User Manual Template
FCI HRMS

Module Name: Employee Relations

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 Employee Relations 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 Employee Relations 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

Employee Relations, as a function, is an integral part of PE division and responsible for employee communications, employee engagement activities, grievances management, employee disciplinary actions, issuance of NOCs, compassionate ground appointments, superannuation/retirement related activities, prevention of sexual harassment (POSH), policies related communications, employee events including sports and cultural events and more. All the above functions are manually done as per stipulated government and FCI policies.

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 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 viewing the uploaded document.

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/login) 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.

Login screen:
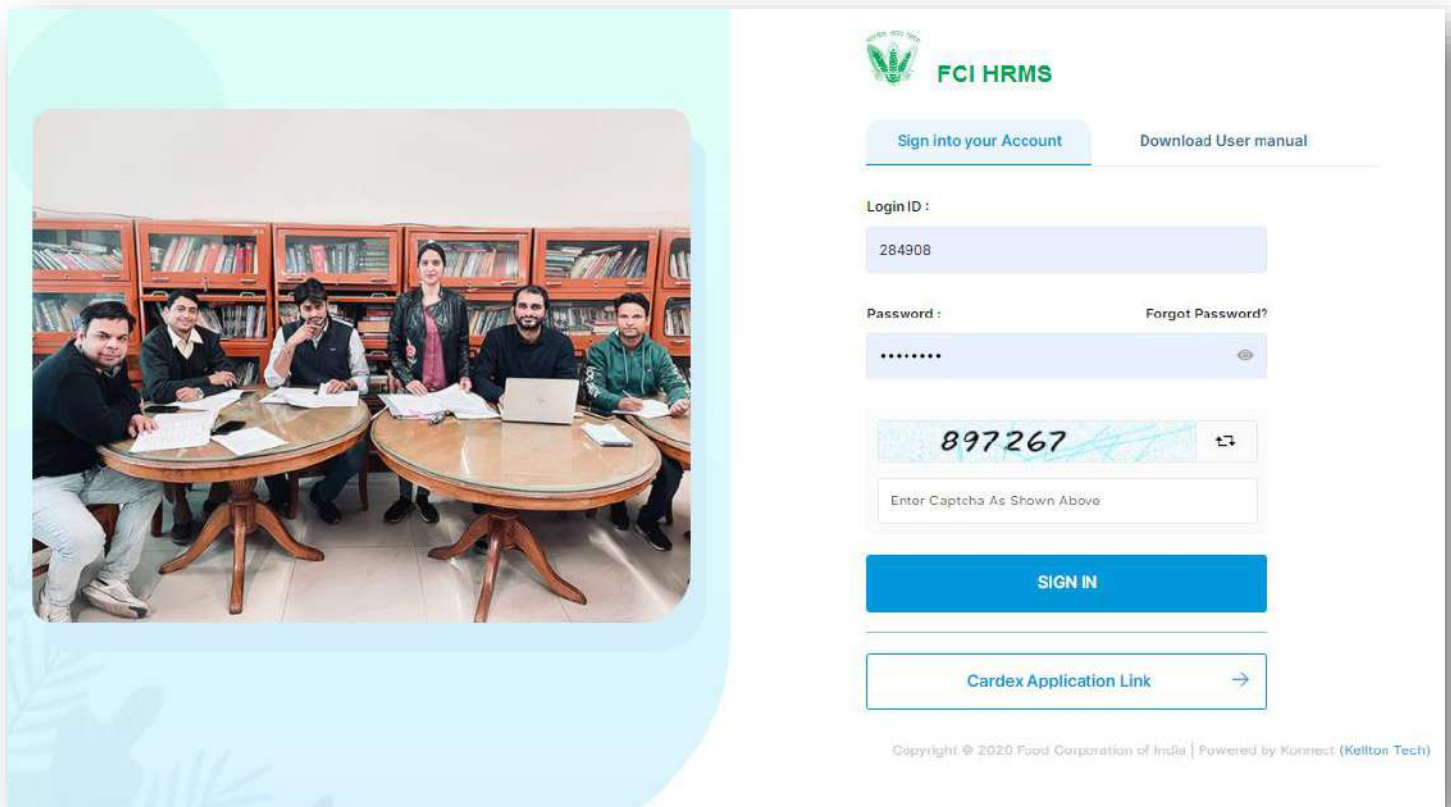
Figure 3-1 Login Screen

- 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.
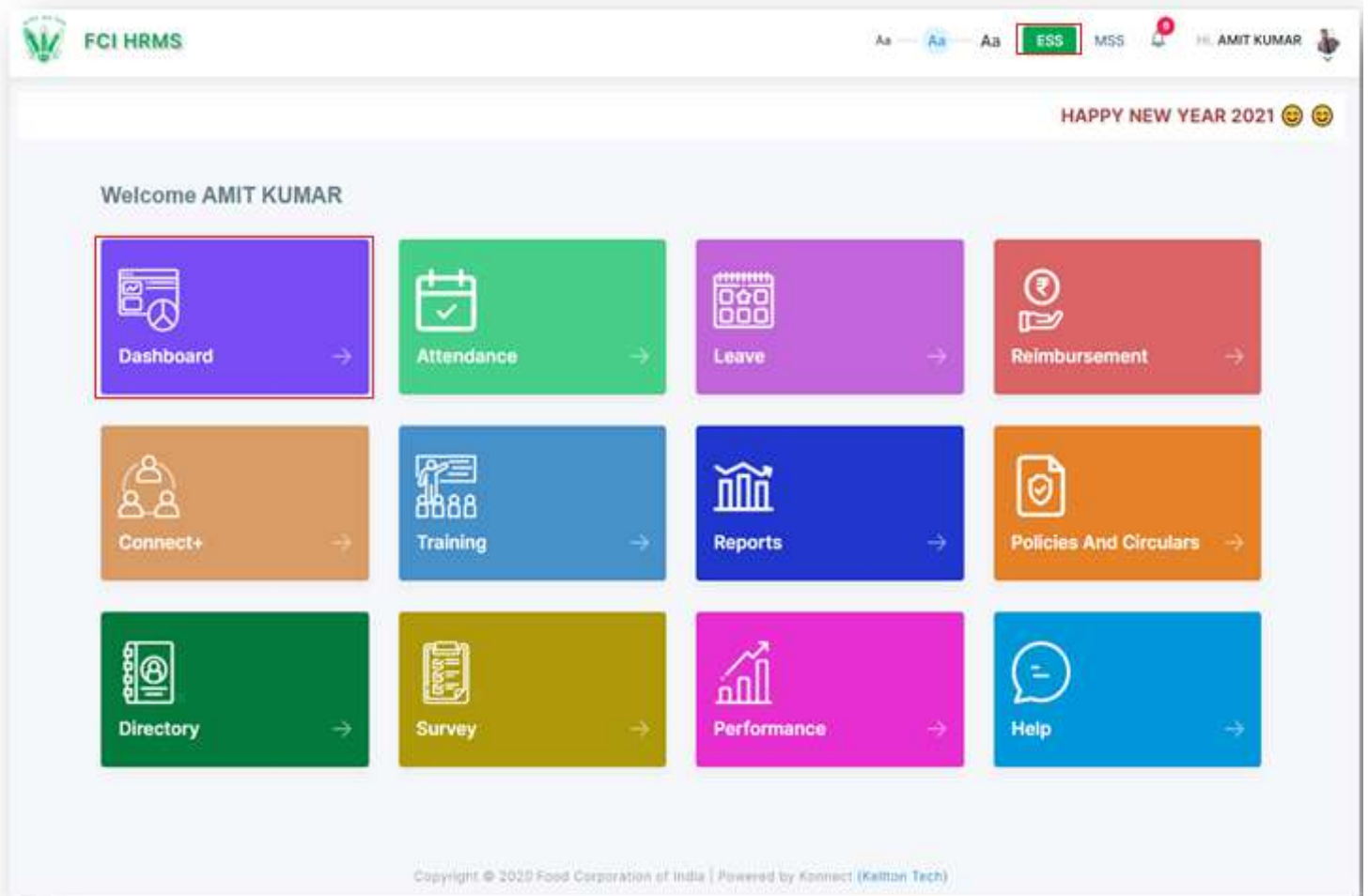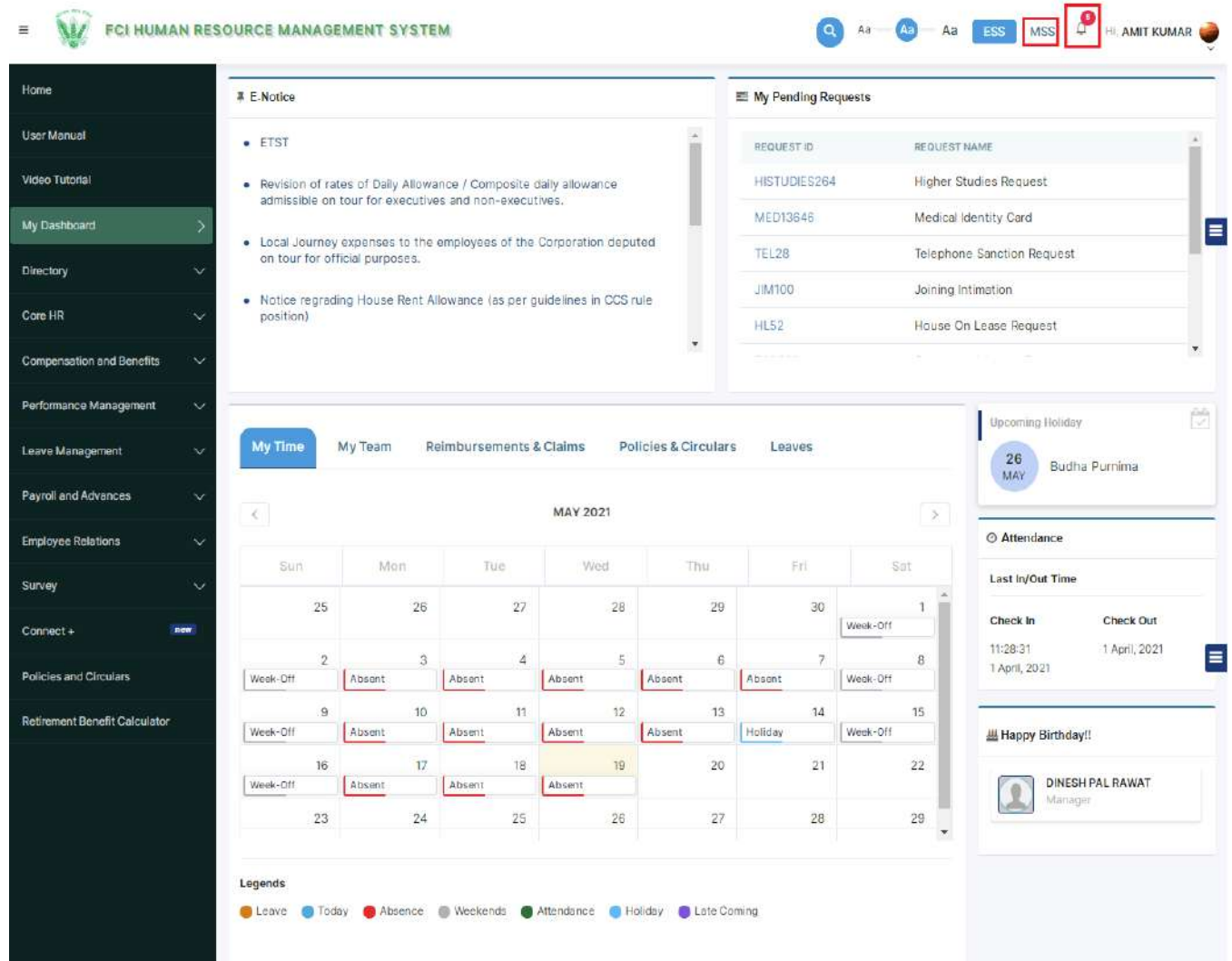
Figure 3-2 Home Page

- 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.

Employee Self Service (ESS) - Employee Dashboard

Figure 3-3 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 3-3, the employee with the permissions of a manager shall navigate to the MSS – Manager Dashboard as shown in Figure 3-4.

Manager Self Service (MSS Manager Dashboard)
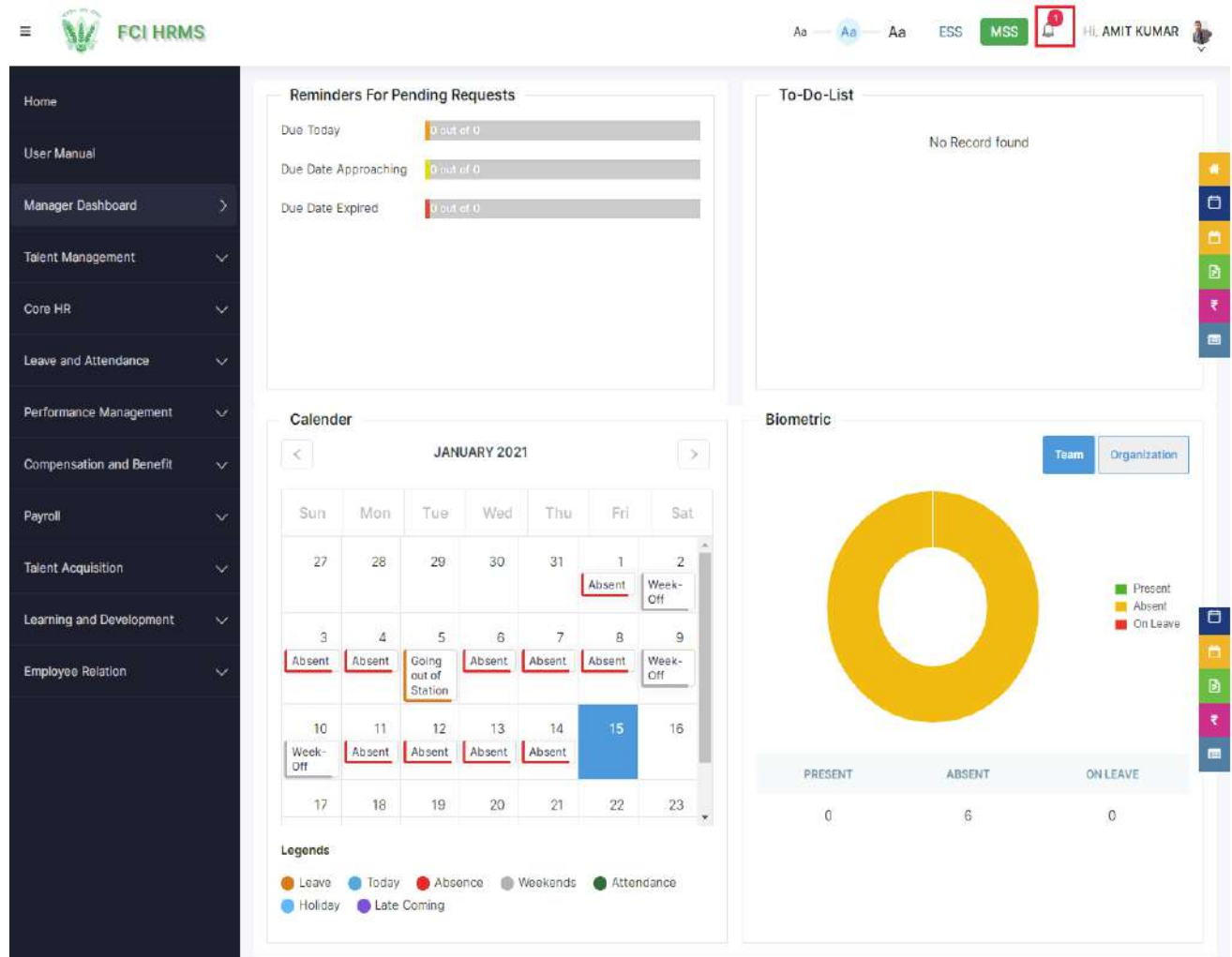
Figure 3.4 Manager Dashboard

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
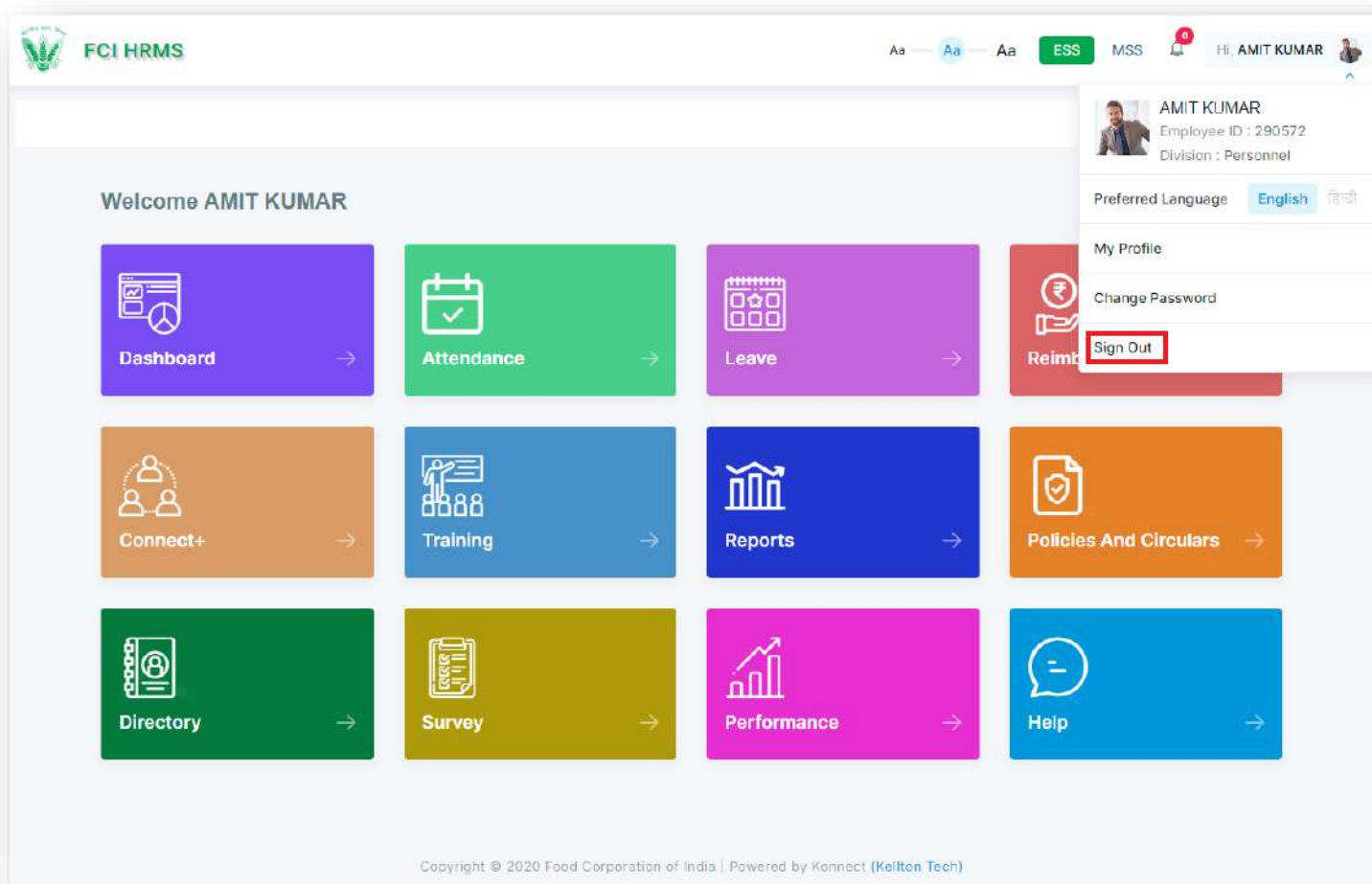
Figure 3-5 Sign Out

- 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 of time (approx. 1 Hour)

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

Employee Relations, as a function, is an integral part of PE division and responsible for employee communications, employee engagement activities, grievances management, employee disciplinary actions, issuance of NOCs, compassionate ground appointments, superannuation/retirement related activities, prevention of sexual harassment (POSH), policies related communications, employee events including sports and cultural events and more. All the above functions are manually done as per stipulated government and FCI policies.

4.1   Employee Relation Masters

In this process we are creating the master depending upon the process requirement, this shall allow the user to create a system wherein competencies can be added and modified as per requirement.

The following masters shall be used in HRMS from Employee Relation perspective:

- Grievance Category Master
- Complaint Category Master
- Complaint Sub Category Master
- University Master
- Action Master
- Event Master
- Empanelled Hospital Master

4.1.1   Complaint Category Master

Complaint Category Master is a list of different Complaint Category Master that will be used in FCI. Complaint Category master in place, HRMS admin shall be able to create, update and manage this specific list of Complaint Category master as per requirements from time to time.

4.1.1.1 Navigation

Left Navigation: Employee Relation >> Masters >> Complaint Category Master

4.1.1.2 SLA

NA

4.1.1.3 Landing Page

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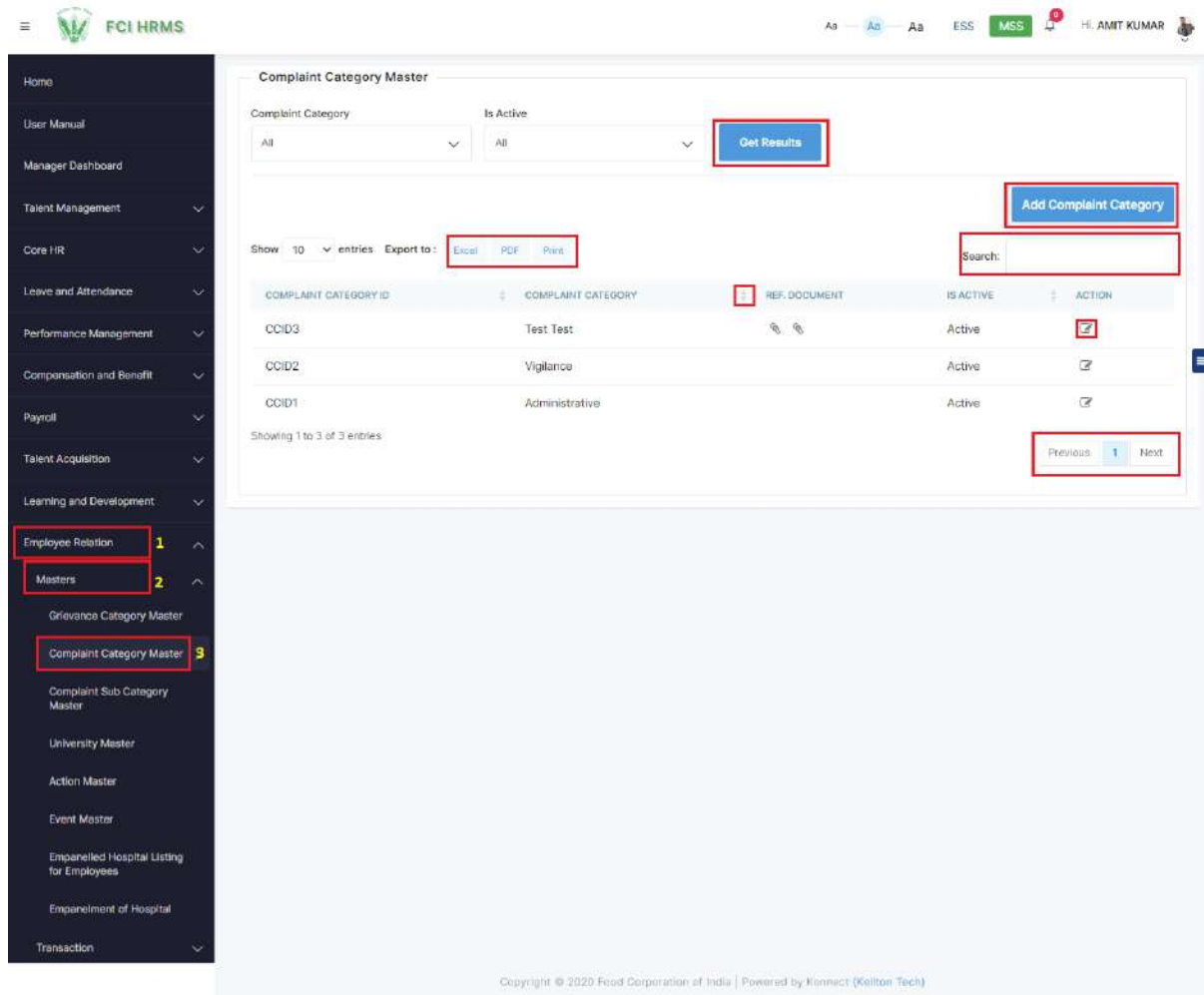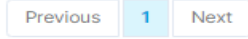
Figure 4-1: Complaint Category Master

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** **Next** to navigate table records

- Click on **Add Complaint Category** to add a new complaint Category in the table as mentioned in Section 4.1.1.4 – Add Complaint Category.

- Click on 📝 to edit an existing complaint category in the table as mentioned in Section 4.1.1.5 – Edit Complaint Category.

4.1.1.4 Add Complaint Category

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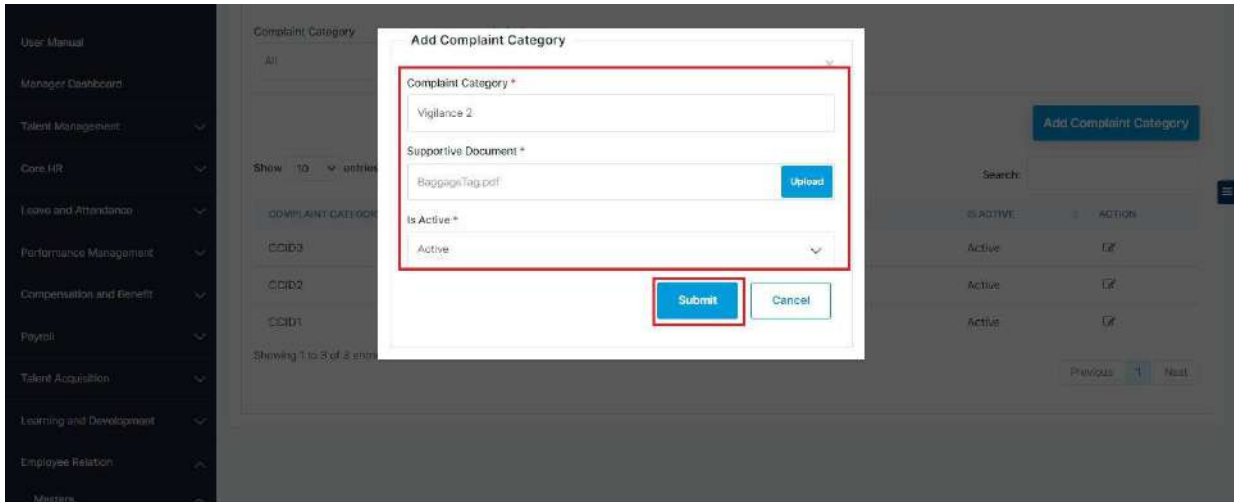

Figure 4-2: Add Complaint Category

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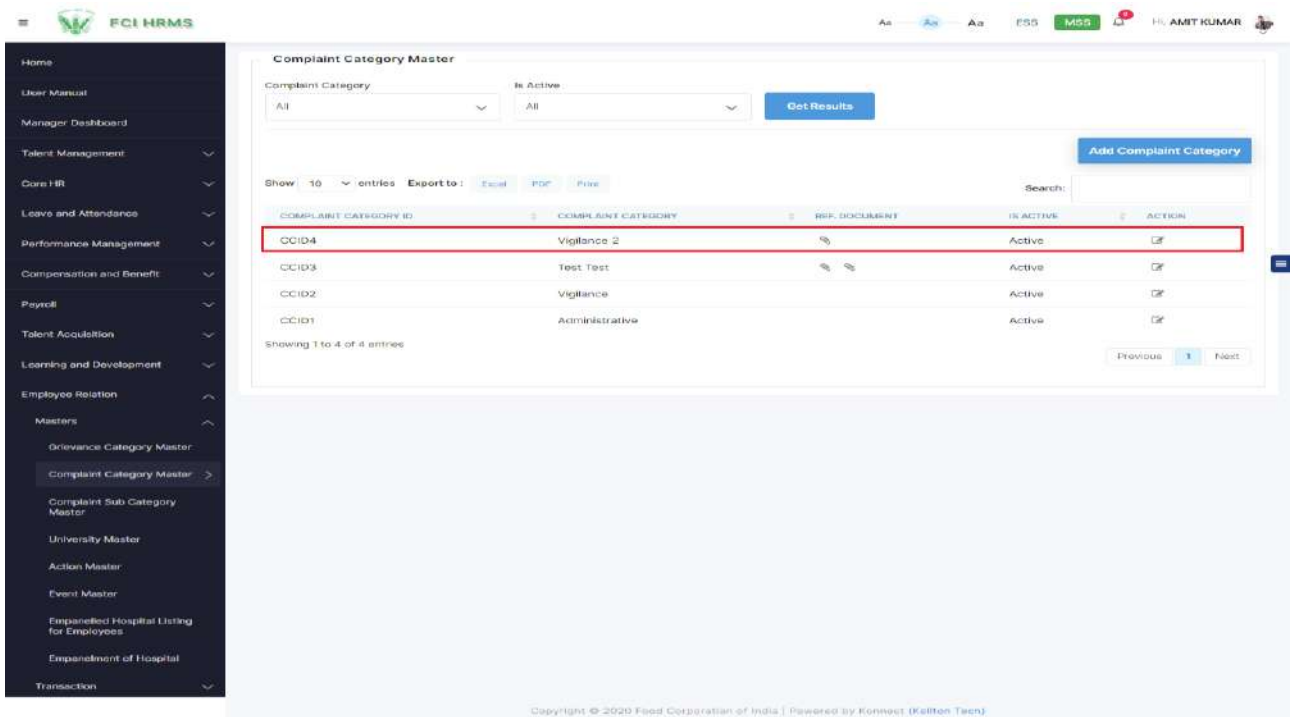

Figure 4-3: New Complaint Category Added

The success message will be displayed as

4.1.1.5 Edit Complaint Category

Click on [icon] to open Edit Complaint Category popup as shown in Figure 4-4
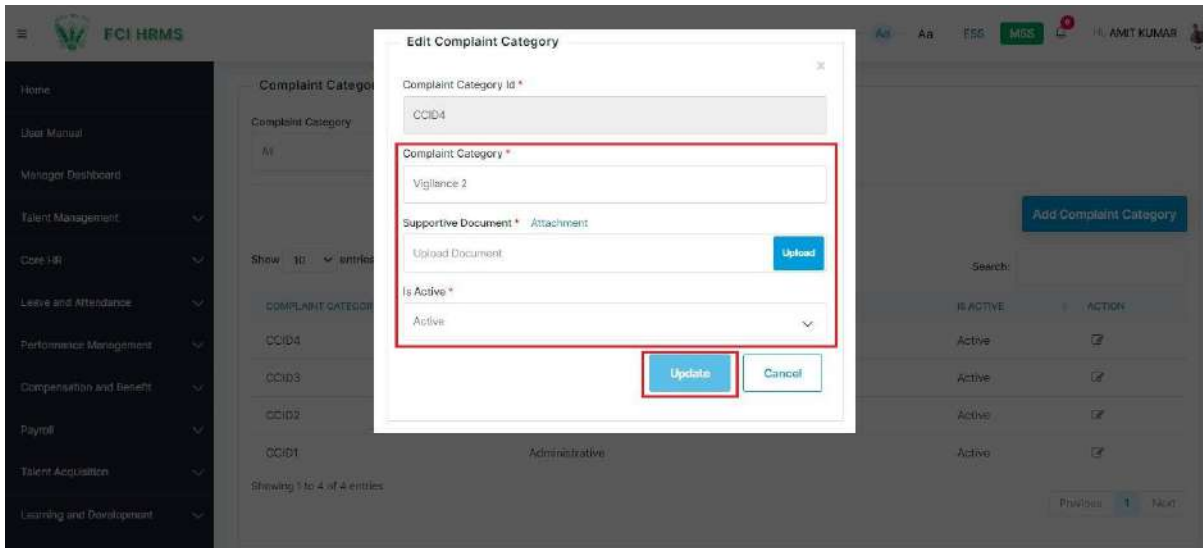

Figure 4-4: Edit Complaint Category

Enter the details and click on [Update button] such that a success message will be shown in the Complaint Category Master Landing Page for updating the existing record in the table as shown in Figure 4-5.
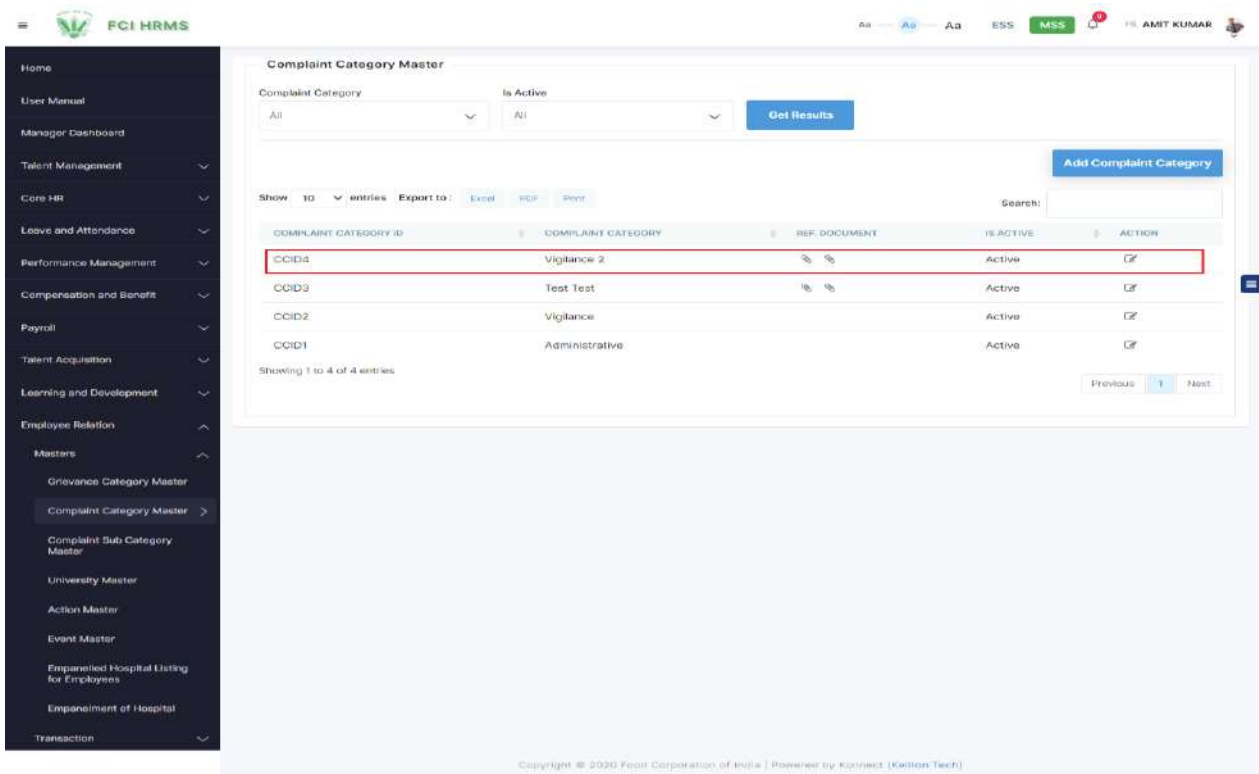

Figure 4-5: Existing Complaint Category Detail Updated

The success message will be displayed as shown

Success! Record has been updated successfully ×

4.1.2 Complaint Sub Category Master

Complaint Sub Category Master is a list of different Complaint Sub Category Master that will be used in FCI. Complaint Sub Category master in place, HRMS admin shall be able to create, update and manage this specific list of Complaint Sub Category master as per requirements from time to time.

4.1.2.1 Navigation

Left Navigation: Employee Relation >> Masters >> Complaint Sub Category Master

4.1.2.2 SLA

NA

4.1.2.3 Landing Page

User shall traverse the navigation as mentioned in Section 4.1.2.1 to reach the Complaint Sub Category Landing Page as shown in Figure 4-6
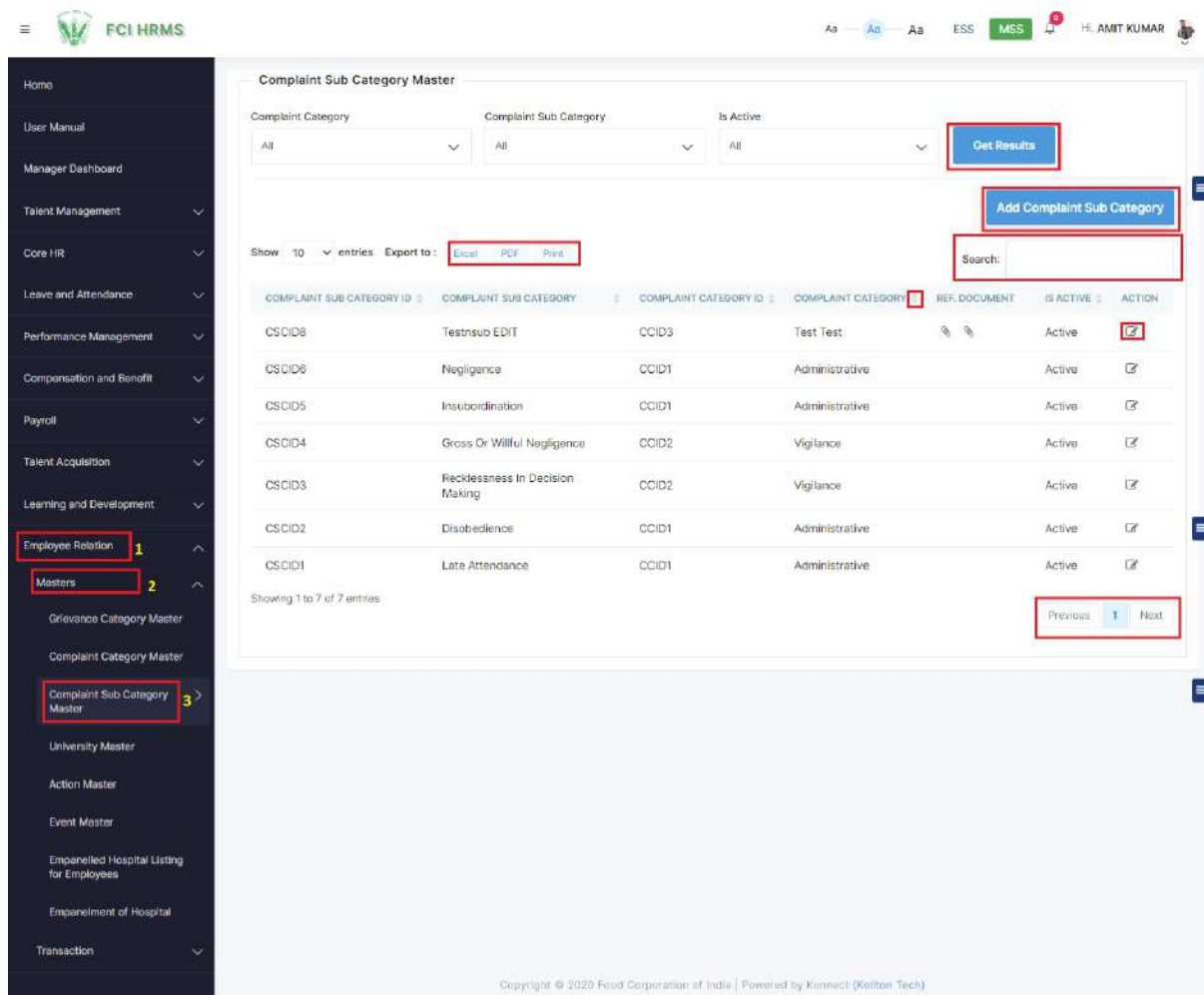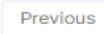

Figure 4-6: Complaint Sub Category Master

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** 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** **Next** to navigate table records

- Click on **Add Complaint Sub Category** to add a new complaint sub Category in the table as mentioned in Section 4.1.2.4 – Add Complaint Sub Category.

- Click on ✎ to edit an existing complaint sub category in the table as mentioned in Section 4.1.2.5 – Edit Complaint Sub Category.

