



USER MANUAL

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EMPLOYEE SELF SERVICE

This module enable each employee to submit change request to revise own Employee Master Record and Service Record. The change request may be submitted to revise, Basic Details, Family Details, Communication Details, Personal Details or Qualification Details under Employee Master Information page. Similarly change request may also be submitted to revise, First Appointment, Award Details, Promotion Details, Transfer Details, Nominee Details, Deputation Details, Training Details, Publication Details.

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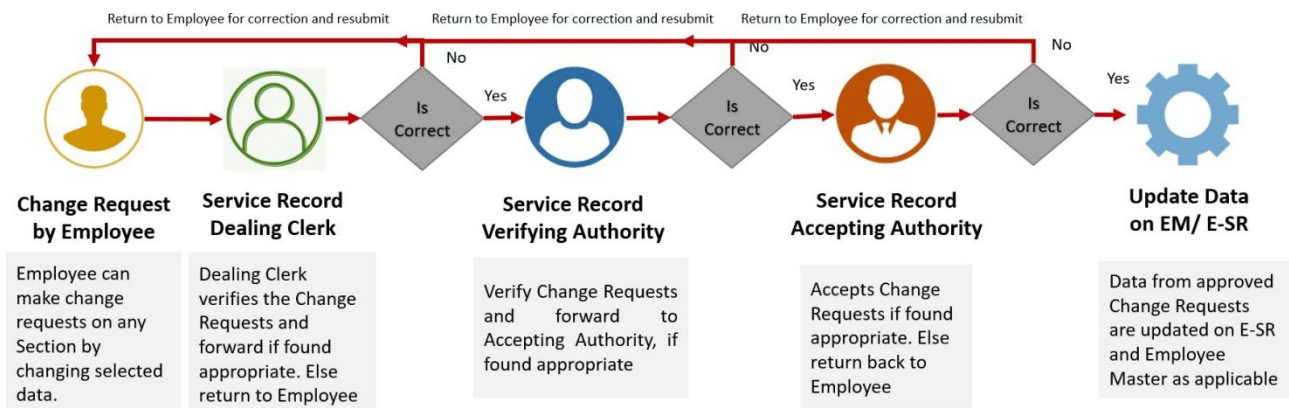
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1.0. Introduction

The employee master record and service record is the single source of truth about individual employee managed by HRMS. These information are dynamic in nature and keep changing time and again. Initially these information are recorded as legacy data by the personnel department of each unit. Subsequently, these data are updated through different functional modules of HRMS. It may so happen that the information recorded as legacy data be found wrongly entered or not made up-to-date due to time lag between legacy data entry and functional modules being operational. Some information may have to be reported by the employee sometime (e.g. new education degree completed by employee). The Employee Self Service or ESS is the enabler through which the employee can submit change request to revise these information. The personnel department take steps to verify such change requests for its genuineness and accordingly revise employee master record or service record.

1.1. How does ESS System works

Any individual employee can submit change requests to revise information on Employee Master and Employee Service Record. The Change Request is forwarded to Service Record Dealing Clerk and Service Record Verifying Authority for verification and finally is approved by Service Record Accepting Authority to update Employee Master and E-Service Record.



1.2. Limitation of the System

Currently, the ESS Module facilitates to submit Change Requests on Basic Details, Family Details, Communication Details, Personal Details, Current Status Details and Qualification Details under Employee Master Information page. Similarly change request may also be submitted to revise, First Appointment, Award Details, Promotion Details, Transfer Details, Nominee Details, Deputation Details, Training Details, Publication Details.

1.3. Intended User and their respective Roles

- a) **Employee:** Any employee of Indian Railways, who may submit Change Request online.
- b) **Service Record Dealing Clerk (SR-DC):** One who handles all the service matters of the employee. SR-DC verifies the Change Request submitted by employee and forwards the same for further action, if found correct.
- c) **Service Record Verifying Authority (SR-VA):** SR-VA verifies the correctness of Change Request submitted by employee and forwarded by SR-DC. SR-VA forwards the Change Request for further action, if found correct.
- d) **Service Record Accepting Authority (SR-AA):** SR-AA accepts the Change Request submitted by employee and forwarded by SR-VA and approves if found correct to update Employee Master and Employee Service Record.

