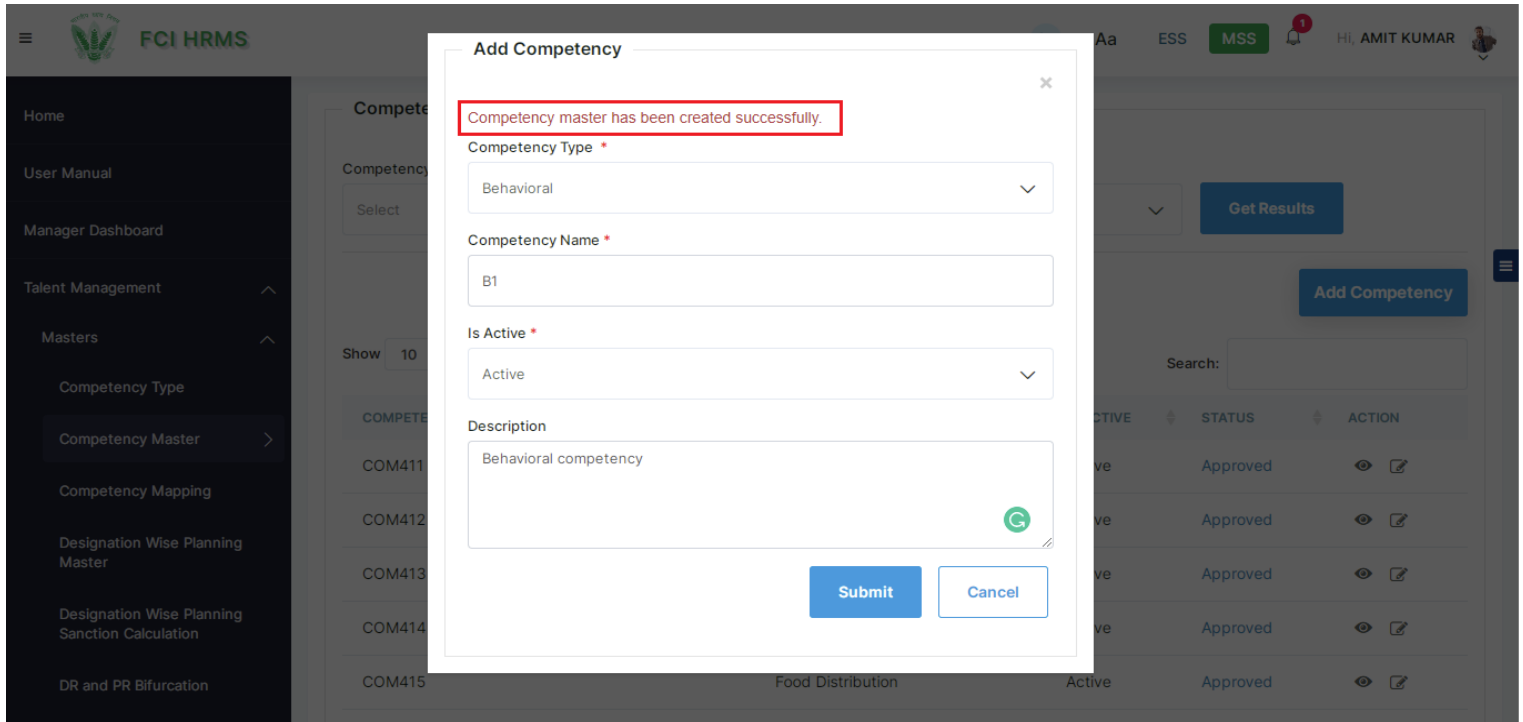



Figure 4-8: New Competency Added

4.2.5 Edit Competency

Click on  to open Edit Competency as shown in Figure 4-9

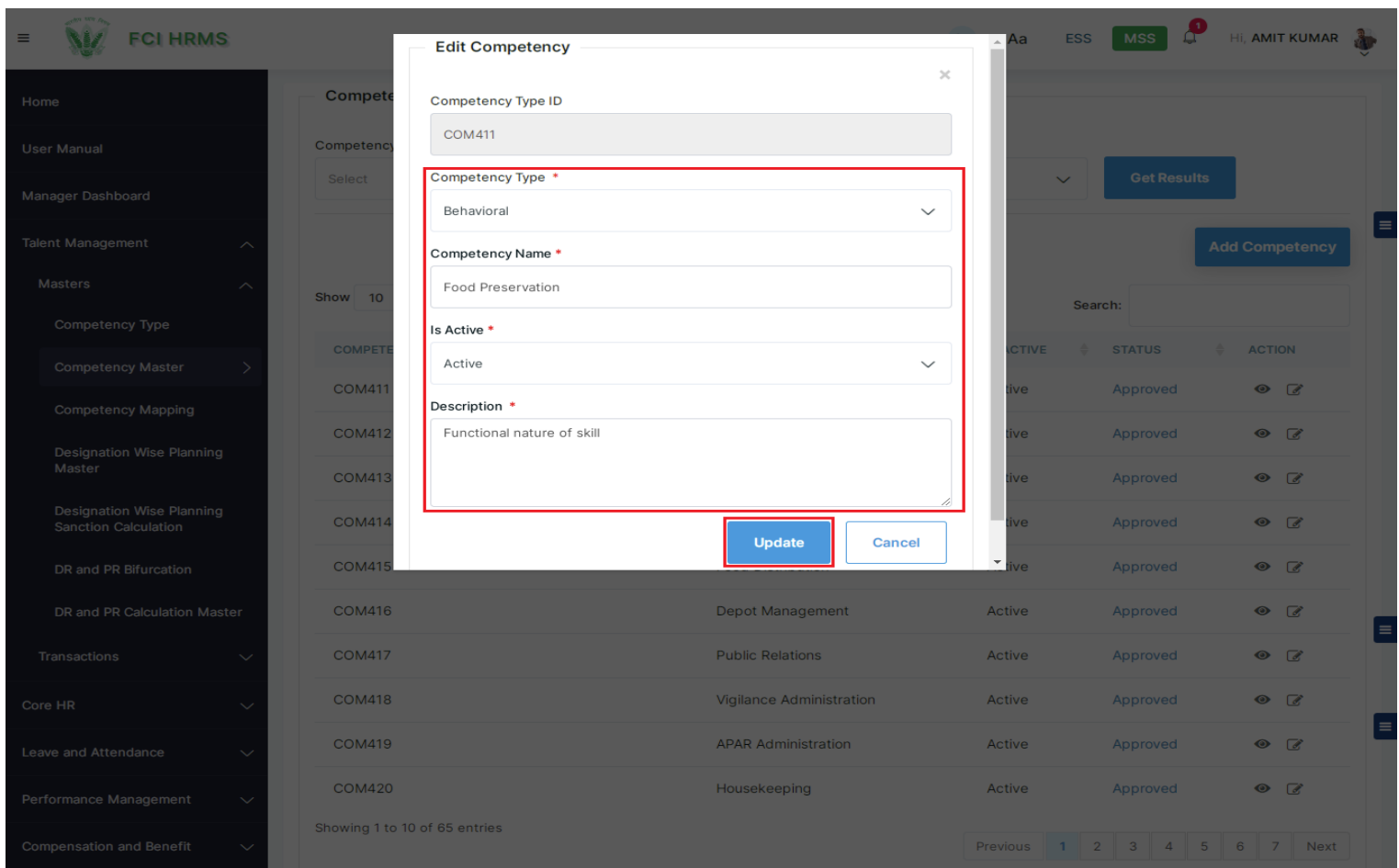


Figure 4-9: Edit Competency

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

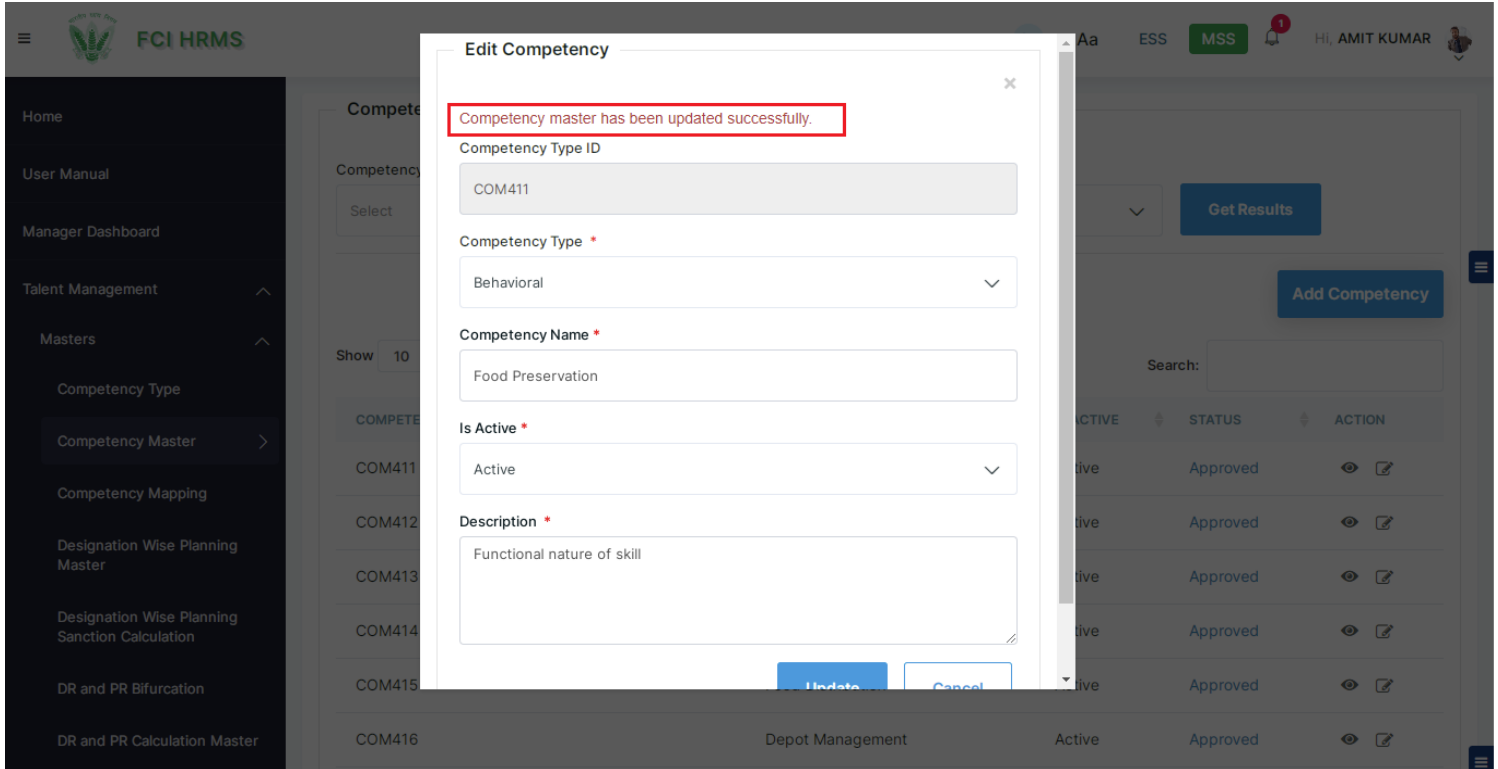


Figure 4-10: Existing Competency Detail Updated

4.3 Competency Mapping

Designation and Competency Type Mapping will allow the Personnel division to map the competencies with competency types as per the designations in various offices. The competencies created in the competency master are mapped with competency types in competency type master.

4.3.1 Navigation

Left Navigation: Talent Management >>Masters >> Competency Mapping

4.3.2 SLA

NA

4.3.3 Landing Page

HRMS administrator shall traverse the navigation as mentioned in Section 4.3.1 to reach the Competency Mapping Master Landing Page as shown in Figure 4.11

- Home
- User Manual
- Manager Dashboard
- Talent Management 1**
- Masters 2**
- Competency Type
- Competency Master
- Competency Mapping 3**
- Designation Wise Planning Master
- Designation Wise Planning Sanction Calculation
- DR and PR Bifurcation
- DR and PR Calculation Master
- Transactions
- Core HR
- Leave and Attendance
- Performance Management
- Compensation and Benefit
- Payroll
- Talent Acquisition
- Learning and Development
- Employee Relation

Designation And Competency Type Mapping

Office Type: All | Office Name: All | Division: All | Category: All

Cadre: All | Designation: All | Competency Type: All | Status: All

Get Results

Create Mapping

Show: 10 entries | Export to: **Excel** | PDF | Print

Search:

MAPPING ID	MAPPED COMPETENCY TYPE	OFFICE TYPE	OFFICE NAME	DIVISION	CATEGORY	CADRE	DESIGNATION	IS ACTIVE	STATUS	ACTION
MAP3	2	HQ	HQ-Delhi	Board Cell	CAT-1	General	Assistant General Manager	Active	Approved	
MAP5	2	DO	DO DIMAPUR	Information Technology	CAT-II	General		Active	Approved	
MAP4	2	HQ	HQ-Delhi	Import & Export	CAT-1	Engineering	Assistant General Manager	Active	Approved	
MAP6	2	DO	DO SHILLONG	Information Technology	CAT-II	General	Technical Assistant Grade III	Active	Approved	