4.1.2.4 Add Complaint Sub Category

Click on **Add Complaint Sub Category** to open the Add Complaint Sub Category popup as shown in Figure 4-7

Figure 4-7: Add Complaint Sub Category

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

Figure 4-8: New Complaint Sub Category Added

The success message will be displayed as

4.1.2.5 Edit Complaint Sub Category

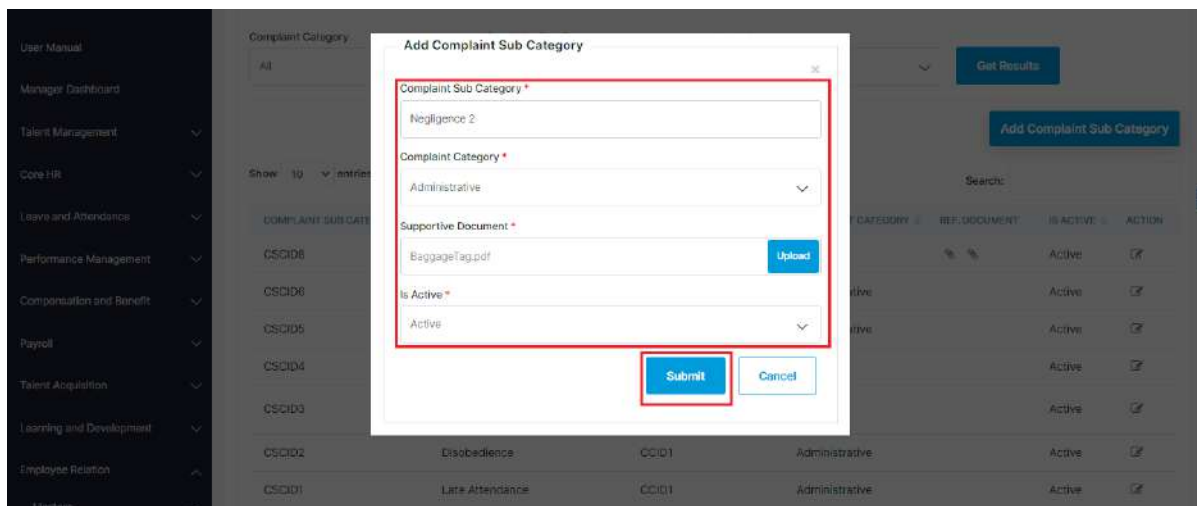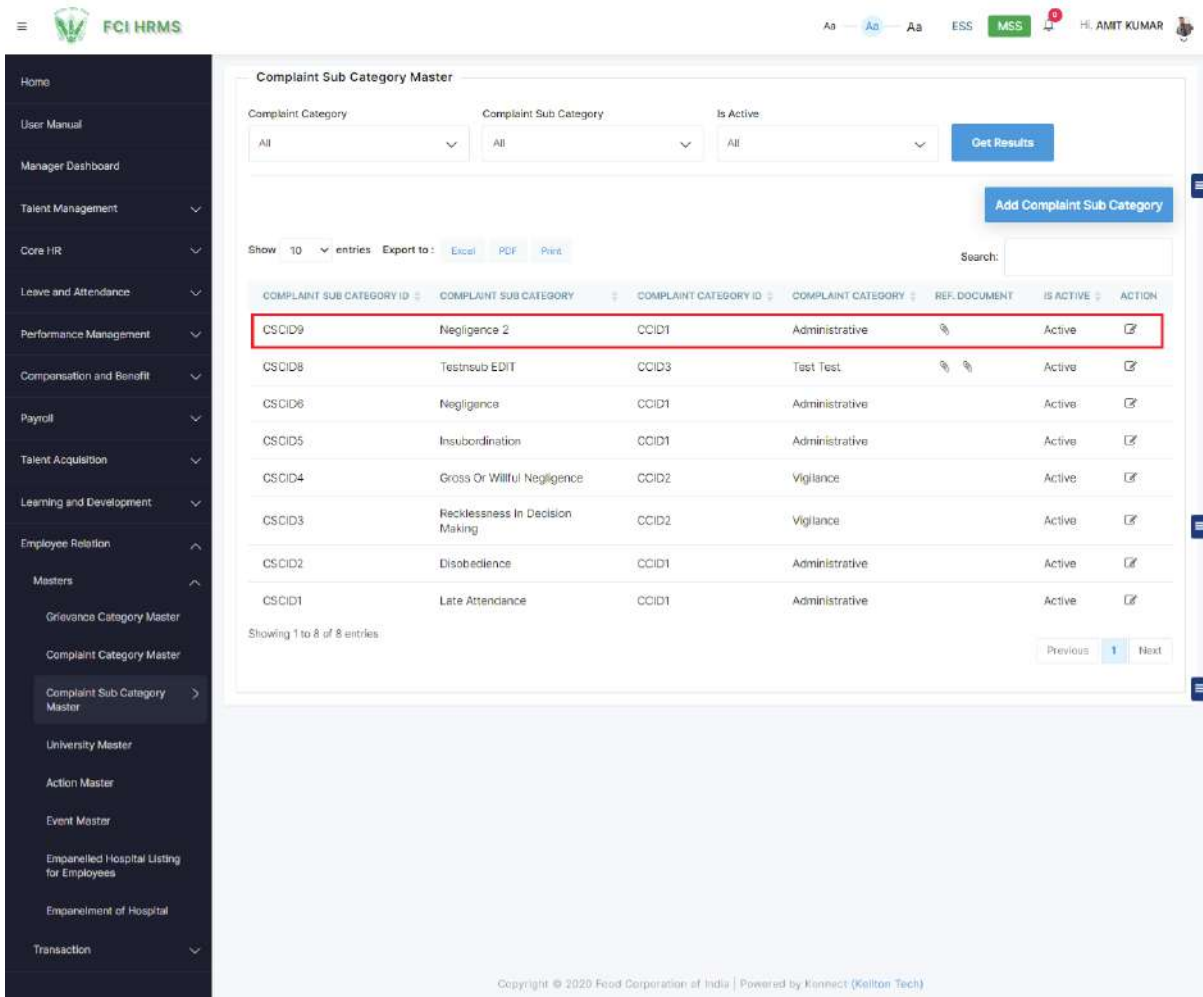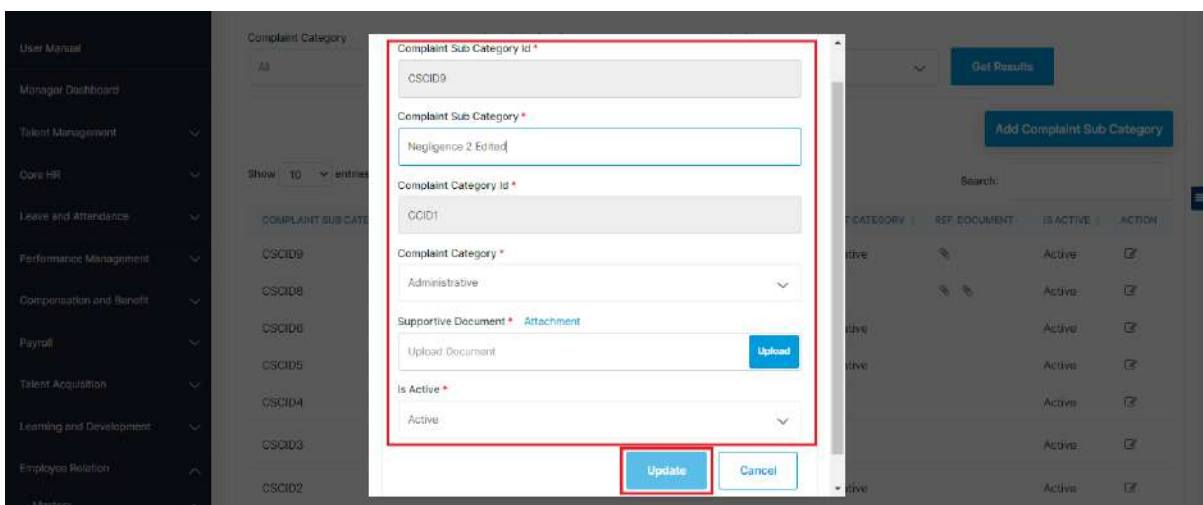Click on to open Edit Complaint Sub Category popup as shown in Figure 4-9

Figure 4-9: Edit Complaint Sub Category

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

Figure 4-10: Existing Complaint Sub Category Detail Updated

The success message will be displayed as shown

4.1.3 University Master

University Master is a list of different Universities that will be UGC approved. University master in place, HRMS admin shall be able to create, update and manage this specific list of University master as per requirements from time to time.

4.1.3.1 Navigation

Left Navigation: Employee Relation >> Masters >> University Master

4.1.3.2 SLA

NA

4.1.3.3 Landing Page

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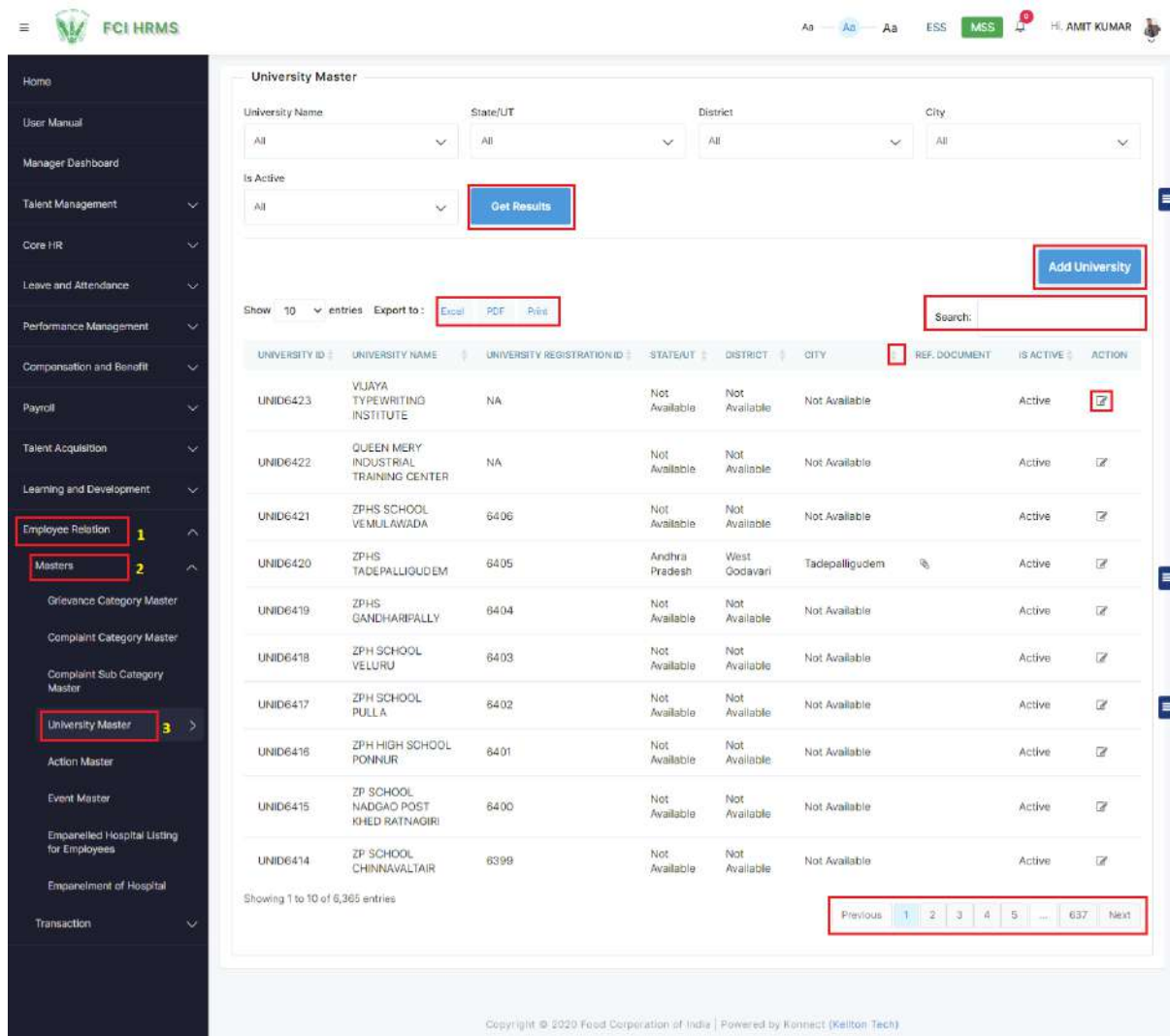

Figure 4-11: University Master
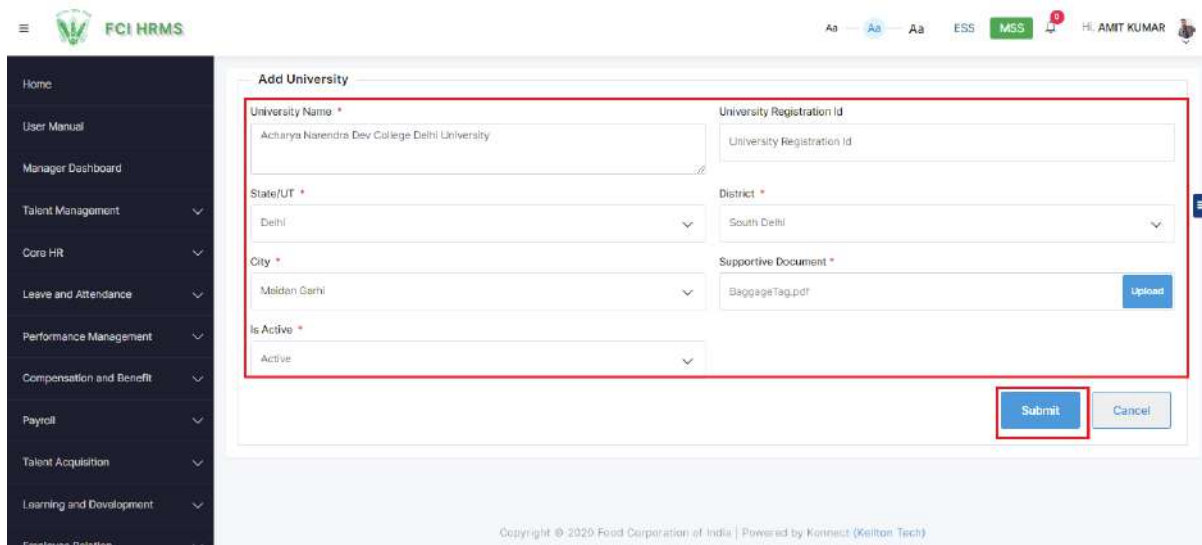
User shall be able to perform the following activities from the landing page:

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

- Click on **Excel PDF** 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 Next** to navigate table records

- Click on **Add University** to add a new university in the table as mentioned in Section 4.1.3.4 – Add University.

- Click on ✎ to edit an existing universities in the table as mentioned in Section 4.1.3.5 – Edit University.

4.1.3.4 Add University

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

Figure 4-12: Add University

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

Figure 4-13: New University Added

The success message will be displayed as

4.1.3.5 Edit University

Click on to open Edit University popup as shown in Figure 4-14

Figure 4-14: Edit University

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

Figure 4-15: Existing University Detail Updated

The success message will be displayed as shown

4.1.4 Event Master

Event Master is a list of different Events that will be organized in FCI. Event master in place, HRMS admin shall be able to create, update and manage this specific list of Event master as per requirements from time to time.

4.1.4.1 Navigation

Left Navigation: Employee Relation >> Masters >> Event Master

4.1.4.2 SLA

NA

4.1.4.3 Landing Page

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

Figure 4-16: Event 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** 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** **Next** to navigate table records

- Click on **Add Event** to add a new event in the table as mentioned in Section 4.1.4.4 – Add Event.

- Click on to edit an existing Event in the table as mentioned in Section 4.1.4.5 – Edit Event.

4.1.4.4 Add Event

Click on [Add Event] to open the Add Event popup as shown in Figure 4-17

Figure 4-17: Event Add

Enter the details and click on [Submit] such that a success message will be shown in the Event Landing Page for addition of a new record in the table as shown in Figure 4-18

Figure 4-18: Event Added

The success message will be displayed as

Success! Record Add Sucessfully!

4.1.4.5 Edit Event

Click on [icon] to open Edit Event popup as shown in Figure 4-19

Figure 4-19: Edit Event

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

Figure 4-20: Existing Event Detail Updated

The success message will be displayed as shown

4.1.5 Action Master

Action Master is a list of different Action Master that will be used in FCI. Action master in place, HRMS admin shall be able to create, update and manage this specific list of Action master as per requirements from time to time.

4.1.5.1 Navigation

Left Navigation: Employee Relation >> Masters >> Action Master

4.1.5.2 SLA

NA

4.1.5.3 Landing Page

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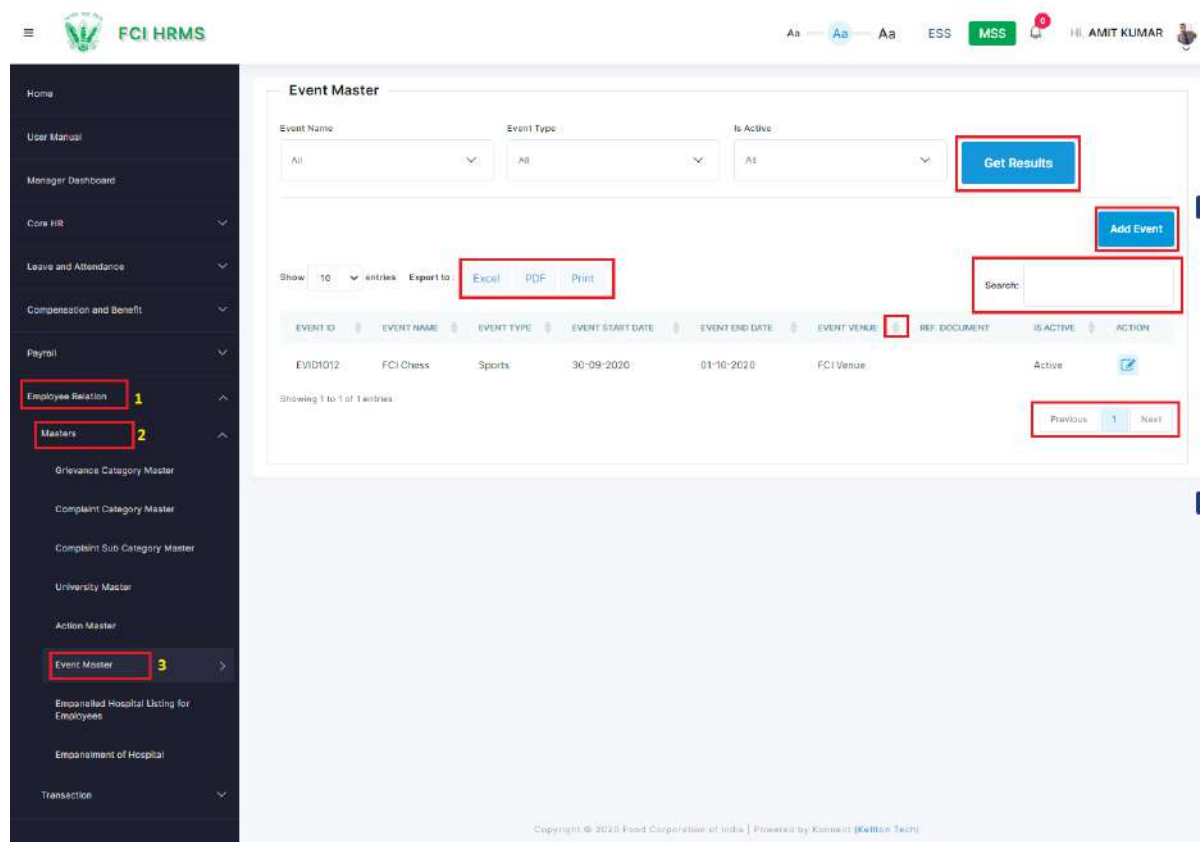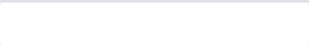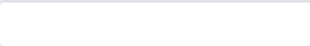
Figure 4-21: Action Master

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** 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 Action** to add a new action in the table as mentioned in Section 4.1.5.4 – Add Action.

- Click on to edit an existing Action in the table as mentioned in Section 4.1.5.5 – Edit Action.

4.1.5.4 Add Action

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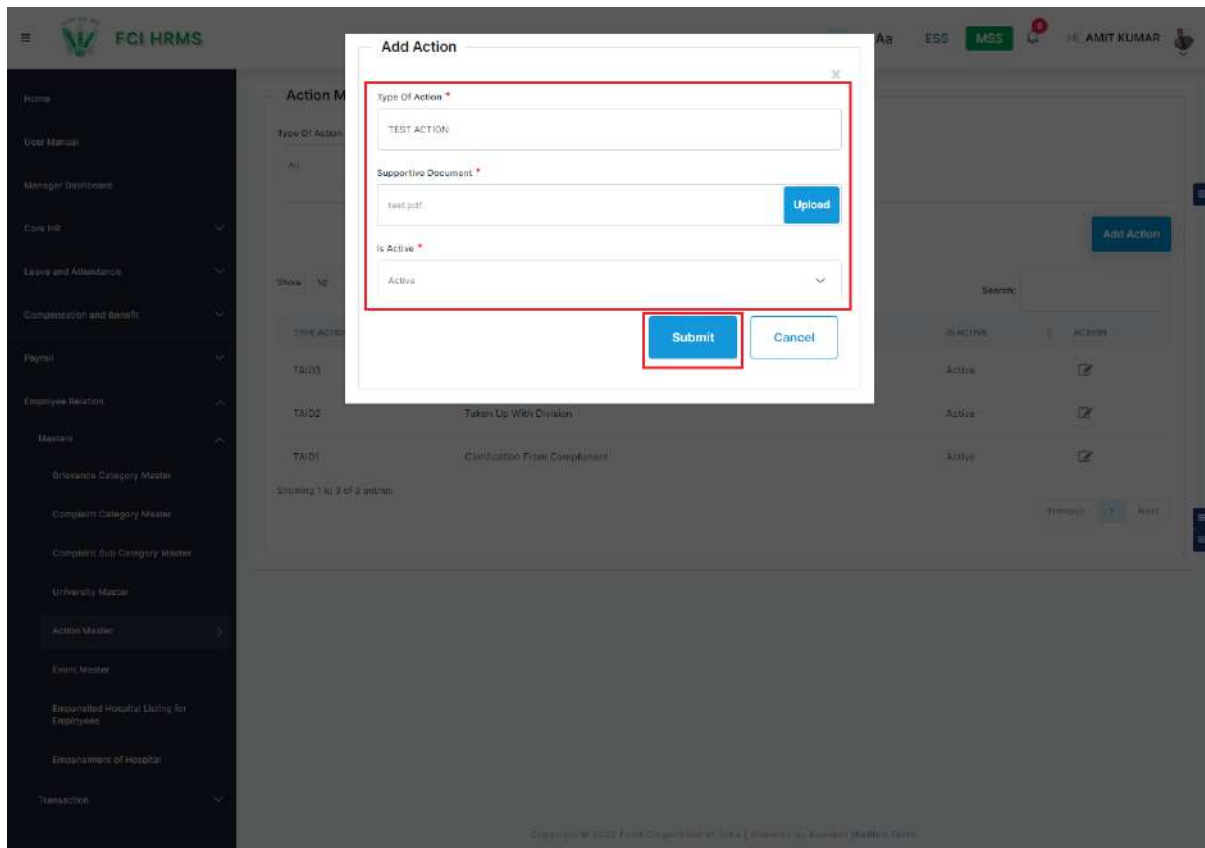
Figure 4-22: Add Action

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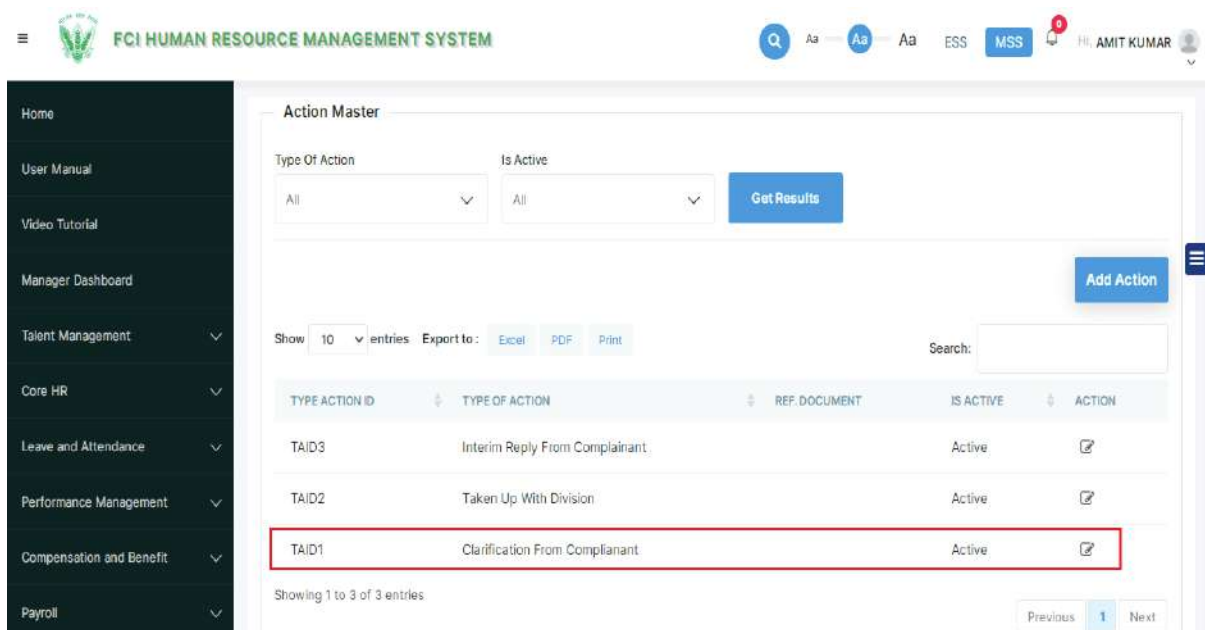
Figure 4-23: New Action Added

The success message will be displayed as

Success! Record Add Sucessfully!

4.1.5.5 Edit Action

Click on [icon] to open Edit Action popup as shown in Figure 4-24
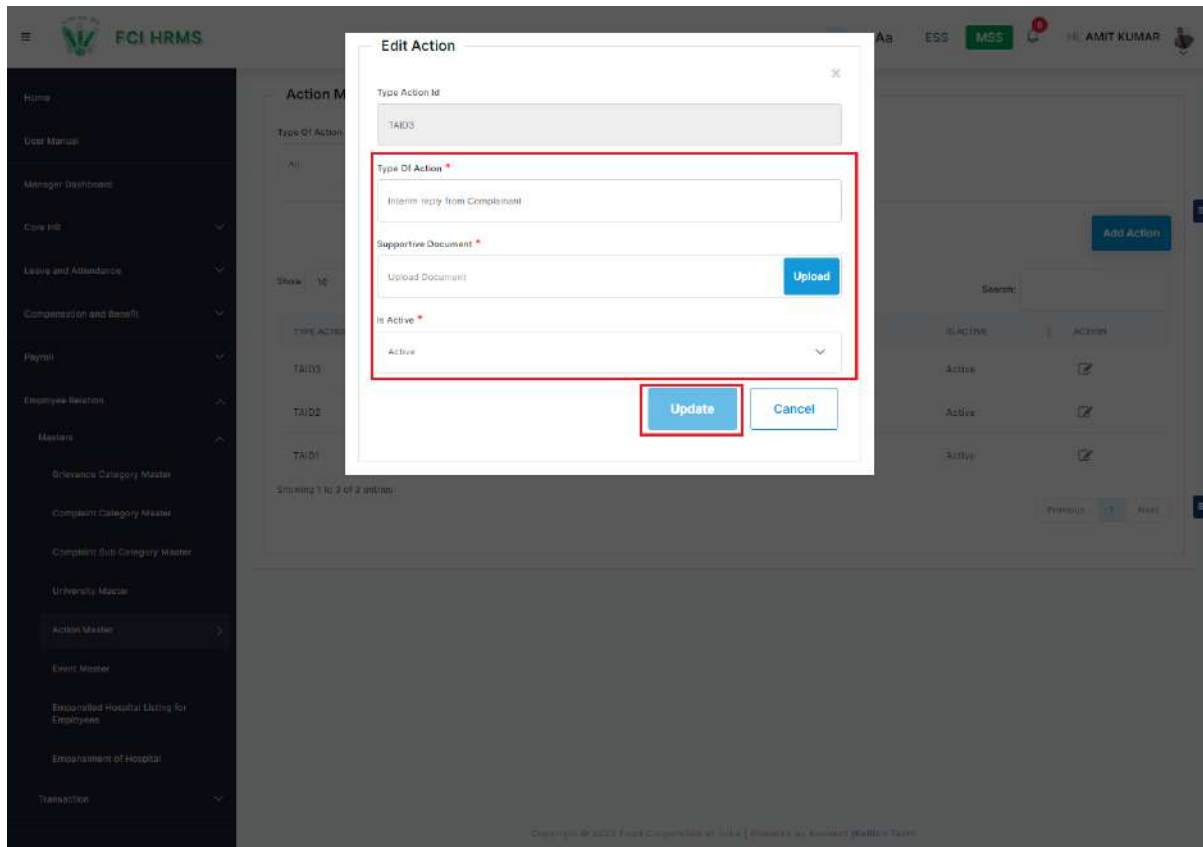
Figure 4-24: Edit Action

Enter the details and click on [Update] such that a success message will be shown in the Action Master Landing Page for updating the existing record in the table as shown in Figure 4-25.
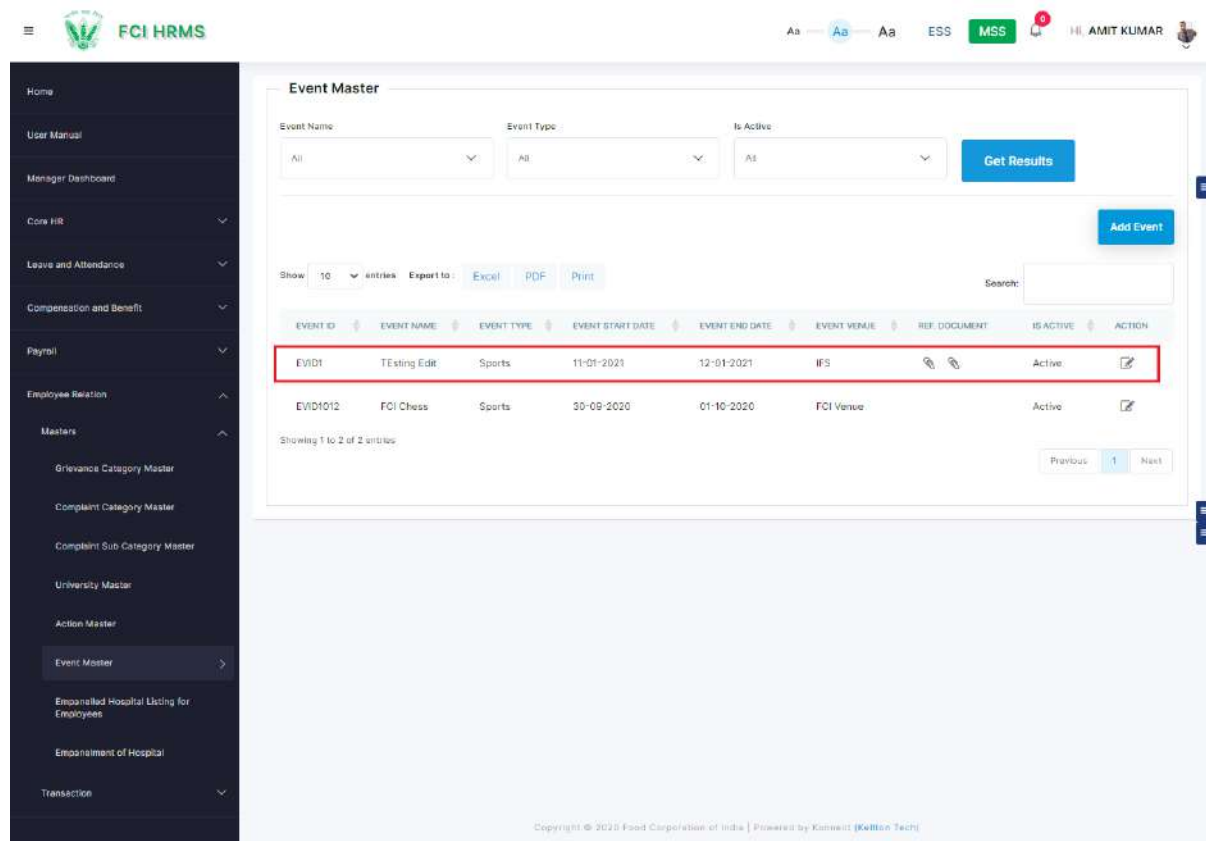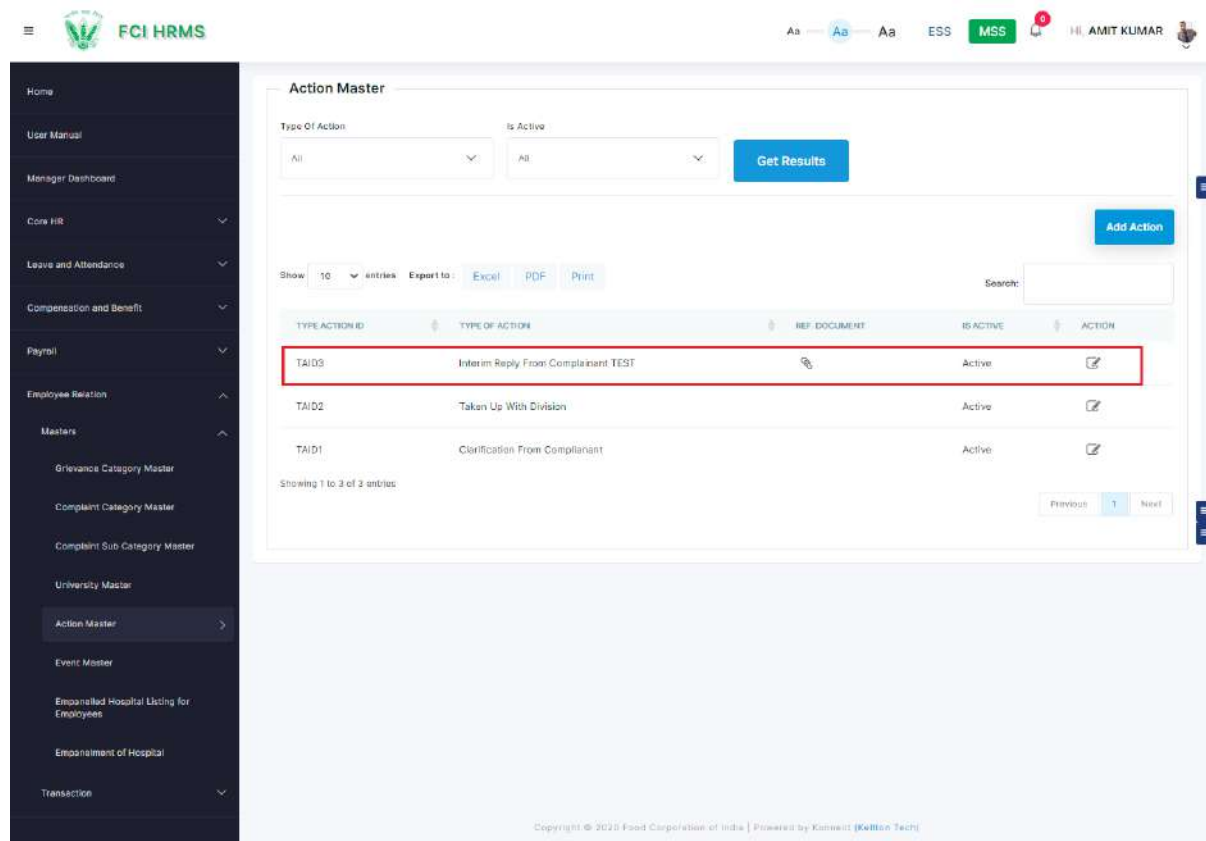
Figure 4-25: Existing Action Detail Updated

The success message will be displayed as shown

4.1.6 Empanelled Hospital Master

Empanelment of Hospital Master is a list of different Hospital empaneled with FCI. Empanelment of Hospital master in place, HRMS admin shall be able to create, update and manage this specific list of Empanelment of Hospital master as per requirements from time to time.

4.1.6.1 Navigation

Left Navigation: Employee Relation >> Masters >> Empanelment of Hospital

4.1.6.2 SLA

10 Days

4.1.6.3 Landing Page

User shall traverse the navigation as mentioned in Section 4.1.6.1 to reach the Empanelment of Hospital Master Landing Page as shown in Figure 4-26.
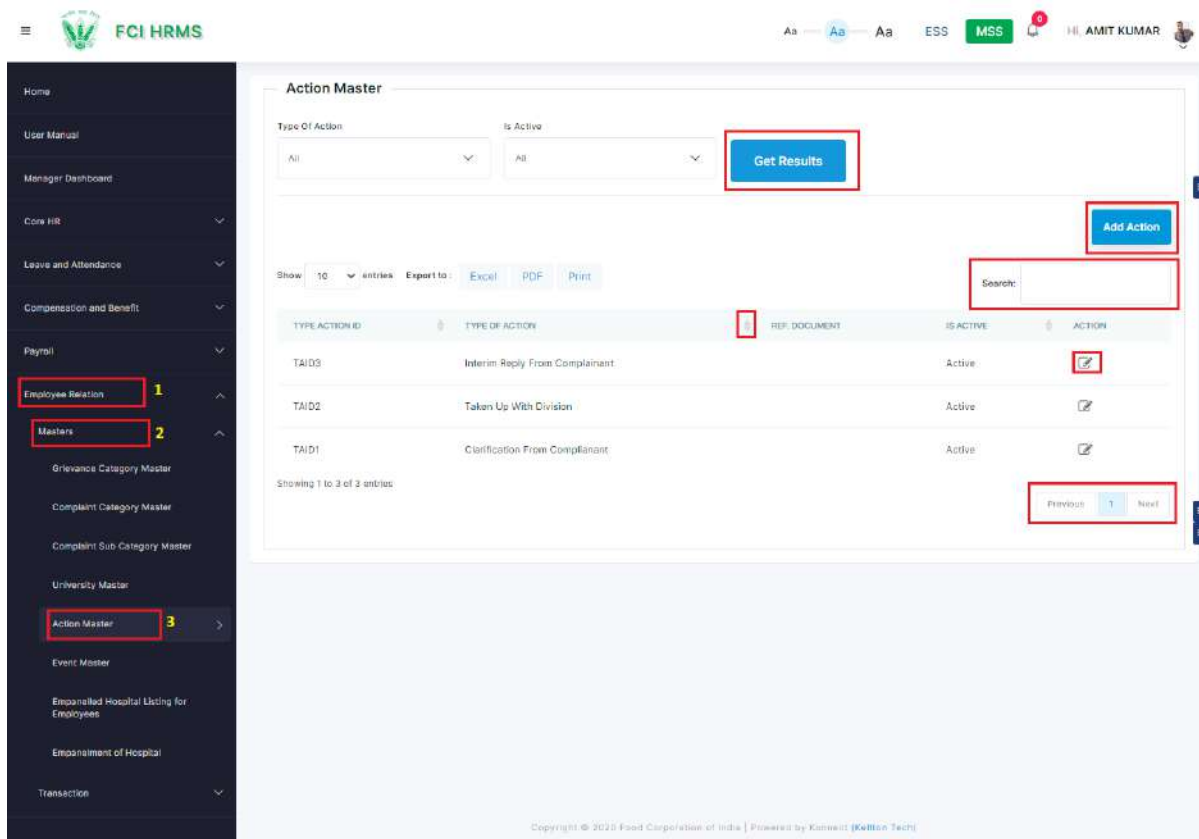
Figure 4-26: Empaneled Hospital- Admin Listing

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] [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 Next] to navigate table records

- Click on [Add] to add a new hospital in the table as mentioned in Section 4.1.6.4 – Add

4.1.6.4 Add

Click on [Add] to open the Empanelled Hospital Master as shown in Figure 4-27

Figure 4-27: Empanelled Hospital Master- Admin

Enter the details and click on [Submit] such that a success message will be shown in the Empanelled Hospital Landing Page for addition of a new record in the table as shown in Figure 4-28

Figure 4-28: New Hospital Added

The success message will be displayed as

Success! Record Add Sucessfully!

4.2   Employee Relation Requests

4.2.1   Higher Studies

Employees seeking higher studies will submit their applications in the prescribed format along with the course details, to their reporting manager. Reporting managers will recommend the request to personnel section. Personnel section verifies the application and submits it further for approval to the Approval Authority. In case, the Approval Authority approves or disapproves the request, intimation is sent to employees for the same.

Step 1: Employee will raise a request for the permission of higher studies with the required information and supportive document.

Step 2: Once the request has been raised, reviewing authority (Reporting Officer and Establishment 1/Establishment 2) will receive the email notification for preceding the further steps.

Step 3: Reviewing authority review request for the permission of higher studies and submit the appropriate decision remarks base on the request.

Step 4: Once the request has been reviewed and forwarded, approving authority will receive the notification for the approval of the request.

Step 5: Approving authority will review the request and provide recommendations and on approval, Personnel Division shall issue an order of NOC for higher studies. However, Reason for Revert the request shall terminate wit

Step 6: Once the request approved, Employee will receive an approval email notification.