1.4. How to Login to the System

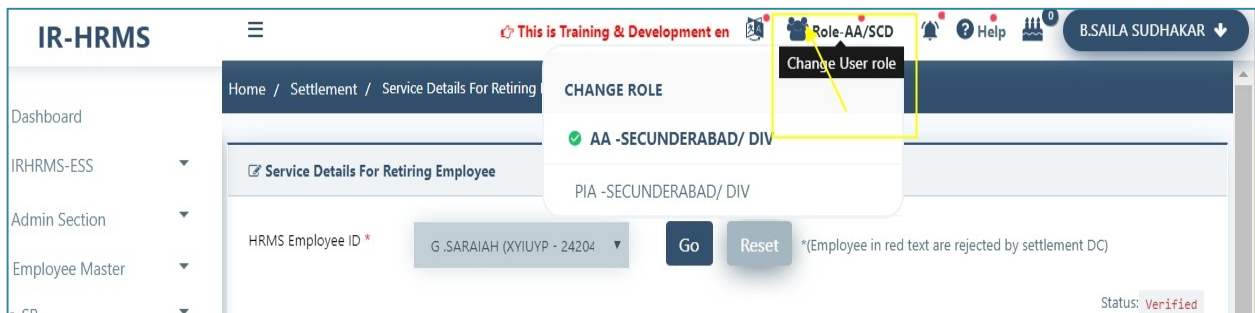
 Employee Login to HRMS	 Forgot User-Id/ Password	 Select Option to Edit	 Employee makes Change Request
• Open your preferred Browser • Type in URL of HRMS (https://hrms.indianrail.gov.in/HRMS/) on Address Bar • Login Screen will appear • User can Login by providing User Name, Password • OTP will be sent to registered mobile phone through SMS • Type in the OTP and click on Verify-OTP button • After Login choose "IRHRMS-ESS-> View/Edit My Details" from Menu	• if you forgot your HRMS-Id, click on 'Help for Login' link • Help window will appear on screen. Fill-in your IPAS-Id (or Employee Number) there • Your HRMS-Id and your Mobile Number (masked for security reason) will be displayed • If you forgot Password, click on 'Forgot Password' link. SMS with Password will be sent on registered mobile.	List of options appears on screen with pre-populated data forms Under "Employee Master". • Basic Info, Family Details • Communication Info • Personal Details, Qualification Under E-Service Record • Initial Appointment • Awards • Promotion, Transfer, Deputation • Nomination, Training, Publication Detail	• Employee choose appropriate Tab. All information on the Tab appears on screen • Select Data items or Records to edit • Employee can change data as desired • Employee can Submit the Change Request for further approval

- a) Go to HRMS application (by typing <http://hrms.indianrail.gov.in/HRMS/> on the browser)¹ and login using HRMS ID & Password (for Any user of HRMS).
- b) Enter OTP received on registered Mobile No.
- c) In case the User forgets the User Id (**HRMS-Id**), 'Help for Login' link should be clicked. Help window will appear on screen. Fill-in your IPAS-Id (or Employee Number) there. HRMS-Id and Mobile Number (masked for security reason) of the user will be displayed.
- d) If the user forgets **Password**, 'Forgot Password' link should be clicked. SMS with Password will be sent on registered mobile of the user.

¹ This is the URL of the test environment. This URL may be changed and will be intimated later to the User.



- e) A User might have multiple roles assigned to him. To perform the roles related to ESS he has to select the correct role by clicking on icon as shown below.



- f) After logging in to the system the Employee select “My Employee Master / My e-SR” menu option.

1.5. Sections of Employee Master available for Change Request

Basic Details	Family Details	Communication	Personal Details	Qualification
Following details may be changed under Basic Detail - Employee Name in Hindi - Employee Name in Regional Language - Country of Birth - Birth Place - Spouse Name - Spouse Employment Type - IPAS ID of Spouse - Blood Group	Following details for each family member - Member Name - Gender - Marital Status - AADHAAR Number - Relation with Employee - Date of Birth - If Dependent - Dependency Reason - Member's Photo - Member's Email - Member's Mobile No ... etc	Changing in following as communication detail - Personal Mobile Phone Number - Personal Email Id - Official Mobile Phone Number - OTP Preference - Present Address	Changing in following details towards personal info - Religion - Identification Mark - Marital Status - Date of Marriage - Mother Tongue - Height - Upload Sign	Changing in following details for Qualification - Qualification Level - Course - Subjects/ Specialisation - Duration - Board/ University - School/ Institute Name - Marks Document ... etc

1.6. Sections of E-Service Record available for Change Request



First Appointment

Data may be changed under First Appointment

- Type of Employee
- Date of Joining
- Date of Appointment
- Initial Lien/ Zone/ Division
- Initial Station/ Office
- Pay Commission
- Pay Scale
- Basic Pay, Personal Pay
- Initial Department
- Initial Sub-Department
- Initial Designation
- Initial Section
- ... etc



Awards Details

Following details under Awards may be changed or new entry added

- Award Name
- Award Date
- Cash Amount
- Award Authority
- ... etc



Promotion Detail

Following details under Promotion Tab may be changed or new entry may be taken.

- Type of Promotion
- Department
- Designation on Promotion
- Station Code
- Scale Code/ Pay Band/ Pay Level
- Basic Pay
- Office Order Number



Transfer Detail

Following details under Transfer Tab may be changed or new entry may be taken.