MAP8	1	RO	RO IMPHAL	Engineering	CAT-II	Engineering	Chief General Manager	Active	Approved	
MAP9	1	IFS	IFS, GURGAON	Vigilance	CAT-1	Accounts	Assistant General Manager	Active	Approved	
MAP10	1	IFS	IFS, GURGAON	Vigilance	CAT-IV	Technical	Assistant General Manager	Active	Approved	
MAP11	1	DO	DO AIZAWL	Board Cell	CAT-II	Movement	Assistant General Manager	Active	Approved	
MAP12	2	IFS	IFS, GURGAON	Finance	CAT-II	Depot	Assistant Grade - I	Active	Approved	
MAP13	2	IFS	IFS, GURGAON	Finance	CAT-II	Depot	Assistant Grade - I	Active	Approved	





Showing 1 to 10 of 25 entries

Previous **1** 2 3 Next


Figure 4-11: Competency Mapping

HRMS administrator 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** to export the table records in Excel or CSV 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  to navigate table records
- Click on  to add a new record in the table as mentioned in Section 4.3.4 – Create Mapping.
- Click on  to edit an existing record in the table as mentioned in Section 4.3.5 – Edit Mapping.

4.3.4 Create Mapping

Click on  to open the Create Mapping as shown in Figure 4-12

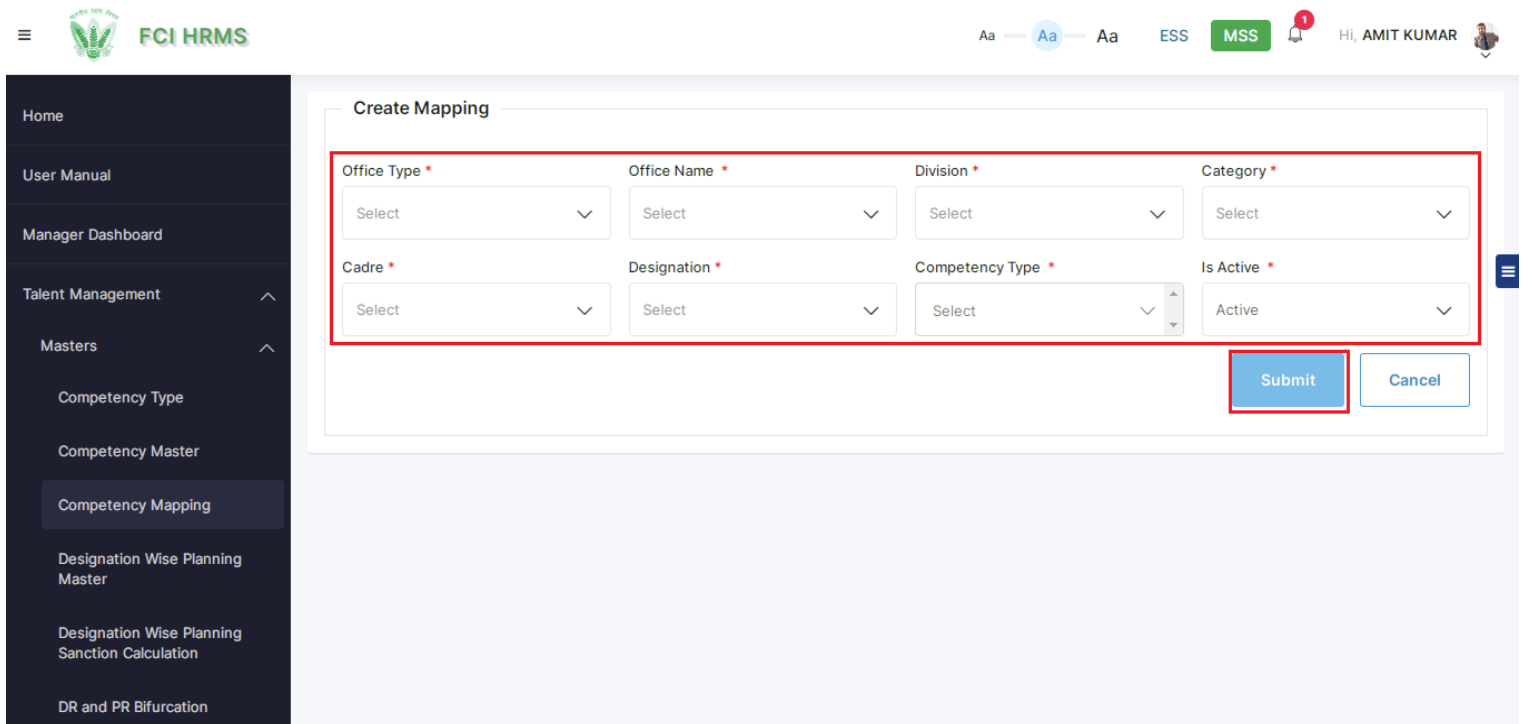



Figure 4-12: Create Mapping

Enter the details and click on  such that a success message will be shown in the Competency Mapping Master Landing Page for addition of a new record in the table.

4.3.5 Edit Competency Mapping

Click on  to open Edit Competency Mapping as shown in Figure 4-13

Edit Mapping

Mapping ID MAP3	Office Type HQ	Office Name HQ-Delhi	Division Board Cell
Category CAT-1	Cadre General	Designation Assistant General Manager	Competency Type Production
Is Active Active			

Update **Cancel**

Figure 4-13: Edit Competency Mapping

Enter the details and click on **Update** such that a success message will be shown in the Competency Mapping Master Landing Page for updating the existing record in the table.

4.4 Designation Wise Planning Master

Designation Wise Planning master shall allow the Personnel division to plan the designations in accordance with the quantum of reservations for SC, ST, OBCs, EWS and Unreserved sections.