4.2.1.1   Navigation

Left Navigation: Employee Relation >> Higher Studies Request

4.2.1.2 SLA

15 Days

4.2.1.3   Landing Page

User shall traverse the navigation as mentioned in Section 4.2.1.1 to reach the Higher Studies Landing Page as shown in Figure 4-29
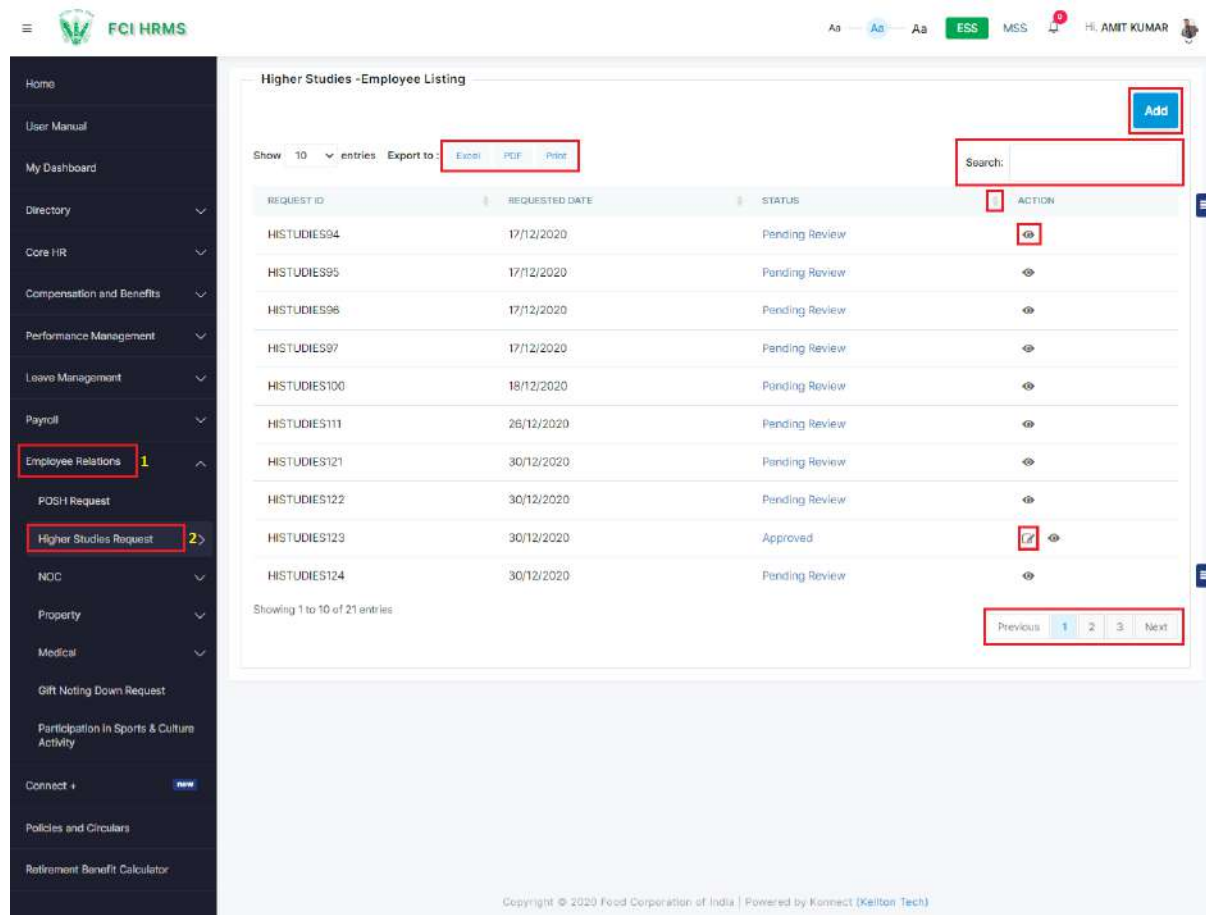
Figure 4-29: Higher Studies

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

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

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

- Click on ![sort 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] to add a new Higher Studies Request in the table as mentioned in Section 4.2.1.4 – Add

4.2.1.4 Add

Click on ![Add] to open the Higher Studies request form as shown in Figure 4-30.

Figure 4-30: Higher Studies Request

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 in Figure 4-31
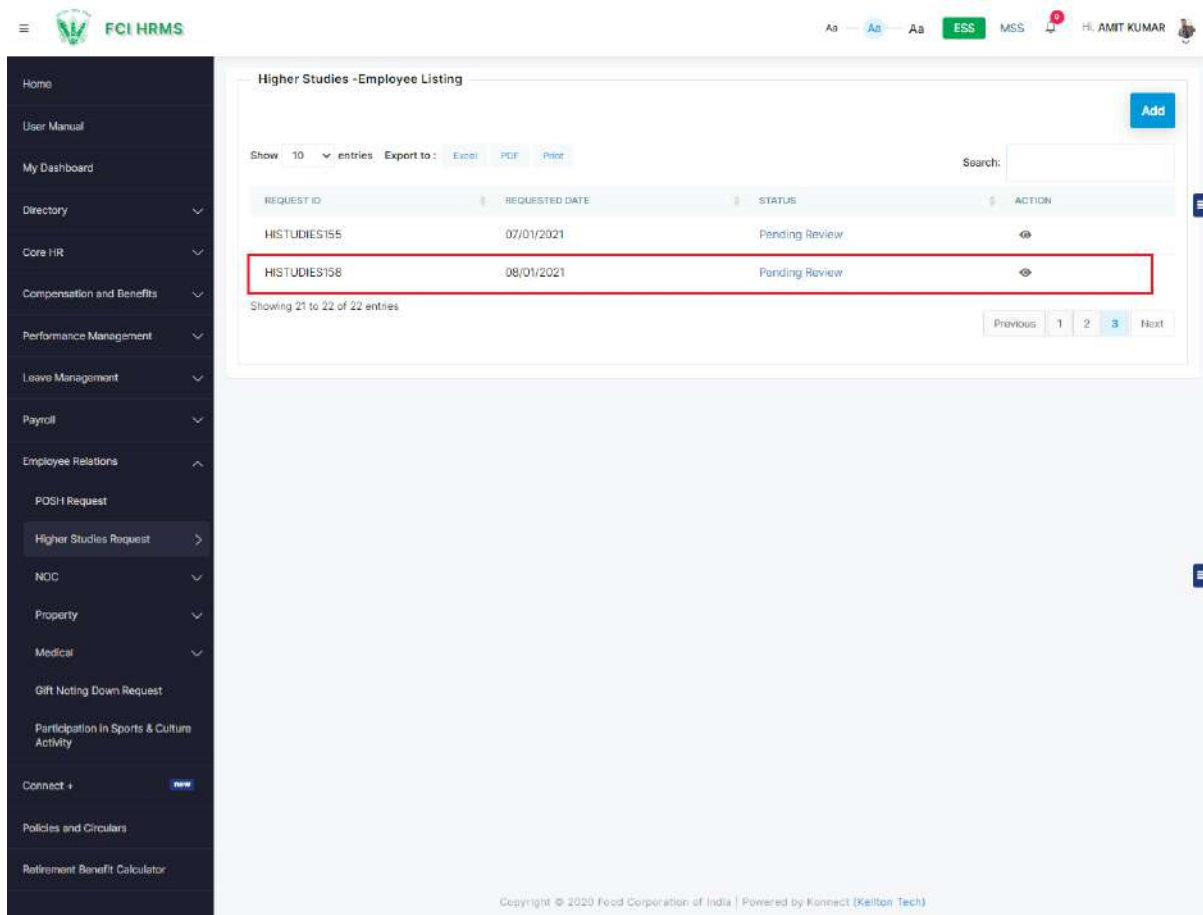
Figure 4-31: Higher Studies Request Added

The success message will be displayed as

Success! Record Add Sucessfully!

4.2.1.5 Higher Studies Reviewer Landing

The submitted request will be forwarded to the Reviewer's landing screen as shown in Figure 4-32

Figure 4-32 Higher Studies Reviewer Landing

Click on ⟲ as shown in Figure 4-32, to land on Higher Studies Review screen as shown in Figure 4-33.

4.2.1.6 Higher Studies Dispatch

Figure 4-33: Higher Studies Dispatch

Dispatcher shall be able to perform the following activities from the Dispatch Page:

- Click on **View Action History** to view the action taken on the request as shown in Figure 4-33.

- **Add Reviewer** link functionality has been explained in Common Functionalities. **[Please Refer Section 5.1.1 for Add Reviewer]**

- Click on **Revert** to revert the request back to the initiator, this request will be listed in the landing page of Initiator with "Reverted" status.

- Click on **Dispatch** to dispatch the request and a success message will be displayed as per below image

Request has been dispatched successfully.   ✕

4.2.1.7 Higher Studies Review

The submitted request will be listed in the Reviewer's landing screen as shown in Figure 4-34.
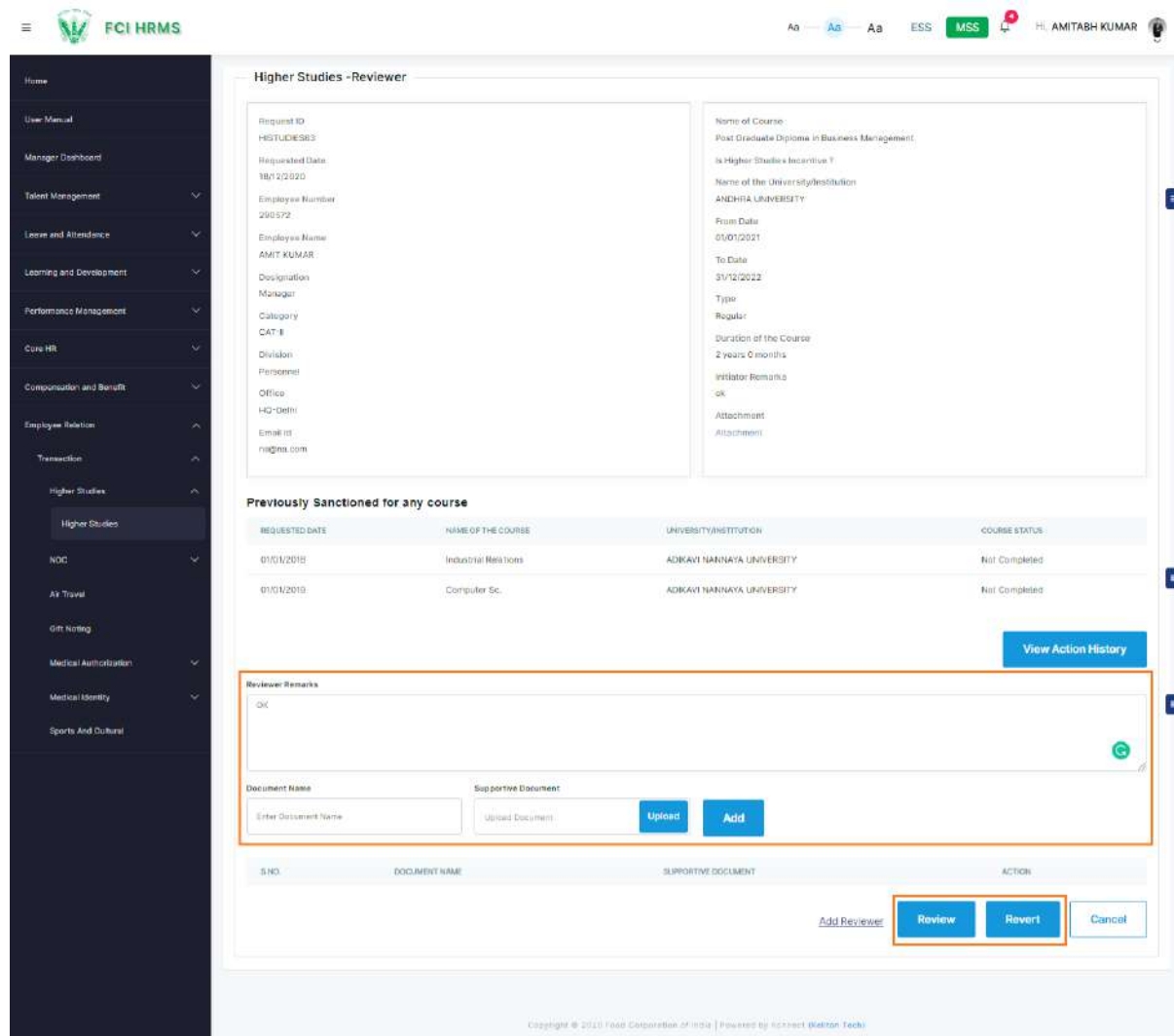
Figure 4-34: Higher Studies Review

Reviewer shall be able to perform the following activities from the Review Page.

- Click on **View Action History** to view the action taken on the request as shown in Figure 4-34.

- Click on **Review** to review the request and a success message will be displayed as shown in Figure 4.35.

- Click on **Revert** to revert the request back to the initiator, this request will be listed in the landing page of Initiator.

Figure 4-35: Higher Studies Review successful

The success message will be displayed as

Success! Request has been reviewed successfully.

4.2.1.8 Higher Studies Approver Landing

The request will be forwarded to the approver's landing page as shown in Figure 4-36

Figure 4-36: Higher Studies Approver Landing

Click on ✔ as shown in Figure 4-36, to land on Approve Request as shown in Figure 4-37.

4.2.1.9 Higher Studies Approve
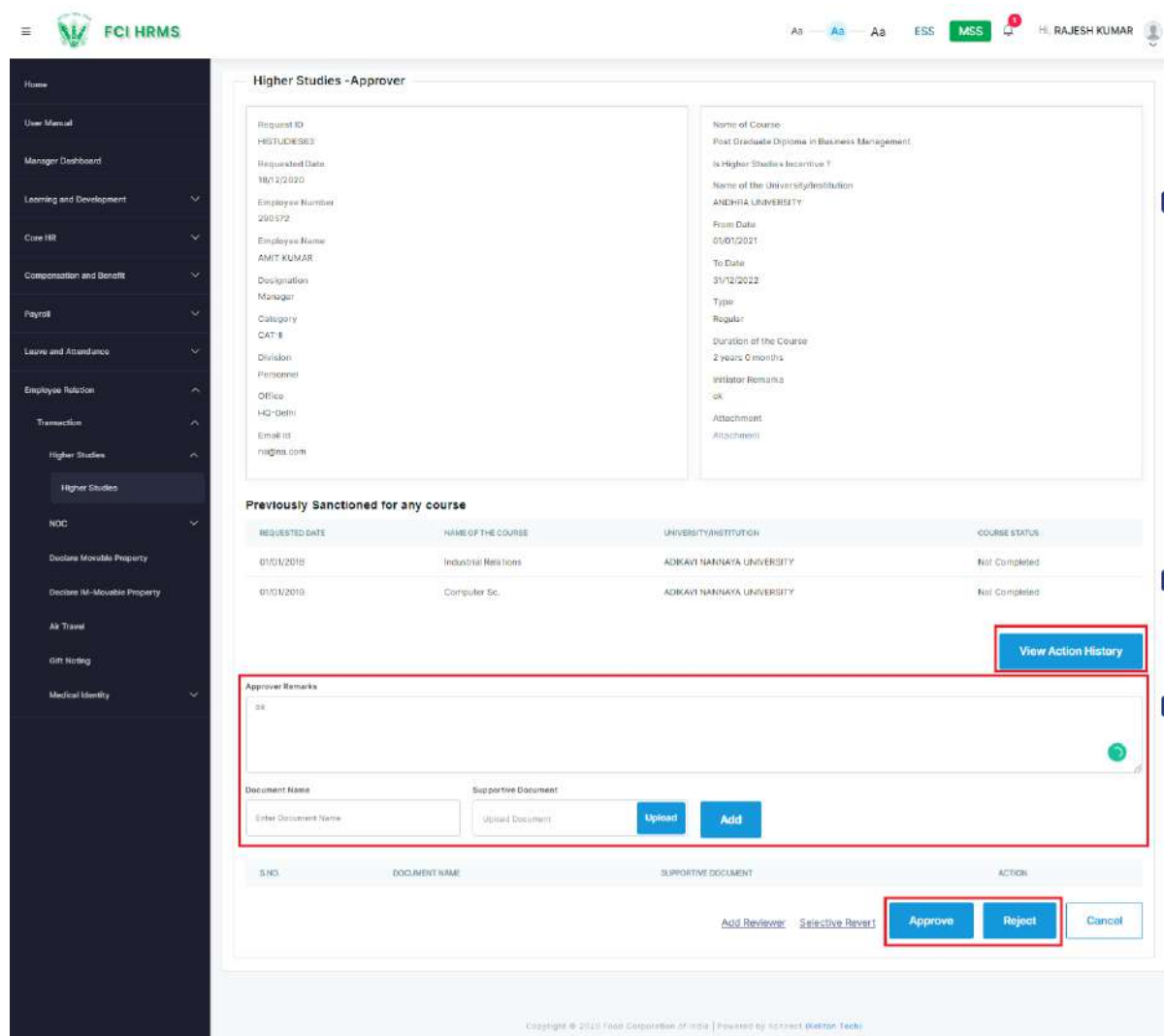
Figure 4-37: Higher Studies Approve

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 4-37.

- Click on **Approve** to approve the request, and a success message will be shown in the Approver Landing Screen for approving the record as shown in Figure 4-37.

- 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.
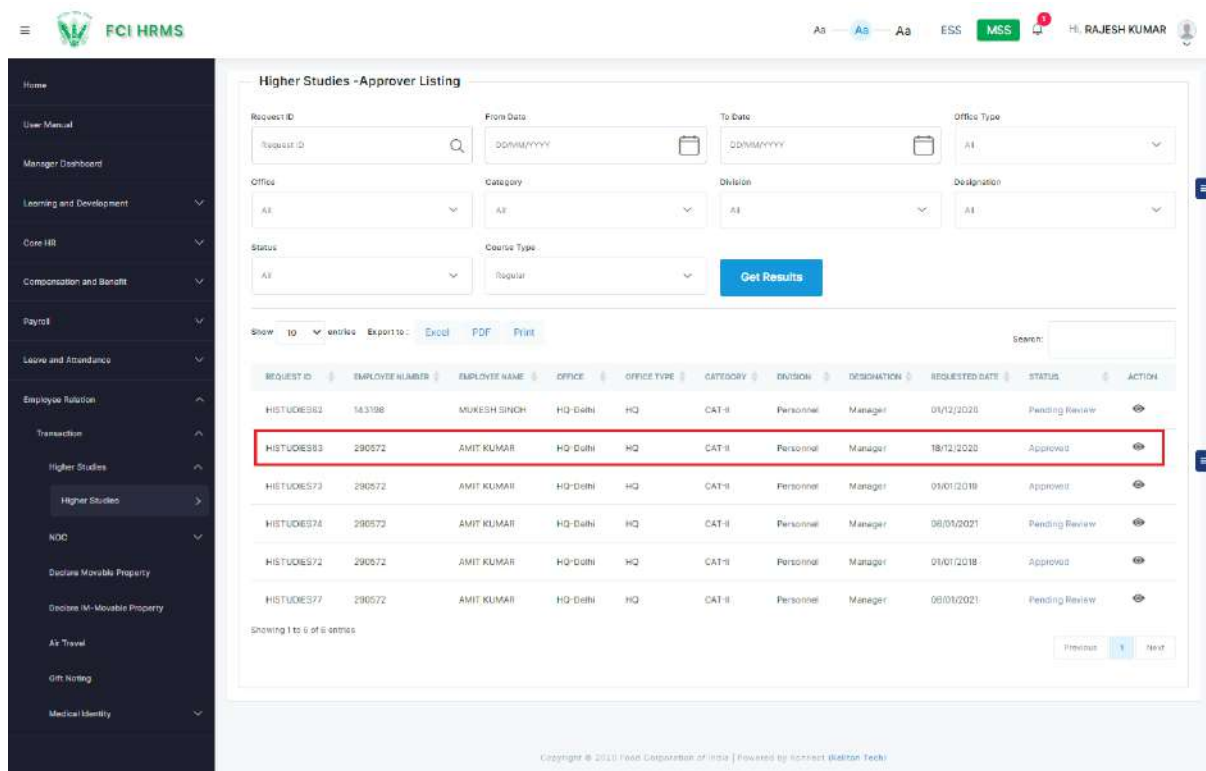
Figure 4-38: Higher Studies Approve successful

The success will be displayed as

4.2.2 NOC for Passport

As an initiator (employee), there must be a provision to raise a request for NOC for any of the following:

- Request for Passport

So that the request is submitted for recommendations of reviewing authority

As reviewing authority (Reporting Manager, AGM, DGM, GM (P) and ED (P)), there must be a provision to validate the employee request for NOC coming through the proper channel or not and if so then there should be a provision to mark it as reviewed and forward it for recommendation of approving authority. However, on rejection the request will terminate and the employee will receive an email notification.

As an approving authority (MD, ED Zone, GM Zone, GM Region and DM), there must be provision to review the recommendation submitted by reviewing authority for the NOC request application and on approving the request, Personnel Division shall issue the relevant NOC order. However on rejection the request shall terminate.

Step 1: Employee will submit the request for NOC related to Passport through the proper channel as per requirement.

Step 2: Once the request submitted, reviewing authority (Reporting Manager and Personnel Division) will receive an email notification to review the employee request.

Step 3: Reviewing authority (Reporting Manager and Personnel Division) will validate the information and forward it to approving authority as a part of review. However on rejection the process terminates

Step 4: Approving authority will go through reviewer remarks and provides the recommendations to the request raised by employee.

Step 5: On approval of request employee and personnel division receive the confirmation notification and issue NOC order. However on rejection the process terminates.

4.2.2.1 Navigation

Left Navigation: Employee Relation >> NOC >> NOC for Passport

4.2.2.2 SLA

15 Days

4.2.2.3 Landing Page

User shall traverse the navigation as mentioned in Section 4.2.2.1 to reach the NOC for Passport Landing Page as shown in Figure 4-39

Figure 4-39: NOC for Passport

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

- Click on [Excel] [PDF] [Print] to export the table records in Excel, CSV or print 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] to add a new Passport Request in the table as mentioned in Section 4.2.2.4 – Add

4.2.2.4 Add
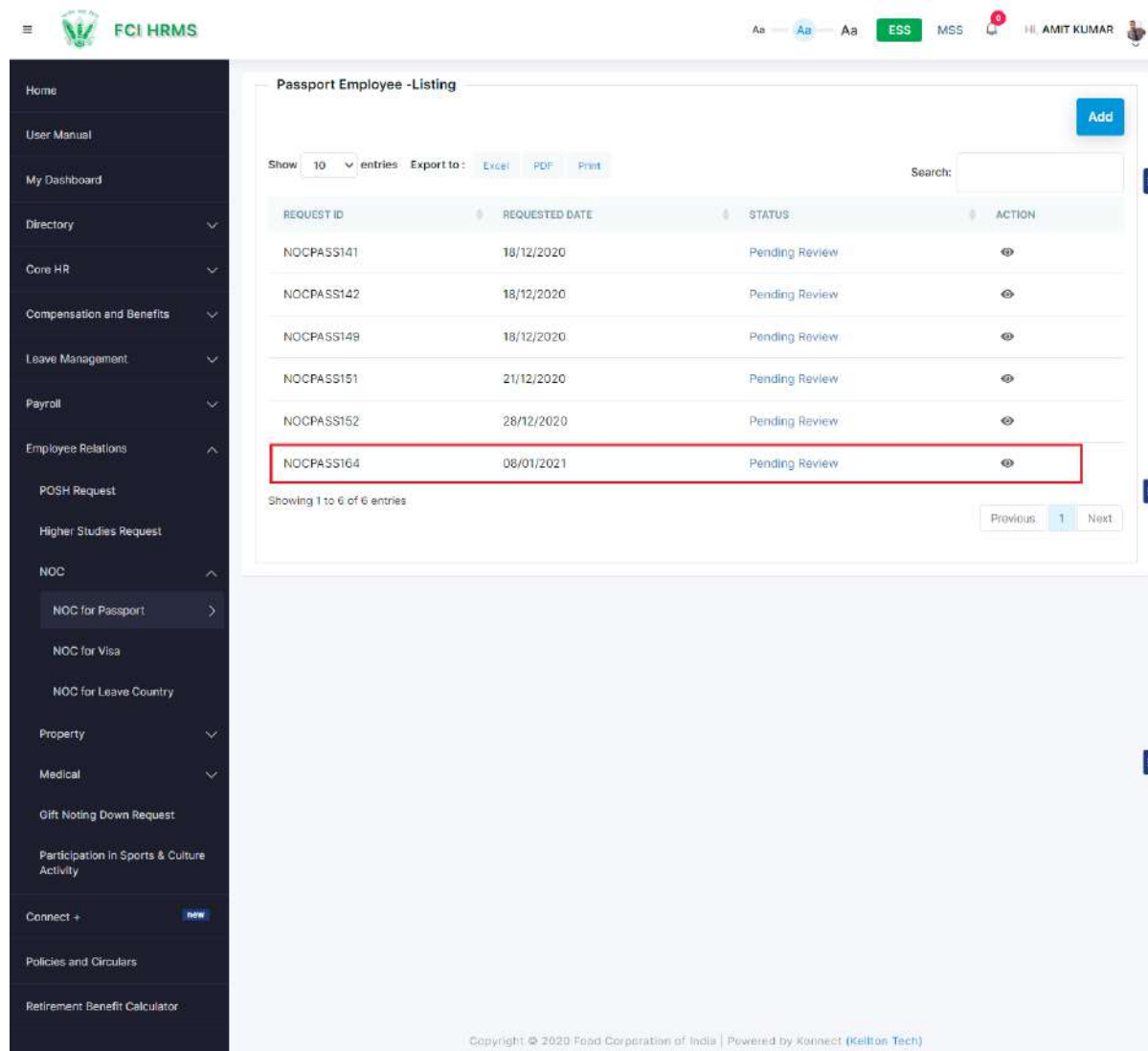
Click on [Add] to open the NOC for Passport request form as shown in Figure 4-40

Figure 4-40: NOC for Passport Request

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 in Figure 4-41

Figure 4-41: NOC for Passport Request Added

The success message will be displayed as

Success! Record Add Sucessfully!

4.2.2.5 NOC for Passport Request Reviewer Landing

The submitted request will be forwarded to the Reviewer's landing screen as shown in Figure 4-42
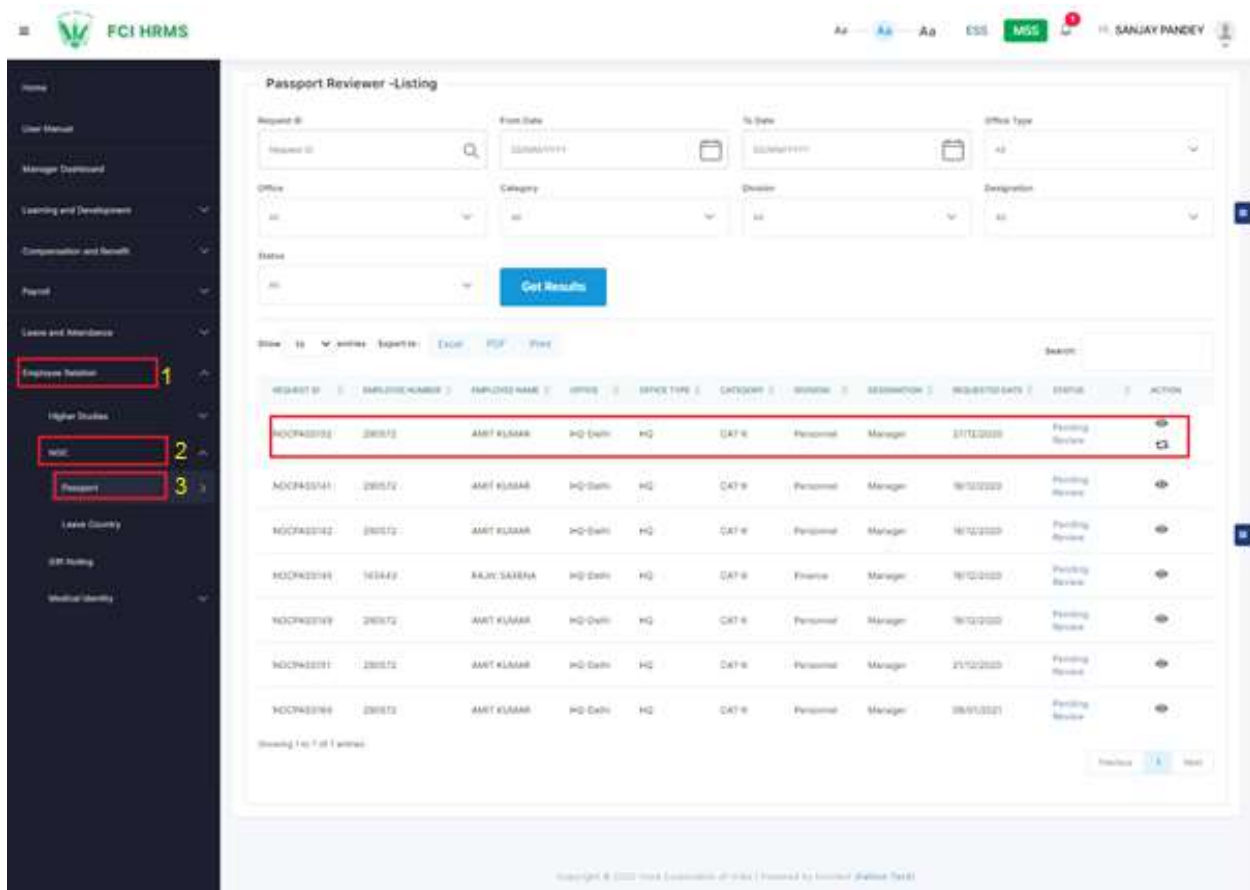
Figure 4-42 NOC for Passport Reviewer Landing

Click on ⟳ as shown in Figure 4-42, to land on Review NOC for Passport request screen as shown in Figure 4-43.

4.2.2.6 NOC for Passport Dispatch
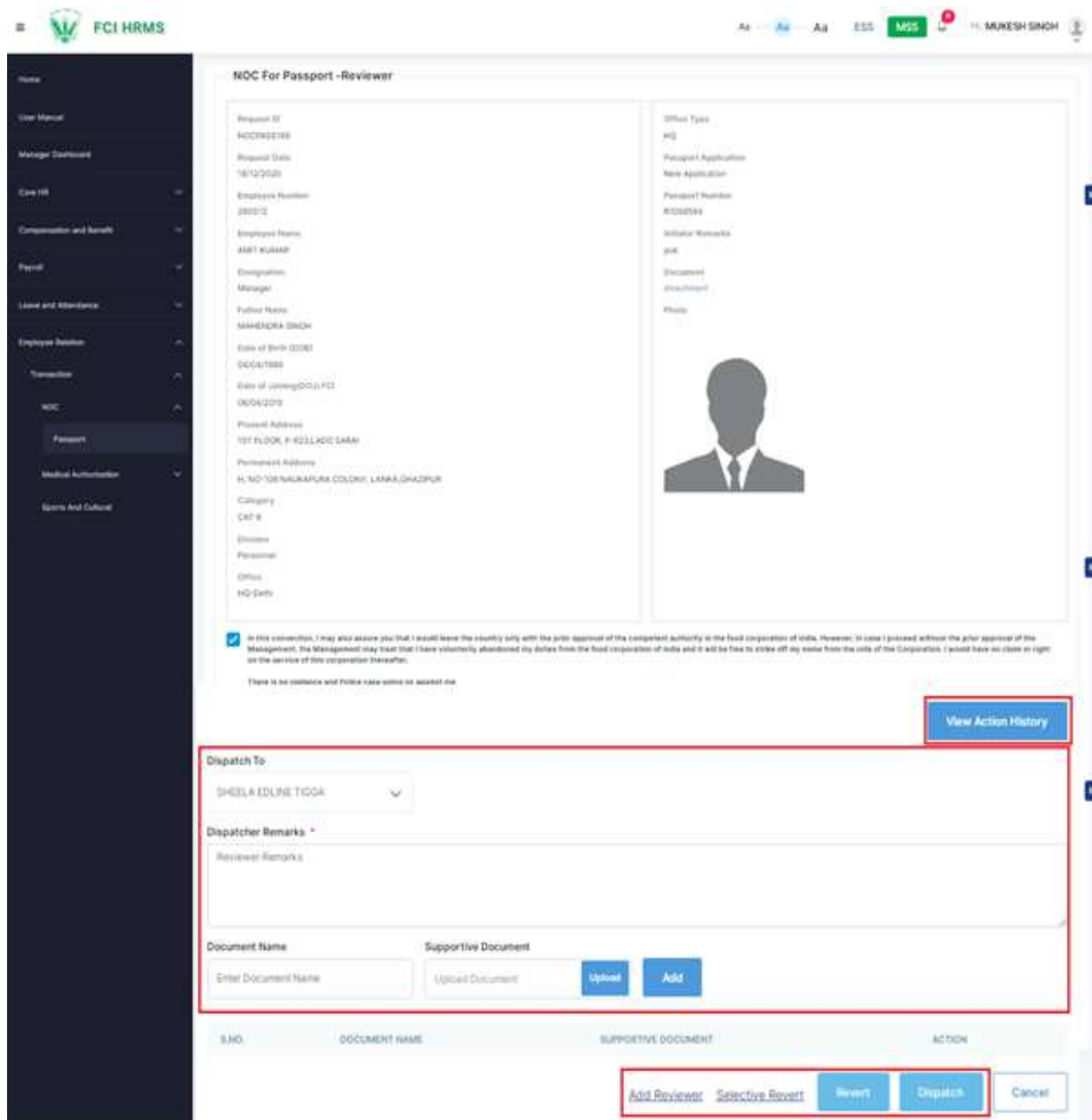
Figure 4-43: NOC for Passport Dispatch

Dispatcher shall be able to perform the following activities from the Dispatch Page:

- Click on [View Action History] to view the action taken on the request as shown in Figure 4-43.

- **Add Reviewer** link functionality has been explained in Common Functionalities. **[Please Refer Section 5.1.1 for Add Reviewer]**

- Click on [Revert] to revert the request back to the initiator, this request will be listed in the landing page of Initiator with "Reverted" status.

- Click on [Dispatch] to dispatch the request and a success message will be displayed as per below image.

Request has been dispatched successfully.   ✕

4.2.2.7 NOC for Passport Review
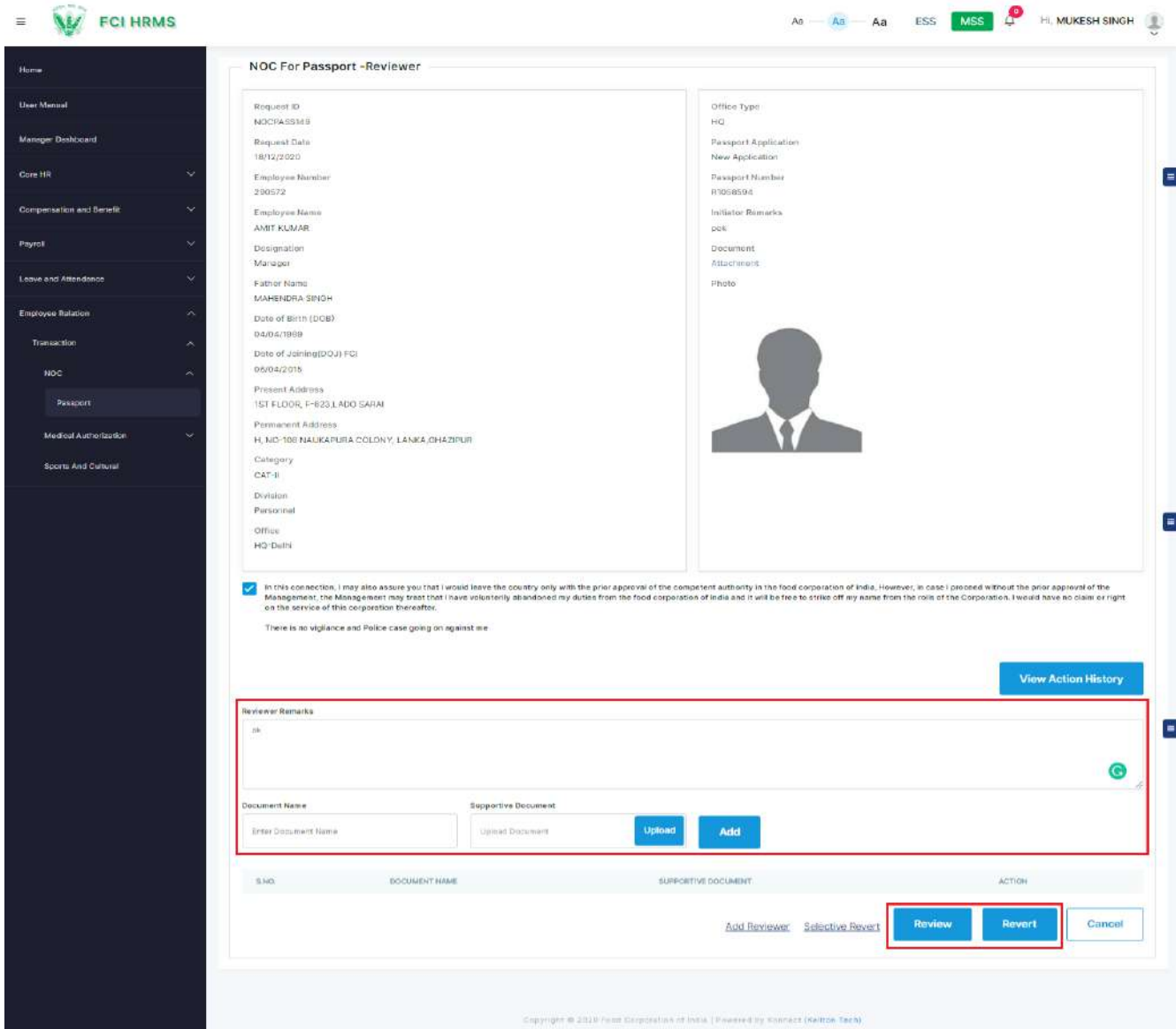
Figure 4-44: NOC for Passport Review

Reviewer shall be able to perform the following activities from the Review Page.

- Click on [View Action History] to view the action taken on the request as shown in Figure 4-44.

- Click on [Review] to review the request and a success message will be displayed as shown in Figure 4.44.

- Click on [Revert] to revert the request back to the initiator, this request will be listed in the landing page of Initiator.
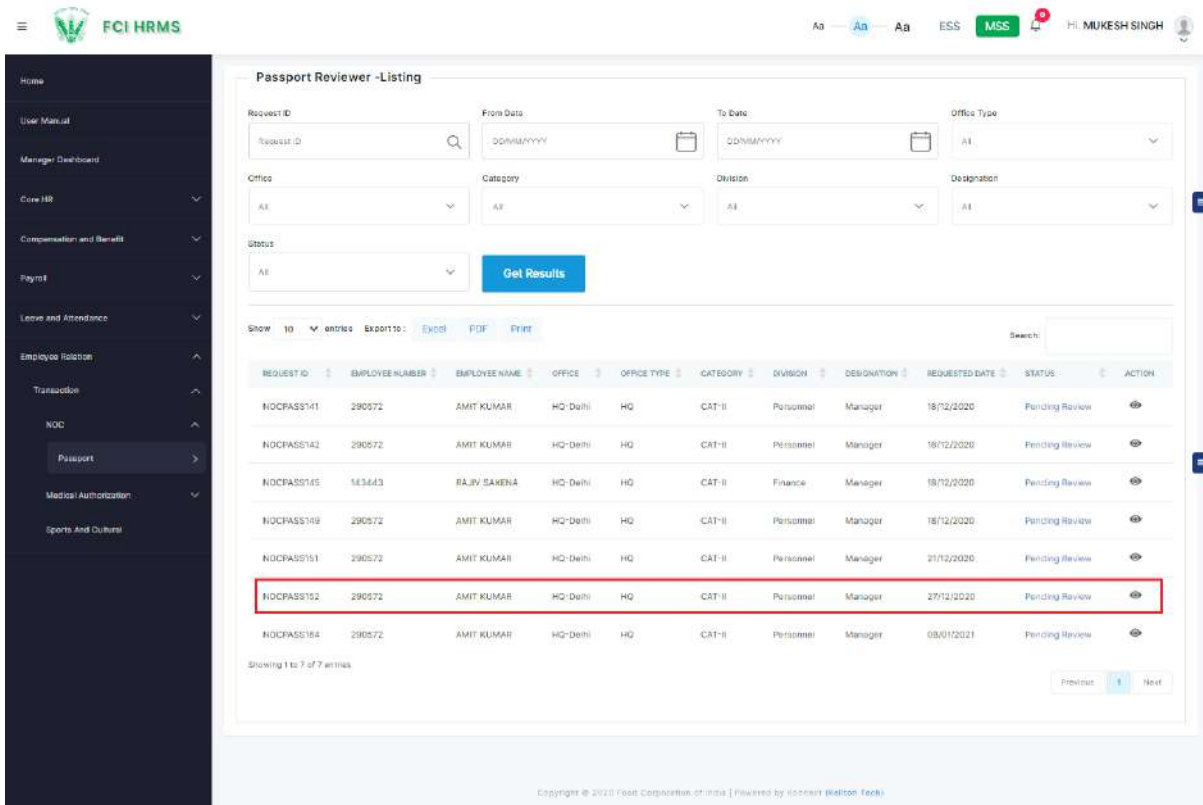
Figure 4-45: NOC for Passport Review successful

The success message will be displayed as

Successl Request has been reviewed successfully.

4.2.2.8 NOC for Passport Request Approver Landing
The request will be forwarded to the approver's landing page as shown in Figure 4-46

Figure 4-46: NOC for Passport Approver Landing

Click on ✔ as shown in Figure 4-44, to land on Approve Request as shown in Figure 4-47.