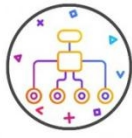
- Transfer Type
- Reason of Transfer
- Transferred From with details like Unit Station Department Sub-Department Office
- Office Order Number
- Release Date from Post
- Transferred To with details like Unit Station Department Sub-Department Office Designation
- Charge Taken on etc.



Nominee Detail

Following details under Nomination Tab may be changed

- Nominee Name
- Relationship with Employee
- Age
- Mobile Phone Number
- AADHAAR ID



Deputation Detail

Following details under Deputation Tab may be changed or new entry added

- Deputation Type
- Ministry Name
- Department/ Organisation
- Place of Posting
- Deputation out Detail



Training Detail

Following details under Training Tab may be changed or new entry may be taken.

- Training Program
- Training Institute
- Place of Training
- Specialisation Topic
- Duration
- Date from
- Date to



Publication Detail

Following details under Publication Tab may be changed or new entry may be taken.

- Country of Origin
- Level of Publication (International/ National)
- Category (Technical/ Non-Technical)
- Year of Publication
- Name of Publication
- Publisher Name
- Description

2.0. Change Requests

The employee can submit change requests on the set of information from Employee Master Record or Service Record as described at previous sections. There are 3 distinct manners of data organization in all.

- Single Record on Single Tab (e.g. Basic Details)
- Multiple Records on Multiple Tab (e.g. Family Details)
- Multiple Records on Multiple Row on Single Tab (e.g. Qualification Detail)

Each set of information is organised in any one specific manner. In following sections we will discuss one sample data set from each type of data organisation.

2.1. Basic Details - As an Example of Single Record on Single Tab

2.1.1. Creating Change Request on Basic Details by Employee

Step by step procedure is narrated below for the Employee to create Change Request for Basic Details Tab.

- User's Employee id will be auto-filled in HRMS Employee ID.
- Basic tab details that are entered by SR-DC will be displayed in read only mode.
- Option to view last edited details is given with toggle button.
- Employee Select Fields to edit by clicking "Edit" Button / Check Box.
- On clicking "Edit" Button that particular field become editable and the user can now edit the data.
- Option to upload supporting document is provided at bottom of the page.
- Once employee clicks "Save" button, Change Request is created with the edited data.

The screenshot displays the 'Basic Info' tab of the Employee Self Service interface. At the top, there are navigation tabs: Basic Info, Family, Personal, Communication info, Employee Current Status, Medical, and Qualification. A 'Click [edit icon] to edit' button is highlighted. The status is shown as 'Submitted for Verification'. The form contains the following fields:

- IPAS Employee Id *: 242IE100460
- HRMS Employee ID: OPFQSN
- Employee Name As in SR *: M. SRINIVAS
- Employee Name As in Aadhaar: Employee Name As in Aadhaar
- Aadhaar Number: 286043056503
- Upload Aadhaar: Choose File, No file chosen, Upload
- Employee First Name *: M. SRINIVAS
- Employee Middle Name: Employee Middle Name
- Employee Last Name: Employee Last Name
- Employee Name Hindi: Employee Name Hindi
- Employee Name Regional: Employee Name Regional
- Country of Birth: INDIA
- Birth Place: Birth Place
- Date Of Birth *: 18/12/1987
- Date of birth Proof: Choose File, No file chosen, Upload
- Gender *: MALE

2.1.2. Verification of Change Request on Basic Details by SR-DC/ SR-VA/ SR-AA

After logging in to HRMS, SR-DC can view report on pending Change Request cases.

- The SR-DC select “Employee Master > New Employee / e-SR > e SR Entry” menu option.
- SR-DC enters Employee ID of the employee whose Change Request has to be verified.
- Data on all Tabs are displayed with their Status. Tabs are in “Read Only” mode if Status is “Submitted”/ “Verified”/ “Accepted”. Tabs are in “Editable” mode if Status is “Draft”.
- If any changes is requested by employee for that particular Tab, A button “**View Employee’s Change Request**” is displayed at left top corner of the page.

- SR-DC clicks the button to view the details in same format entered by employee, details are displayed in pop-up window.
- Data that are changed by employee are shown to SR-DC.
- SR-DC can provide remarks and close change request.
- SR-DC can edit Basic details based on Change Request only if Tab is available to edit (for Status=D/VR/AR/UR). In case tab is already submitted (for Status=E/V/A), SR-DC cannot edit it, till it is returned back by higher authority.

2.2. Family Details - As an Example of Multiple Record on Multiple Tab

2.2.1. Creating Change Request on Family Details by Employee

Step by step procedure is narrated below for the Employee to create Change Request for Basic Details Tab. After logging in to HRMS, the employee select “My Employee Master”. The Employee ID is displayed on screen at the top.