4.4.1 Navigation

Left Navigation: Talent Management >>Masters >> Designation Wise Planning Master

4.4.2 SLA

NA

4.4.3 Landing Page

HRMS administrator shall traverse the navigation as mentioned in Section 4.4.1 to reach the Designation Wise Planning Master Landing Page as shown in Figure 4.14

- Home
- User Manual
- Manager Dashboard
- Talent Management 1**
- Masters 2**
- Competency Type
- Competency Master
- Competency Mapping
- Designation Wise Planning Master 3**
- Designation Wise Planning Sanction Calculation
- DR and PR Bifurcation
- DR and PR Calculation Master
- Transactions
- Core HR
- Leave and Attendance
- Performance Management
- Compensation and Benefit
- Payroll
- Talent Acquisition
- Learning and Development
- Employee Relation

Designation Wise Planning Master

Office Type: Office: Division: Cadre:

Category: Designation: Status: Planning ID:

Get Results

Add Planning

Show entries Export to:

Search:



NATION	SANCTIONED RESERVED/UNRESERVED						SANCTIONED PWBD					IS ACTIVE	STATUS	ACTION
	SC	ST	OBC	EWS	UR	TOTAL	A	B	C	D&E	TOTAL			
tant ral iger	10%	10%	10%	10%	20%	60%	10%	10%	10%	10%	40%	Inactive	Approved	<input type="checkbox"/> <input type="checkbox"/>
tant ral iger	10%	10%	10%	10%	20%	60%	10%	10%	10%	10%	40%	Active	Approved	<input type="checkbox"/> <input type="checkbox"/>
tant ral iger	10%	10%	10%	10%	20%	60%	10%	10%	10%	10%	40%	Active	Approved	<input type="checkbox"/> <input type="checkbox"/>
tant a - l	10%	10%	10%	10%	20%	60%	10%	10%	10%	10%	40%	Active	Approved	<input type="checkbox"/> <input type="checkbox"/>
tant ral iger	10%	10%	10%	10%	40%	80%	5%	5%	5%	5%	20%	Active	Pending Review	<input type="checkbox"/>
tant ral iger	10%	10%	10%	10%	40%	80%	5%	5%	5%	5%	20%	Active	Approved	<input type="checkbox"/> <input type="checkbox"/>
tant ral iger	10%	10%	10%	10%	40%	80%	5%	5%	5%	5%	20%	Active	Approved	<input type="checkbox"/> <input type="checkbox"/>
tant ral iger	10%	10%	10%	10%	20%	60%	10%	10%	10%	10%	40%	Inactive	Approved	<input type="checkbox"/> <input type="checkbox"/>
tant ral iger	10%	10%	10%	10%	20%	60%	10%	10%	10%	10%	40%	Active	Approved	<input type="checkbox"/> <input type="checkbox"/>

Showing 1 to 10 of 20 entries

Previous **1** 2 Next

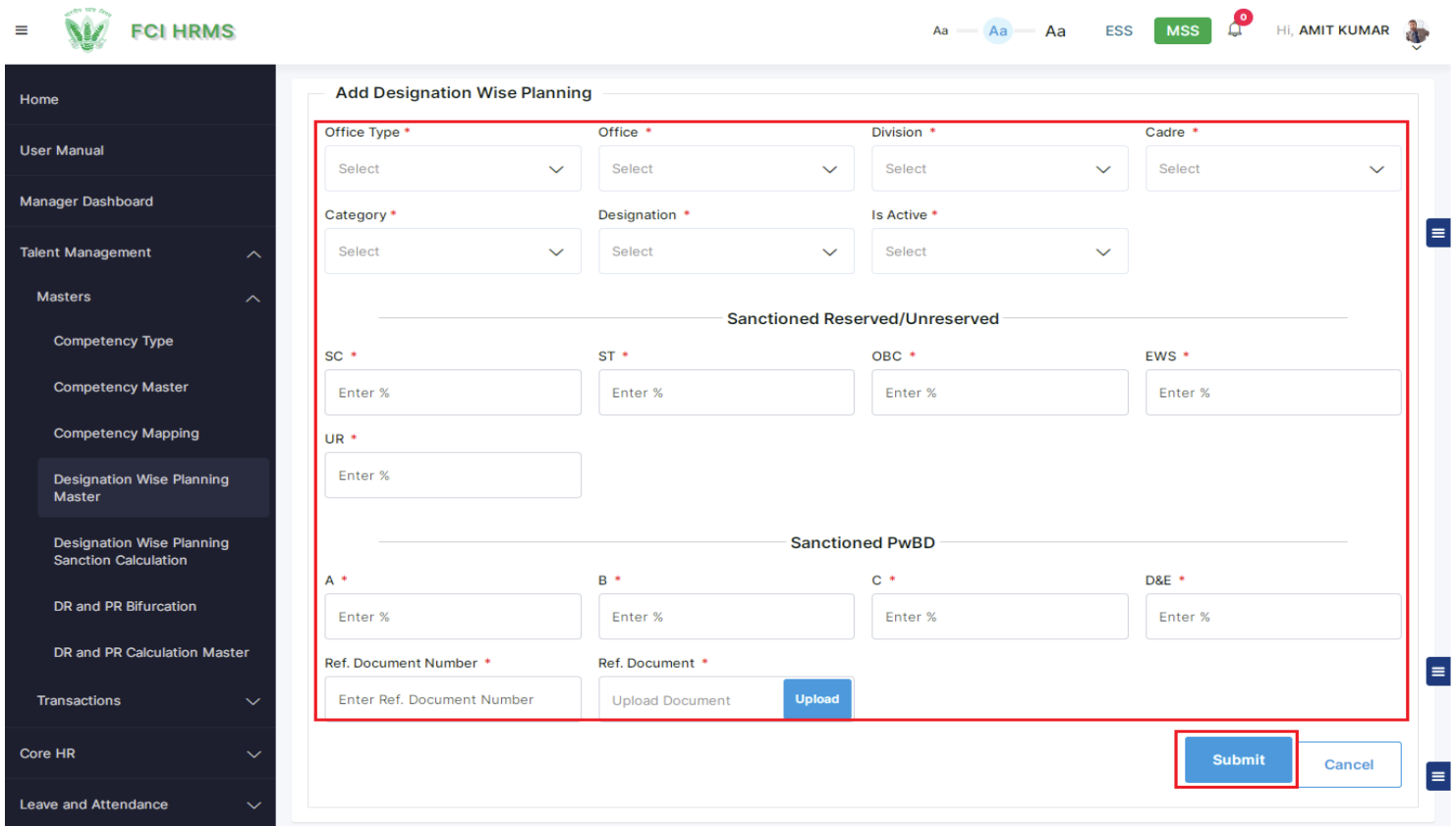
Figure 4-14: Designation Wise Planning Master

HRMS administrator 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** to export the table records in Excel or CSV 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 Planning** to add a new record in the table as mentioned in Section 4.4.4 – Add Planning
- Click on  to edit an existing record in the table as mentioned in Section 4.4.5 – Edit Planning.

4.4.4 Add Designation Wise Planning

Click on **Add Planning** to open the Add Planning as shown in Figure 4-15




The screenshot shows the 'Add Designation Wise Planning' form. The form is divided into several sections:

- Office Information:** Office Type, Office, Division, and Cadre (all dropdown menus).
- Category and Designation:** Category, Designation, and Is Active (all dropdown menus).
- Sanctioned Reserved/Unreserved:** SC, ST, OBC, EWS, and UR (all text input fields with a percentage sign).
- Sanctioned PwBD:** A, B, C, and D&E (all text input fields with a percentage sign).
- Reference Documents:** Ref. Document Number and Ref. Document (with an Upload button).
- Actions:** Submit and Cancel buttons.

Figure 4-15: Add Designation wise Planning

Enter the details and click on **Submit** such that a success message will be shown in the Designation Wise Planning Master Landing Page for addition of a new record in the table.