4.2.2.9 NOC for Passport Approve
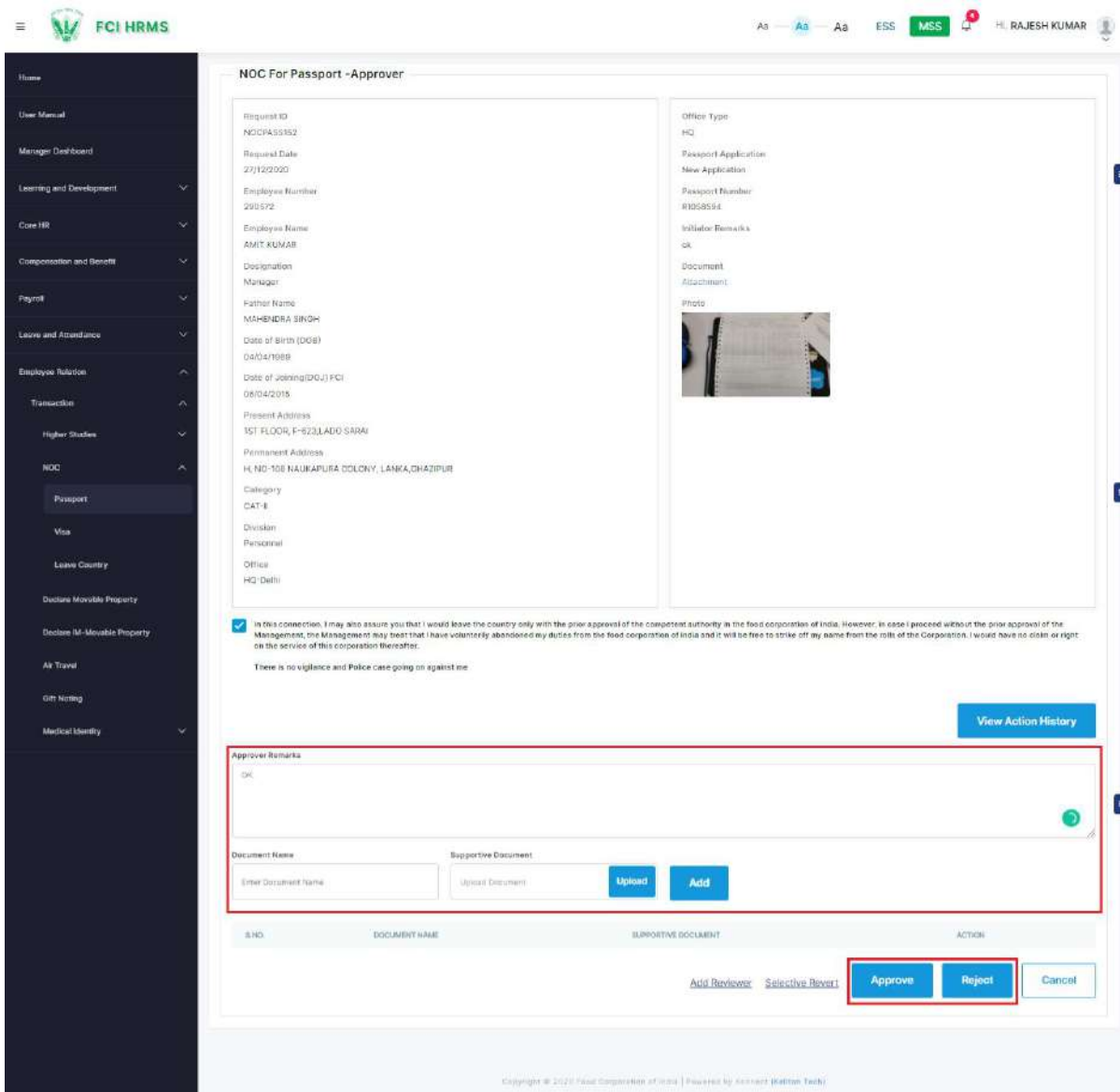
Figure 4-47: NOC for Passport Approve

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 4-47.

- Click on [Approve] to approve the request, and a success message will be shown in the Approver Landing Screen for approving the record as shown in Figure 4-47.

- 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.

Figure 4-48: NOC for Passport Approve successful

The success message is displayed as shown

Success! Request has been approved successfully.

4.2.3 NOC for Visa

As an initiator (employee), there must be a provision to raise a request for NOC for any of the following:

- Request for Visa

So that the request is submitted for recommendations of reviewing authority

As reviewing authority (Reporting Manager, AGM, DGM, GM (P) and ED (P)), there must be a provision to validate the employee request for NOC coming through the proper channel or not and if so then there should be a provision to mark it as reviewed and forward it for recommendation of approving authority. However, on rejection the request will terminate and the employee will receive an email notification.

As an approving authority (MD, ED Zone, GM Zone, GM Region and DM), there must be provision to review the recommendation submitted by reviewing authority for the NOC request application and on approving the request, Personnel Division shall issue the relevant NOC order. However on rejection the request shall terminate.

Step 1: Employee will submit the request for NOC related to Visa through the proper channel as per requirement.

Step 2: Once the request submitted, reviewing authority (Reporting Manager and Personnel Division) will receive an email notification to review the employee request.

Step 3: Reviewing authority (Reporting Manager and Personnel Division) will validate the information and forward it to approving authority as a part of review. However on rejection the process terminates

Step 4: Approving authority will go through reviewer remarks and provides the recommendations to the request raised by employee.

Step 5: On approval of request employee and personnel division receive the confirmation notification and issue NOC order. However on rejection the process terminates.

4.2.3.1 Navigation

Left Navigation: Employee Relation >> Transactions >> NOC>> NOC for Visa

4.2.3.2 SLA

15 Days

4.2.3.3 Landing Page

User shall traverse the navigation as mentioned in Section 4.2.3.1 to reach the NOC for Visa Landing Page as shown in Figure 4-49.
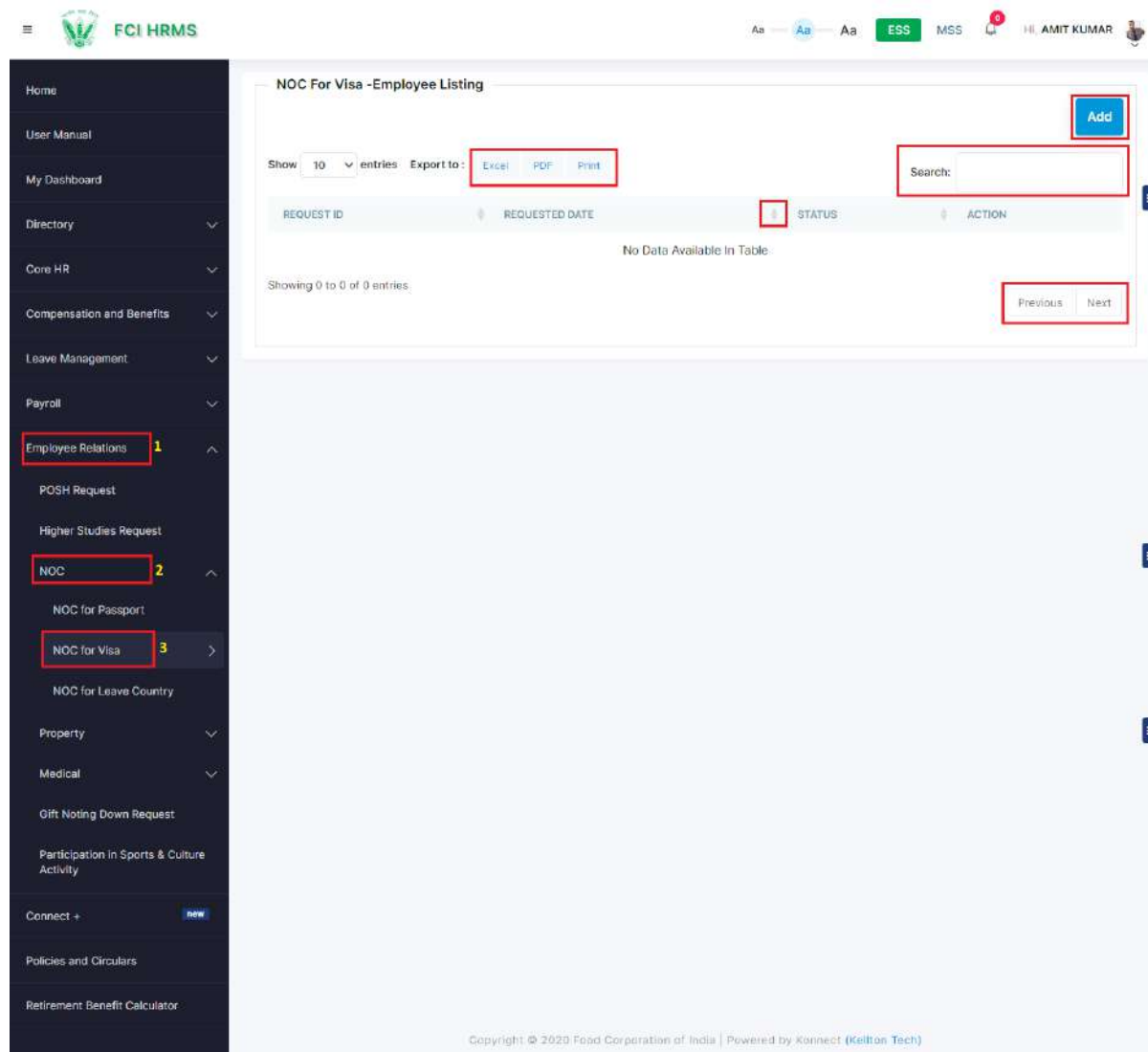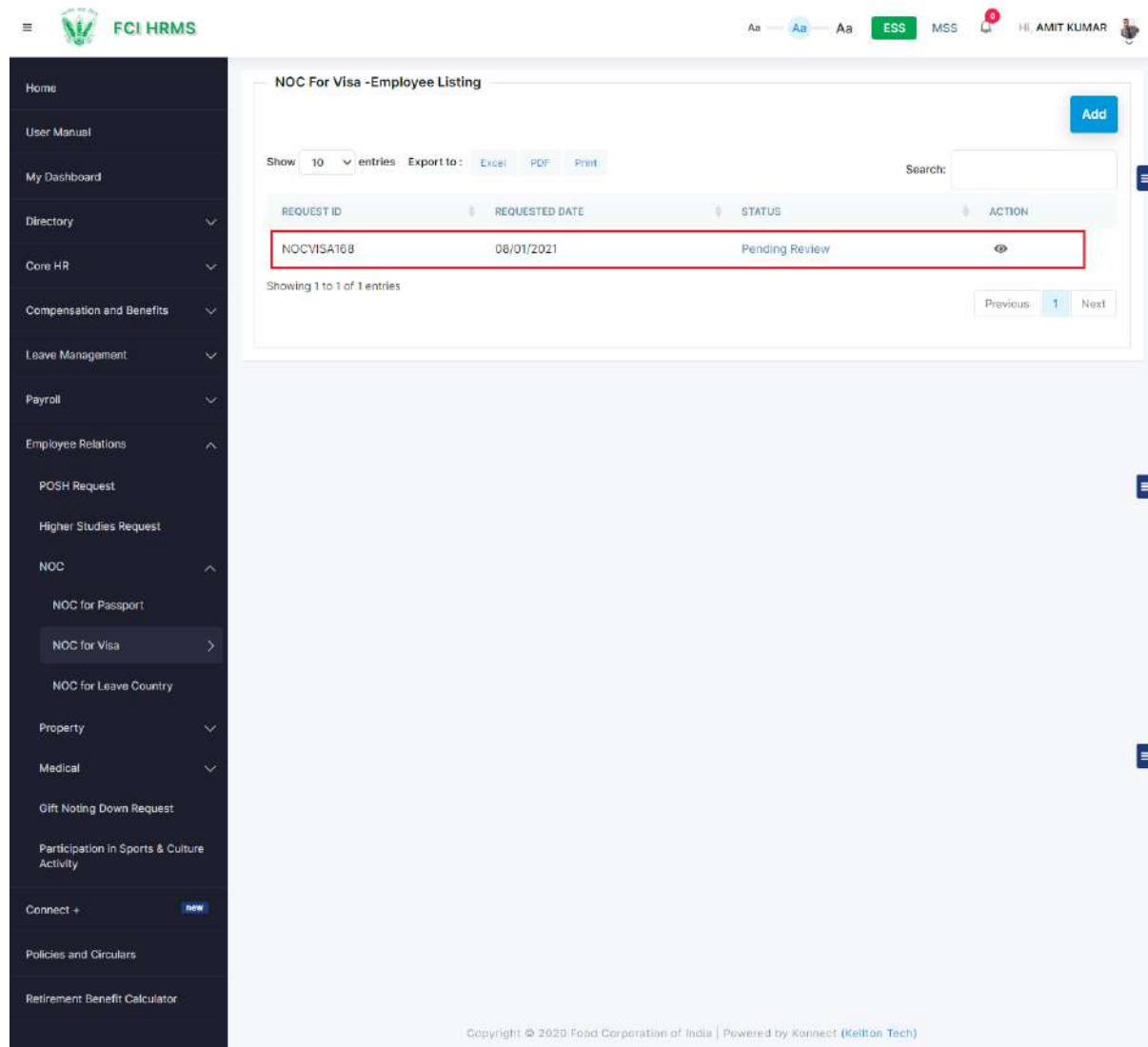
Figure 4-49: NOC for Visa

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

- Click on [Excel] [PDF] [Print] to export the table records in Excel, CSV format or print 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] to add a new NOC for Visa Request in the table as mentioned in Section 4.2.3.4 – Add

4.2.3.4 Add

Click on [Add] to open the NOC for Visa request form as shown in Figure 4-50

Figure 4-50: NOC for Visa Request

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 in Figure 4-51

Figure 4-51: NOC for Visa Request Added

The success message will be displayed as

4.2.3.5 NOC for Visa Reviewer Landing

The submitted request will be forwarded to the Reviewer's landing screen as shown in Figure 4-52
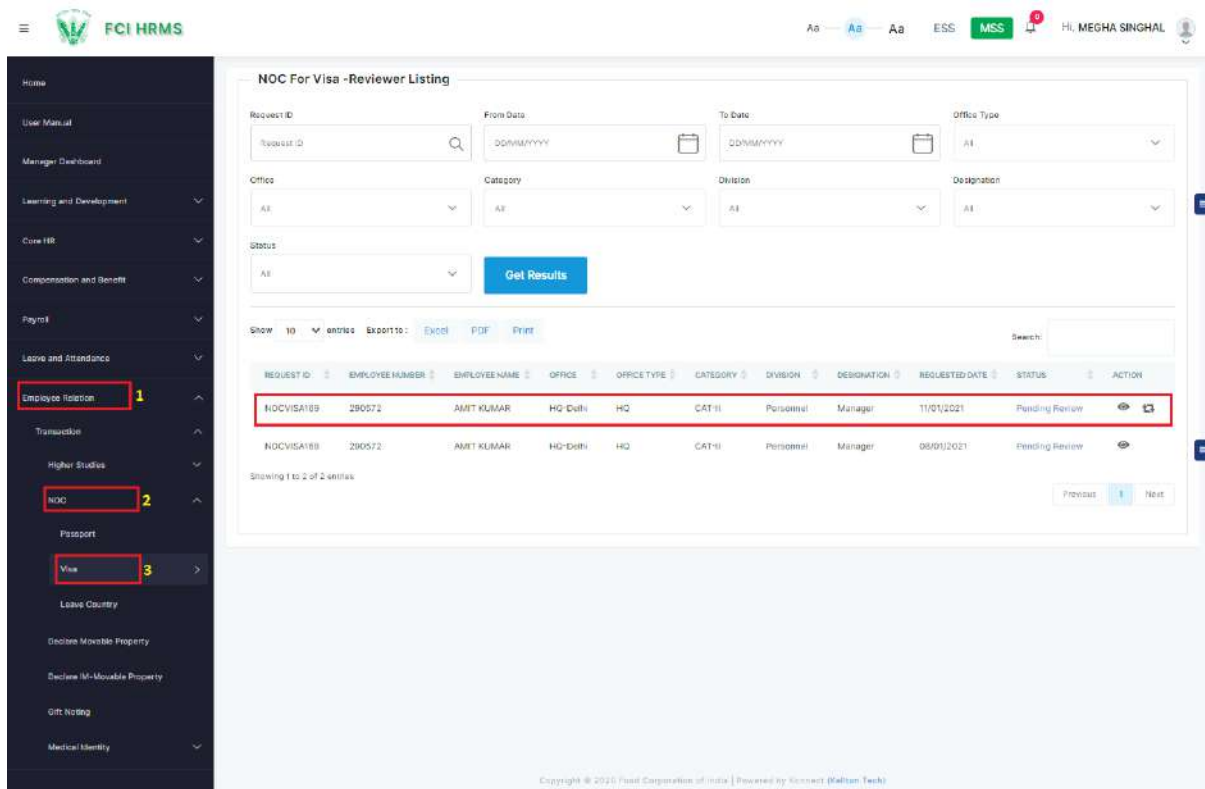
Figure 4-52 NOC for Visa Reviewer Landing

Click on ⟳ as shown in Figure 4-52, to land on Review NOC for Visa request screen as shown in Figure 4-53.

4.2.3.6 NOC for Visa Dispatch
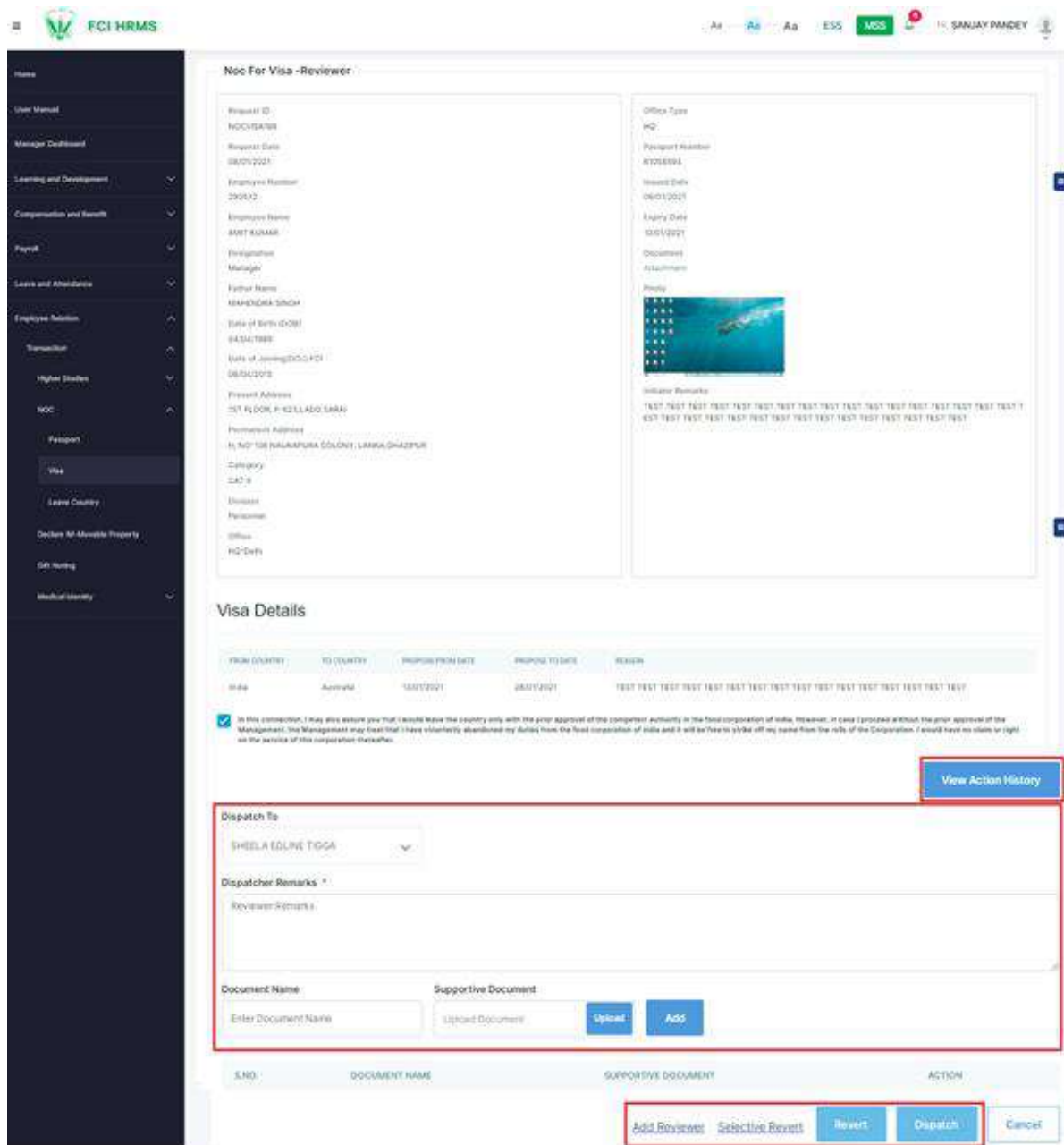
Figure 4-53 NOC for Visa Dispatch

Dispatcher shall be able to perform the following activities from the Dispatch Page:

- Click on **View Action History** to view the action taken on the request as shown in Figure 4-53.

- **Add Reviewer** link functionality has been explained in Common Functionalities. **[Please Refer Section 5.1.1 for Add Reviewer]**

- Click on **Revert** to revert the request back to the initiator, this request will be listed in the landing page of Initiator with "Reverted" status.

- Click on [Dispatch] to dispatch the request and a success message will be displayed as per below image.

Request has been dispatched successfully.   ✕

4.2.3.7 NOC for Visa Review

Figure 4-54: NOC for Visa Review

Reviewer shall be able to perform the following activities from the Review Page.

- Click on [View Action History] to view the action taken on the request as shown in Figure 4-54.

- Click on **Review** to review the request and a success message will be displayed as shown in Figure 4-54.

- Click on **Revert** to revert the request back to the initiator, this request will be listed in the landing page of Initiator.

Figure 4-55: NOC for Visa Review successful

The success message will be displayed as

Success! Request has been reviewed successfully.

4.2.3.8 NOC for Visa Approver Landing

The request will be forwarded to the approver's landing page as shown in Figure 4-56

Figure 4-56: NOC for Visa Approver Landing

Click on ✔ as shown in Figure 4-56, to land on Approve Request as shown in Figure 4-57.

4.2.3.9 NOC for Visa Approve

Figure 4-57: NOC for Visa Approve

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 4-57.

- Click on [Approve] to approve the request, and a success message will be shown in the Approver Landing Screen for approving the record as shown in Figure 4-57.

- 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.
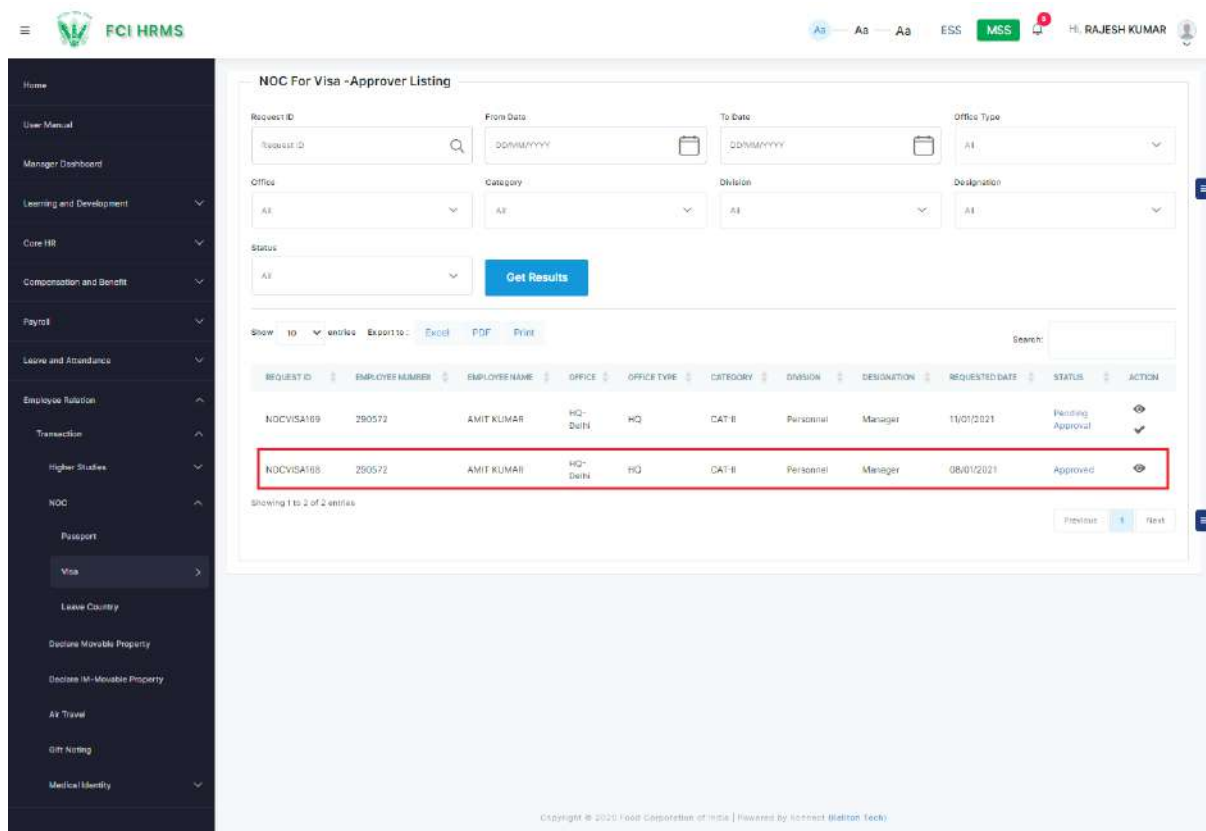
Figure 4-58: NOC for Visa Approve successful

The success will be displayed as

4.2.4 NOC to Leave Country

As an initiator (employee), there must be a provision to raise a request for NOC for any of the following:

• Request for Leave Country

So that the request is submitted for recommendations of reviewing authority

As reviewing authority (Reporting Manager, AGM, DGM, GM (P) and ED (P)), there must be a provision to validate the employee request for NOC coming through the proper channel or not and if so then there should be a provision to mark it as reviewed and forward it for recommendation of approving authority. However, on rejection the request will terminate and the employee will receive an email notification.

As an approving authority (MD, ED Zone, GM Zone, GM Region and DM), there must be provision to review the recommendation submitted by reviewing authority for the NOC request application and on approving the request, Personnel Division shall issue the relevant NOC order. However on rejection the request shall terminate.

Step 1: Employee will submit the request for NOC related to Leave Country through the proper channel as per requirement.

Step 2: Once the request submitted, reviewing authority (Reporting Manager and Personnel Division) will receive an email notification to review the employee request.

Step 3: Reviewing authority (Reporting Manager and Personnel Division) will validate the information and forward it to approving authority as a part of review. However on rejection the process terminates

Step 4: Approving authority will go through reviewer remarks and provides the recommendations to the request raised by employee.

Step 5: On approval of request employee and personnel division receive the confirmation notification and issue NOC order. However on rejection the process terminates.

4.2.4.1   Navigation

Left Navigation: Employee Relation >> NOC>> NOC to Leave Country

4.2.4.2 SLA

21 Days

4.2.4.3   Landing Page

User shall traverse the navigation as mentioned in Section 4.2.4.1 to reach the NOC to Leave Country Landing Page as shown in Figure 4-59
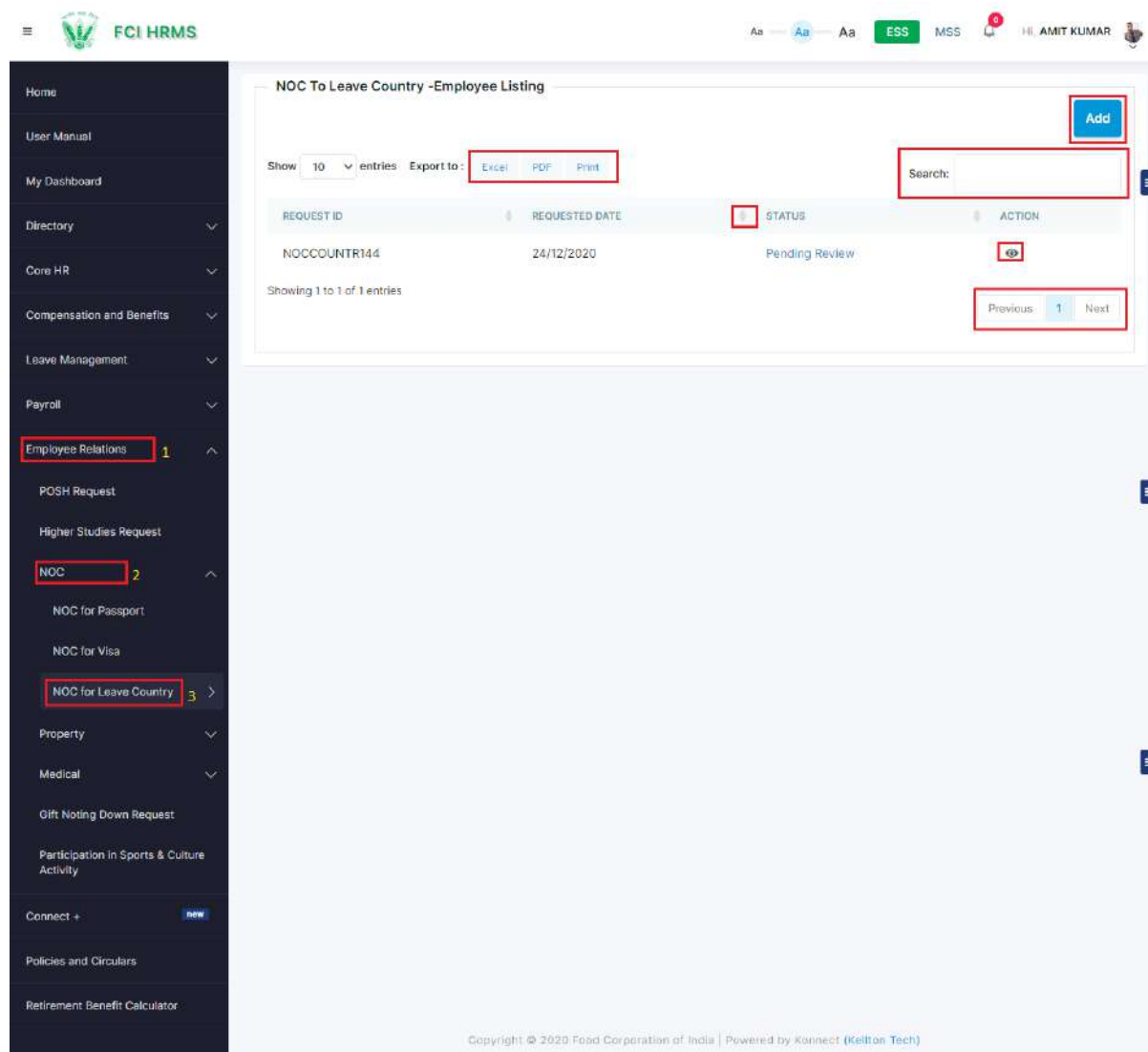
Figure 4-59: NOC to Leave Country

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

- Click on [Excel] [PDF] [Print] to export the table records in Excel, CSV format or Print 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] to add a new NOC for Leave Country Request in the table as mentioned in Section 4.2.4.4 – Add

4.2.4.4 Add

Click on [Add] to open the NOC to Leave Country request form as shown in Figure 4-59

Figure 4-60: NOC to Leave Country Request

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 in Figure 4-61
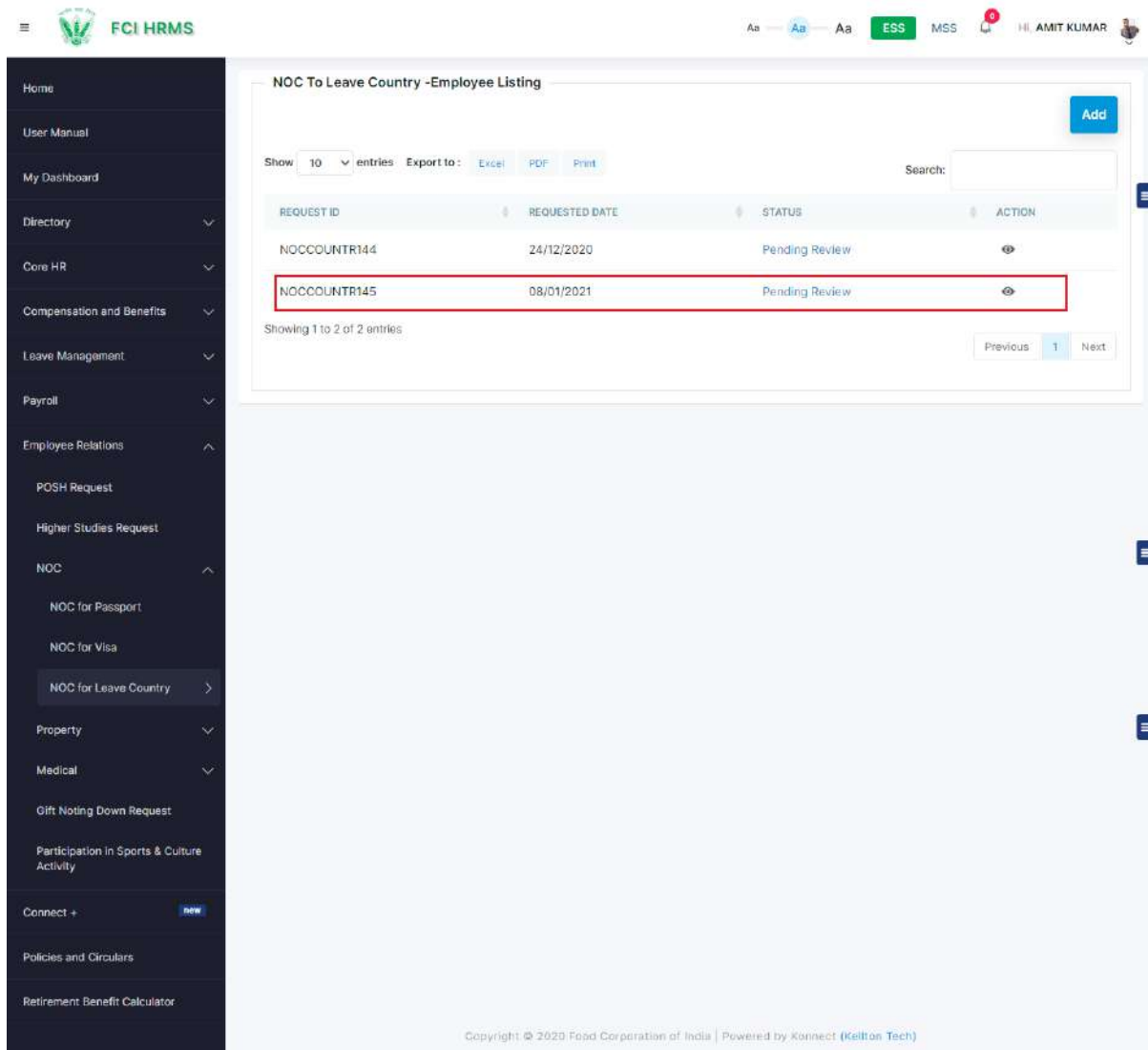
Figure 4-61: NOC to Leave Country Request Added

The success message will be displayed as

Success! Record Add Sucessfully!

4.2.4.5 NOC to Leave Country Reviewer Landing

The submitted request will be forwarded to the Reviewer's landing screen as shown in Figure 4-62

Figure 4-62 NOC to Leave Country Reviewer Landing

Click on as shown in Figure 4-62, to land on NOC to Leave Country Review screen as shown in Figure 4-63.

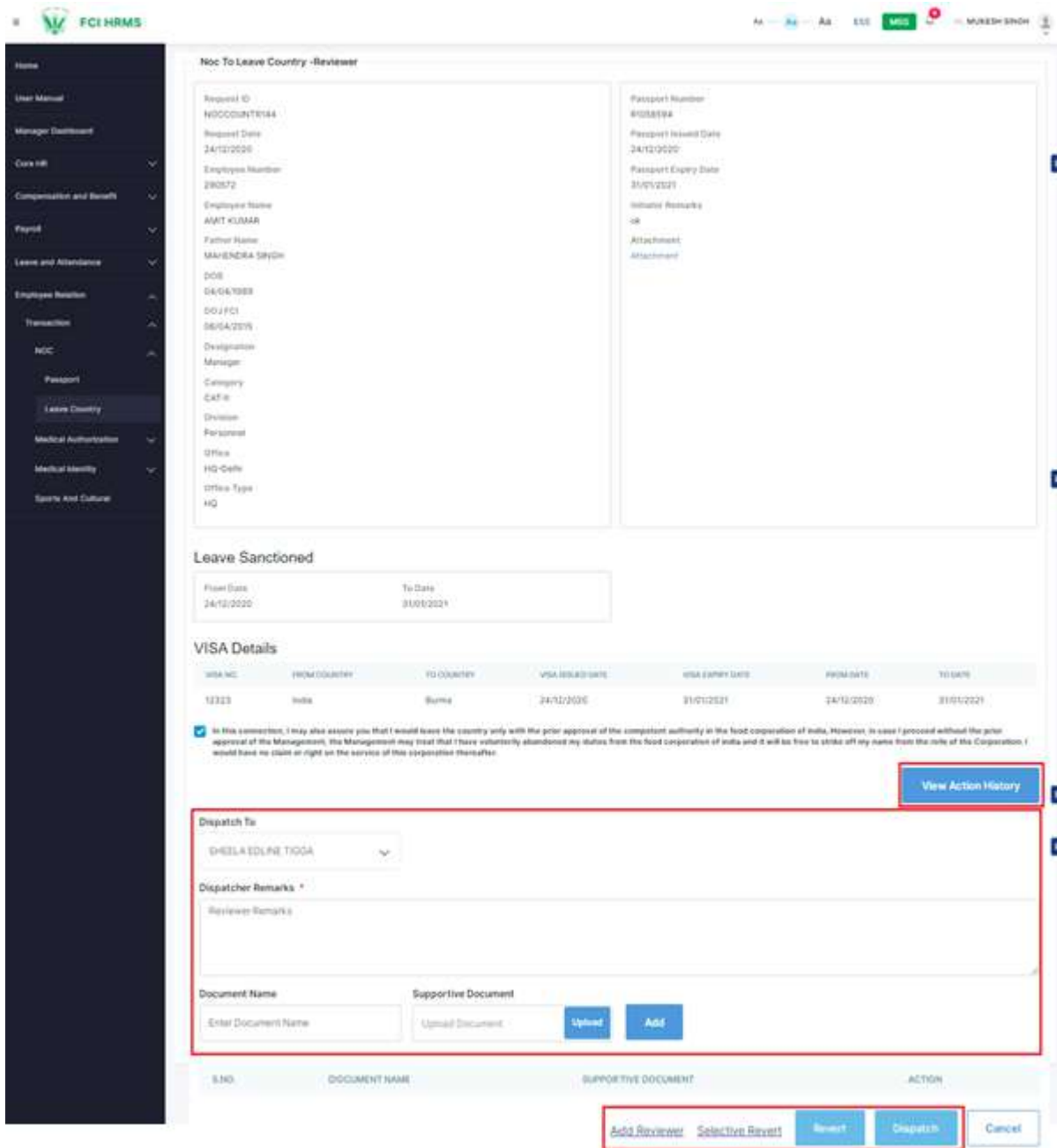### 4.2.4.6 NOC to Leave Country Dispatch

Figure 4-63 NOC for Leave Country Dispatcher

Dispatcher shall be able to perform the following activities from the Dispatch Page:

- Click on **View Action History** to view the action taken on the request as shown in Figure 4-63.

- **Add Reviewer** link functionality has been explained in Common Functionalities. **[Please Refer Section 5.1.1 for Add Reviewer]**

- Click on ![Revert] to revert the request back to the initiator, this request will be listed in the landing page of Initiator with "Reverted" status.

- Click on ![Dispatch] to dispatch the request and a success message will be displayed as per below image.

Request has been dispatched successfully.   ✕

4.2.4.7 NOC to Leave Country Review

Figure 4-64: NOC to Leave Country Review

Reviewer shall be able to perform the following activities from the Review Page.

- Click on **View Action History** to view the action taken on the request as shown in Figure 4-64.

- Click on **Review** to review the request and a success message will be displayed as shown in Figure 4-64.

- Click on **Revert** to revert the request back to the initiator, this request will be listed in the landing page of Initiator.
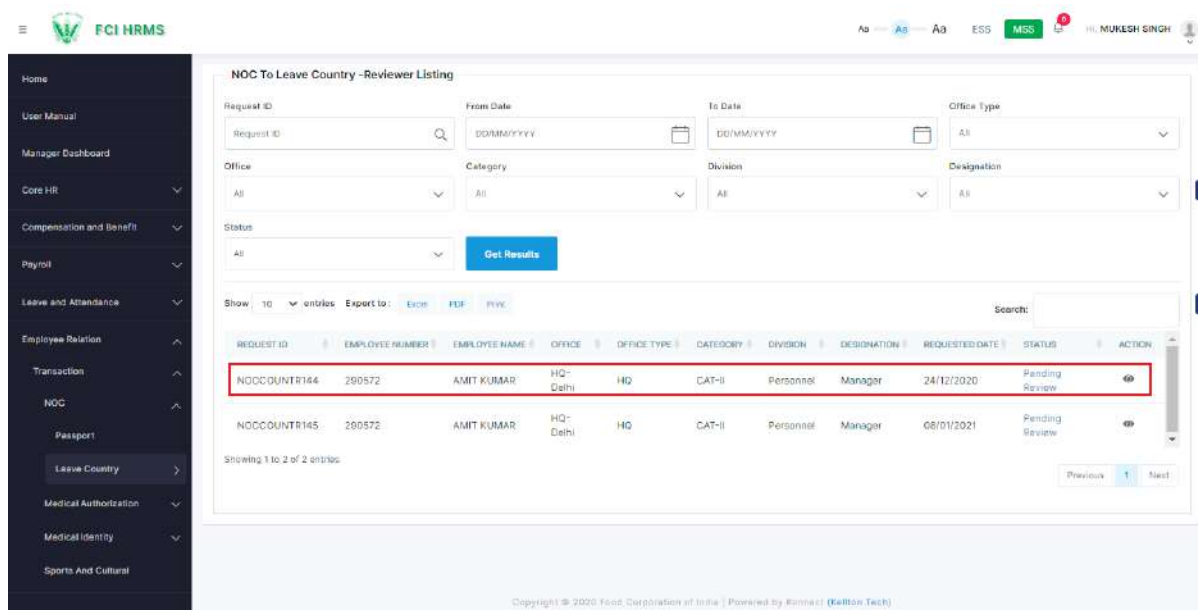
Figure 4-65: NOC to Leave Country Review successful

The success message will be displayed as

Success! Request has been reviewed successfully.

4.2.4.8 NOC to Leave Country Approver Landing

The request will be forwarded to the approver's landing page as shown in Figure 4-66

Figure 4-66: NOC to Leave Country Approver Landing

Click on [checkmark icon] as shown in Figure 4-66, to land on Approve Request as shown in Figure 4-67.

4.2.4.9 NOC to Leave Country Approve

Figure 4-67: NOC to Leave Country Approve

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 4-67.

- Click on **Approve** to approve the request, and a success message will be shown in the Approver Landing Screen for approving the record as shown in Figure 4-68.