- Family tab details that has been entered earlier is displayed in read only mode.
(Option to view last edited details may be given with toggle button)
- Employee can click “Add New Member” button to add new family members and fill their details.
- Employee go to family member no / tab and select “Edit Member” option by clicking “Edit” radio / check box.
- Alternatively employee can select “Delete Member” option to delete existing member.
(Only one of above two option can be selected.)
- By above activity that particular family member record become editable and the employee can now edit the data.
- Option to upload supporting document will be provided at bottom of the page.
- Once employee clicks “Save” button, the Change Request is created with the data that are edited.

The screenshot displays the 'Family' tab in the HRMS system. At the top, there are navigation tabs: Basic Info, Family (selected), Personal, Communication Info, Employee Current Status, Medical, and Qualification. Below these, there are two tabs for family members: 'Family Member 1' and 'Family Member 2' (selected). A blue button labeled 'Add New Member' is visible. The status is shown as 'Status: N/A'. The form is divided into two sections: 'Edit Member' (selected) and 'Delete Member'. The 'Edit Member' section contains the following fields:

- HRMS Employee ID: DOOHYS
- Member Name *: VANSHIKA SINGH
- Member Name (Hindi): Member Name (Hindi)
- Aadhaar Number: 756097735843
- Relation *: DAUGHTER
- Member DOB: 27/10/1999
- Family Member Age: Family Member Age
- Handicapped Percent: Handicapped Percent
- Family Member Sr No: 2
- Member Name (RegionalLang): Member Name (RegionalLang)
- Gender *: FEMALE
- Member Photo: Browse... No file selected. Upload
- Relation Proof Doc: Browse... No file selected. Upload
- Family Member DOB Doc: Browse... No file selected. Upload
- Handicap Flag: No
- Handicap Category: Please select

At the bottom, there is a 'Document Proof' section with a 'Browse...' button and an 'Upload' button. A 'Submit' button is located at the bottom left of the form.

2.2.2. Verification of Change Request on Family Details by SR-DC/ SR-VA/ SR-AA

Step by step procedure is narrated below for the SR-DC (or SR-VA, SR-AA as the case may be) to verify Change Request for Family Details Tab. After logging in to HRMS, the SR-DC select “My Employee Master-> New Employee” menu option.

- SR-DC enters Employee id of employee whose Change Request has to be verified.
- All details of the all tabs will be displayed as per their Status. Tabs are in Read Only mode if Status is Submitted / Verified / Accepted and Editable mode if Status is Draft
- If any change is requested by employee for that particular Tab/ family member then header of that particular tab will be highlighted and a button “View Employee’s Change Request” is displayed at left top corner of Page.
- SR-DC clicks the button to view the details in same format entered by employee, details are displayed in pop-up window.
- Data that are changed by employee are shown to SR-DC.
- SR-DC can provide remarks and close change request.
- SR-DC can edit Basic details based on Change request only if Tab is available to edit (Status D/VR/AR/UR), in case tab is already Submitted (Status E/V/A), SR-DC can’t edit it, till it is returned by higher authority.

The screenshot displays the 'Family' tab in the HRMS system. At the top, there are navigation tabs: Basic Info, Family (selected), Personal, Communication info, Employee Current Status, Medical, and Qualification. Below these, a message states: 'Please select if there is no Family members Available as per Records'. A button labeled 'View Employee's Change Request' is visible. The status is shown as 'Accepted'. The main section is divided into six columns for Family Member 1 through Family Member 6. Family Member 1 is selected, showing details for HRMS Employee ID (NUUXQY), Member Name (PRAKASH CHANDRA SHARMA), Member Name (Hindi), Aadhaar Number, Relation, and Member DOB (06/07/1976). To the right, there are fields for Family Member Sr No (1), Member Name (RegionalLang), Gender (Please select), Member Photo (Browse... No file selected. Upload), Relation Proof Doc (Browse... No file selected. Upload), and Family Member DOB Doc (Browse... No file selected. Upload). Each of these fields has a 'View' button below it.

ESS Version 2 Changes

1. Current Status Tab of Employee master is provided for change request.

Reason

Reason for Editing

HRMS Employee ID

Appointment Date *

Current Zone *

Current Station Place *

Parent Workshop

Lien

Bill Unit

Mode Of Appointment *

Current Unit Division *

Current Working Office *

Workshop Number

PH Quota

Status: New

2. Community Field made editable in Personal Tab.

Employee Self Photo

Choose file No file chosen Upload

Community *

Please select

3. Landing page of ESS - Drop down menu of list of tab replaced with Tab / button

Home / IRHRMS-ESSMy Details

Employee Master

Basic Info Family Communication Info Personal Qualification Current

ESR

Initial Appointment Awards Promotions Transfers Nominations Training Details Publication Details Deputation Details

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Thank You