4.4.5 Edit Designation Wise Planning

Click on  to open Edit Designation Wise Planning as shown in Figure 4-16

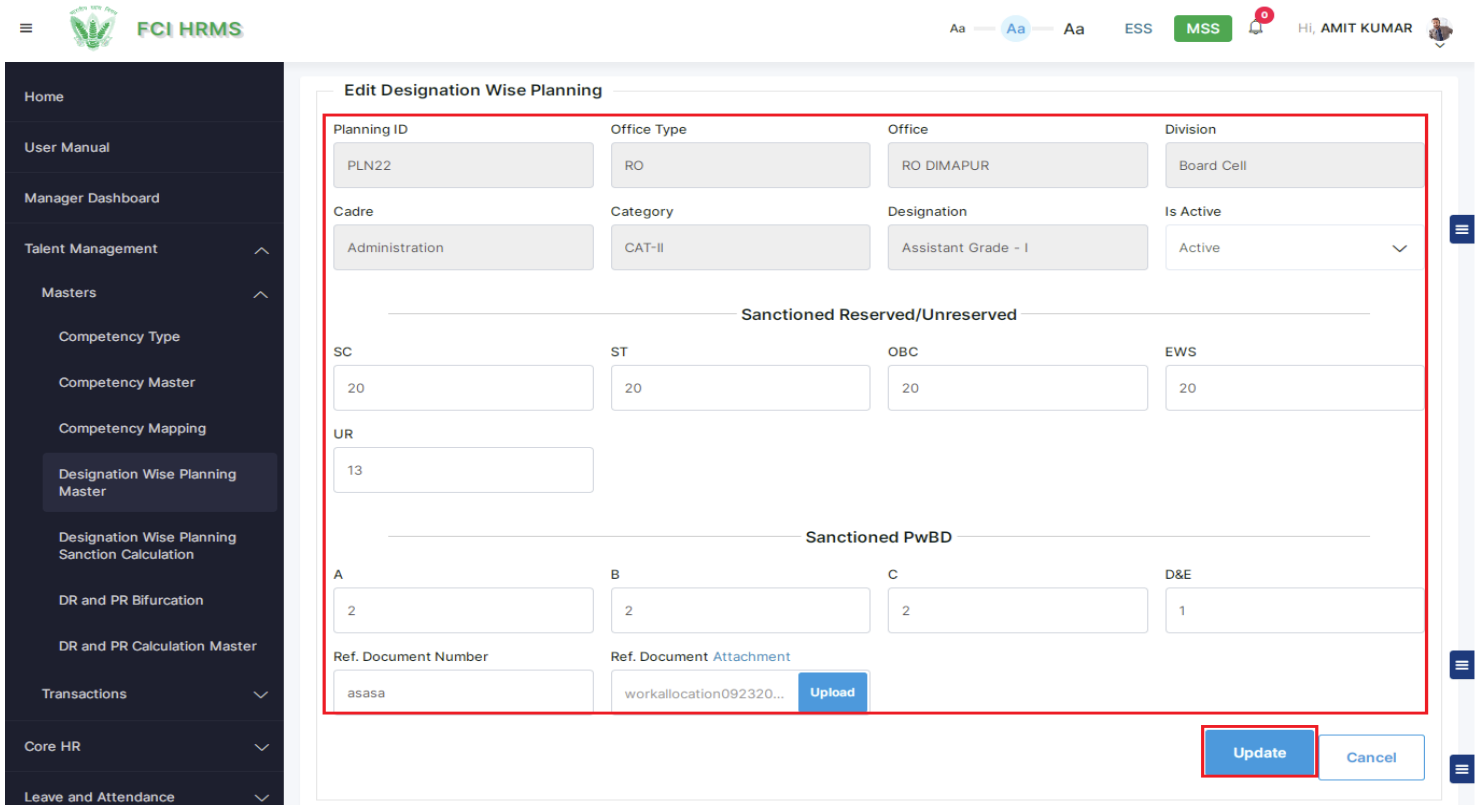


Figure 4-16: Edit Designation Wise Planning

Enter the details and click on **Update** such that a success message will be shown in the Designation Wise Planning Master Landing Page for updating the existing record in the table.

4.5 Designation Wise Planning Sanction Calculation

Designation Wise Planning Sanction Calculation shall allow the Personnel division to calculate the designations in accordance with the defined sanctioned Strength.

4.5.1 Navigation

Left Navigation: Talent Management >>Masters >> Designation Wise Planning Sanction Calculation

4.5.2 SLA

NA

4.5.3 Landing Page

HRMS administrator shall traverse the navigation as mentioned in Section 4.5.1 to reach the Designation Wise Planning Sanction Calculation Master Landing Page as shown in Figure 4.21

Designation Wise Planning Sanction Calculation

Office Type: Select | Office: Select | Division: Select | Cadre: Select

Category: Select | Designation: Select | Planning ID: Enter Planning ID | Processing ID: Enter Processing ID

Status: Select **Get Results**

Add Sanction Calculation

Show 10 entries Export to: **Excel** PDF Print Search: _____

DIVISION	CADRE	CATEGORY	DESIGNATION	SANCTIONED RESERVED/UNRESERVED						SANCTIONED PWBD					STATUS	ACTION	
				SC	ST	OBC	EWS	UR	TOTAL	A	B	C	D&E	TOTAL			
Board Cell	Accounts	CAT-1	Assistant General Manager	6	6	6	6	12	36	6	6	6	6	24	Approved		
Board Cell	Accounts	CAT-1	Assistant General Manager	6	6	6	6	12	36	6	6	6	6	24	Approved		
Board Cell	Accounts	CAT-1	Assistant General Manager	20	20	20	20	80	160	10	10	10	10	40	Approved		
Board Cell	Technical	CAT-1	Assistant General Manager	6	6	6	6	24	48	3	3	3	3	12	Approved		
Board Cell	Technical	CAT-IV	Assistant General Manager	8	8	8	6	2	32	2	2	2	2	8	Approved		
Board Cell	Accounts	CAT-1	Assistant General Manager	5	5	5	5	10	30	5	5	5	5	20	Approved		
Board Cell	General	CAT-1	Assistant Grade - III	5	5	5	10	15	40	2	2	2	2	8	Approved		
Vigilance	Technical	CAT-IV	Assistant General Manager	7	7	7	7	14	42	7	7	7	7	28	Approved		
Board Cell	Accounts	CAT-1	Assistant General Manager	6	6	6	6	12	36	6	6	6	6	24	Approved		
Board Cell	Technical	CAT-IV	Assistant General Manager	6	6	6	6	12	36	6	6	6	6	24	Approved		

Showing 1 to 10 of 13 entries



Previous 1 2 Next

Figure 4-17: Designation Wise Sanction Calculation Master

HRMS administrator 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** to export the table records in Excel or CSV 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 to navigate table records
- Click on to add a new record in the table as mentioned in Section 4.5.4 – Add Sanction Calculation.
- Click on  to edit an existing record in the table as mentioned in Section 4.5.5 – Edit Sanction Calculation.

4.5.4 Add Sanction Calculation

Click on to open the Add Sanction Calculation as shown in Figure 4-18

The screenshot shows the 'Add Sanction Calculation' form. The form is titled 'Add Sanction Calculation' and contains several input fields and buttons. A red box highlights the main form area, and another red box highlights the 'Calculate' button. The fields include:

- Office Type * (Dropdown menu)
- Office * (Dropdown menu)
- Division * (Dropdown menu)
- Cadre * (Dropdown menu)
- Category * (Dropdown menu)
- Designation * (Dropdown menu)
- Planning ID (Text input)
- Ref. Document Number * (Text input)
- Ref. Document * (Text input with 'Upload Document' button)
- Sanctioned Count * (Text input)
- Buttons: Upload, Calculate, Cancel

Figure 4-18: Add Sanction Calculation

Enter the details and click on such that a success message will be shown in the Sanction Calculation Master Landing Page for addition of a new record in the table as shown in Figure 4-19.

4.5.5 Edit Sanction Calculation

Click on  to open Edit Sanction Calculation as shown in Figure 4-19

Figure 4-19: Edit Sanction Calculation

Enter the details and click on **Calculate** such that a success message will be shown in the Designation Wise Sanction Calculation Master Landing Page for updating the existing record in the table.

4.6 DR and PR Bifurcation Master

DR and PR Bifurcation Master will allow the Personnel division to define the reservation to be given on different recruitment types like Promotional, Direct and both recruitments for various designations across FCI.

4.6.1 Navigation

Left Navigation: Talent Management >>Masters >> DR PR Bifurcation Master

4.6.2 SLA

NA

4.6.3 Landing Page





HRMS administrator shall traverse the navigation as mentioned in Section 4.6.1 to reach the DR PR Bifurcation Master Landing Page as shown in Figure 4.20

Figure 4-20: DR PR Bifurcation Master


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

- Click on **Get Results** to apply the available filters.
- Click on **Excel** or **PDF** to export the table records in Excel or CSV 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  to navigate table records
- Click on  to add a new record in the table as mentioned in Section 4.6.4 – Add Bifurcation.
- Click on  to edit an existing record in the table as mentioned in Section 4.6.5 – Edit Bifurcation.

4.6.4 Add DR PR Bifurcation

Click on  to open the Add Bifurcation as shown in Figure 4-21.

The screenshot shows the 'Add Bifurcation' form in the FCI HRMS application. The form is titled 'Add Bifurcation' and contains several input fields: Office Type, Office, Division, Cadre, Category, Designation, Is Active, DR(%), PR(%), Ref. Document Number, and Ref. Document. There are 'Submit' and 'Cancel' buttons at the bottom right. A red box highlights the main form area.

Figure 4-21: Add DR PR Bifurcation

Enter the details and click on  such that a success message will be shown in the DR PR Bifurcation Master Landing Page for addition of a new record in the table.

4.6.5 Edit DR PR Bifurcation


Click on  to open Edit DR PR Bifurcation as shown in Figure 4-22.

Figure 4-22: Edit DR PR Bifurcation

Enter the details and click on **Update** such that a success message will be shown in the DR PR Bifurcation Master Landing Page for updating the existing record in the table.

4.7 DR and PR Calculation Master

DR and PR Calculation Master will allow the Personnel division to calculate the reservation on the basis of the sanctioned count to be given on different recruitment types like Promotional and Direct recruitments for various designations across FCI.