- 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.
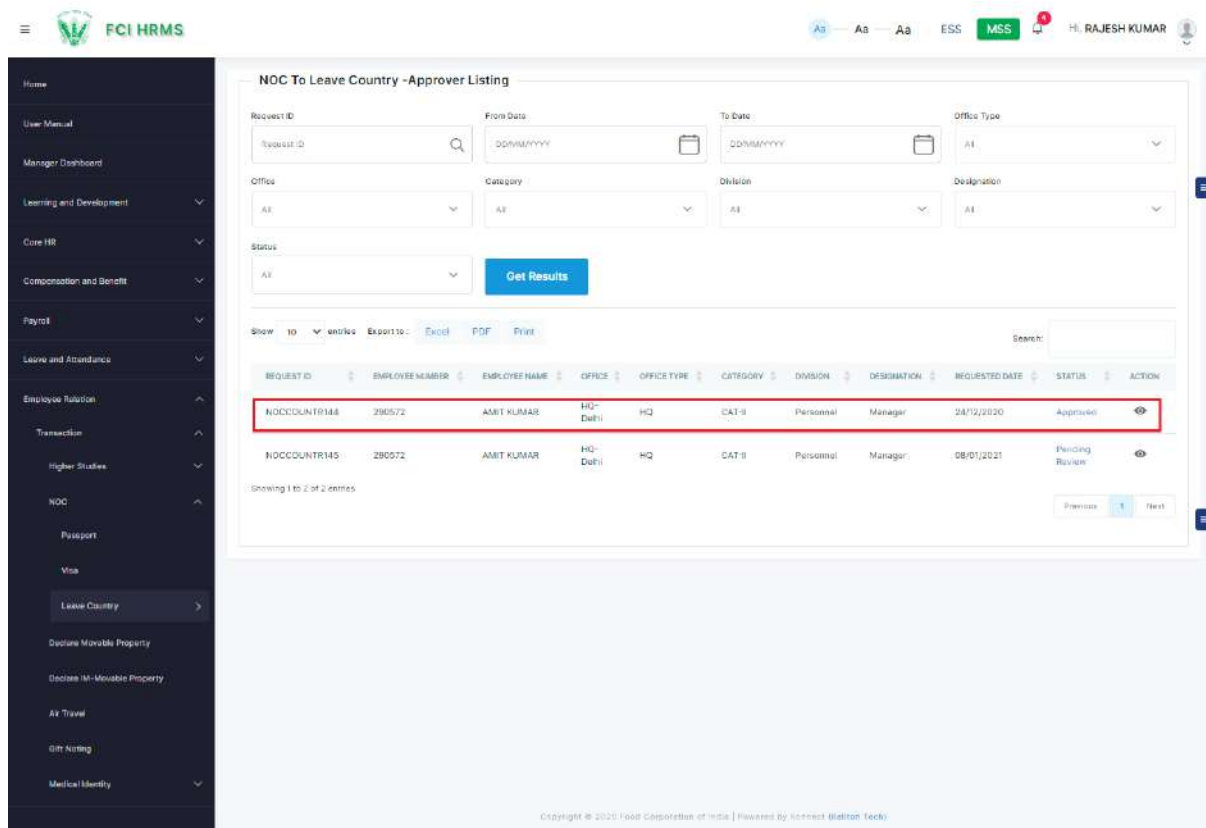
Figure 4-68: NOC to Leave Country Approve successful

The success will be displayed as

4.2.5 Movable Property Declaration

Award of Permission for Acquisition of Movable by FCI Employee-At the hour of arrangement, employees are required to present all assets and liabilities in the endorsed Performa, giving full points of interest with respect to movable properties acquired, claimed or procured by them, either in their own name or in the name of any Member of his family, and offers, debentures, and money, including bank stores acquired by them. In case, an employee wants to purchase or dispose of any movable property, then the permission must be taken from the concerned authority before completing any such action. If there should be an occurrence of such movable properties earlier, authorization isn't required if the worth doesn't surpass the sum determined in the guidelines given every once in a while. Be that as

it may, earlier consent is required when the other individual engaged with the exchange has official dealings with the Government Servant, or when the buy isn't being produced using a rumored vendor of the thing.

Step 1: Employee will declare the movable and immovable of property in the system with the required information on an annual basis.

Step 2: Once the employee has declared the property, reviewing authority (Manager Personnel Division) will receive the email notification for the review of the request.

Step 3: Reviewing Authority will review the declaration form submitted by employee and forward the request for the further recommendation of approving authority. However, reviewing authority may revert the request in case of discrepancies in the request.

Step 4: Approving authority will receive an email notification to review the recommendations of the reviewing authority on property declaration made by the employee. On approval, the service book of the employee shall be updated with recent declaration details. However in case of rejection, the request shall terminate.

4.2.5.1   Navigation

Left Navigation: Employee Relation >> Property>> Movable Property Request

4.2.5.2 SLA

21 Days

4.2.5.3   Landing Page

User shall traverse the navigation as mentioned in Section 4.2.5.1 to reach the Declare Movable Property Landing Page as shown in Figure 4-69
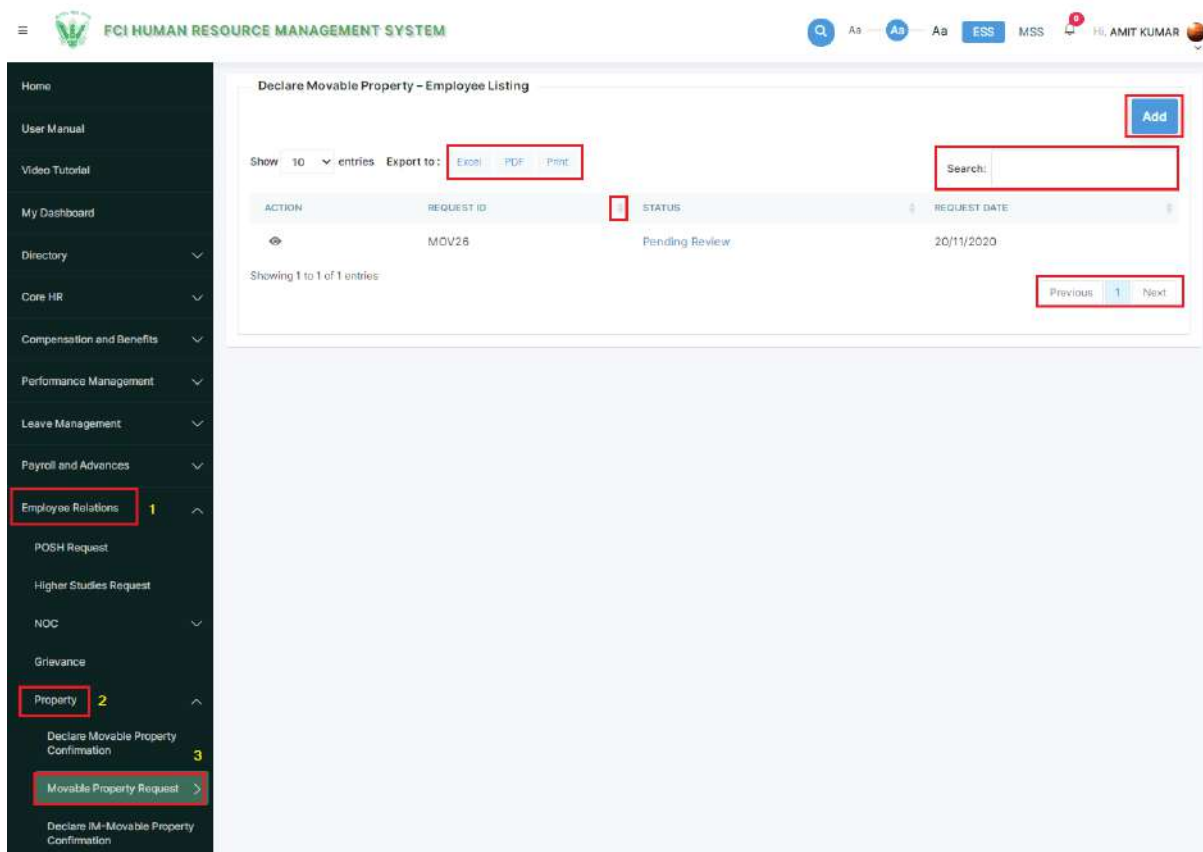
Figure 4-69: Movable Property Declaration

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

- Click on Excel PDF Print to export the table records in Excel, CSV format or print 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 to add a new Movable Property Request in the table as mentioned in Section 4.2.5.4 – Add

4.2.5.4 Add

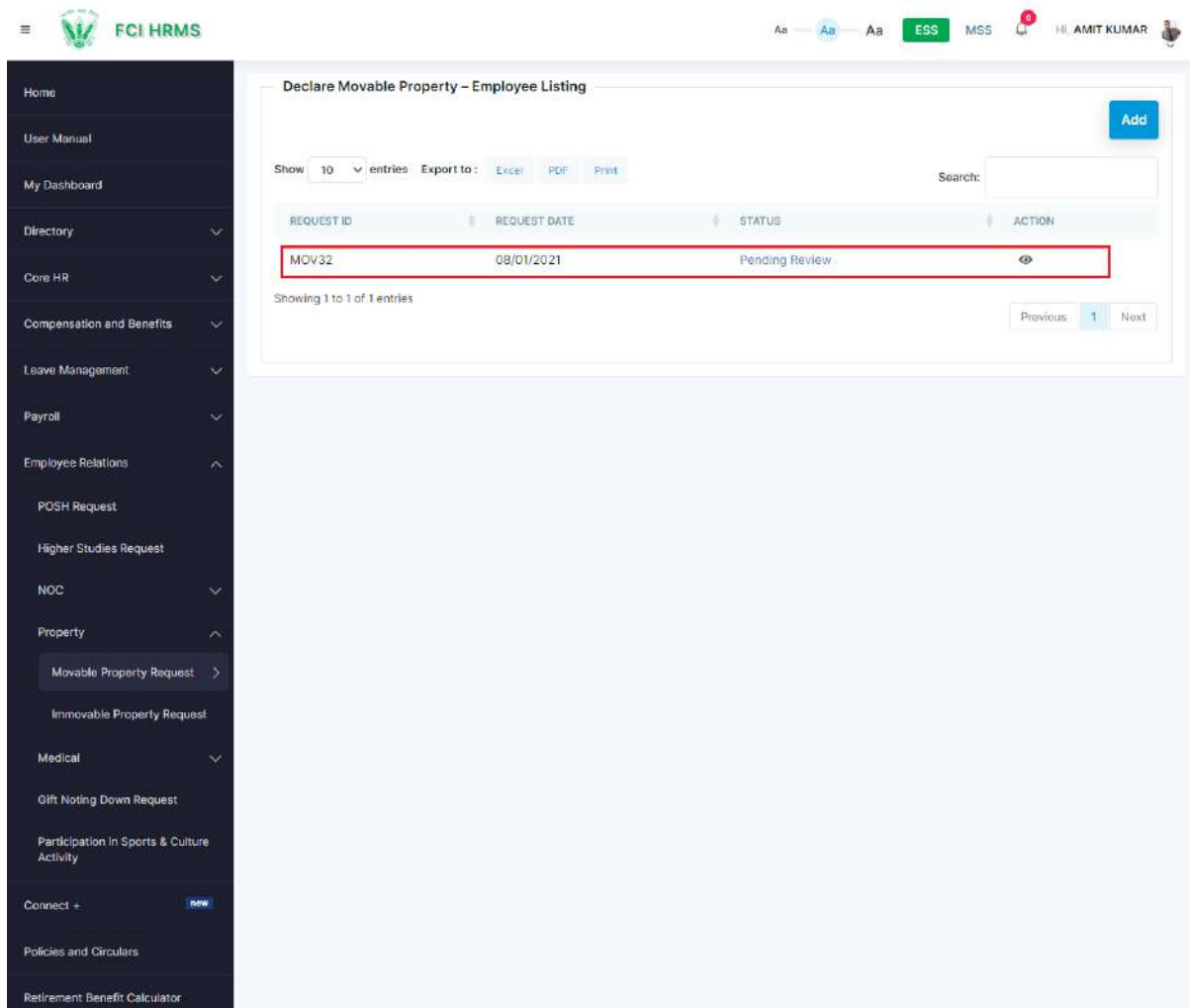Click on Add to open the Movable Property request form as shown in Figure 4-70

Figure 4-70: Movable Property Declaration Request

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 in Figure 4-70

Figure 4-71: Movable Property Declaration Request Added

The success message will be displayed as

4.2.5.5 Movable Property Request Reviewer Landing

The submitted request will be forwarded to the Reviewer's landing screen as shown in Figure 4-72
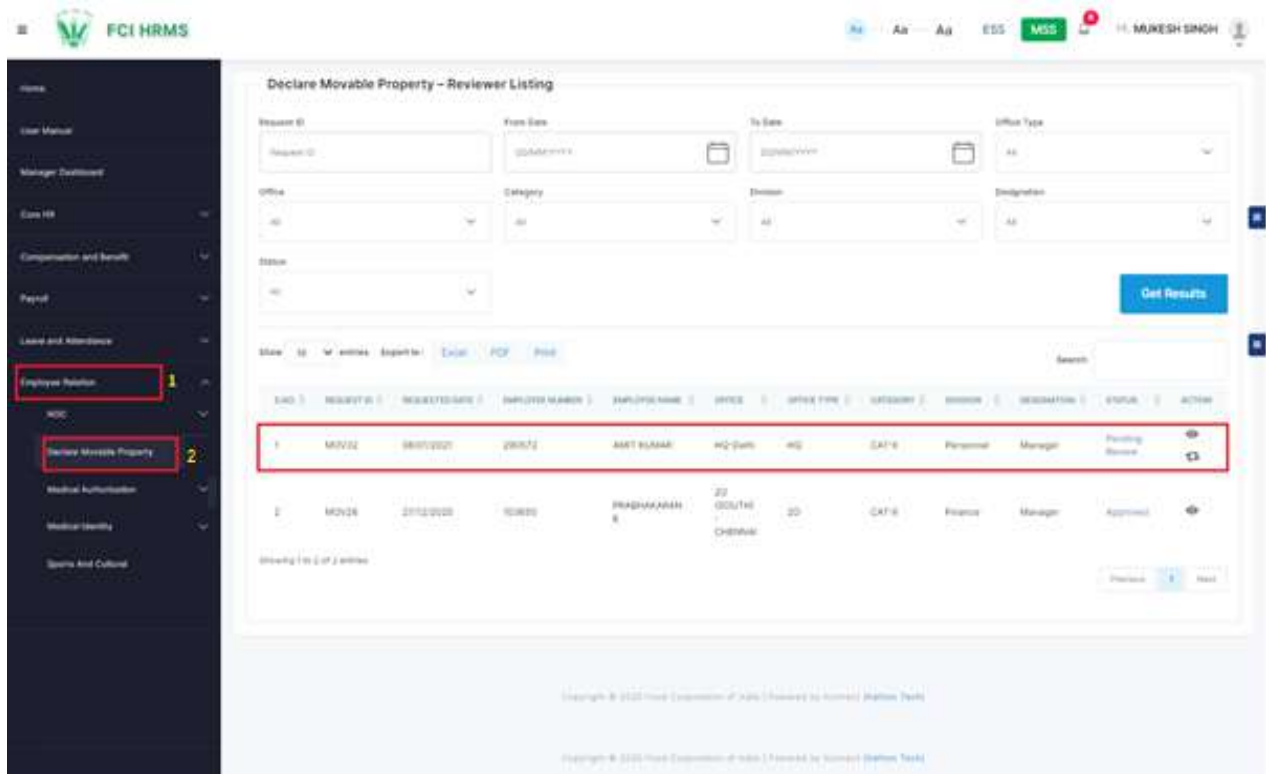
Figure 4-72: Movable Property Declaration Reviewer Landing

Click on as shown in Figure 4-72, to land on Review Movable Property Declaration request screen as shown in Figure 4-73.

4.2.5.6 Movable Property Declaration Dispatch

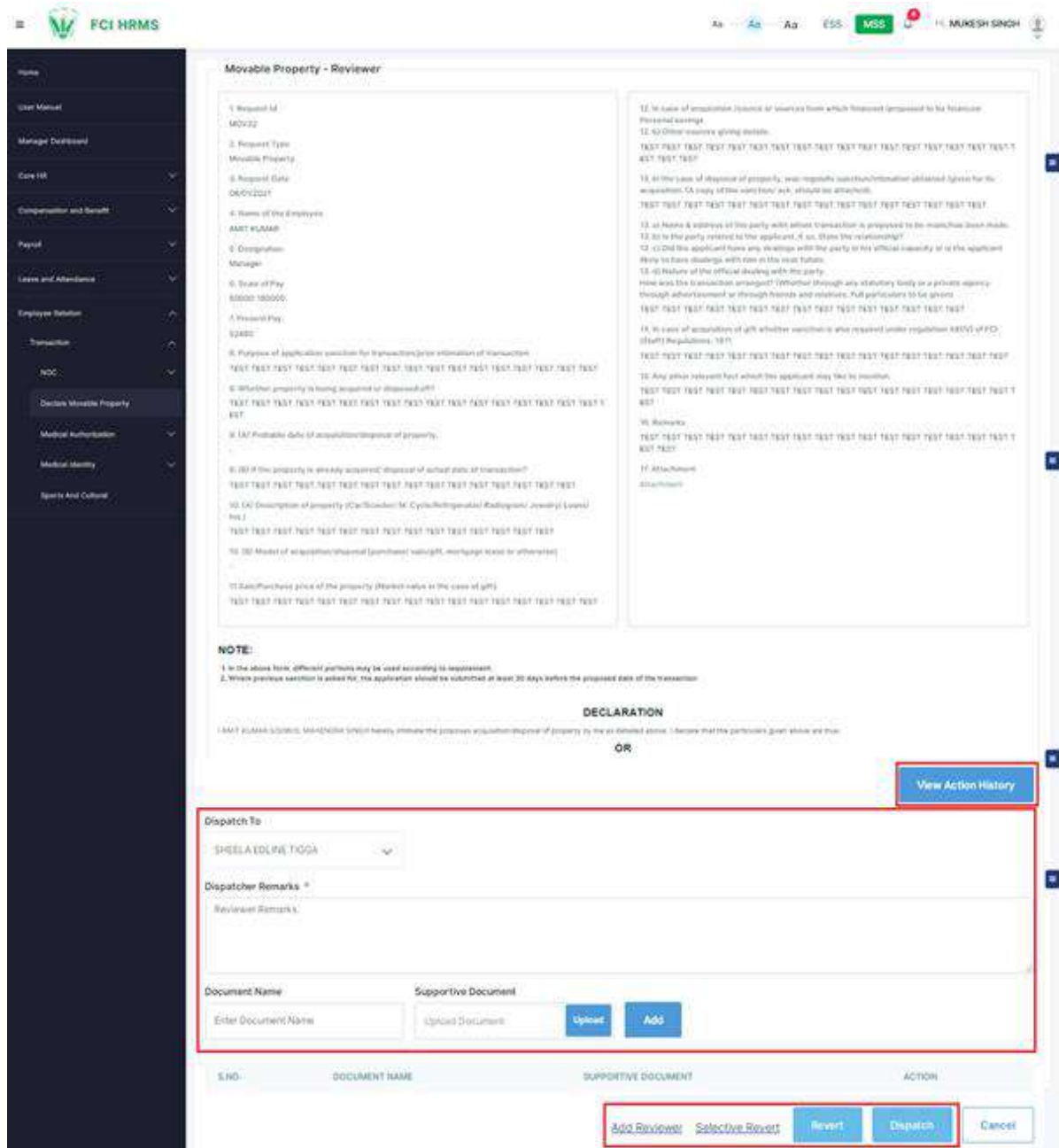**Figure 4-74 Movable Property Declaration Dispatch**

Dispatcher shall be able to perform the following activities from the Dispatch Page:

- Click on **View Action History** to view the action taken on the request as shown in Figure 4-74.

- [Add Reviewer](#) link functionality has been explained in Common Functionalities. **[Please Refer Section 5.1.1 for Add Reviewer]**

- Click on **Revert** to revert the request back to the initiator, this request will be listed in the landing page of Initiator with "Reverted" status.

- Click on **Dispatch** to dispatch the request and a success message will be displayed as per below image.

Request has been dispatched successfully.   ✕

4.2.5.7 Movable Property Declaration Review

Figure 4-75: Movable Property Declaration Review

Reviewer shall be able to perform the following activities from the Review Page:

- Click on **View Action History** to view the action taken on the request as shown in Figure 4-75.

- Click on **Review** to review the request and a success message will be displayed as shown in Figure 4-75.

- Click on **Revert** to revert the request back to the initiator, this request will be listed in the landing page of Initiator.

Figure 4-76: Movable Property Declaration Review successful

The success will be displayed as

4.2.5.8 Movable Property Declaration Request Approver Landing

The request will be forwarded to the approver's landing page as shown in Figure 4-77

Figure 4-77: Movable Property Declaration Approver Landing

Click on ✔ as shown in Figure 4-77, to land on Approve Request as shown in Figure 4-78.

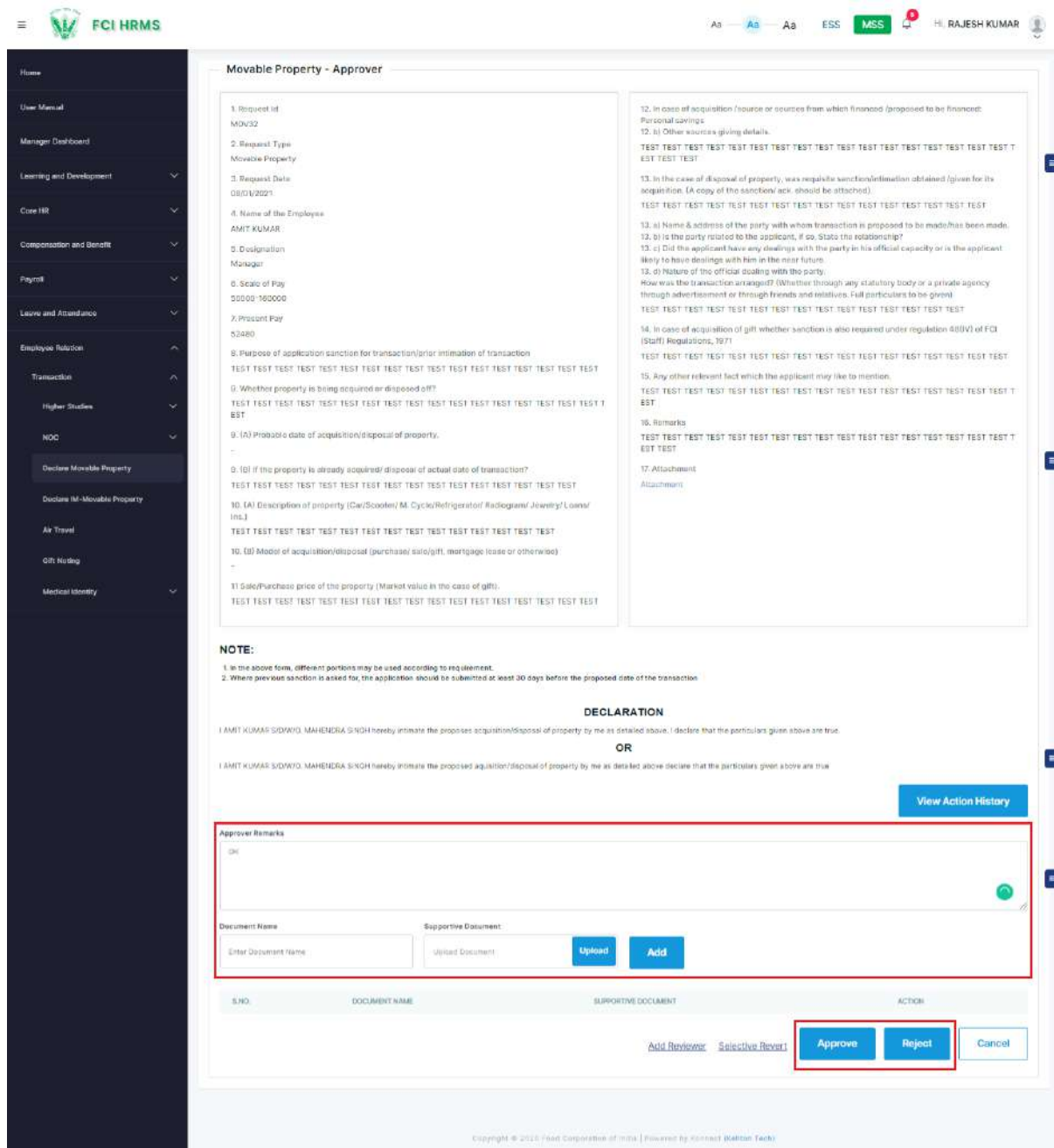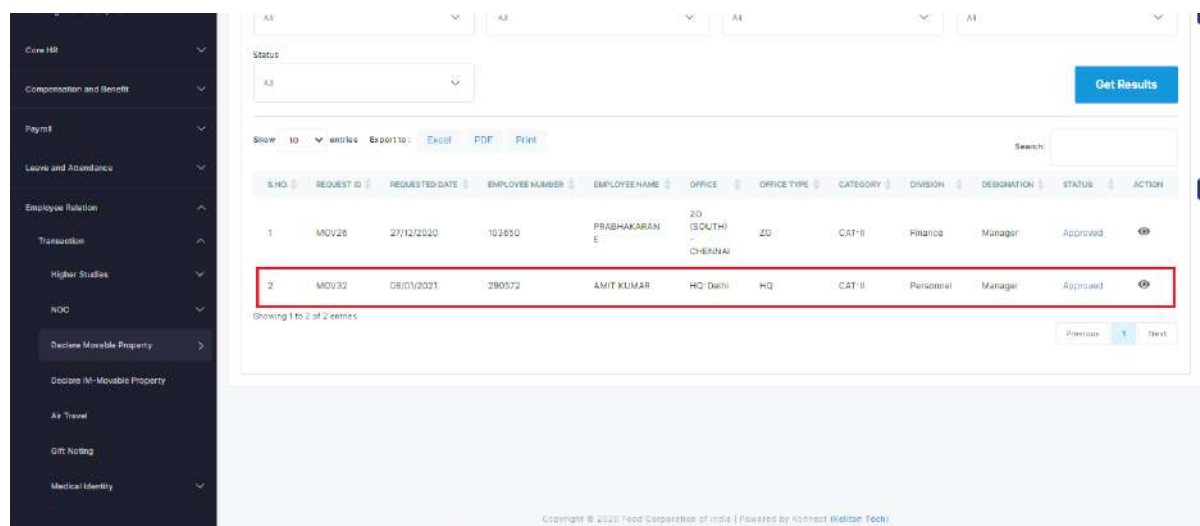## 4.2.5.9 Movable Property Declaration Approve

Figure 4-78: Movable Property Declaration Approve

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 4-78.

- Click on **Approve** to approve the request, and a success message will be shown in the Approver Landing Screen for approving the record as shown in Figure 4-78.

- 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.

Figure 4-79: Immovable Property Declaration Approve successful

The success will be displayed as

4.2.6 Immovable Property Declaration

FCI employees must submit/take permission from the concerned department before purchasing or disposing any immovable property such as Land, House, and more. No representative will, aside from with the past information on the recommended position, gain or discard any steadfast property, by rent, contract, buy, deal, blessing or generally either in his/her own name or for the sake of any Member in his/her family.

Step 1: Employee will declare the immovable property in the system with the required information on an annual basis.

Step 2: Once the employee has declared the property, reviewing authority (Manager Personnel Division) will receive the email notification for the review of the request.

Step 3: Reviewing Authority will review the declaration form submitted by employee and forward the request for the further recommendation of approving authority. However, reviewing authority may revert the request in case of discrepancies in the request.

Step 4: Approving authority will receive an email notification to review the recommendations of the reviewing authority on property declaration made by the employee. On approval, the service book of the employee shall be updated with recent declaration details. However in case of rejection, the request shall terminate.

4.2.6.1   Navigation

Left Navigation: Employee Relation >> Property>> Immovable Property Request

4.2.6.2   Landing Page

User shall traverse the navigation as mentioned in Section 4.2.6.1 to reach the Immovable Property Landing Page as shown in Figure 4-80
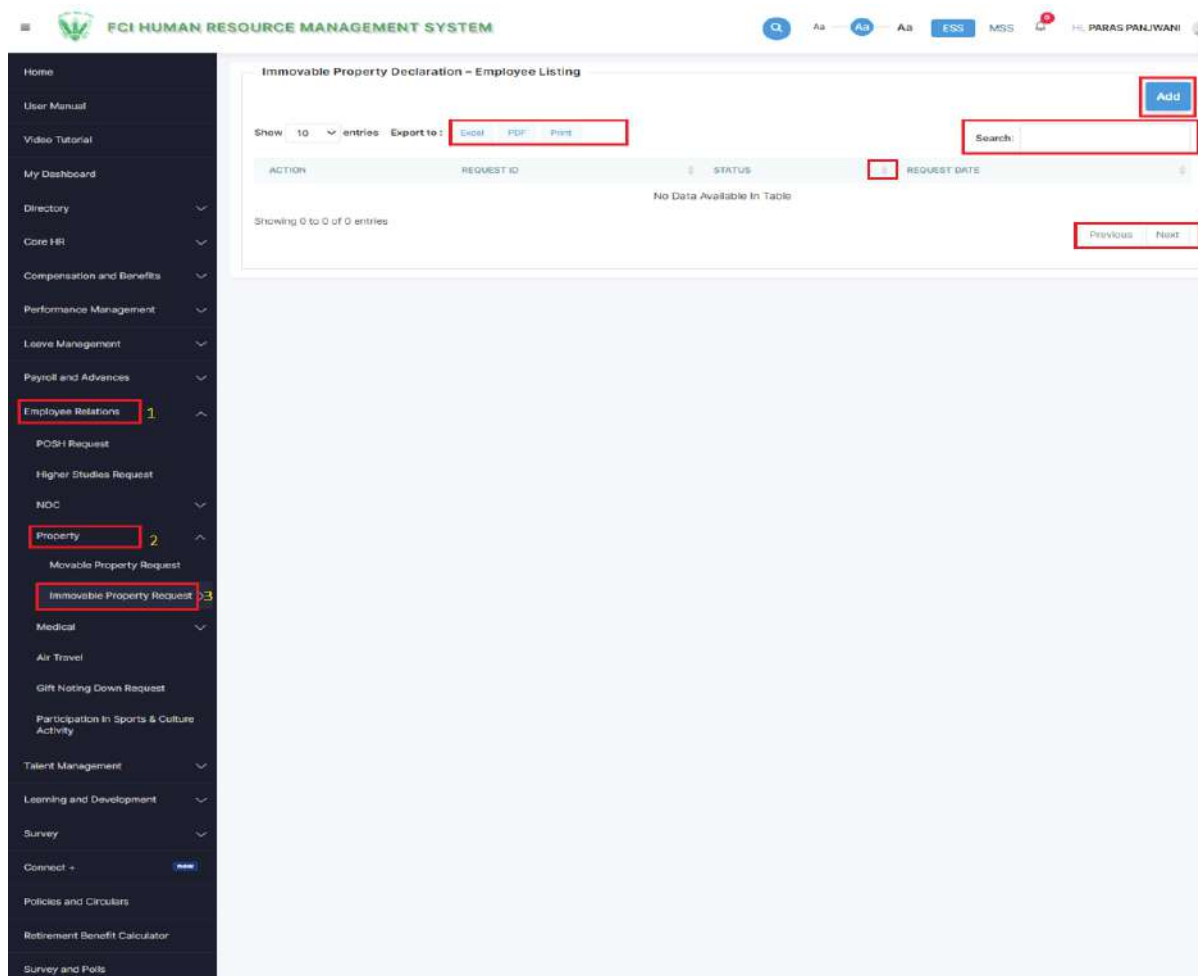

Figure 4-81: Immovable Property Declaration- Employee Listing

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

- Click on [Excel PDF Print] to export the table records in Excel, CSV format or print 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] to add a new Immovable Property Request in the table as mentioned in Section 4.2.6.3 – Add

4.2.6.3 Add

Click on [Add] to open the Immovable Property form as shown in Figure 4-82

Figure 4-82: Immovable Property Declaration Request

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 in Figure 4-83
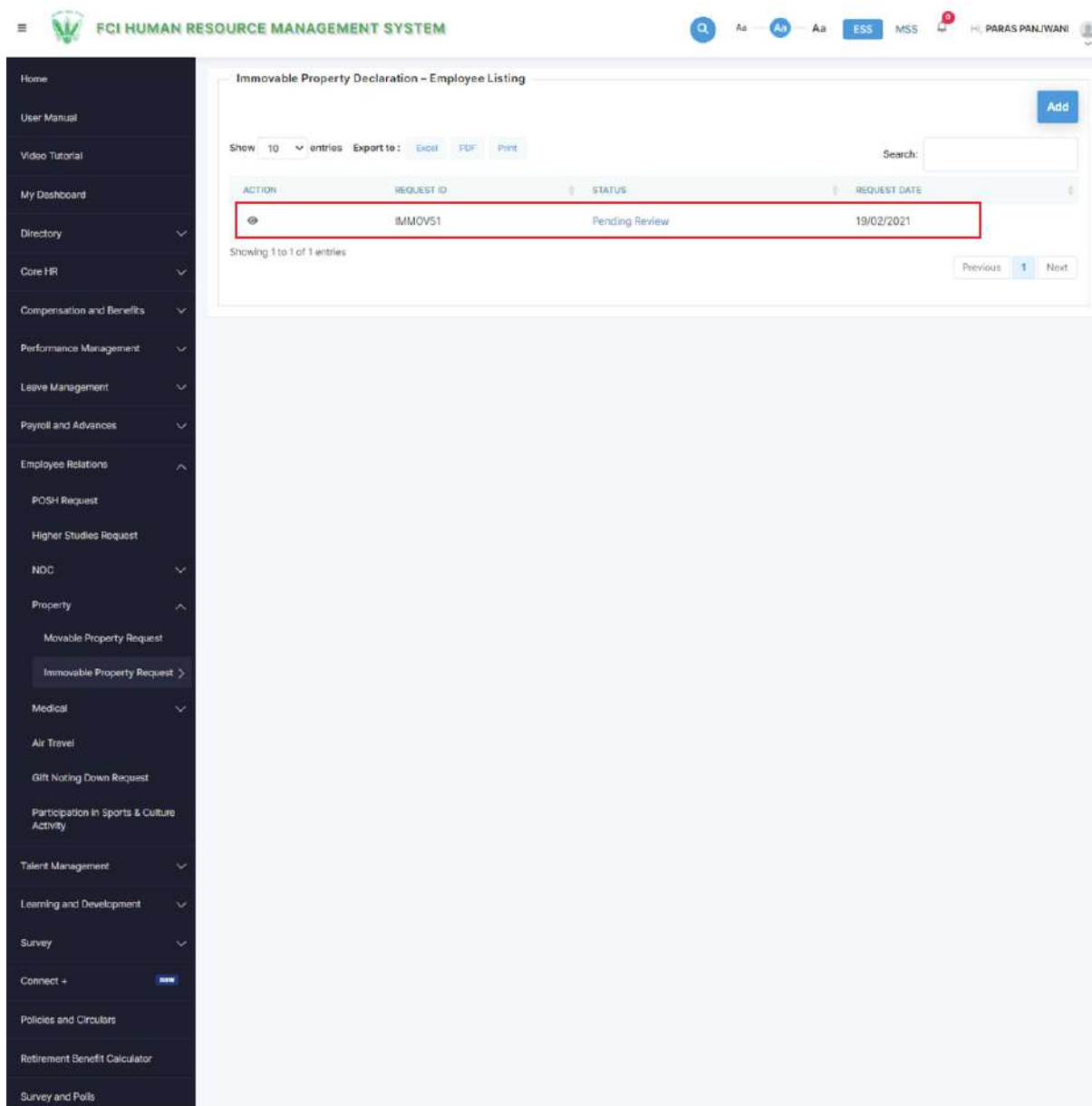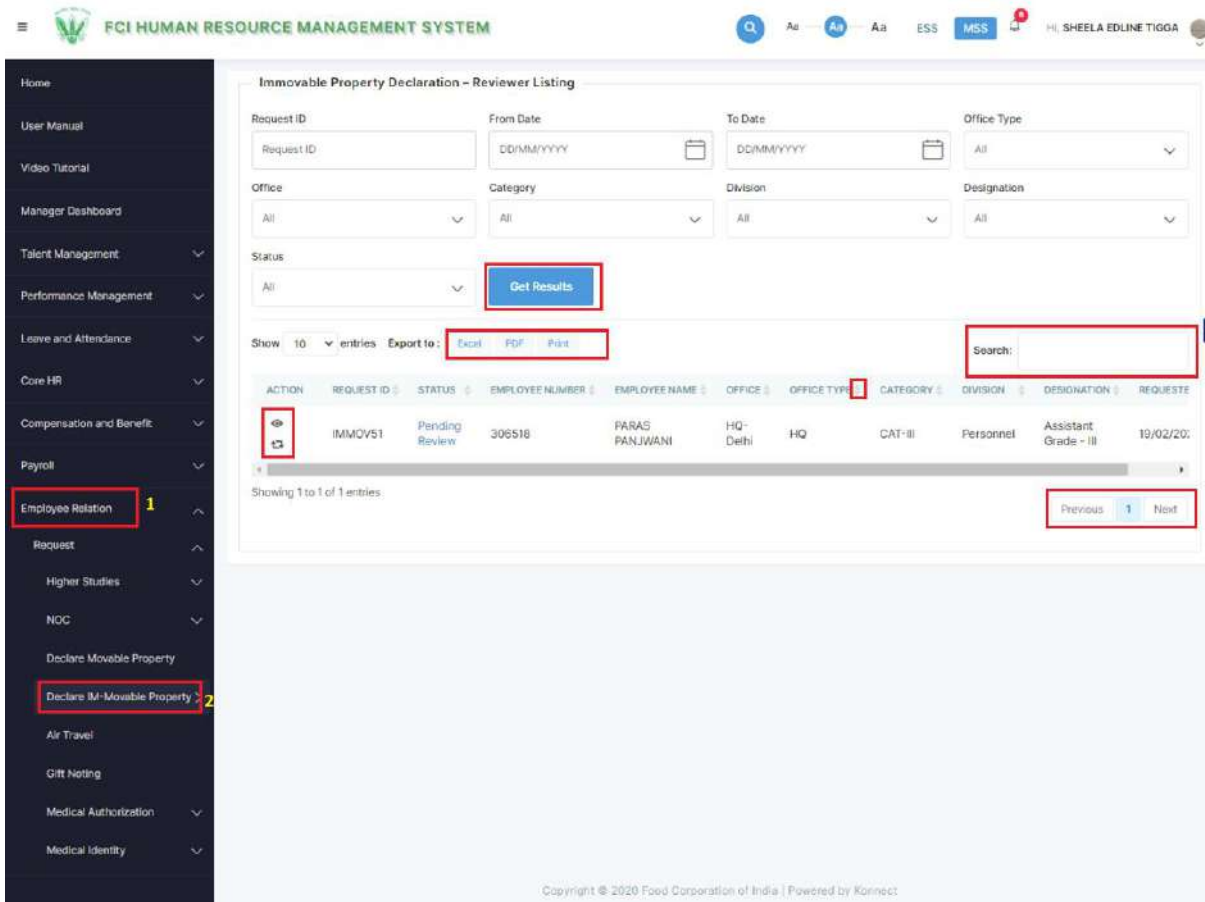
Figure 4-83: Immovable Property Declaration Request Added

The success message will be displayed as

Success! Record Add Sucessfully!

4.2.6.4 Immovable Property Request Reviewer Landing

The submitted request will be forwarded to the Reviewer's landing screen as shown in Figure 4-84

Figure 4-84 Immovable Property Declaration Reviewer Landing

Click on ⟳ as shown in Figure 4-84, to land on Review Immovable Property Declaration request screen as shown in Figure 4-85.

4.2.6.5 Immovable Property Declaration Dispatch

Figure 4-85 Immovable Property Declaration Dispatch

Dispatcher shall be able to perform the following activities from the Dispatch Page:

- Click on [**View Action History**] to view the action taken on the request as shown in Figure 4-85.

- **Add Reviewer** link functionality has been explained in Common Functionalities. **[Please Refer Section 5.1.1 for Add Reviewer]**

- Click on [**Revert**] to revert the request back to the initiator, this request will be listed in the landing page of Initiator with "Reverted" status.

- Click on [**Dispatch**] to dispatch the request and a success message will be displayed as per below image.

Request has been dispatched successfully.   ✕

4.2.6.6 Immovable Property Declaration Review

Figure 4-86: Immovable Property Declaration Review

Reviewer shall be able to perform the following activities from the Review Page.

- Click on to view the action taken on the request as shown in Figure 4-86.

- Click on **Review** to review the request and a success message will be displayed as shown in Figure 4.86.

- Click on **Revert** to revert the request back to the initiator, this request will be listed in the landing page of Initiator.

Figure 4-87: Immovable Property Declaration Review successful

The success will be displayed as

Success! Request has been reviewed successfully.

4.2.6.7 Immovable Property Declaration Request Approver Landing

The request will be forwarded to the approver's landing page as shown in Figure 4-88

Figure 4-88: Immovable Property Declaration Approver Landing

Click on [✔] as shown in Figure 4-88, to land on Approve Request as shown in Figure 4-89.

4.2.6.8 Immovable Property Declaration Approve

Figure 4-89: Immovable Property Declaration Approve

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 4-89.

- Click on **Approve** to approve the request, and a success message will be shown in the Approver Landing Screen for approving the record as shown in Figure 4-89.