4.7.1 Navigation

Left Navigation: Talent Management >>Masters >> DR PR Calculation Master

4.7.2 SLA

NA

4.7.3 Landing Page

HRMS administrator shall traverse the navigation as mentioned in Section 4.7.1 to reach the DR PR Calculation Master Landing Page as shown in Figure 4.23

- Home
- User Manual
- Manager Dashboard
- Talent Management 1
- Masters 2
- Competency Type
- Competency Master
- Competency Mapping
- Designation Wise Planning Master
- Designation Wise Planning Sanction Calculation
- DR and PR Bifurcation 3
- DR and PR Calculation Master
- Transactions
- Core HR
- Leave and Attendance
- Performance Management
- Compensation and Benefit
- Payroll
- Talent Acquisition
- Learning and Development
- Employee Relation

DR-PR Sanction Calculation

Office Type: Office: Division: Cadre:

Category: Designation: Bifurcation ID: Calculation ID:

Status: [Get Results](#)

[Add Calculation](#)

Show entries Export to: [Excel](#) [PDF](#) [Print](#) Search:

OFFICE TYPE	OFFICE	DIVISION	CADRE	CATEGORY	DESIGNATION	DR COUNT	PR COUNT	IS ACTIVE	STATUS	ACTION
HQ	HQ-Delhi	Board Cell	Accounts	CAT-1	Assistant General Manager	60	140	Active	Approved	View Edit
RO	RO ITANAGAR	Board Cell	Accounts	CAT-1	Assistant General Manager	42	18	Active	Approved	View Edit
DO	DO NELLORE	Board Cell	Accounts	CAT-1	Assistant General Manager	42	18	Active	Approved	View Edit
HQ	HQ-Delhi	Board Cell	Technical	CAT-1	Assistant General Manager	42	18	Active	Approved	View Edit
DO	DO BANDERDEWA	Board Cell	Technical	CAT-IV	Assistant General Manager	20	30	Active	Approved	View Edit
ZO	ZO (EAST) - KOLKATA	Board Cell	Accounts	CAT-1	Assistant General Manager	25	25	Active	Approved	View Edit
ZO	ZO (WEST) - MUMBAI	Board Cell	Accounts	CAT-1	Assistant General Manager	27	33	Inactive	Approved	View Edit
IFS	IFS, GURGAON	Board Cell	Depot	CAT-1	Assistant General Manager	12	37	Active	Approved	View Edit
IFS	IFS, GURGAON	Vigilance	Technical	CAT-IV	Assistant General Manager	15	45	Inactive	Approved	View Edit


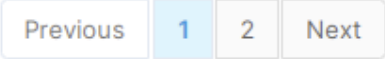
Showing 1 to 9 of 9 entries [Previous](#) [1](#) [Next](#)

Figure 4-23: DR PR Calculation Master

HRMS administrator 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](#) to export the table records in Excel or CSV 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  to navigate table records
- Fill in the details in the row to add a new record in the table as mentioned in Section 4.7.4 – Add DR PR Calculation.

4.7.4 Add DR PR Calculation

Fill in the details to add DR PR Calculation as shown in Figure 4-24.

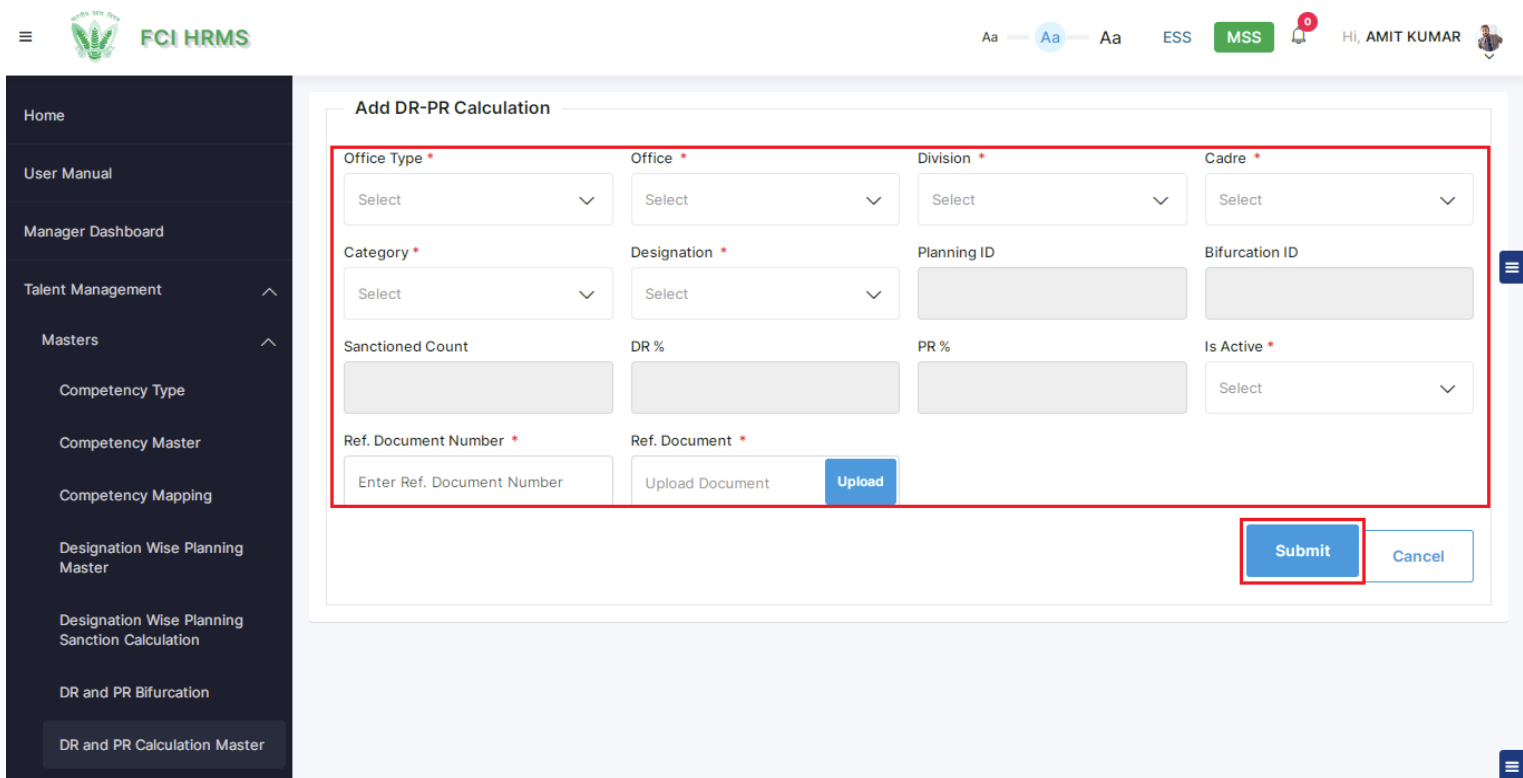



Figure 4-24: Add DR PR Calculation

Enter the details and click on  such that a success message will be shown in the DR PR Calculation Master Landing Page for addition of a new record in the table.

4.7.5 Edit DR PR Calculation

Click on  to open Edit DR PR Bifurcation as shown in Figure 4-25.

Figure 4-25: Edit DR PR Calculation

Enter the details and click on **Update** such that a success message will be shown in the DR PR Bifurcation Master Landing Page for updating the existing record in the table.

4.8 Manpower Planning

Manpower Planning will allow estimating the optimum number of people required to hire for goal achievement within time. Manpower planning includes parameters like number of employees and required strength of the employees in FCI.

4.8.1 Navigation

Left Navigation: Talent Management >> Transactions >> Manpower Planning

4.8.2 SLA



NA

4.8.3 Landing Page

HRMS administrator shall traverse the navigation as mentioned in Section 4.8.1 to reach the Manpower Planning Landing Page as shown in Figure 4.26

Figure 4-26: Manpower Planning

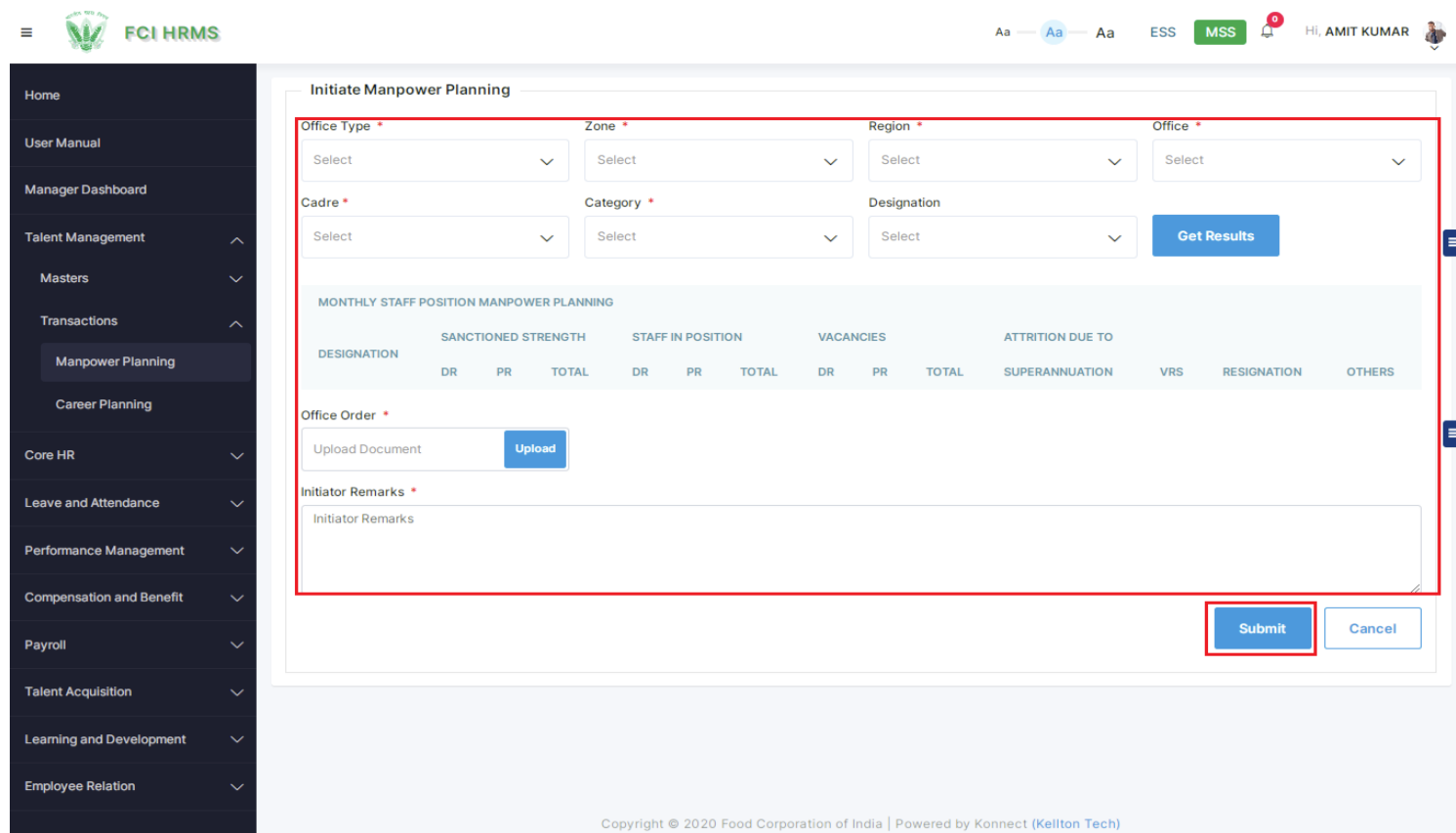
HRMS administrator shall be able to perform the following activities from the landing page:

- Click on **Get Results** to apply the available filters.
- Click on **Excel** or **PDF** to export the table records in Excel or CSV 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 **Initiate Manpower Planning** to add a new record in the table as mentioned in Section 4.8.4 – Initiate Manpower Planning.
- Click on  to edit an existing record in the table as mentioned in Section 4.8.5 – Edit Manpower Planning.

4.8.4 Initiate Manpower Planning

Initiate Manpower Planning

Click on **Initiate Manpower Planning** to open the Initiate Manpower Planning as shown in Figure 4-27.



The screenshot shows the 'Initiate Manpower Planning' interface. It features a sidebar menu on the left with options like Home, User Manual, Manager Dashboard, Talent Management, Masters, Transactions, Manpower Planning (highlighted), Career Planning, Core HR, Leave and Attendance, Performance Management, Compensation and Benefit, Payroll, Talent Acquisition, Learning and Development, and Employee Relation. The main content area contains the form with the following elements:

- Office Type * (Select)
- Zone * (Select)
- Region * (Select)
- Office * (Select)
- Cadre * (Select)
- Category * (Select)
- Designation (Select)
- Get Results button
- MONTHLY STAFF POSITION MANPOWER PLANNING table:

DESIGNATION	SANCTIONED STRENGTH			STAFF IN POSITION			VACANCIES			ATTRITION DUE TO			
	DR	PR	TOTAL	DR	PR	TOTAL	DR	PR	TOTAL	SUPERANNUATION	VRS	RESIGNATION	OTHERS
- Office Order * (Upload Document, Upload button)
- Initiator Remarks * (Text area)
- Submit button (highlighted)
- Cancel button

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Figure 4-27: Initiate Manpower Planning

Submit

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

4.8.5 Edit Manpower Planning

Click on  to open Edit Manpower Planning as shown in Figure 4-28.

Edit Manpower

Office Type * Zone * Region * Office *

Cadre * Category * Designation

MONTHLY STAFF POSITION MANPOWER PLANNING

DESCRIPTION	SANCTIONED STRENGTH			STAFF IN POSITION			VACANCIES			ATTRITION DUE TO			
	DR	PR	TOTAL	DR	PR	TOTAL	DR	PR	TOTAL	SUPERANNUATION	VRS	RESIGNATION	OTHERS

Office Order Attachment
Upload Document

Initiator Remarks *

Figure 4-28: Edit Manpower Planning

Enter the details and click on such that a success message will be shown in the Manpower Planning Master Landing Page for updating the existing record in the table.

4.9 Career Planning

Career Planning is an ongoing process to explore the interests and abilities of the employees; strategically plan the career goals; and create the future work success by designing learning and action plans to help the employee achieve their goals.

4.9.1 Navigation

Left Navigation: Talent Management >> Transactions >> Career Planning

4.9.2 SLA

NA

4.9.3 Landing Page

HRMS administrator shall traverse the navigation as mentioned in Section 4.9.1 to reach the Career Planning Landing Page as shown in Figure 4.29

Career Plan Listing

Designation: Status: From Date: To Date:

Get Results

Initiate Career Plan

Show: 10 entries Export to: Search:

CAP ID	SUBMISSION DATE	GOAL RATING	ACTIVITY RATING	STATUS	ACTION
CAR52	14/01/2021	Very Good	Very Good	Approved	<input type="button" value="eye"/> <input type="button" value="download"/>
CAR51	13/01/2021	Good	Poor	Rejected	<input type="button" value="eye"/>
CAR50	13/01/2021	Excellent1	Excellent1	Approved	<input type="button" value="eye"/> <input type="button" value="download"/>
CAR49	12/01/2021	Excellent1	Excellent1	Approved	<input type="button" value="eye"/> <input type="button" value="download"/>
CAR48	12/01/2021	Very Good	Good	Approved	<input type="button" value="eye"/> <input type="button" value="download"/>
CAR47	11/01/2021	Good	Fair	Approved	<input type="button" value="eye"/> <input type="button" value="download"/>
CAR46	11/01/2021	Excellent1	Very Good	Approved	<input type="button" value="eye"/> <input type="button" value="download"/>
CAR45	11/01/2021	Excellent1	Good	Approved	<input type="button" value="eye"/> <input type="button" value="download"/>
CAR44	11/01/2021	Very Good	Fair	Approved	<input type="button" value="eye"/> <input type="button" value="download"/>

Showing 1 to 9 of 9 entries

Figure 4-29: Career Planning

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

- Click on **Get Results** to apply the available filters.
- Click on to export the table records in Excel or CSV 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 to navigate table records
- Click on **Initiate Career Plan** to add a new record in the table as mentioned in Section 4.9.4 – Initiate Career Plan.
- Click on to download an existing record in the table.



4.9.4 Initiate Career Plan

Initiate Career Plan

Click on **Initiate Career Plan** to open the Initiate Career Plan as shown in Figure 4-40.

Initiate Career Plan

Submission Date: 15/01/2021 | Employee Number: 290572 | Latest APAR Rating: | Primary Reporting Manager: AMITABH KUMAR

Current Designation: Manager

Please Pen Down At Least 5 Career Objectives That You Can Fulfill In Next 3 Years In FCI *

Kindly Justify Your Career Achievements Across Last 3 Years In FCI *

List Down Any 5 Short Term Goals That You Can Achieve Within A Year In FCI *

List Down Any 3 Midterm Goals That You Can Achieve Within 2- 5 Years In FCI *

List Down Any One Long Term Goals That You Can Achieve Within 7-10 Years In FCI *

please enter the competencies you feel that are important in your career development

Add Competency

Show 10 entries | Export to: Excel PDF Print | Search:

COMPETENCY NAME	COMPETENCY ID	COMPETENCY TYPE	TRAINING	TARGET DATE	ACTION
No Data Available In Table					

Showing 0 to 0 of 0 entries

Have You Attended Any Training/Workshop/Seminar Conducted By FCI Or IFS In Last 6 Months.