- 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.
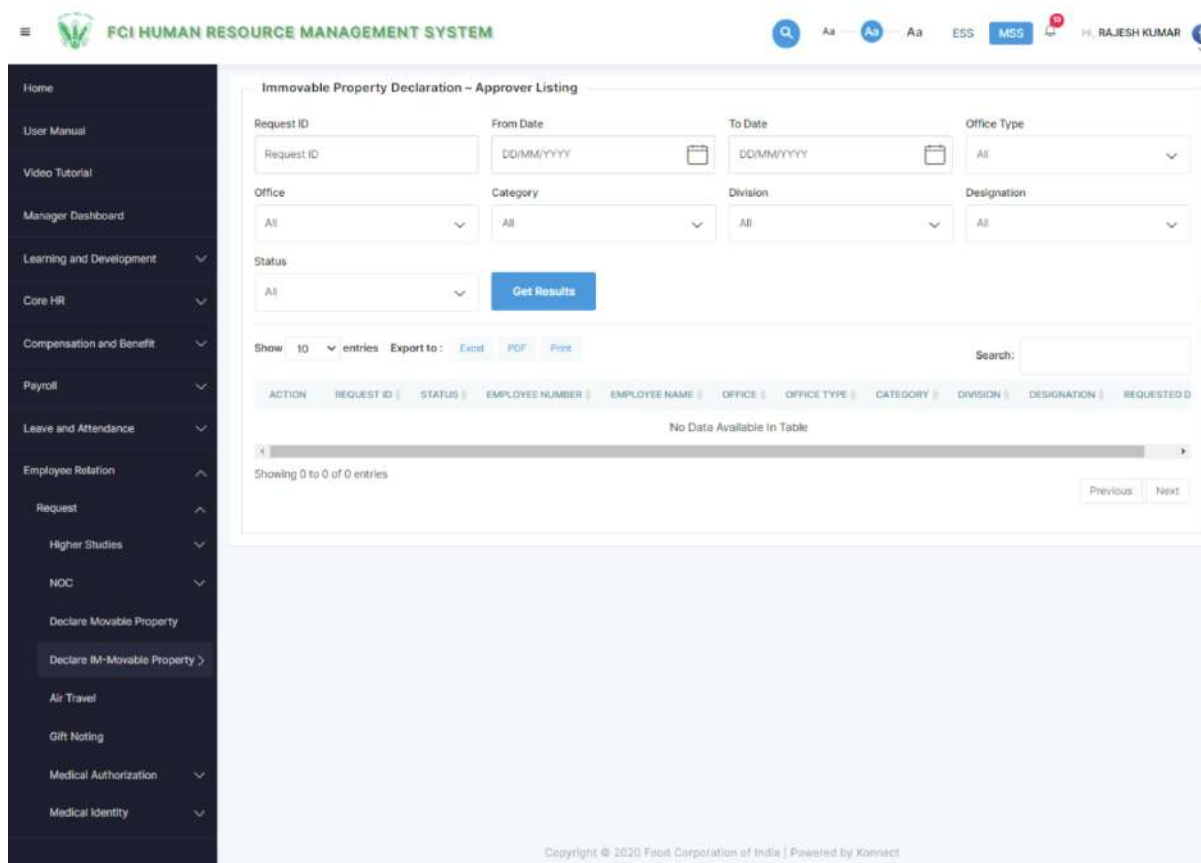
Figure 4-90: Immovable Property Declaration Approved successfully

The success will be displayed as

4.2.7 Medical Identity Card

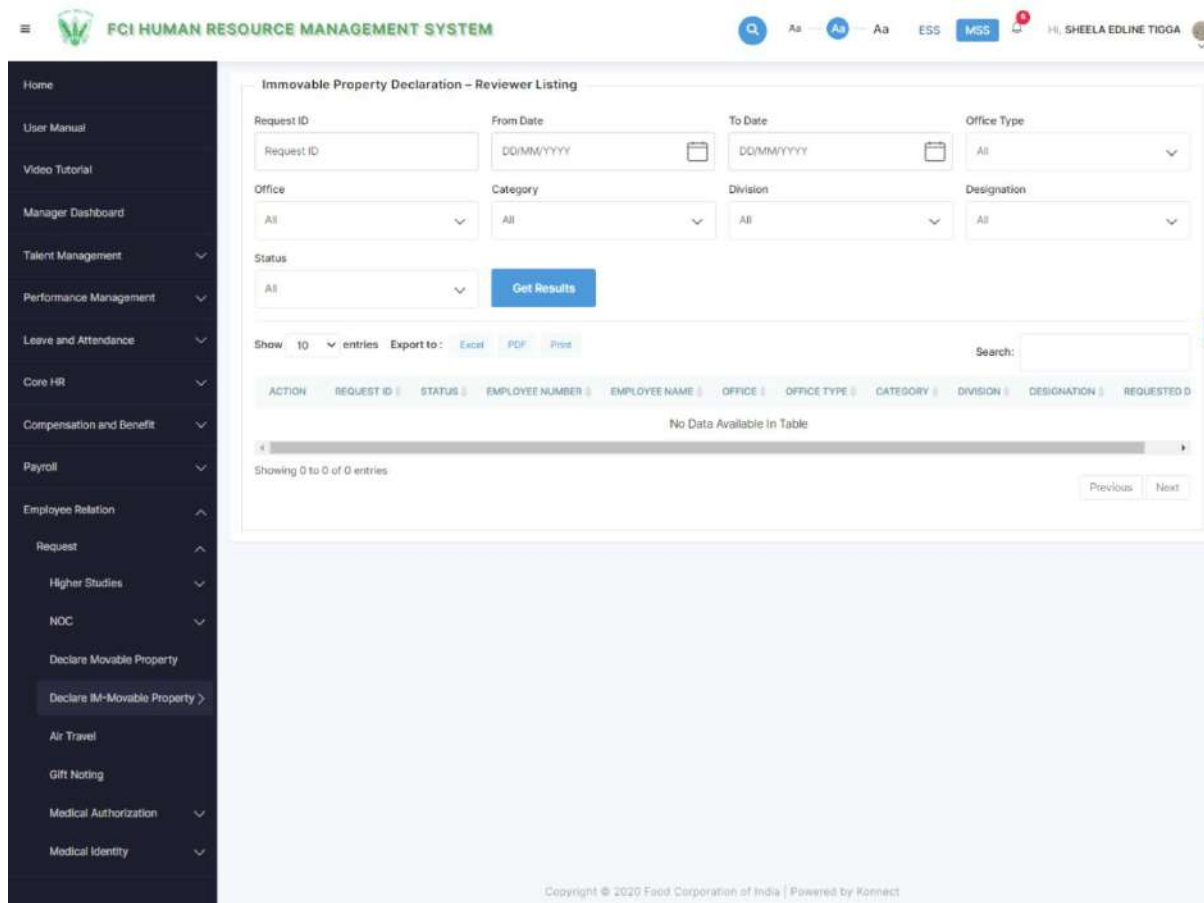Medical Identity Card shall issue to the employees and departmental laborers for availing medical facility at FCI empaneled hospitals. The card consists of group photograph of solely dependent family members with Name, DOB and their relationship with the FCI employee/departmental laborers. Employee needs to submit the application with 3 Family group photograph along with above details based on that three cards will be issued, one will be sent to official concerned, second will be attached with service book and third one will be kept by authorized signatory for verification at the time of issuing authorization letter. For

CAT III & IV Medical identity card are issued by District office. [Circular No. EP-12 -2005-37 dated 09/12/2005]

Step 1: Employee will submit the request for medical identity card with required information and along with required document like (Photo Graphs and employee id).

Step 2: Once the request placed, reviewing authority will review the request and forward it for further proceeding.

Step 3: Once the request reviewed by reviewer, approver authority will provide the final approval.

Step 4: On request approved, system will send the email notification retired employee.

4.2.7.1 Navigation

Left Navigation: Employee Relation >> Medical>> Medical Identity Card

4.2.7.2 Landing Page

User shall traverse the navigation as mentioned in Section 4.2.7.1 to reach the Medical Identity Card Landing Page as shown in Figure 4-91
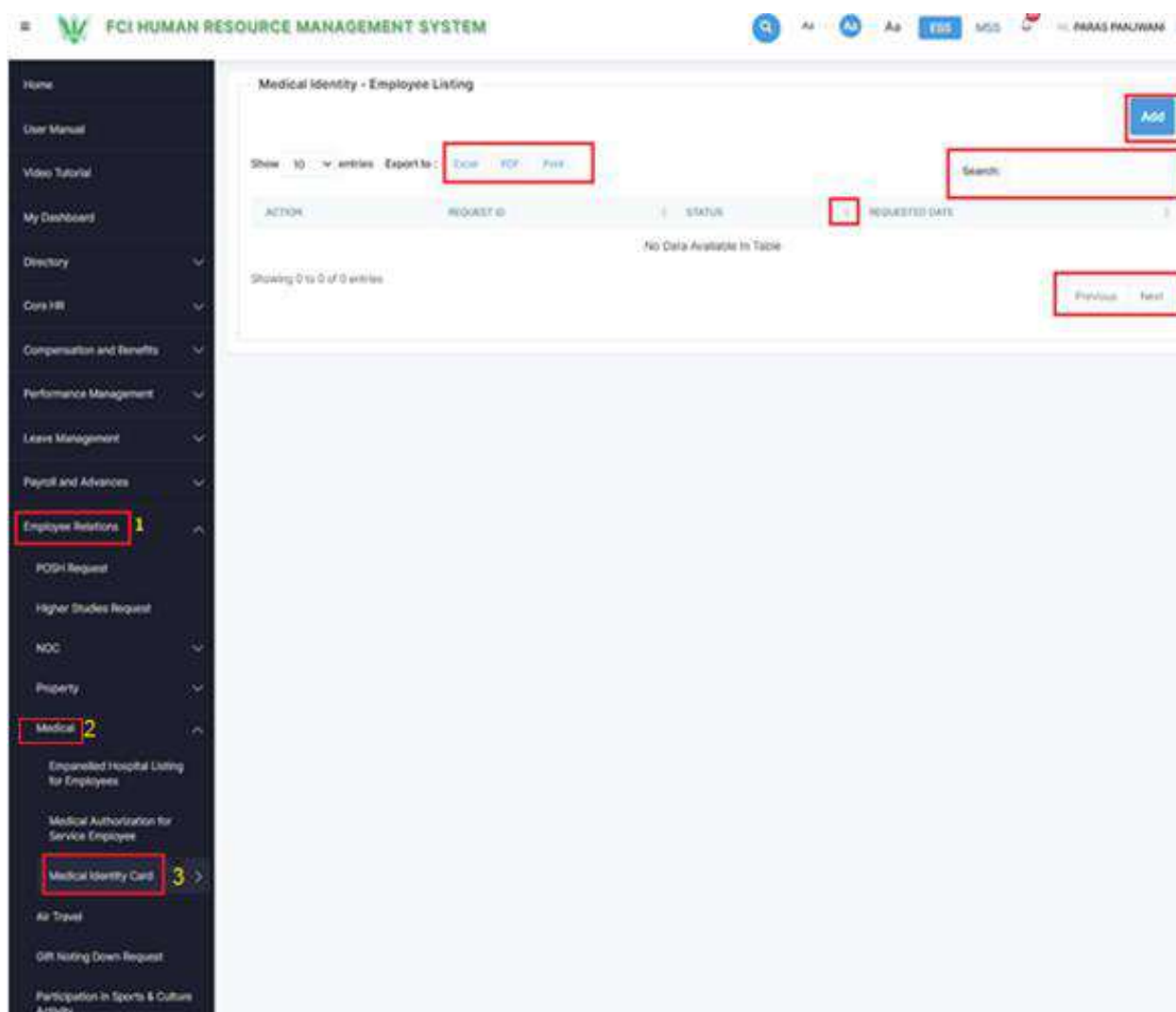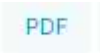
Figure 4-91: Medical Identity- Employee Listing

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

- Click on [Excel] [PDF] [Print] to export the table records in Excel, CSV format or print 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] to add a new Medical Identity Card Request in the table as mentioned in Section 4.2.7.3 – Add

4.2.7.3 Add

Click on [Add] to open the Medical Identity Card request form as shown in Figure 4-92

Figure 4-92: Medical Identity Card Request

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 in Figure 4-92
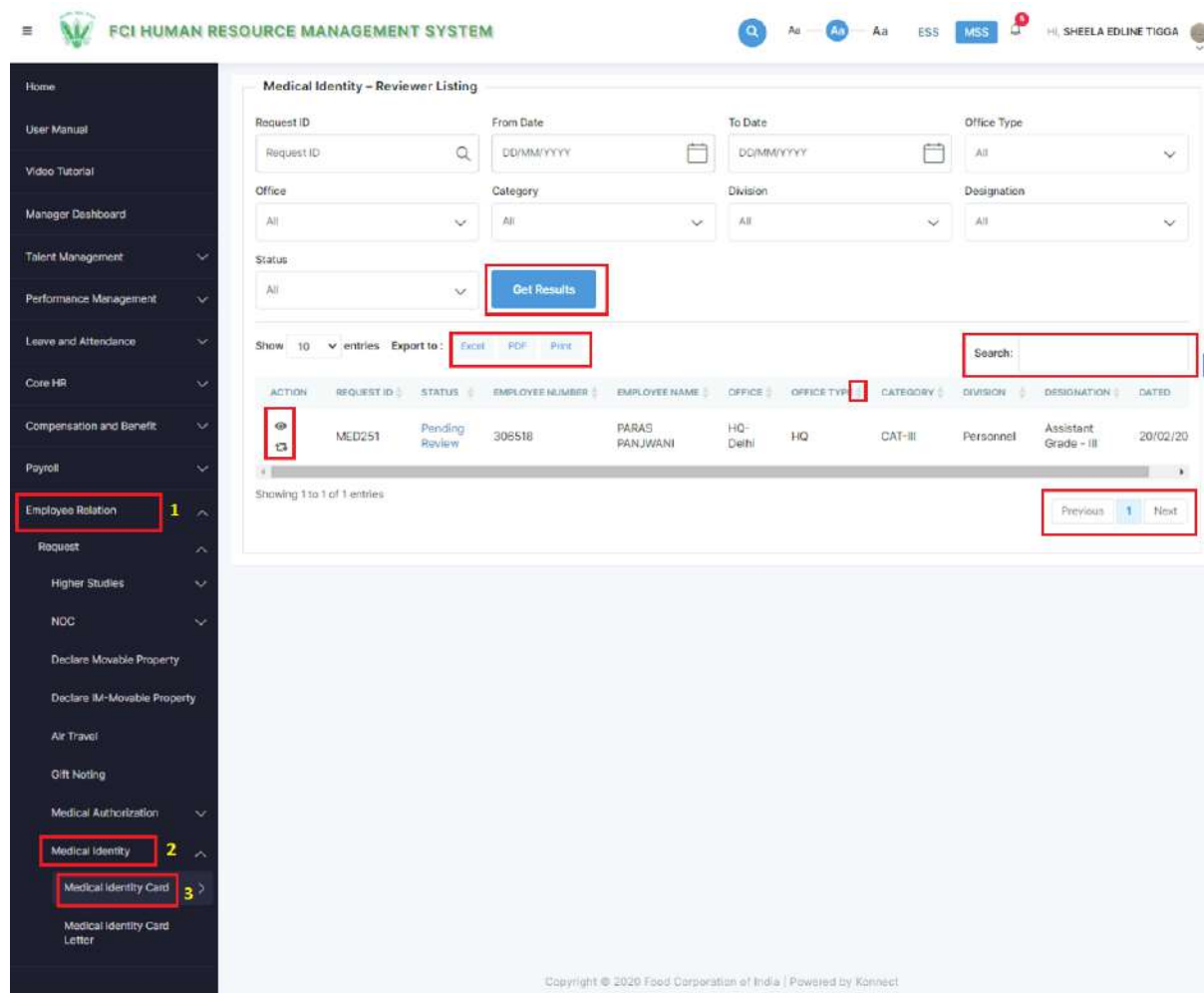
Figure 4-93: Medical Identity Card Request Added

The success message will be displayed as

4.2.7.4 Medical Identity Card Reviewer Landing

The submitted request will be forwarded to the Reviewer's landing screen as shown in Figure 4-94

Figure 4-94 Medical Identity Card Reviewer Landing

Click on ⟳ as shown in Figure 4-94, to land on Medical Identity Card Review screen as shown in Figure 4-95.

4.2.7.5 Medical Identity Card Dispatch
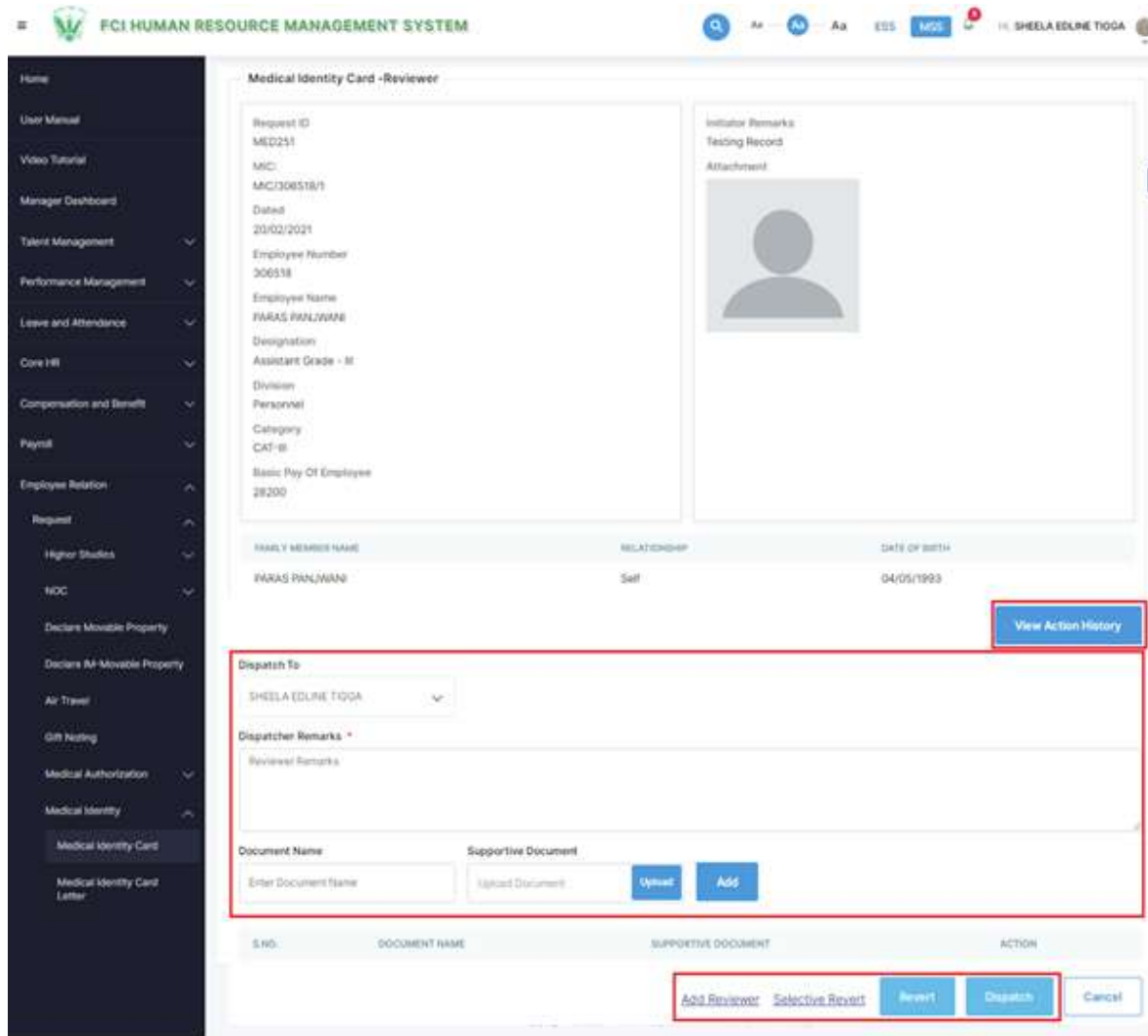
Figure 4-95 Medical Identity Card Dispatch

Dispatcher shall be able to perform the following activities from the Dispatch Page:

- Click on **View Action History** to view the action taken on the request as shown in Figure 4-95.

- **Add Reviewer** link functionality has been explained in Common Functionalities. **[Please Refer Section 5.1.1 for Add Reviewer]**

- Click on **Revert** to revert the request back to the initiator, this request will be listed in the landing page of Initiator with "Reverted" status.

- Click on **Dispatch** to dispatch the request and a success message will be displayed as per below image.

Request has been dispatched successfully.

4.2.7.6 Medical Identity Card Review
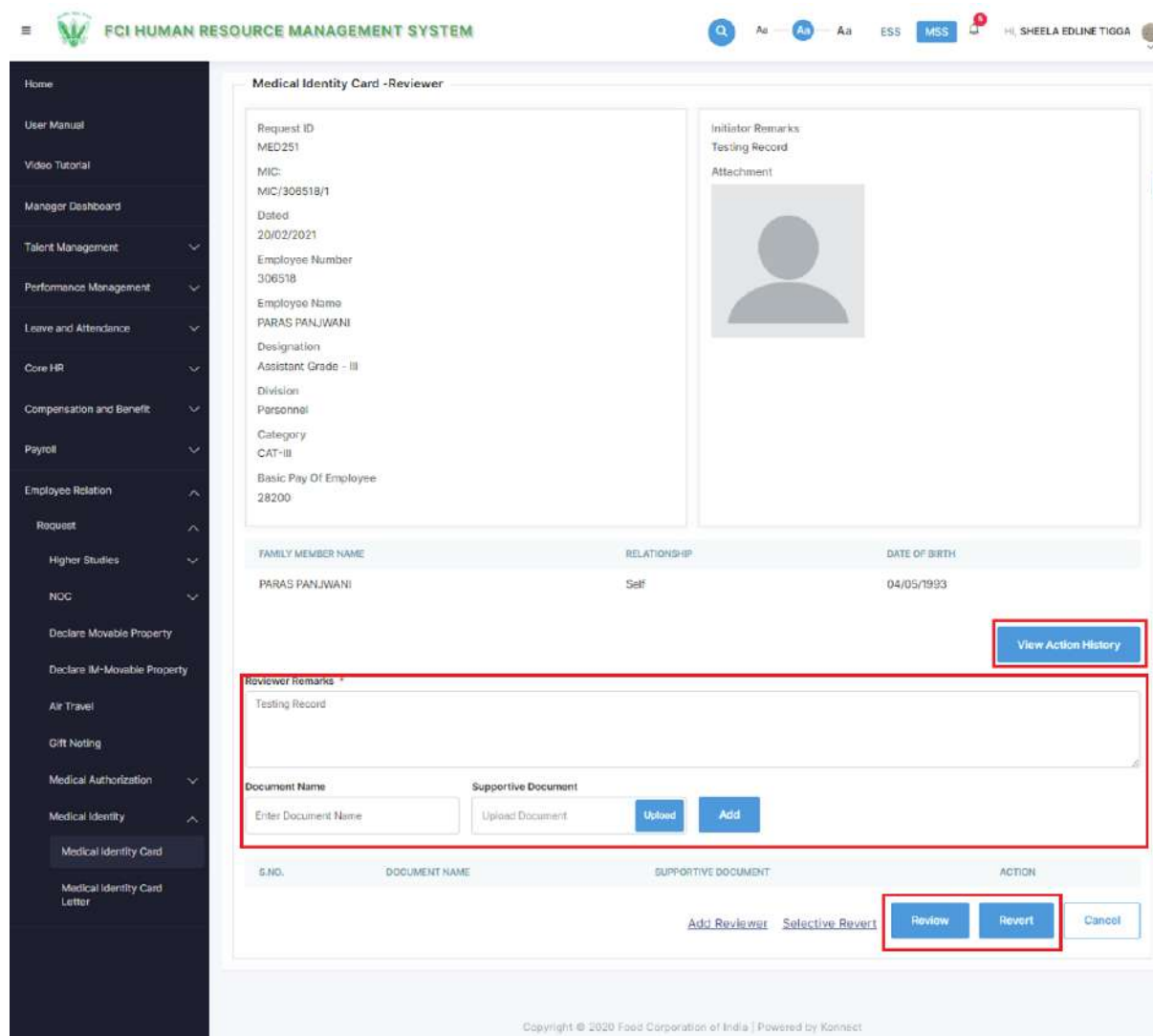
Figure 4-96: Medical Identity Card Review

Reviewer shall be able to perform the following activities from the Review Page.

- Click on **View Action History** to view the action taken on the request as shown in Figure 4-96.

- Click on **Review** to review the request and a success message will be displayed as shown in Figure 4-97.

- Click on **Revert** to revert the request back to the initiator, this request will be listed in the landing page of Initiator.
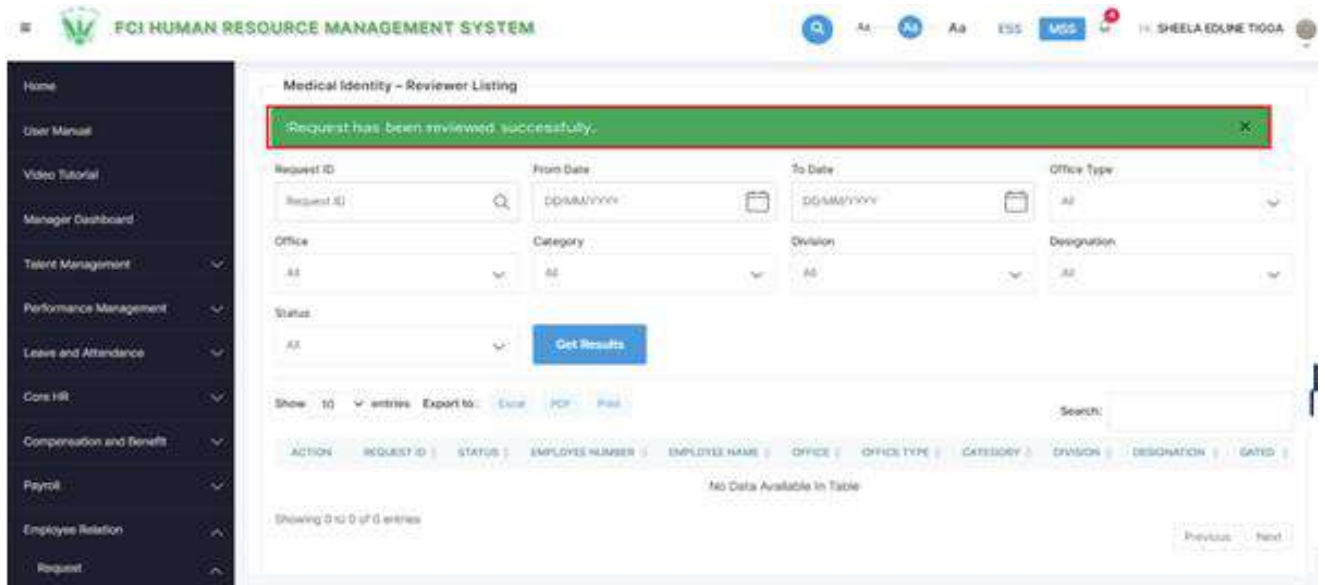
Figure 4-97: Medical Identity Card Review successful

4.2.7.7 Medical Identity Card Approver Landing

The request will be forwarded to the approver's landing page as shown in Figure 4-98
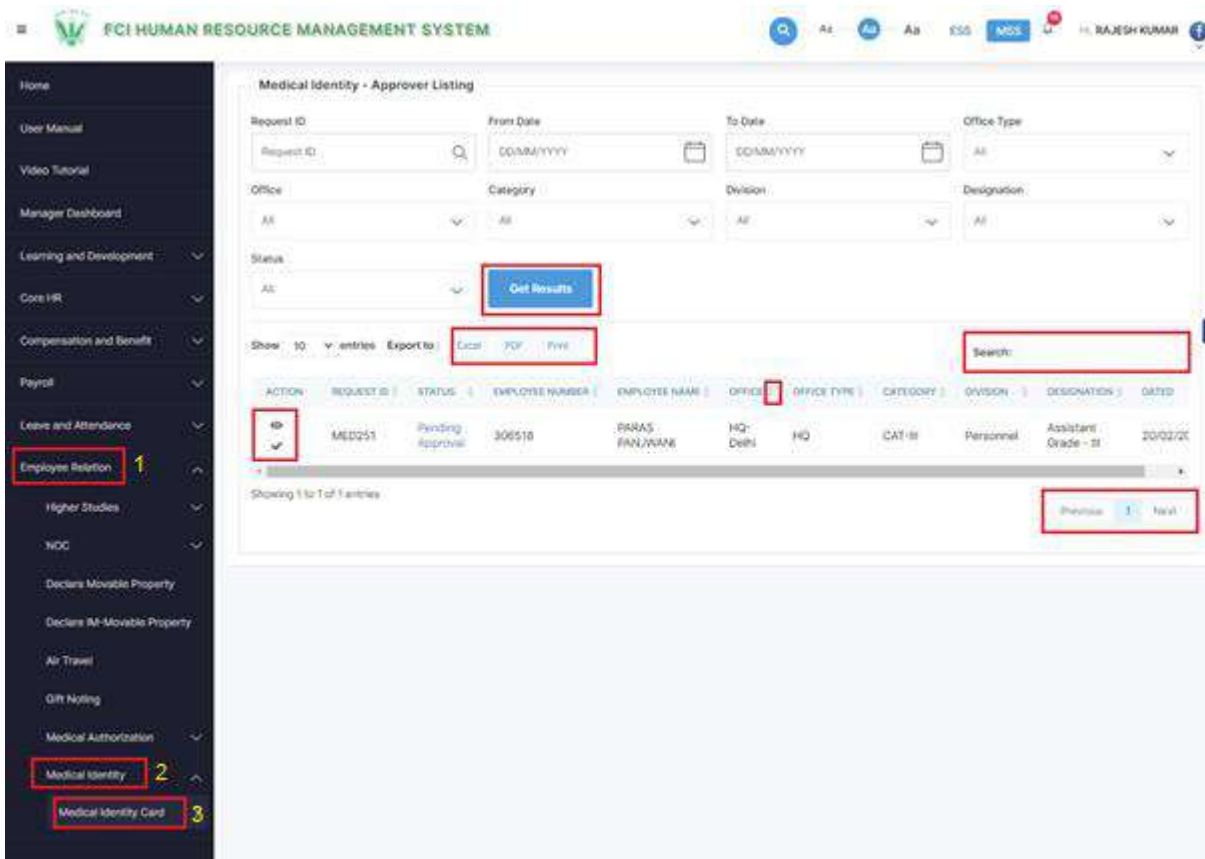
Figure 4-98: Medical Identity Card Approver Landing

Click on ✔ as shown in Figure 4-98, to land on Approve Request as shown in Figure 4-99

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4.2.7.8 Medical Identity Card Approver
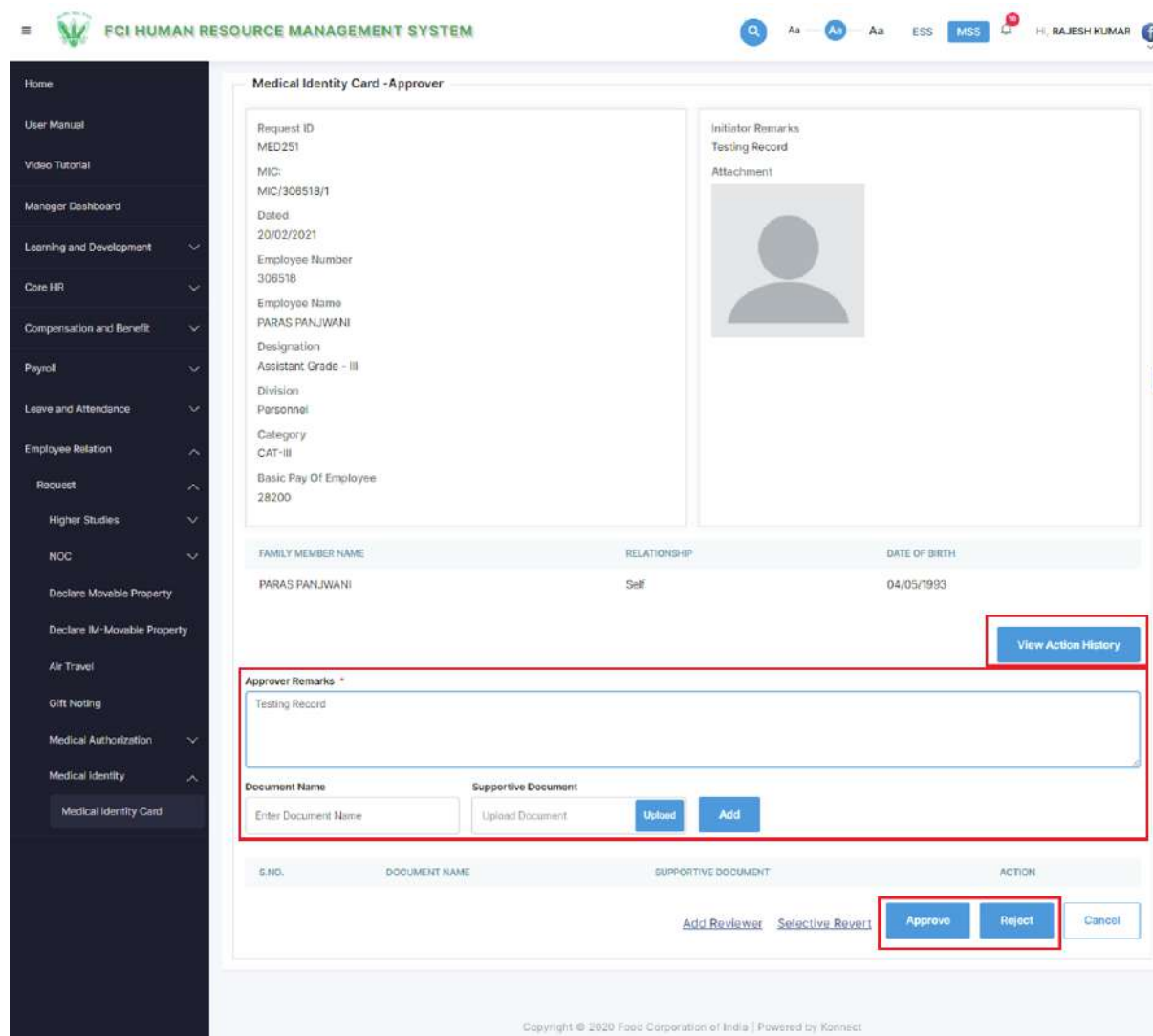
Figure 4-99: Medical Identity Card Approve

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 4-99.

- Click on **Approve** to approve the request, and a success message will be shown in the Approver Landing Screen for approving the record as shown in Figure 4-100.

- 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.
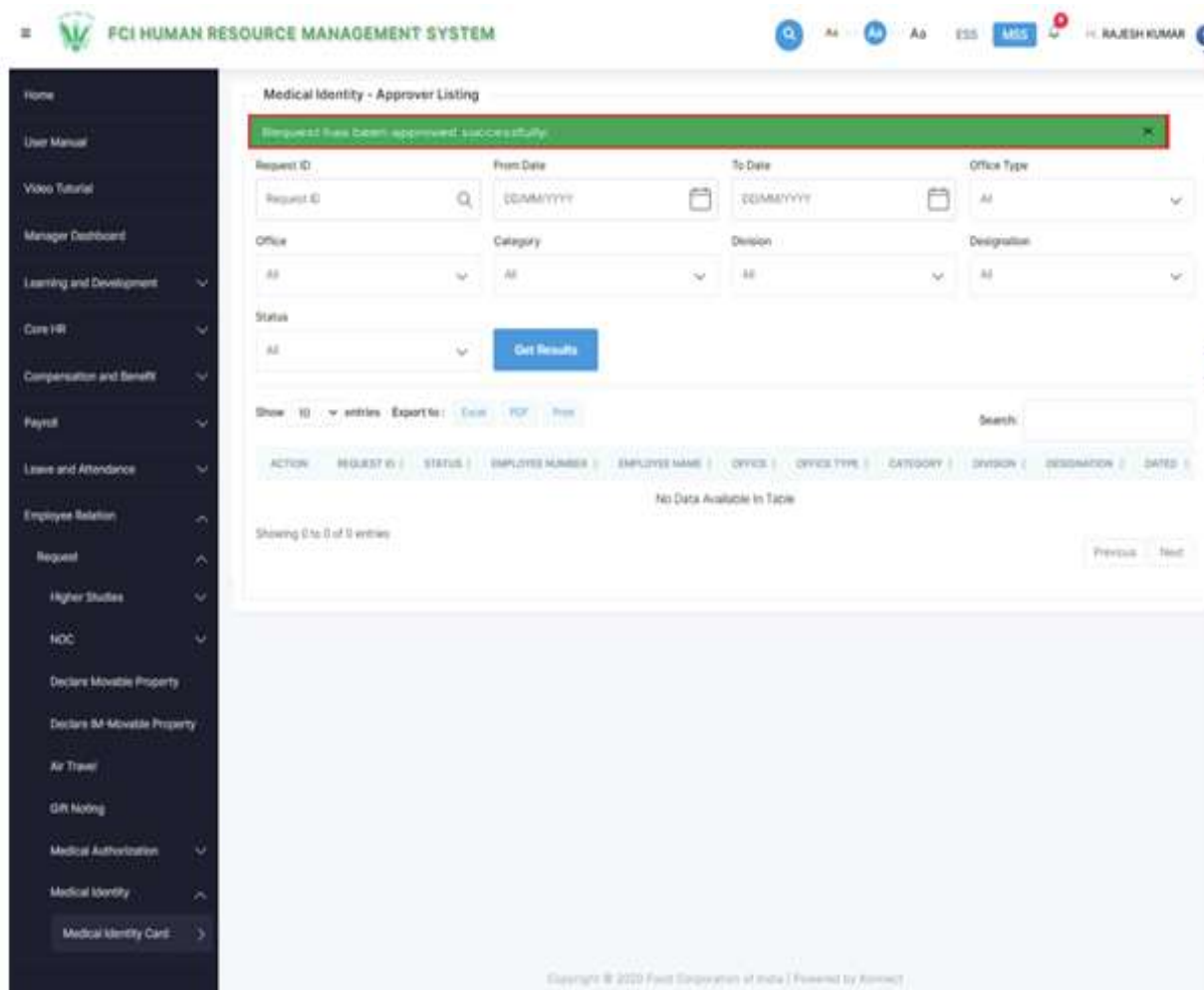
Figure 4-100: Medical Identity Card Approved successfully

The success will be displayed as

4.2.8 Medical Authorization Service Employee

In this process, any serving employees can request for medical authorization letter to IRS division to avail medical facility at empaneled hospital for any dependent. IRS division checks for FAR issued by hospital and employee scale pay along with amount that employees are eligible for.

Step 1: Employee will raise a request for medical authorization with the required information and documents.

Step 2: Once the request raised, reviewing authority will review the request submitted by employee and update his/her comments into the system and forward for the further preceding.

Step 3: Once the request has been reviewed by reviewer, approving authority will review and share approval on the same.

Step 4: On approval of the request, system will send the email notification.

4.2.8.1   Navigation

Left Navigation: Employee Relation >> Medical >> Medical Authorization Service Employee

4.2.8.2   Landing Page

User shall traverse the navigation as mentioned in Section 4.2.8.1 to reach the Medical Authorization Service Employee Landing Page as shown in Figure 4-101.
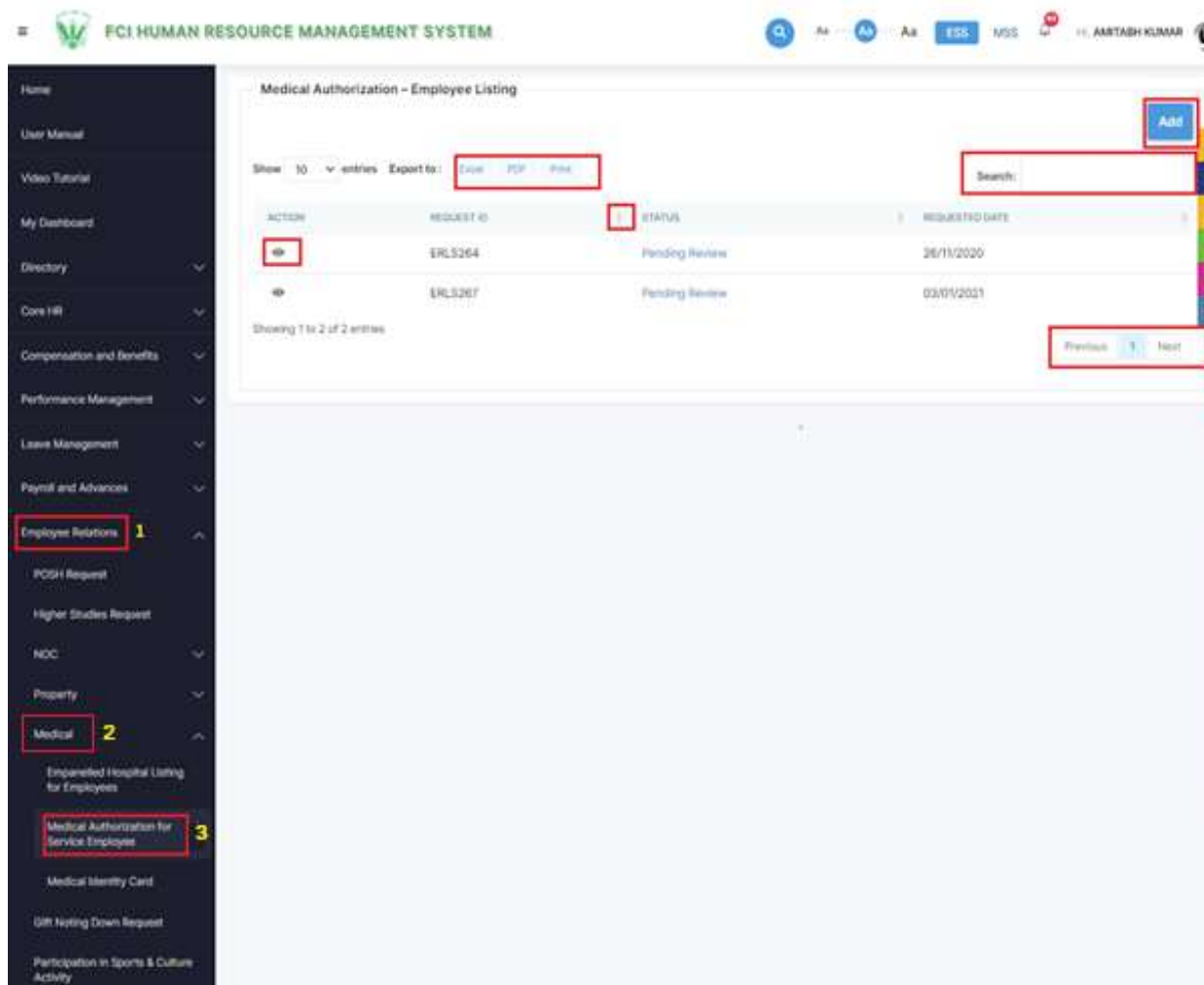
Figure 4-101: Medical Authorization Service Employee

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

- Click on [Excel PDF Print] to export the table records in Excel, CSV format or print 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] to add a new Medical Authorization Request in the table as mentioned in Section 4.2.8.3 – Add

4.2.8.3 Add

Click on [Add] to open the Medical Authorization request form as shown in Figure 4-102

Figure 4-102: Medical Authorization Service Employee Request

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 in Figure 4-103

Figure 4-103: Medical Authorization Request Added

The success message will be displayed as

4.2.8.4 Medical Authorization Service Employee Reviewer Landing

The submitted request will be forwarded to the Reviewer's landing screen as shown in Figure 4-104

Figure 4-104 Medical Authorization for Service Employee Reviewer Landing

Click on ⇄ as shown in Figure 4-104, to land on Medical Authorization Review screen as shown in Figure 4-105.

4.2.8.5 Medical Authorization Service Employee Dispatch
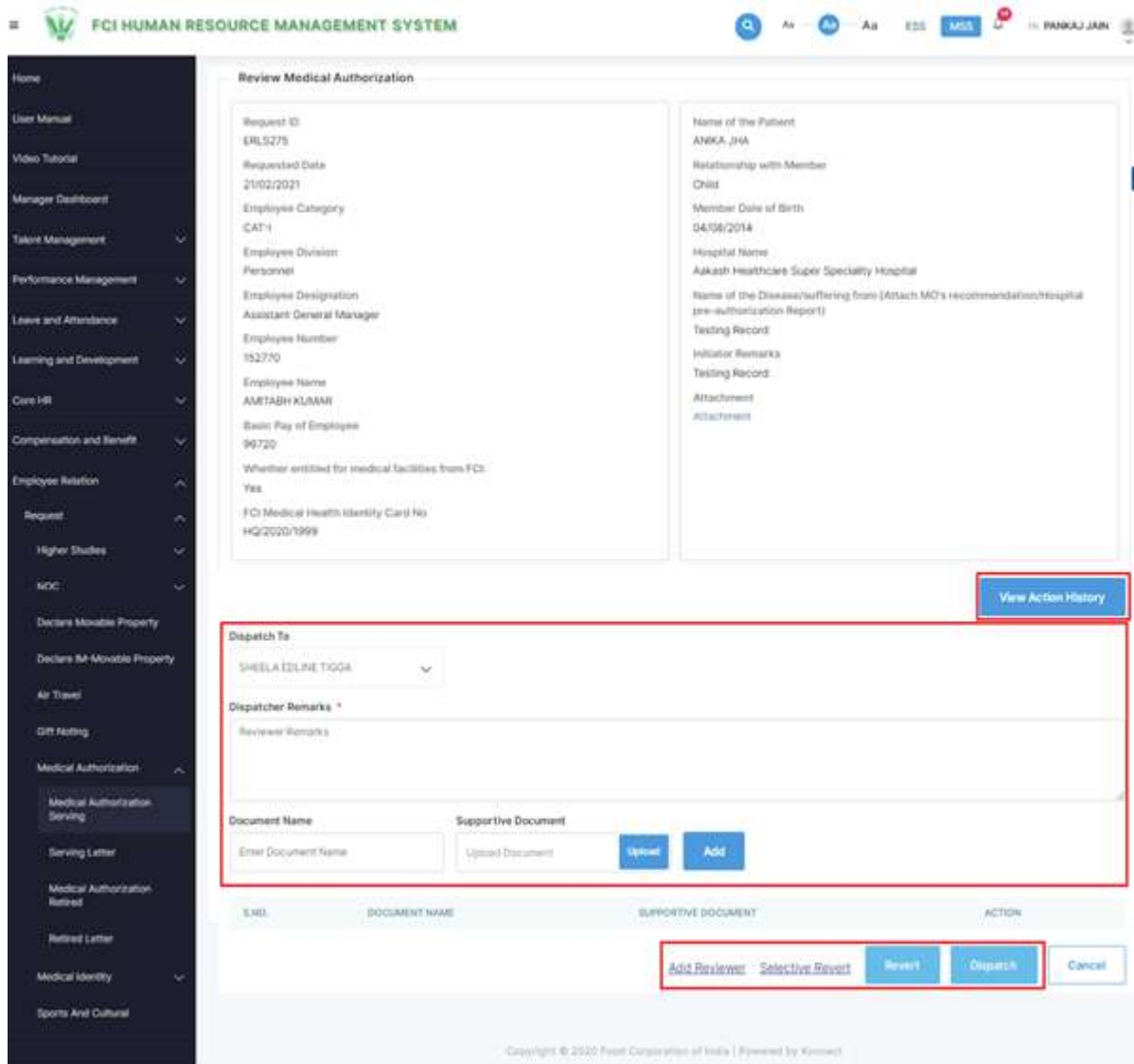
Figure 4-105 Medical Authorization Service Employee Dispatch

Dispatcher shall be able to perform the following activities from the Dispatch Page:

- Click on **View Action History** to view the action taken on the request as shown in Figure 4-105.

- **Add Reviewer** link functionality has been explained in Common Functionalities. **[Please Refer Section 5.1.1 for Add Reviewer]**

- Click on **Revert** to revert the request back to the initiator, this request will be listed in the landing page of Initiator with "Reverted" status.

- Click on **Dispatch** to dispatch the request and a success message will be displayed as per below image.

Request has been dispatched successfully.

4.2.8.6 Medical Authorization Service Employee Review

Figure 4-106: Medical Authorization Service Review

Reviewer shall be able to perform the following activities from the Review Page.

- Click on **View Action History** to view the action taken on the request as shown in Figure 4-106.

- Click on **Review** to review the request and a success message will be displayed as shown in Figure 4. 106.

- Click on **Revert** to revert the request back to the initiator, this request will be listed in the landing page of Initiator.
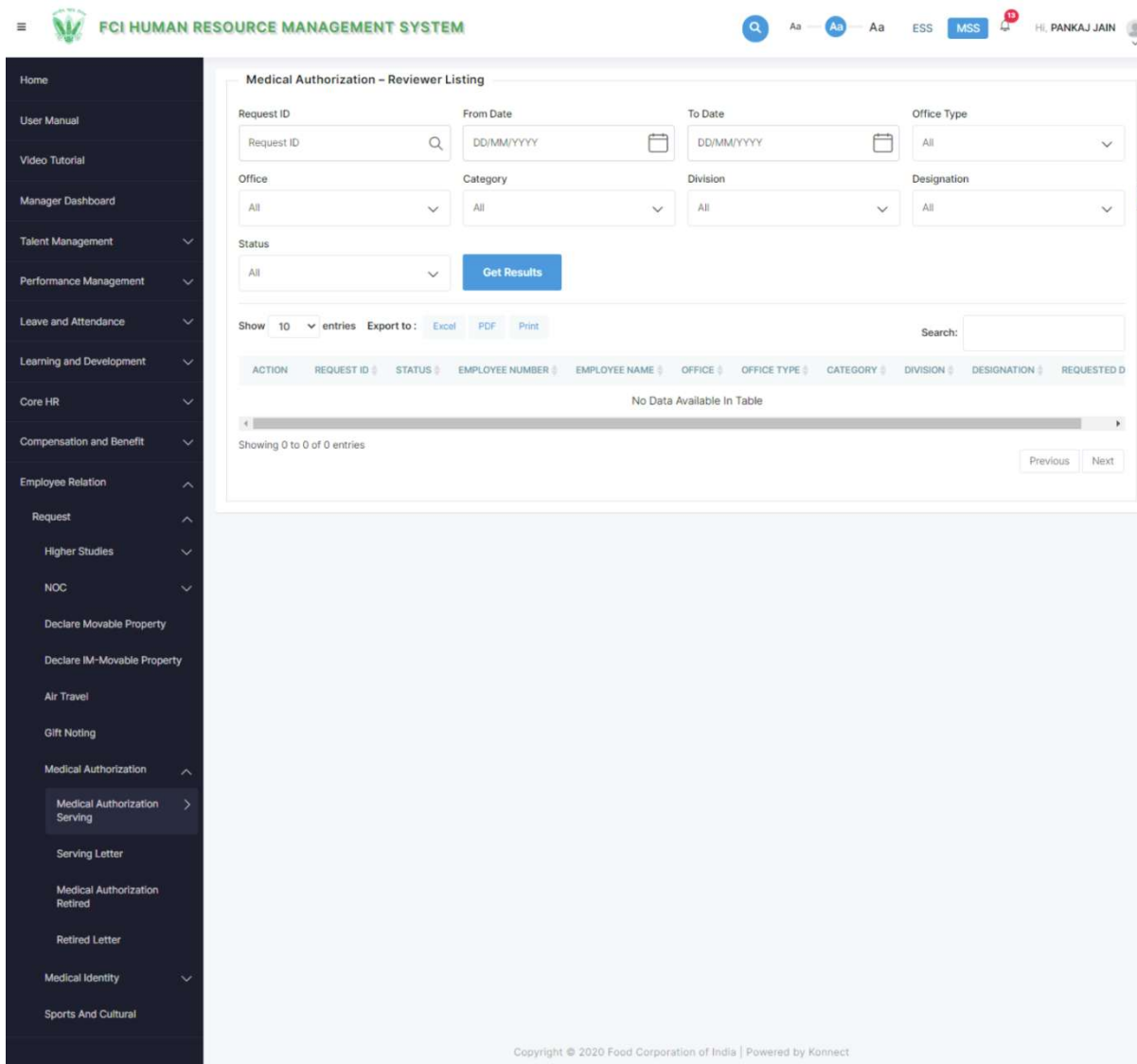
Figure 4-107: Medical Authorization Service Reviewed successfully

The success will be displayed as

Success Request has been reviewed successfully.

4.2.8.7 Medical Authorization Service Employee Approver Landing

The request will be forwarded to the approver's landing page as shown in Figure 4-107

Figure 4-108: Medical Authorization Approver Landing

Click on ✔ as shown in Figure 4-108, to land on Approve Request as shown in Figure 4-109.

4.2.8.8 Medical Authorization Service Employee Approve

Figure 4-109: Medical Authorization Approve

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 4-109.

- Click on **Approve** to approve the request, and a success message will be shown in the Approver Landing Screen for approving the record as shown in Figure 4-109

- 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.
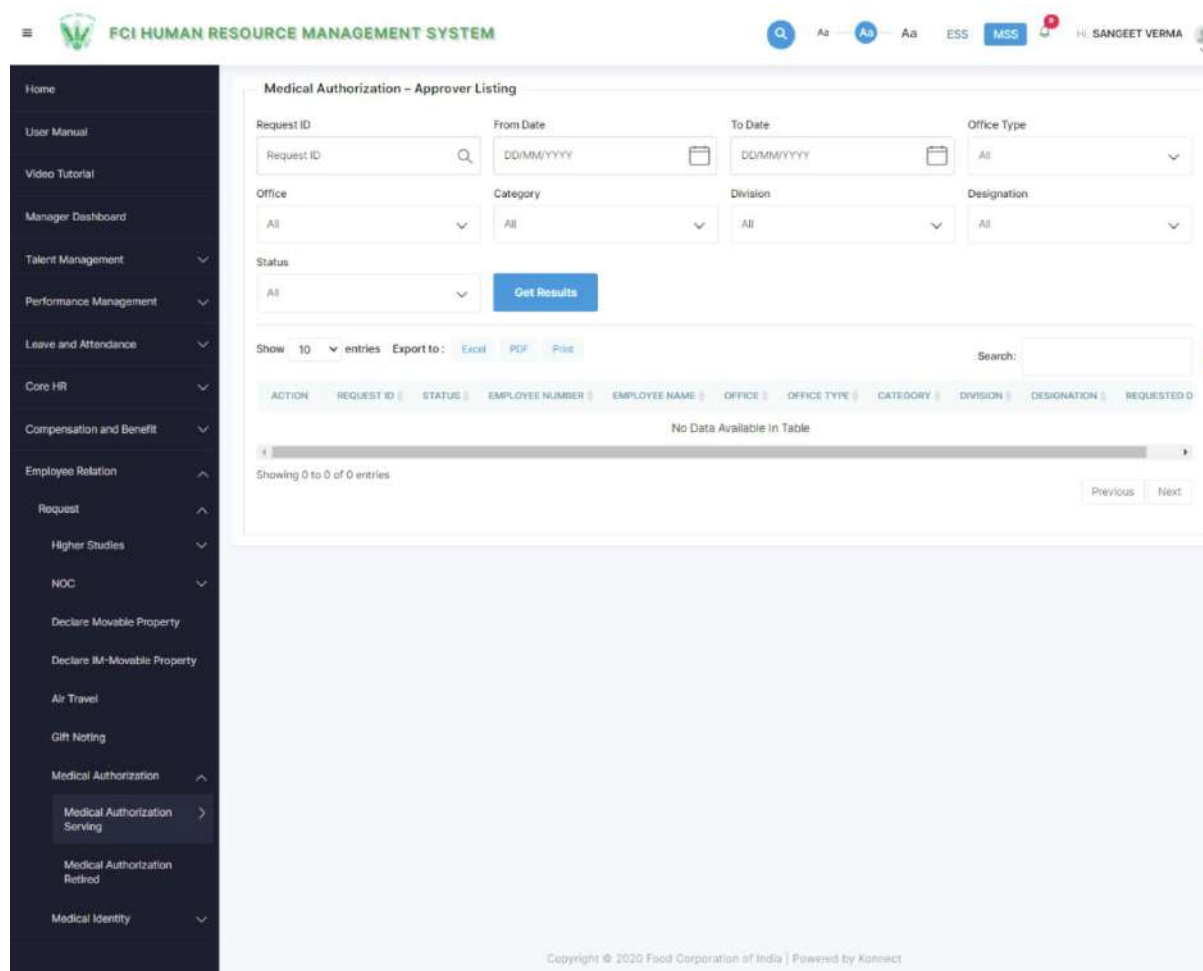
Figure 4-110: Medical Authorization Approve successful

The success will be displayed as

Success! Request has been approved successfully.

4.2.9 Gift Noting

In this process, employee needs to send the intimation for Gift value worth more than Rupees 50,000 to Personnel Department (E2). Personnel Department will verify the request for gift received and update the employee personnel records and service book.

Step 1: Employee will raise a request for Gift with the supportive document.

Step 2: Once the request has been raised, system will send email notification to reviewer for the further preceding.

Step 3: Reviewer will review the request and submit the final recommendation and send it for further proceeding.

Step 4: Once the reviewing authority submitted the recommendation, Approval Authority will receive an email notification for further proceeding.

Step 5: Approval Authority approves the request based on reviewer recommendation.

4.2.9.1 Navigation

Left Navigation: Employee Relation >> Gift Noting

4.2.9.2 Landing Page

User shall traverse the navigation as mentioned in Section 4.2.9.1 to reach the Gift Noting Landing Page as shown in Figure 4-111
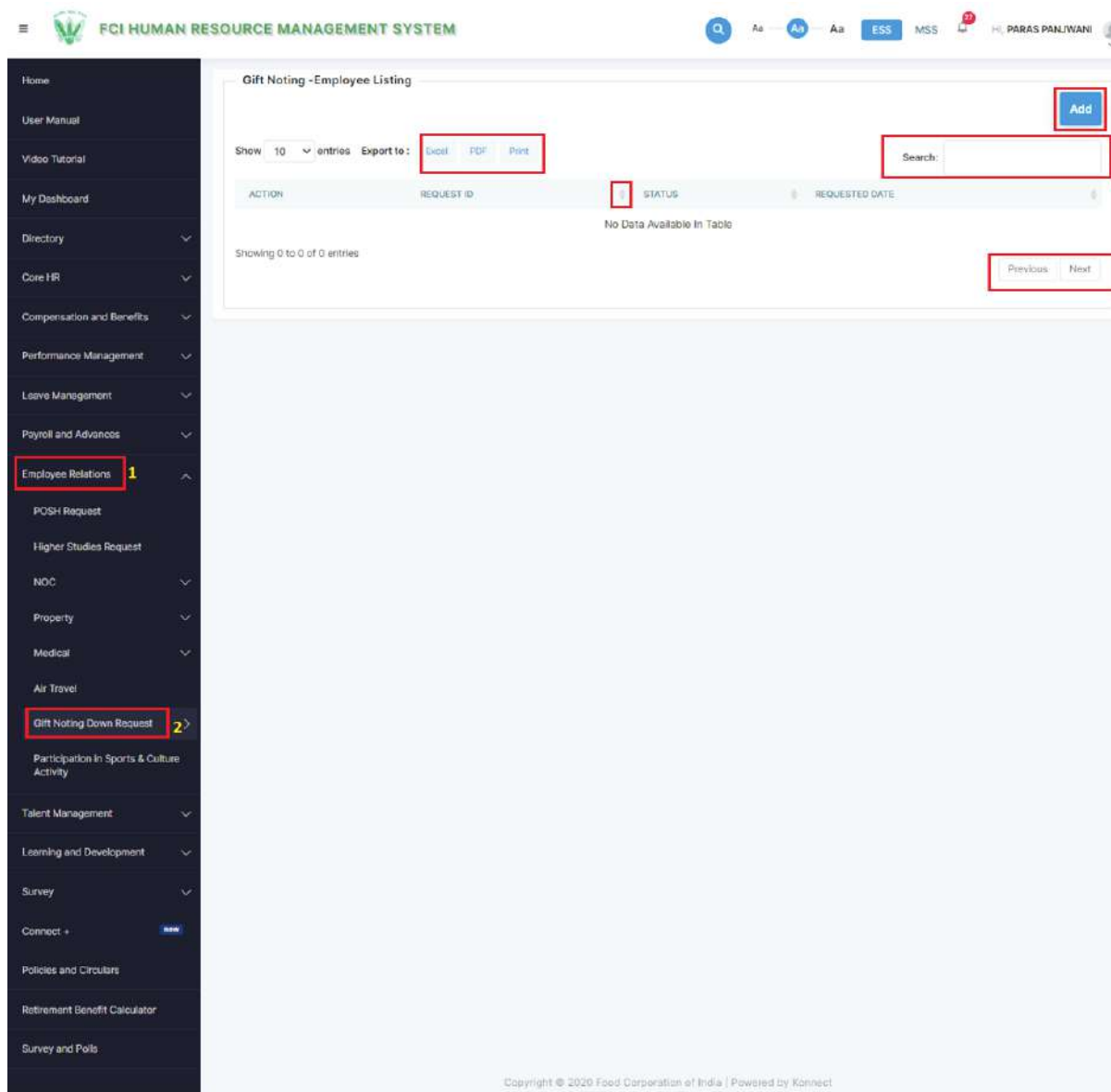
Figure 4-111: Gift Noting
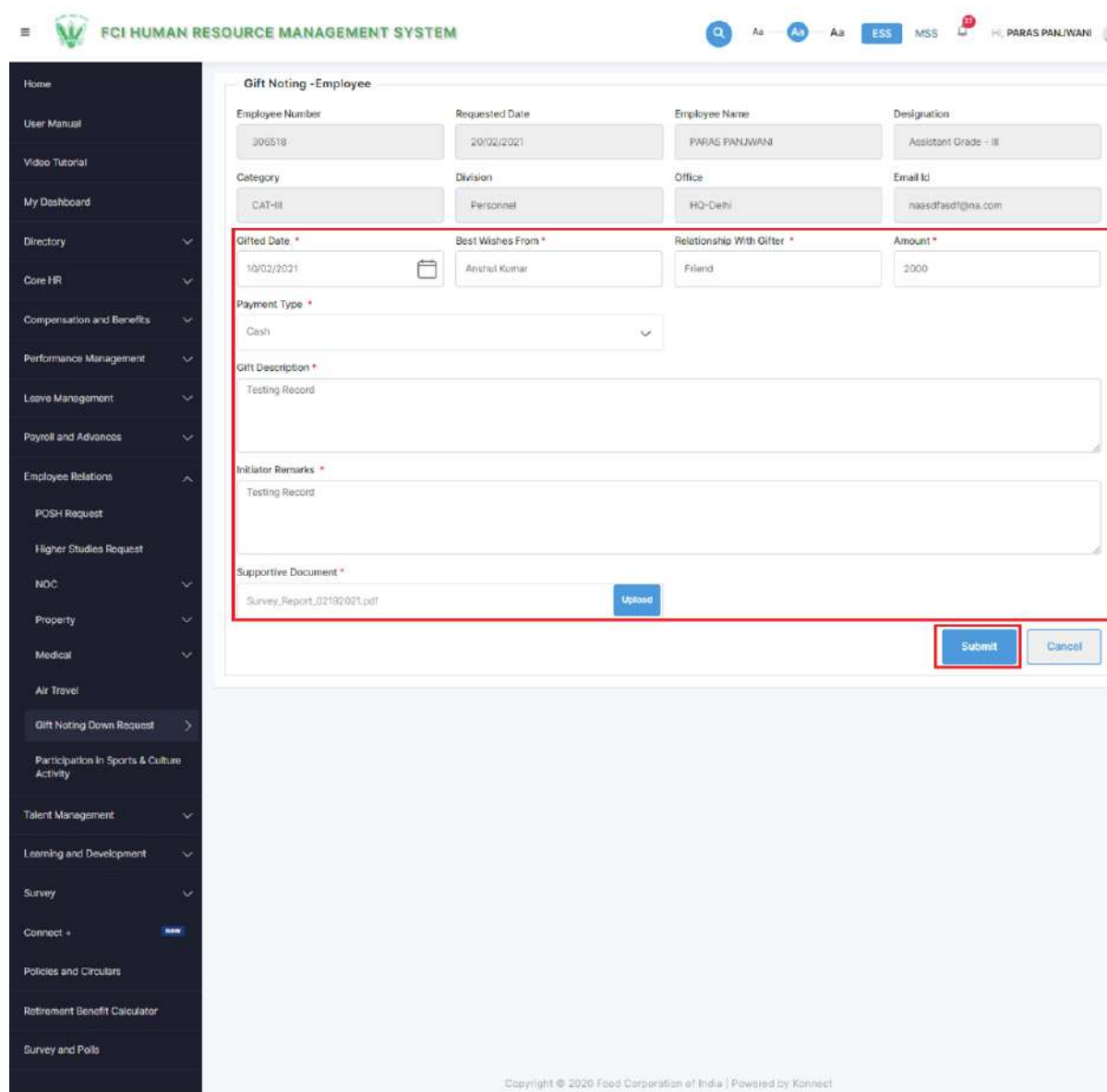
User shall be able to perform the following activities from the landing page:

- Click on   Excel PDF Print   to export the table records in Excel, CSV or print 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 Previous 1 Next to navigate table records

- Click on **Add** to add a new gift noting request in the table as mentioned in Section 4.2.9.3 – Add

4.2.9.3 Add

Click on **Add** to open the Gift Noting request form as shown in Figure 4-112

Figure 4-112: Gift Noting- Employee

Enter the details and click on [Submit] such that a success message will be shown in the Gift Noting Landing Page for addition of a new record in the table as shown in Figure 4-113
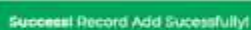
Figure 4-113: New Gift Noting Request Added

The success message will be displayed as

Success Record Add Sucessfully!

4.2.9.4 Gift Noting Request Reviewer Landing

The submitted request will be listed in the Reviewer's landing screen as shown in Figure 4-114

Figure 4-114 Gift Noting Reviewer Landing

Click on 🔁 as shown in Figure 4-114, to land on Review gift Noting request screen as shown in Figure 4-115.

4.2.9.5 Gift Noting Dispatch
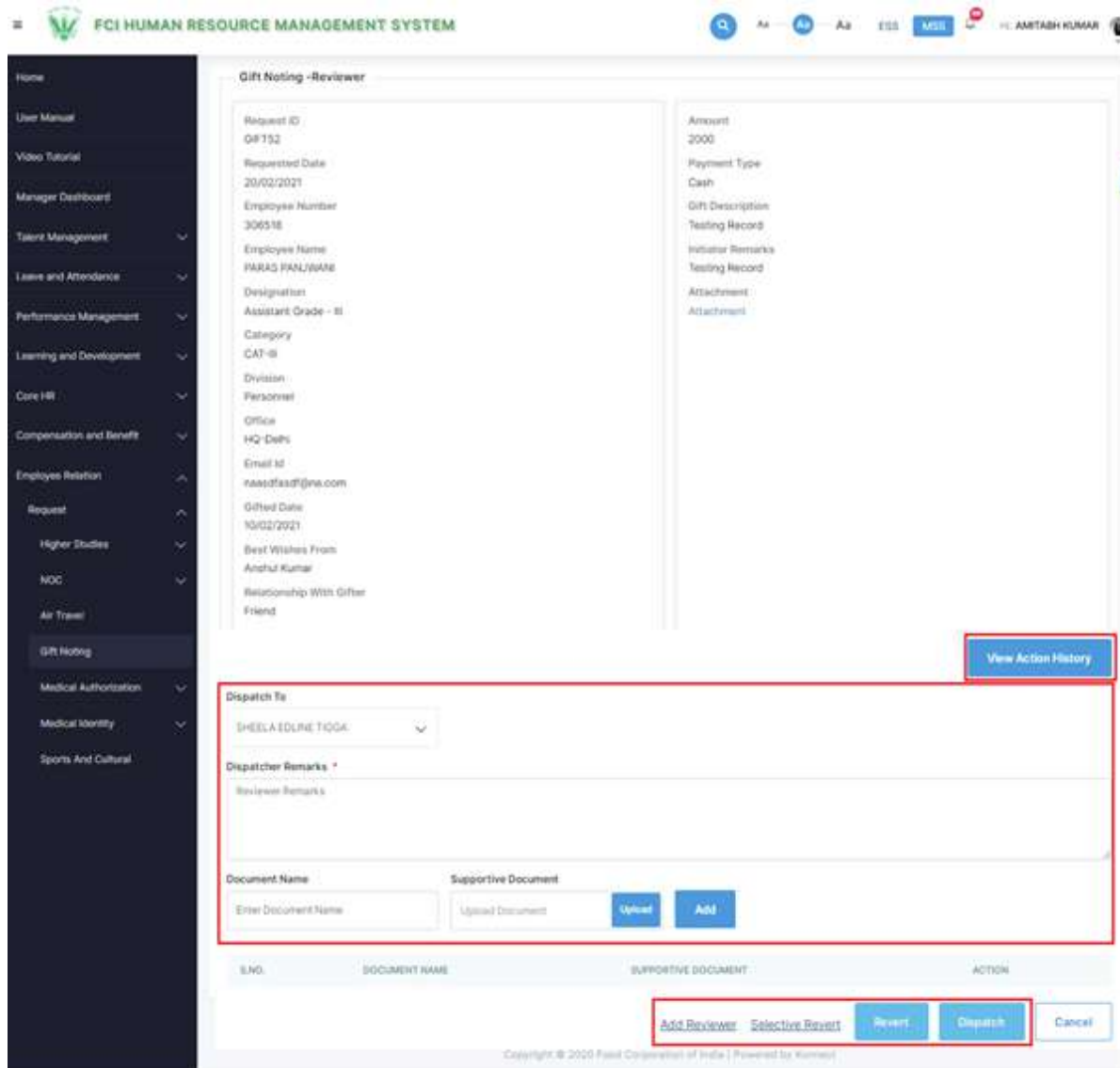
Figure 4-115 Gift Noting Dispatch

Dispatcher shall be able to perform the following activities from the Dispatch Page:

- Click on [View Action History] to view the action taken on the request as shown in Figure 4-115.

- **Add Reviewer** link functionality has been explained in Common Functionalities. **[Please Refer Section 5.1.1 for Add Reviewer]**

- Click on [Revert] to revert the request back to the initiator, this request will be listed in the landing page of Initiator with "Reverted" status.

- Click on [Dispatch] to dispatch the request and a success message will be displayed as per below image.

Request has been dispatched successfully.

4.2.9.6 Gift Noting- Review
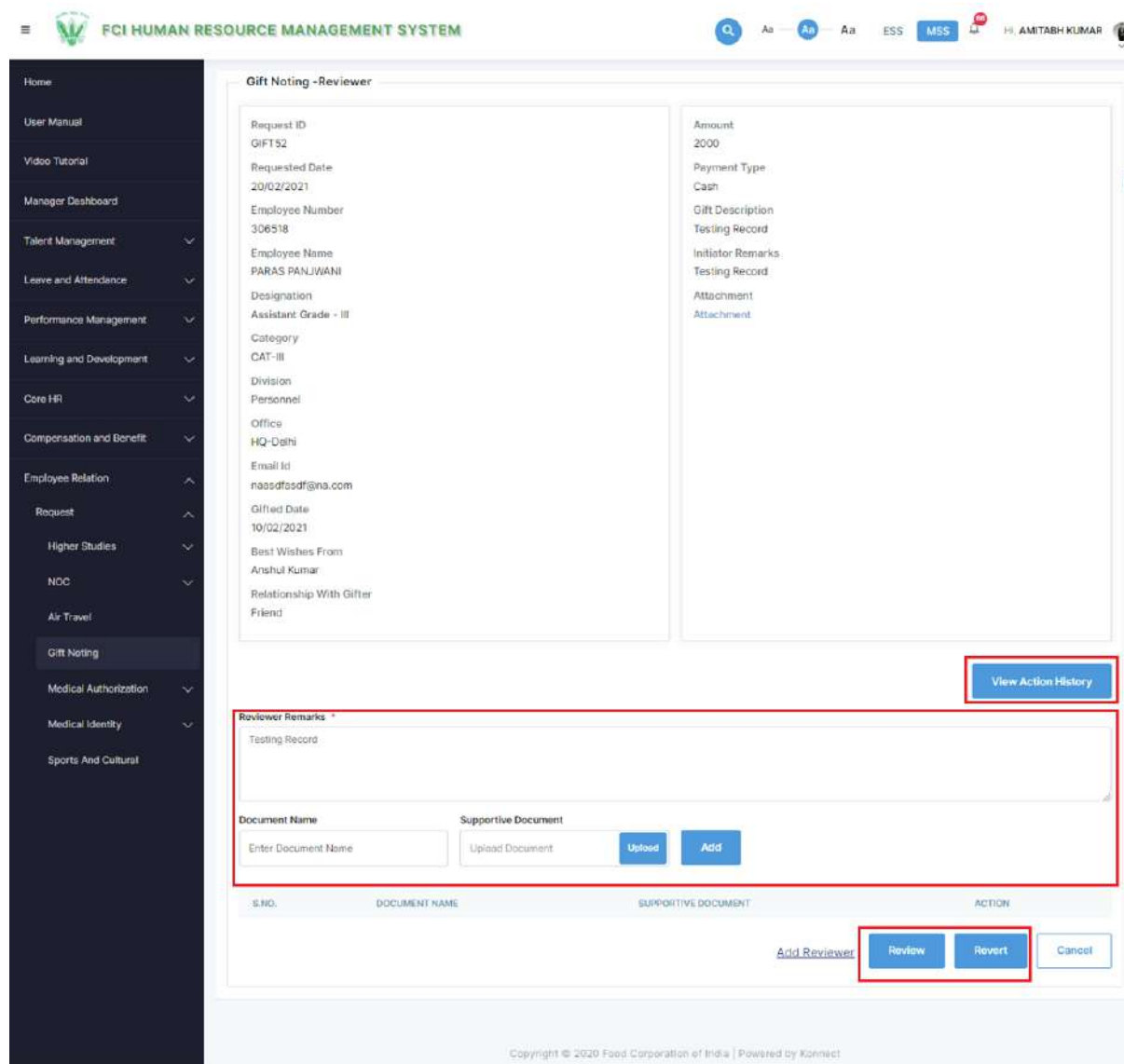
Figure 4-116: Gift Noting Review

Reviewer shall be able to perform the following activities from the Review Page.

- Click on **View Action History** to view the action taken on the request as shown in Figure 4-116.

- Click on **Review** to review the request and a success message will be displayed as shown in Figure 4.117.

- Click on **Revert** to revert the request back to the initiator, this request will be listed in the landing page of Initiator.

Figure 4-117: Gift Noting Request Reviewed

The success will be displayed as

Success! Request has been reviewed successfully.

4.2.9.7 Gift Noting Approver Landing

The request will be forwarded to the approver's landing page as shown in Figure 4-118

Figure 4-119 Gift Noting Approver Landing

Click on ✔ as shown in Figure 4-119, to land on Approve Request as shown in Figure 4-120.

4.2.9.8 Gift Noting Approve
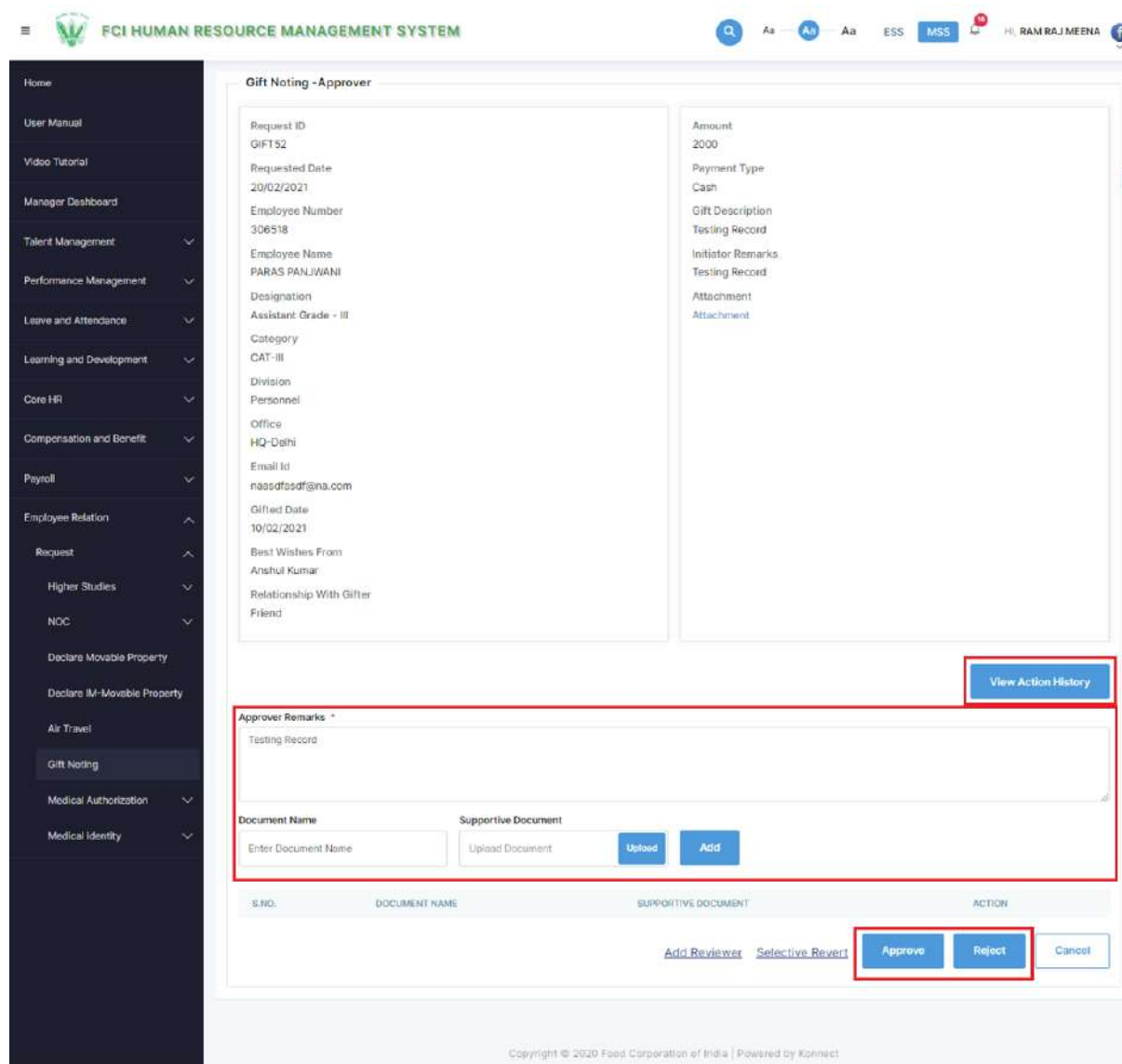
Figure 4-120: Gift Noting Approve

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 4-120.

- Click on **Approve** to approve the request, and a success message will be shown in the Gift Noting Approver Landing Screen for approving the record as shown in Figure 4-120

- 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.

Figure 4-121: Gift Noting Approved

The success will be displayed as

Success! Request has been approved successfully.

4.2.10 Participation in Sports and Cultural Activity

In this process, the employee at FCI whether posted at Headquarters, Zonal Office, Regional office or at District office needs to seek prior permission from the concern division for participating in any culture or sports event. Sports and culture activities are governed and managed by the Sports promotion board at Headquarters, Zonal Office, and Regional office. On declaring any sports or culture activity, they seek applicants from their offices for participation.

Step 1: Employee will submit the request for the participation sport and cultural activities.

Step 2: Once the request has been submitted, reviewer will review the request and submit his/her recommendation.

Step 3: Once the request reviewed, approval authority will review the request and approved based on recommendation given by reviewer.

4.2.10.1 Navigation

Left Navigation: Employee Relation >> Participation in Sports and Cultural Activity

4.2.10.2 Landing Page

User shall traverse the navigation as mentioned in Section 4.2.10.1 to reach the Sports and Cultural Participation Landing Page as shown in Figure 4-122

Figure 4-122: Sports and Cultural Participation

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** 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 | Next] to navigate table records

- Click on [**Add**] to add a new Sports and cultural participation request in the table as mentioned in Section 4.2.10.3 – Add

4.2.10.3   Add

Click on [**Add**] to open the Sports and cultural participation form as shown in Figure 4-110

Figure 4-123: Sports and Cultural Participation Request

Enter the details and click on [Submit] such that a success message will be shown in the Sports and cultural participation Landing Page for addition of a new record in the table as shown in Figure 4-124.

Figure 4-124: Sports and Cultural Participation Request Added

The success message will be displayed as

4.2.10.4 Sports and Cultural Participation Request Approver Landing

The submitted request will be listed in the Approver's landing screen as shown in Figure 4-125

Figure 4-125 Sports Culture- Approver Listing

Click on ✔ as shown in Figure 4-125, to land on approve Sports and Cultural Participation request screen as shown in Figure 4-126.

4.2.10.5 Sports and Cultural Participation - Approver
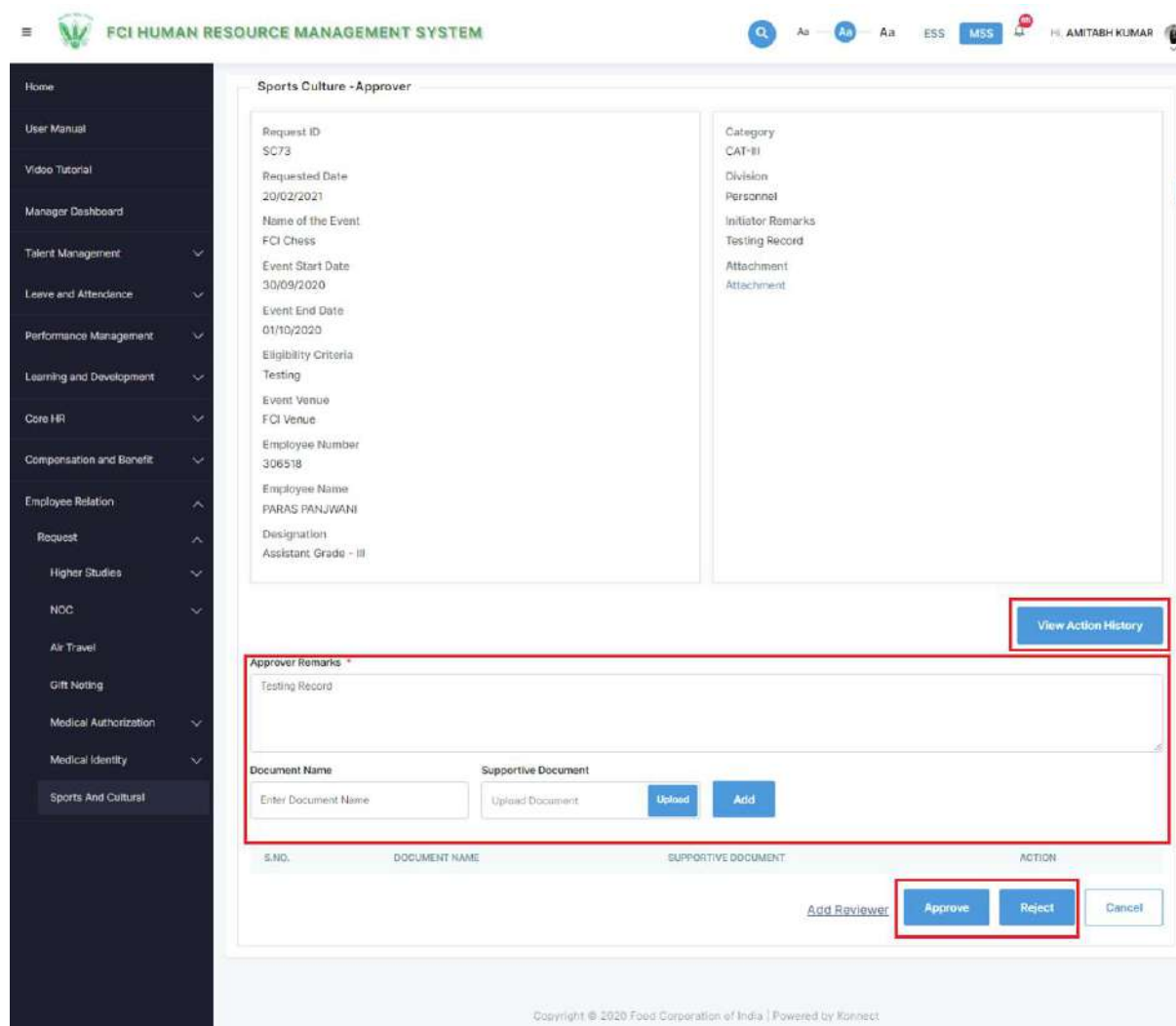
Figure 4-126: Sports and Cultural Participation- Approver

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 4-126.