Please Attach Latest Participation Certificate *

Upload Document **Upload**

Submit **Cancel**

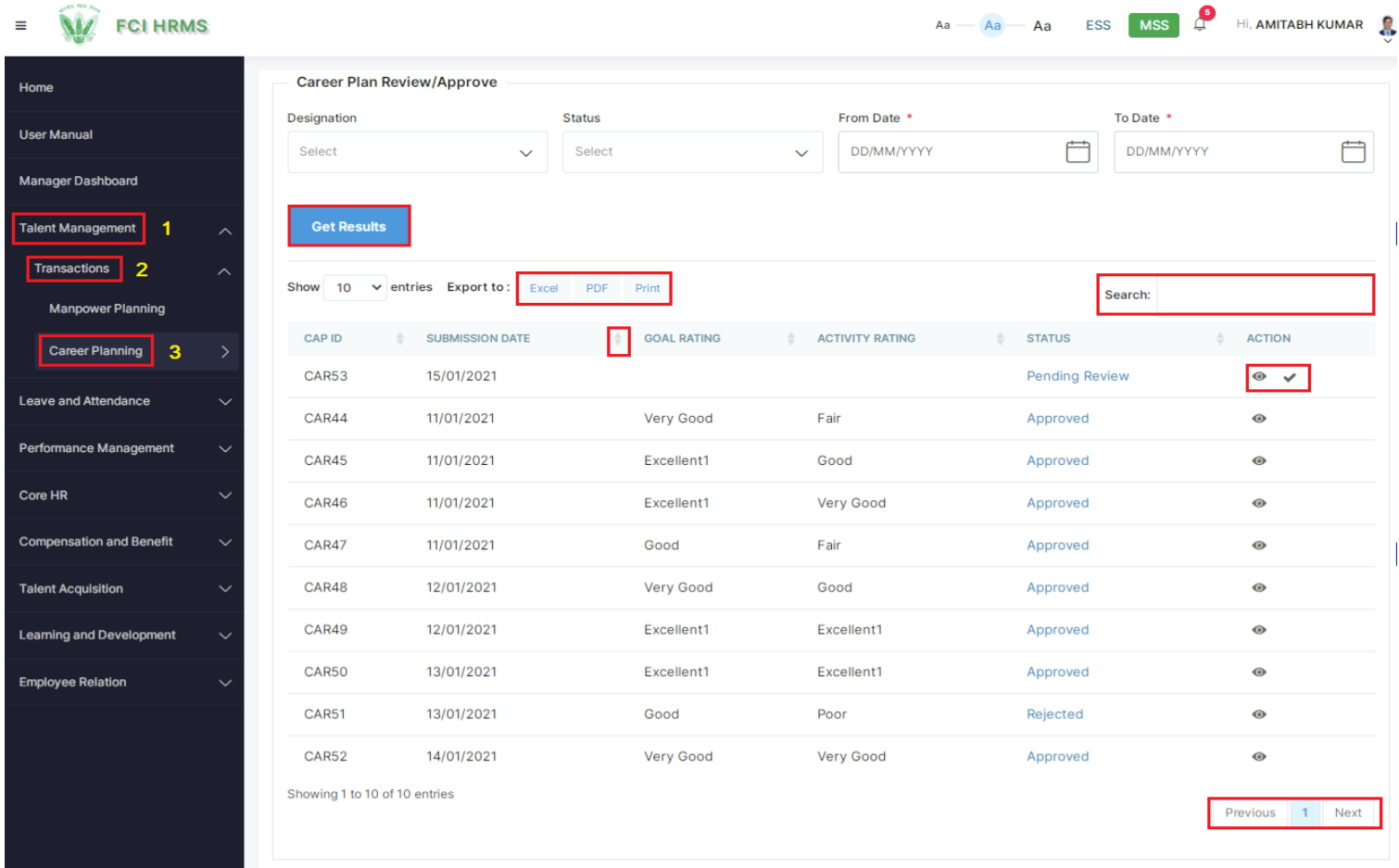
Figure 4-30: Initiate Career Plan

Submit

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

4.9.5 Approve Career Plan

The reviewed request will be forwarded to the approver’s landing page as shown in Figure 4-42.



Career Plan Review/Approve

Designation: Select | Status: Select | From Date: DD/MM/YYYY | To Date: DD/MM/YYYY


Get Results

Show 10 entries | Export to: Excel | PDF | Print | Search: _____

CAP ID	SUBMISSION DATE	GOAL RATING	ACTIVITY RATING	STATUS	ACTION
CAR53	15/01/2021			Pending Review	<input checked="" type="checkbox"/>
CAR44	11/01/2021	Very Good	Fair	Approved	<input type="checkbox"/>
CAR45	11/01/2021	Excellent1	Good	Approved	<input type="checkbox"/>
CAR46	11/01/2021	Excellent1	Very Good	Approved	<input type="checkbox"/>
CAR47	11/01/2021	Good	Fair	Approved	<input type="checkbox"/>
CAR48	12/01/2021	Very Good	Good	Approved	<input type="checkbox"/>
CAR49	12/01/2021	Excellent1	Excellent1	Approved	<input type="checkbox"/>
CAR50	13/01/2021	Excellent1	Excellent1	Approved	<input type="checkbox"/>
CAR51	13/01/2021	Good	Poor	Rejected	<input type="checkbox"/>
CAR52	14/01/2021	Very Good	Very Good	Approved	<input type="checkbox"/>

Showing 1 to 10 of 10 entries | Previous | 1 | Next

Figure 4.31: Career Planning Approver’s Landing

Click on  as shown in Figure 4-31, to land on Approve Travel Allowance as shown in Figure 4-32.



- Home
- User Manual
- Manager Dashboard
- Talent Management
- Transactions
- Manpower Planning
- Career Planning**
- Leave and Attendance
- Performance Management
- Core HR
- Compensation and Benefit
- Talent Acquisition
- Learning and Development
- Employee Relation

Career Planning Approver

Submission Date 15/01/2021 Employee Number 152770 Latest APAR Rating	Primary Reporting Manager DEVESH KUMAR YADAV Current Designation Assistant General Manager
--	---

Please Pen Down At Least 5 Career Objectives That You Can Fulfill In Next 3 Years In FCI
Lead

Kindly Justify Your Career Achievements Across Last 3 Years In FCI
QA

List Down Any 5 Short Term Goals That You Can Achieve Within A Year In FCI
Senior QA

List Down Any 3 Midterm Goals That You Can Achieve Within 2- 5 Years In FCI
Manager

List Down Any One Long Term Goals That You Can Achieve Within 7-10 Years In FCI
Country head

Competencies that are important in career development

COMPETENCY NAME	COMPETENCY ID	COMPETENCY TYPE	TRAINING	TARGET DATE
Advanced Excel	COMP001	Functional	Accounting With Excel	12/02/2020
Communication	COM435	Behavioral	FCI Induction Training 2021	26/02/2021

Have You Attended Any Training/Workshop/Seminar Conducted By FCI Or IFS In Last 6 Months.

Latest Participation Certificate
Attachment

Based on the inputs kindly rate the overall goal perception of the employee and justify
Select Rating *

Very Good

Enter Justification
Great!

Based on the inputs kindly rate the overall activity plan to develop competencies of the employee and justify
Select Rating *

Very Good

Enter Justification
Great!

Whether The Employee Should Be Considered For Promotion/Increment

[View Action History](#)

Approver Remarks
OK

Document Name Supportive Document

S.NO.	DOCUMENT NAME	SUPPORTIVE DOCUMENT	ACTION
<input type="button" value="Add Reviewer"/> <input type="button" value="Approve"/> <input type="button" value="Reject"/> <input type="button" value="Cancel"/>			

Figure 4-32: Approve Career Plan

Approver shall be able to perform the following activities from the Approve Page.

- Click on **View Action History** to view the action taken on the request as shown in Figure 4-32.
- Click on **Approve** to approve the request, and a success message will be shown in the Career Plan Approver Landing Screen for approving the record.
- Click on **Reject** to reject the request back to the initiator, this request will be listed in the landing page of Initiator with “Rejected” status.

4.9.6 View Action History

Click on **View Action History** as shown in Figure 4-32, to navigate to View Action History page as shown in Figure 4-33.

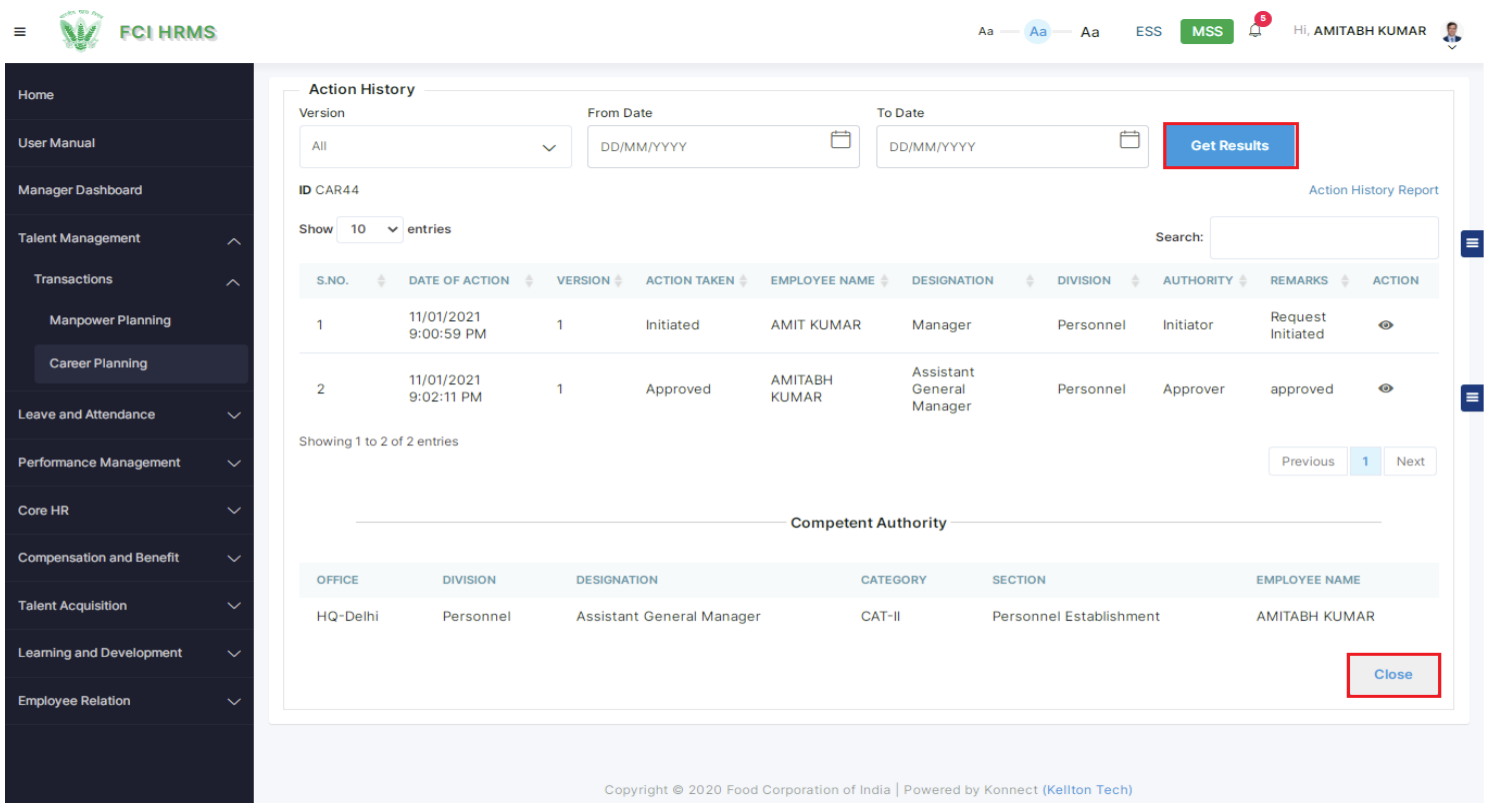



Figure 4-33: Action History

HRMS administrator shall be able to perform the following activities from Action History page:

- Click on **Get Results** to apply the available filters.
- Click on  to view the particular detail of the record as shown in Figure 4-34.



- Home
- User Manual
- Manager Dashboard
- Talent Management
- Transactions
- Manpower Planning
- Career Planning**
- Leave and Attendance
- Performance Management
- Core HR
- Compensation and Benefit
- Talent Acquisition
- Learning and Development
- Employee Relation

Action History View

Division: Personnel | Designation: Manager | Authority: Initiator | Employee Name: AMIT KUMAR | Version: 1 | Date Of Action: 11/01/2021 9:00:59 PM

Get Results

Submission Date 11/01/2021 Employee Number 152770 Latest APAR Rating	Primary Reporting Manager DEVESH KUMAR YADAV Current Designation Assistant General Manager
--	---

Please Pen Down At Least 5 Career Objectives That You Can Fulfill In Next 3 Years In FCI
Senior Manager

Kindly Justify Your Career Achievements Across Last 3 Years In FCI
Senior lead

List Down Any 5 Short Term Goals That You Can Achieve Within A Year In FCI
manager

List Down Any 3 Midterm Goals That You Can Achieve Within 2- 5 Years In FCI
Country Head

List Down Any One Long Term Goals That You Can Achieve Within 7-10 Years In FCI
VP

Competencies that are important in career development

COMPETENCY NAME	COMPETENCY ID	COMPETENCY TYPE	TRAINING	TARGET DATE
Advanced Excel	COMP001	Functional	Accounting With Excel	12/02/2020
Leadership	COM436	Behavioral	FCI Induction Training 2021	12/02/2021

Have You Attended Any Training/Workshop/Seminar Conducted By FCI Or IFS In Last 6 Months.

Latest Participation Certificate
[Attachment](#)

AMITABH KUMAR Rated

Based on the inputs kindly rate the overall goal perception of the employee and justify.

Rating: Very Good
Justification: ok

Based on the inputs kindly rate the overall activity plan to develop competencies of the employee and justify.

Rating: Fair
Justification: good

Whether The Employee Should Be Considered For Promotion/Increment

Based on the inputs kindly rate the overall goal perception of the employee and justify

Select Rating: Very Good

Enter Justification: ok

Based on the inputs kindly rate the overall activity plan to develop competencies of the employee and justify

Select Rating: Very Good

Enter Justification: ok

Whether The Employee Should Be Considered For Promotion/Increment

Remarks: Request Initiated

Back

Figure 4-34: Action History View

5 Troubleshooting and Support

5.1.1 Error Messages

The following error messages shall be showcased based on user behavior:

- If user enters a duplicate value, then HRMS shall throw a validation as shown in Figure 5-1:

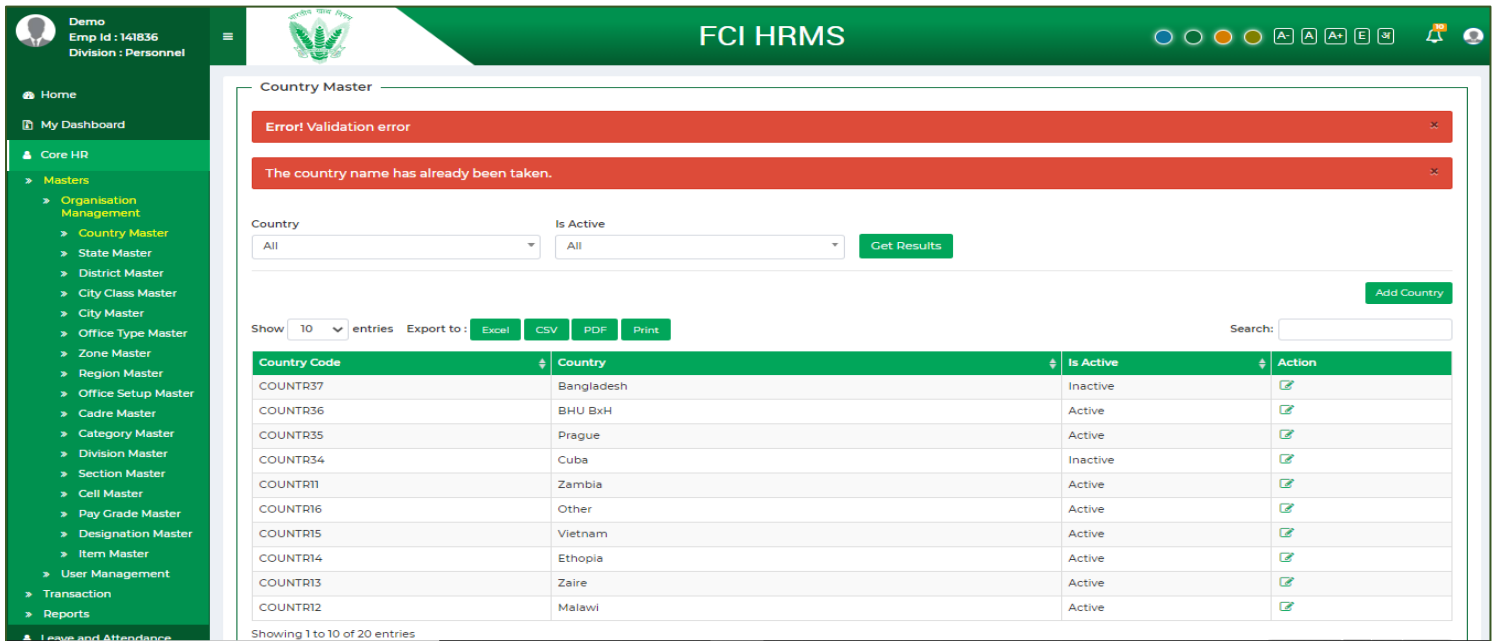


Figure 5-1: Validation Error: Duplicate Record

- If user does not enter information which is required in the form, then HRMS shall throw a validation as shown in Figure 4-7:

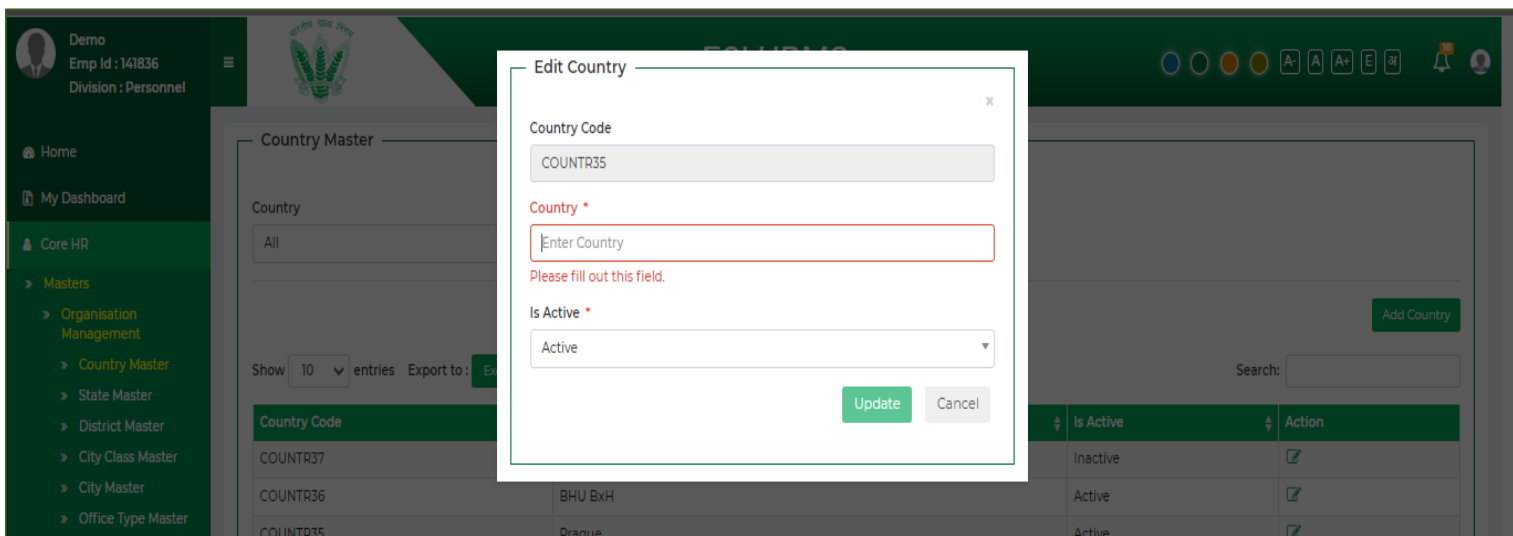


Figure 5-2: Validation Error: Mandatory Field Empty



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 5-1: HTTP Status Error Codes

5.1.2 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: <ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> • 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	<p>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.</p> <p>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</p>
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 5-2: 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.

6 Helpdesk

Email ID: support-hrms@kelltontech.com