- Click on **Approve** to review the request and a success message will be displayed as shown in Figure 4. 126.

- Click on **Reject** to revert the request back to the initiator, this request will be listed in the landing page of Initiator.

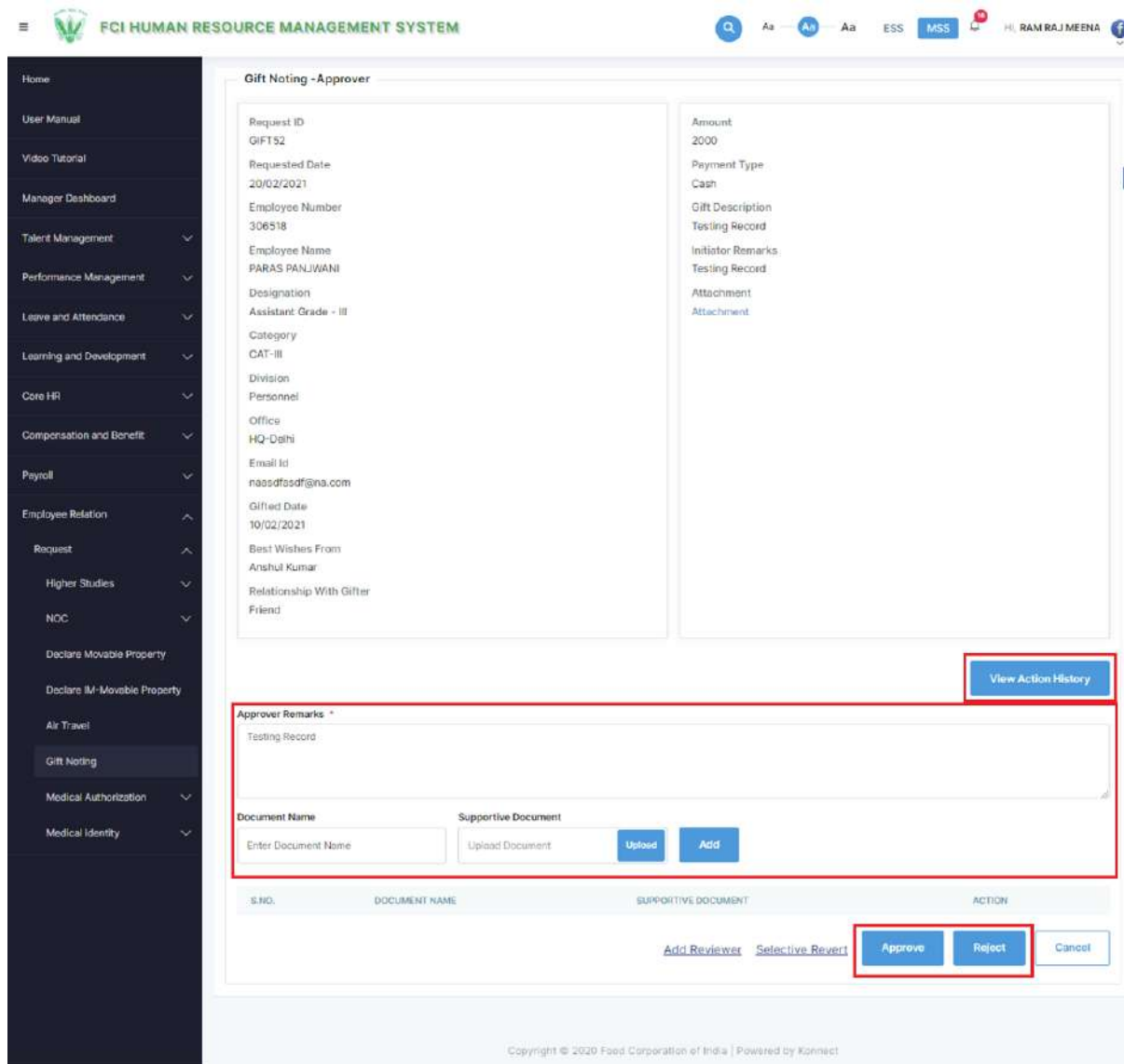**Figure 4-127: Sports and Cultural Participation Request Approved**

The success message will be displayed as

4.2.11 Air Travel

In this process, employees who are not entitled for air travel for any official tour can request for air travel sanction with proper documents. If the personnel section considers the request genuine, the request will be forwarded to the approval authority and once they approve, air travel will stand sanctioned for employees.

Step 1: Employee will raise a request for the air travel with the supportive document.

Step 2: Once the request has been raised, system will send email notification to reviewer for the further processing.

Step 3: Reviewer will review the request and submit the final recommendation and send it for further proceeding with approving authority. However it may be revert the request in case of discrepancies.

Step 4: Once the reviewing authority submitted the recommendation, Approving authority will receive an email notification for further proceeding.

Step 5: Approving authority on approving the request based on reviewer recommendation shall lead to issue of NOC order from Personnel Division and the service book is updated. However, on rejection the request is terminated.

4.2.11.1 Navigation

Left Navigation: Employee Relation >> Air Travel Request

4.2.11.2 Landing Page

User shall traverse the navigation as mentioned in Section 4.2.11.1 to reach the Air Travel Landing Page as shown in Figure 4-128

Figure 4-128: Air Travel
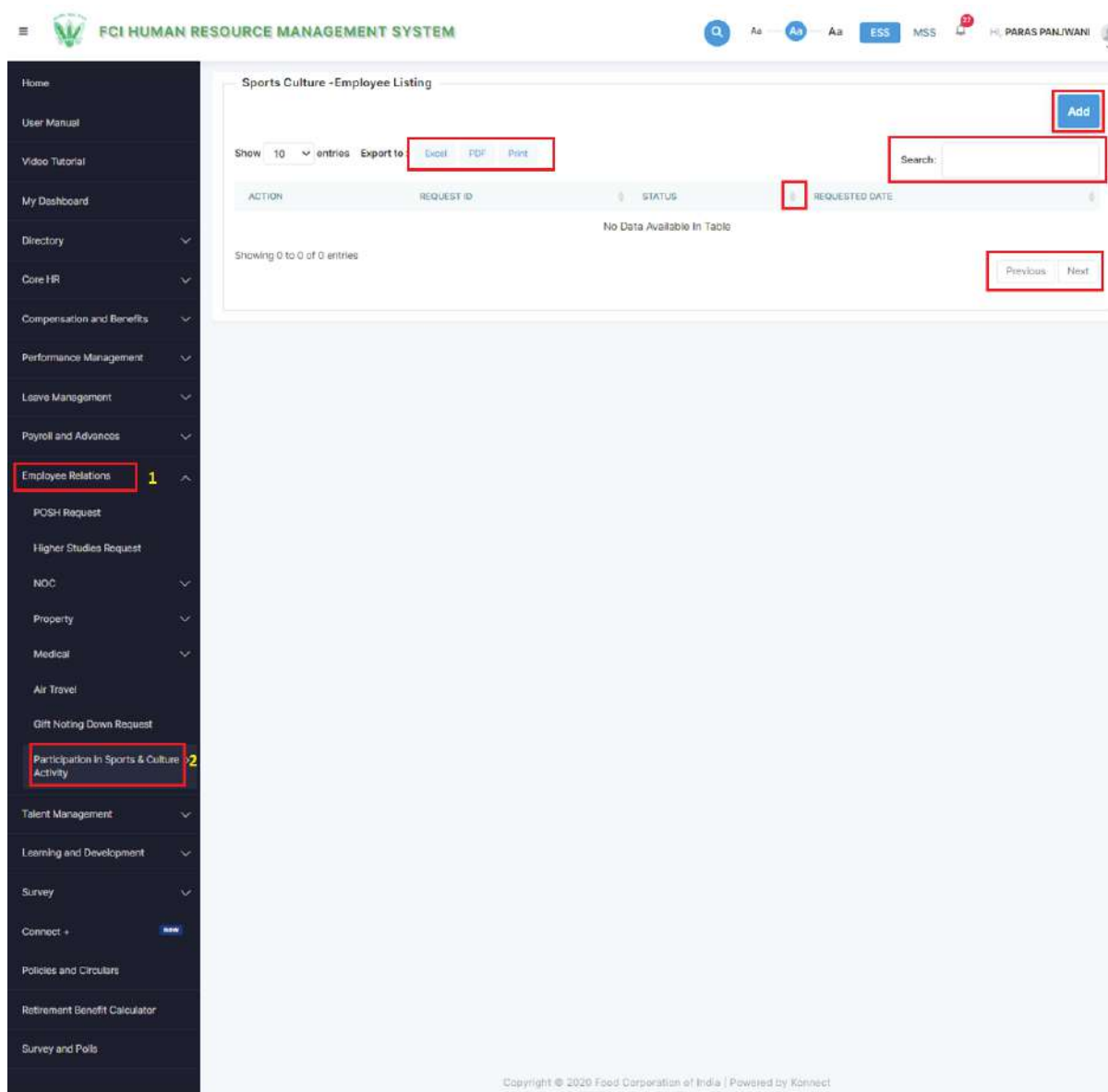
User shall be able to perform the following activities from the landing page:

- Click on [Excel PDF Print] to export the table records in Excel, CSV format or print 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** to add a new Air Travel Request in the table as mentioned in Section 4.2.11.3 – Add

4.2.11.3 Add

Click on **Add** to open the Air Travel request form as shown in Figure 4-129

Figure 4-129: Air Travel Request

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 in Figure 4-130

Figure 4-130: Air Travel Request Added

The success message will be displayed as

4.2.11.4   Air Travel Reviewer Landing

The submitted request will be forwarded to the Reviewer's landing screen as shown in Figure 4-131

Figure 4-131 Air Travel Reviewer Landing

Click on 🔁 as shown in Figure 4-131, to land on Air Travel Review screen as shown in Figure 4-132.

4.2.11.5   Air Travel Dispatch

Figure 4-132: Air Travel Dispatch

Dispatcher shall be able to perform the following activities from the Dispatch Page:

- Click on **View Action History** to view the action taken on the request as shown in Figure 4-142.

- **Add Reviewer** link functionality has been explained in Common Functionalities. **[Please Refer Section 5.1.1 for Add Reviewer]**

- Click on **Revert** to revert the request back to the initiator, this request will be listed in the landing page of Initiator with "Reverted" status.

- Click on **Dispatch** to dispatch the request and a success message will be displayed as per below image.

Request has been dispatched successfully.   ✕

4.2.11.6   Air Travel Review

Figure 4-133: Air Travel Review

Reviewer shall be able to perform the following activities from the Review Page.

- Click on **View Action History** to view the action taken on the request as shown in Figure 4-133

- Click on **Review** to review the request and a success message will be displayed as shown in Figure 4-134

- Click on [Revert] to revert the request back to the initiator, this request will be listed in the landing page of Initiator.

Figure 4-134: Air Travel Review successful

The success will be displayed as

4.2.11.7   Air Travel Approver Listing

The request will be forwarded to the approver's landing page as shown in Figure 4-135

Figure 4-135: Air Travel- Approver Listing

Click on [checkmark icon] as shown in Figure 4-135, to land on Approve Request as shown in Figure 4-136.

4.2.11.8   Air Travel Approve

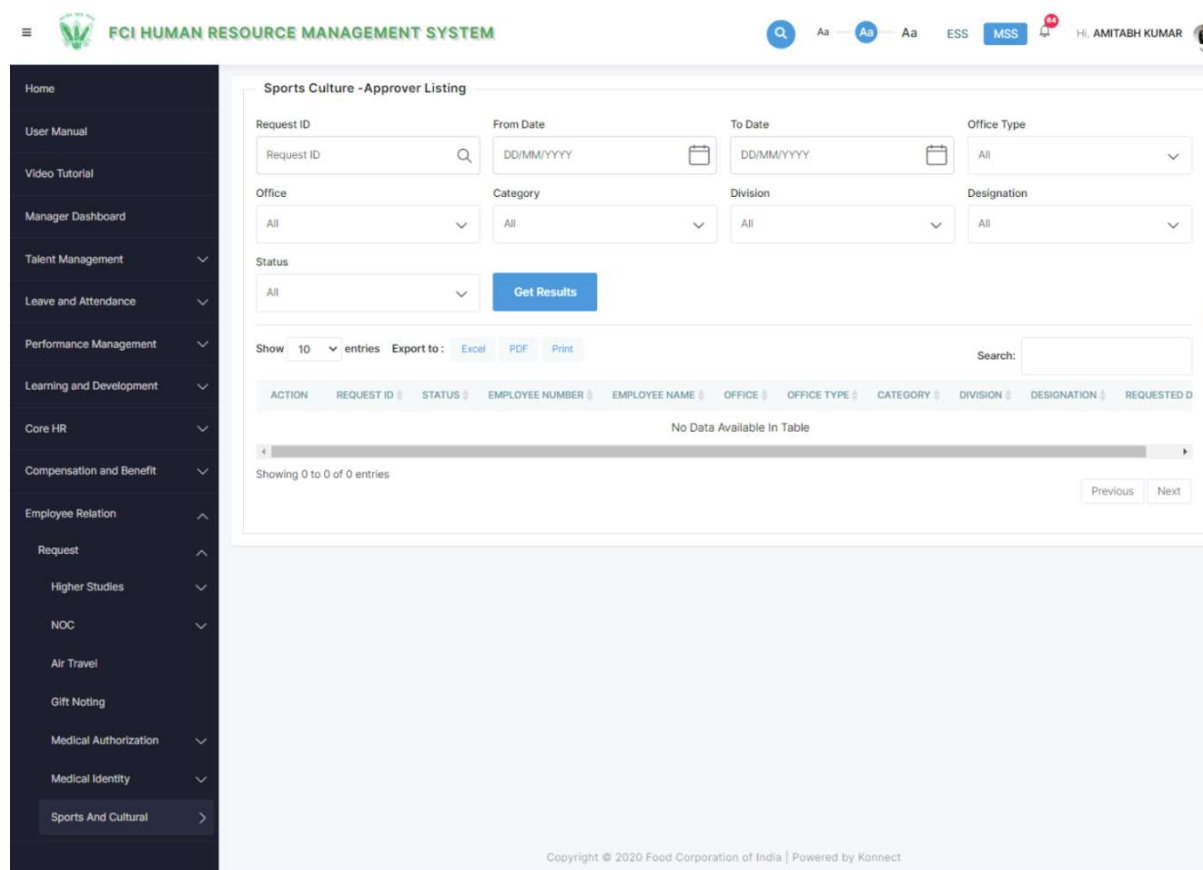**Figure 4-136: Air Travel Approve**

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 4-136.

- Click on [Approve] to approve the request, and a success message will be shown in the Approver Landing Screen for approving the record as shown in Figure 4-137.

- 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.

Figure 4-137: Air Travel Approve successful

The success will be displayed as

4.2.12 NOC for Other Examination

As an initiator (employee), there must be a provision to raise a request for NOC for any of the following:

• Request for Other Examination

So that the request is submitted for recommendations of reviewing authority

As reviewing authority (Reporting Manager, AGM, DGM, GM (P) and ED (P)), there must be a provision to validate the employee request for NOC coming through the proper channel or not and if so then there should be a provision to mark it as reviewed and forward it for recommendation of approving authority. However, on rejection the request will terminate and the employee will receive an email notification.

As an approving authority (MD, ED Zone, GM Zone, GM Region and DM), there must be provision to review the recommendation submitted by reviewing authority for the NOC request application and on approving the request, Personnel Division shall issue the relevant NOC order. However on rejection the request shall terminate.

4.2.12.1 Navigation

Left Navigation: Employee Relation >> NOC>> NOC for Other Examination

4.2.12.2 Landing Page

User shall traverse the navigation as mentioned in Section 4.2.12.1 to reach the NOC for Other Examination Landing Page as shown in Figure 4-138
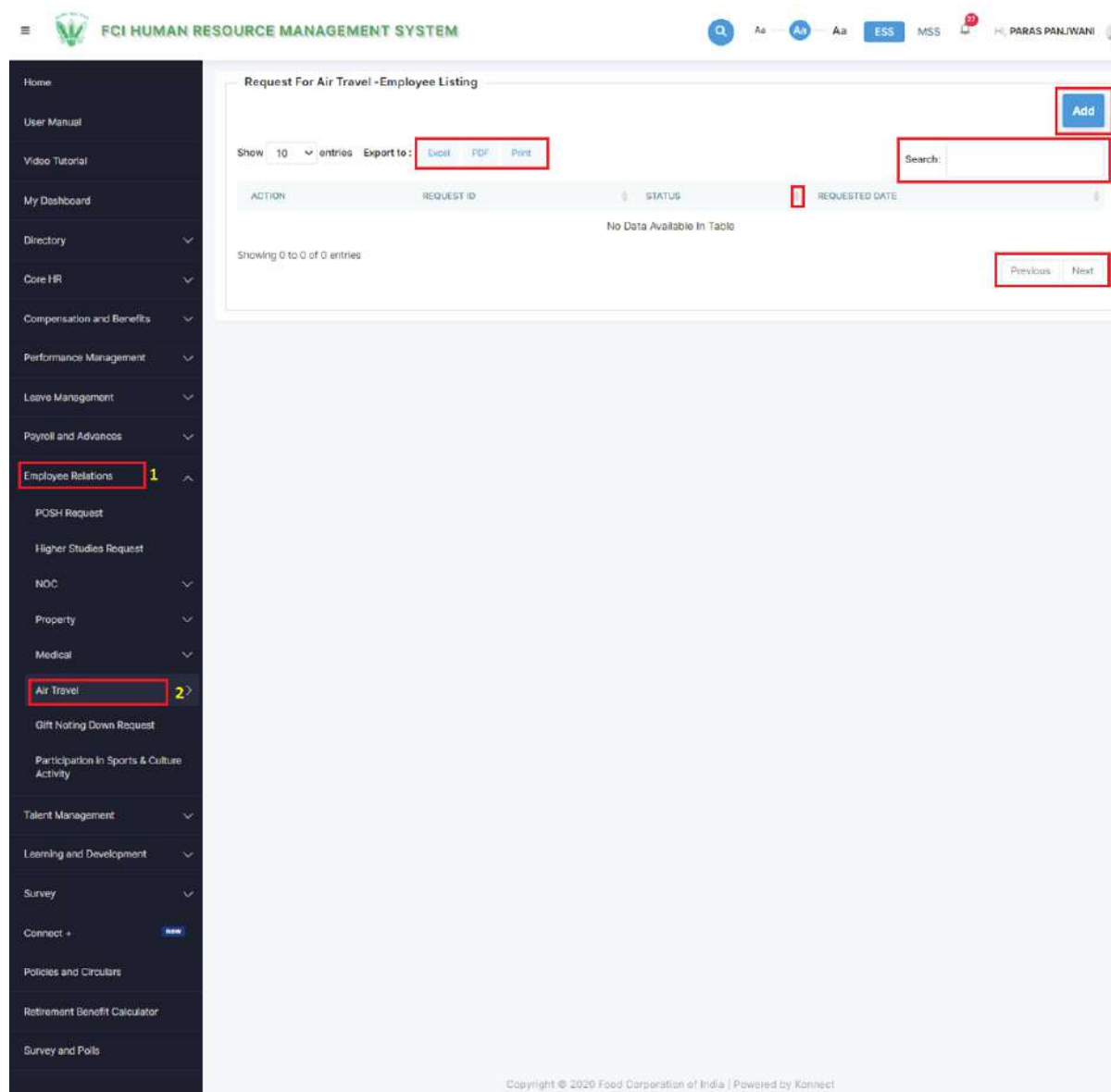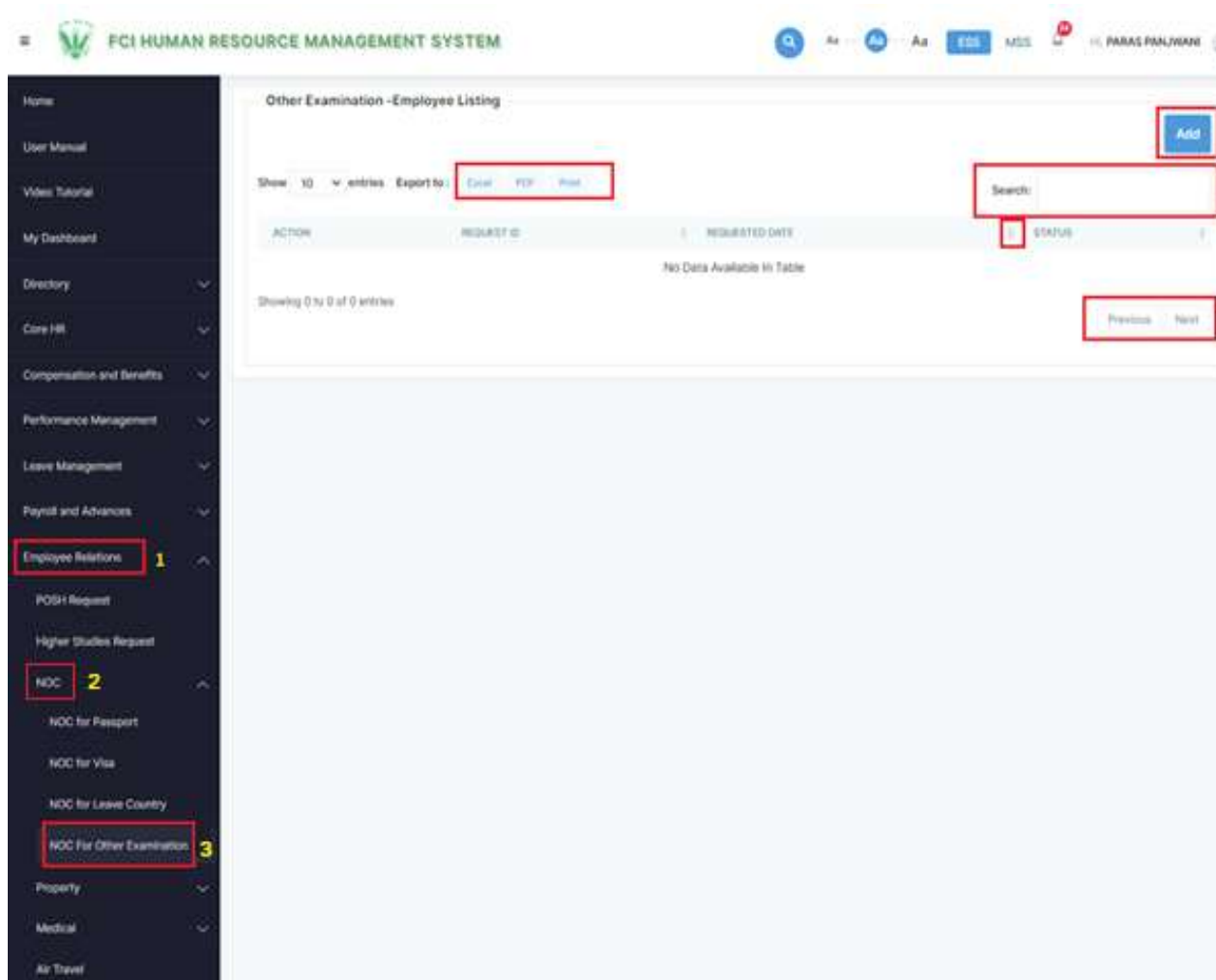

Figure 4-138: NOC for Other Examination
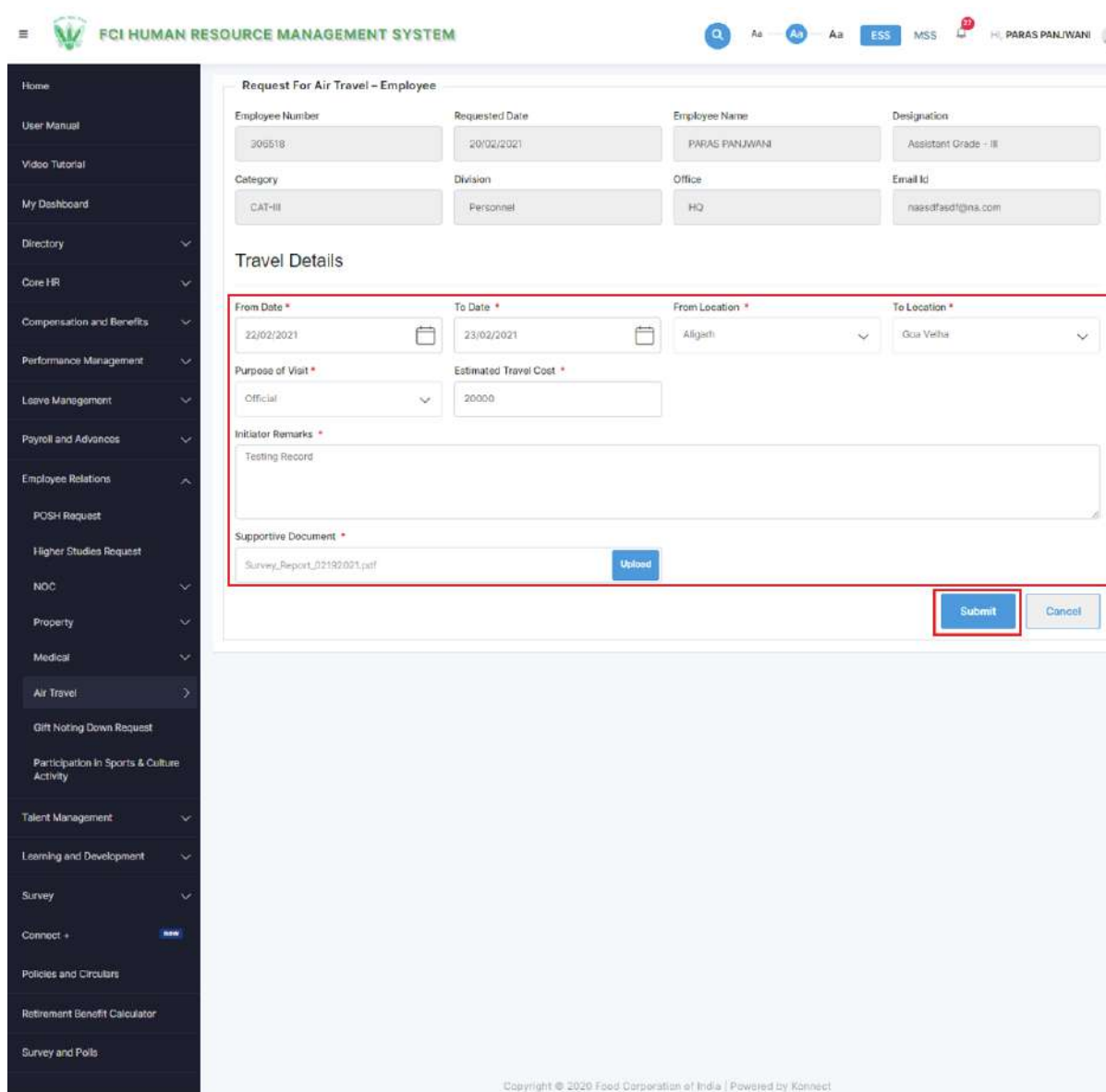
User shall be able to perform the following activities from the landing page:

- Click on Excel PDF Print to export the table records in Excel, CSV or Print 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** to add a new NOC for Other Examination Request in the table as mentioned in Section 4.2.12.3 – Add.

4.2.12.3   Add

Click on [Add] to open the NOC for Other Examination request form as shown in Figure 4-139.

Figure 4-139: NOC for Other Examination Request

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 in Figure 4-140.

Figure 4-140: NOC for Other Examination Request Added

The success message will be displayed as

Success! Record Add Sucessfully!

4.2.12.4   NOC for Other Examination Reviewer Landing

The submitted request will be forwarded to the Reviewer's landing screen as shown in Figure 4-141

Figure 4-141 NOC for Other Examination Reviewer Landing

Click on ⭐ as shown in Figure 4-141, to land on NOC for Other Examination Review screen as shown in Figure 4-142.

4.2.12.5   NOC for Other Examination
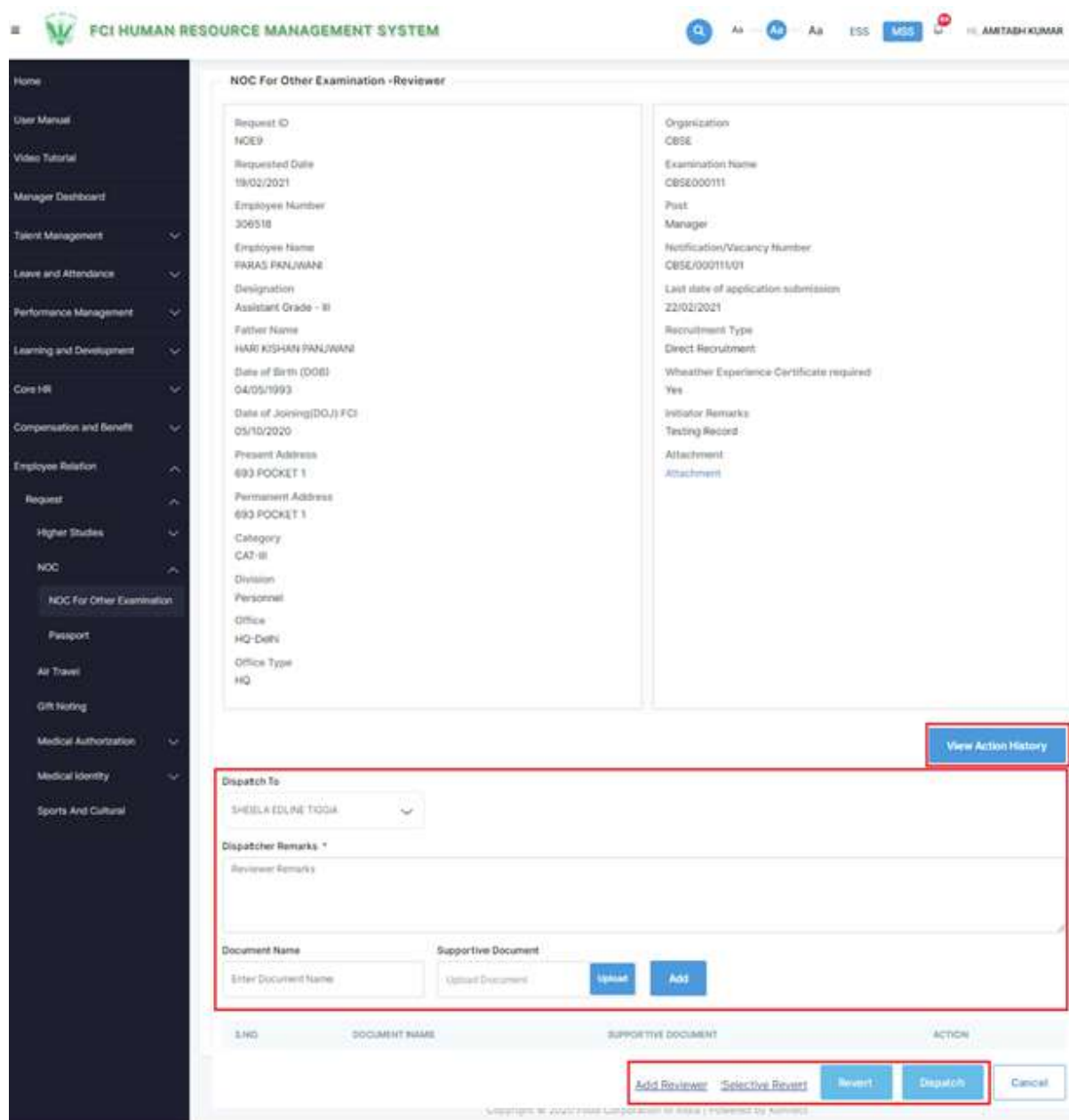
Figure 4-142: NOC for Other Examination
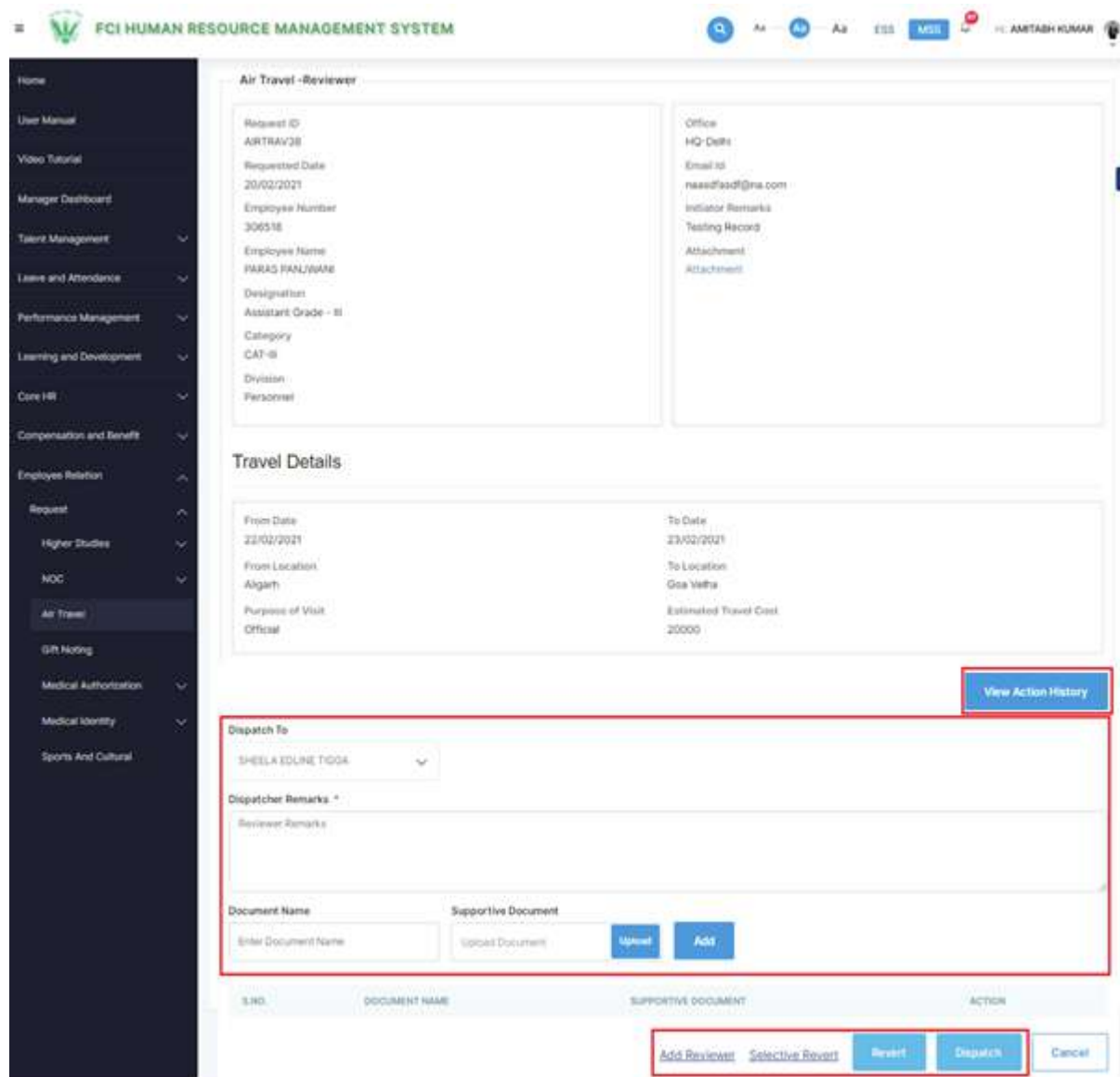
Dispatcher shall be able to perform the following activities from the Dispatch Page:

- Click on **View Action History** to view the action taken on the request as shown in Figure 4-142.

- **Add Reviewer** link functionality has been explained in Common Functionalities. **[Please Refer Section 5.1.1 for Add Reviewer]**

- Click on **Revert** to revert the request back to the initiator, this request will be listed in the landing page of Initiator with "Reverted" status.

- Click on [Dispatch] to dispatch the request and a success message will be displayed as per below image.

Request has been dispatched successfully.   ✕
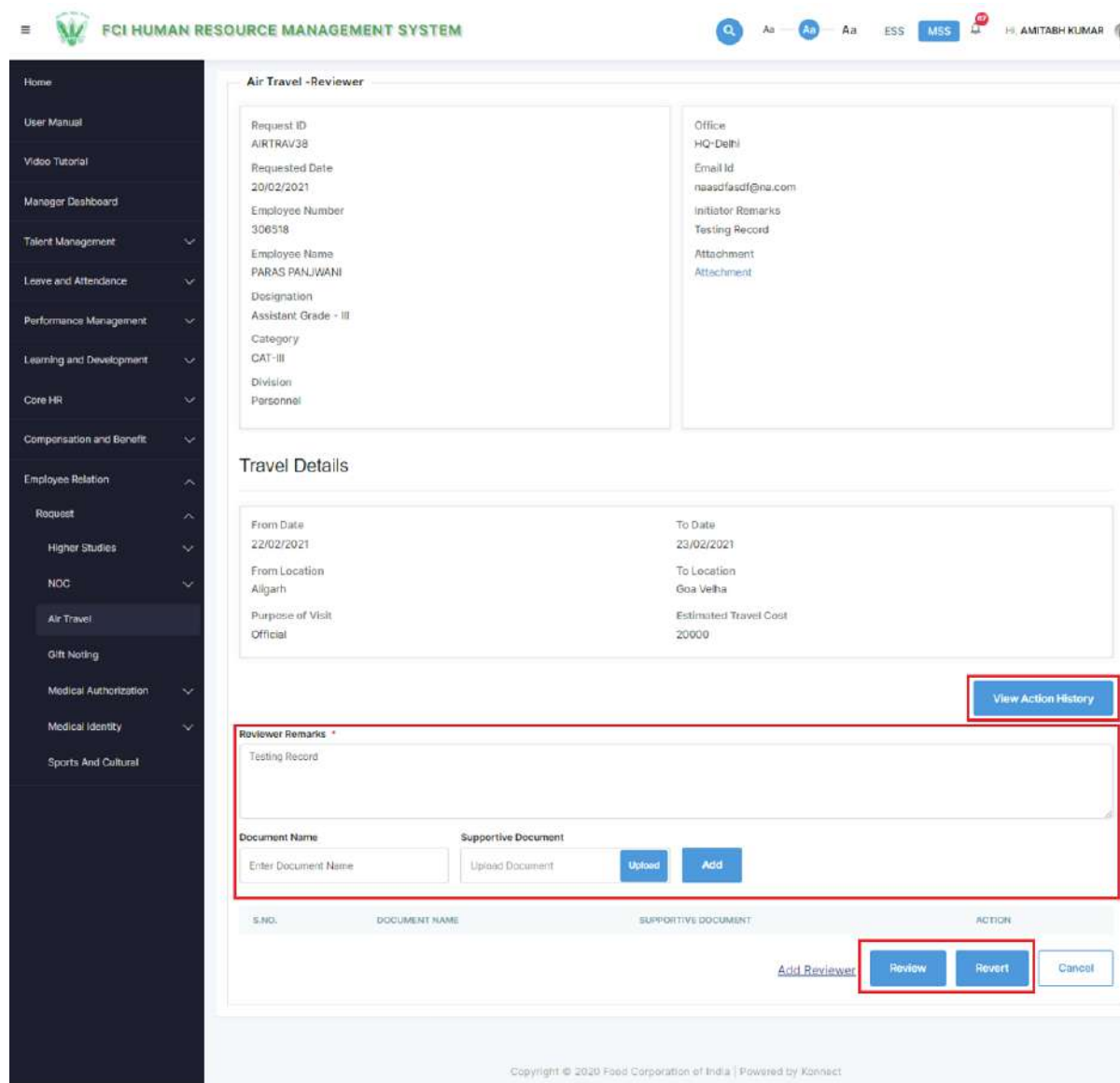
4.2.12.6   NOC for Other Examination Review

Figure 4-143: NOC for Other Examination Review

Reviewer shall be able to perform the following activities from the Review Page.

- Click on [View Action History] to view the action taken on the request as shown in Figure 4-143.

- Click on **Review** to review the request and a success message will be displayed as shown in Figure 4-144.

- Click on **Revert** to revert the request back to the initiator, this request will be listed in the landing page of Initiator.

Figure 4-144: NOC for Other Examination Review successful

The success will be displayed as

4.2.12.7   NOC for Other Examination Approver Landing

The request will be forwarded to the approver's landing page as shown in Figure 4-145.

Figure 4-145: NOC for other Examination Approver Landing

Click on ✓ as shown in Figure 4-145, to land on Approve Request as shown in Figure 4-146.

4.2.12.8   NOC for Other Examination Approve

Figure 4-146: NOC for Other Examination Approve
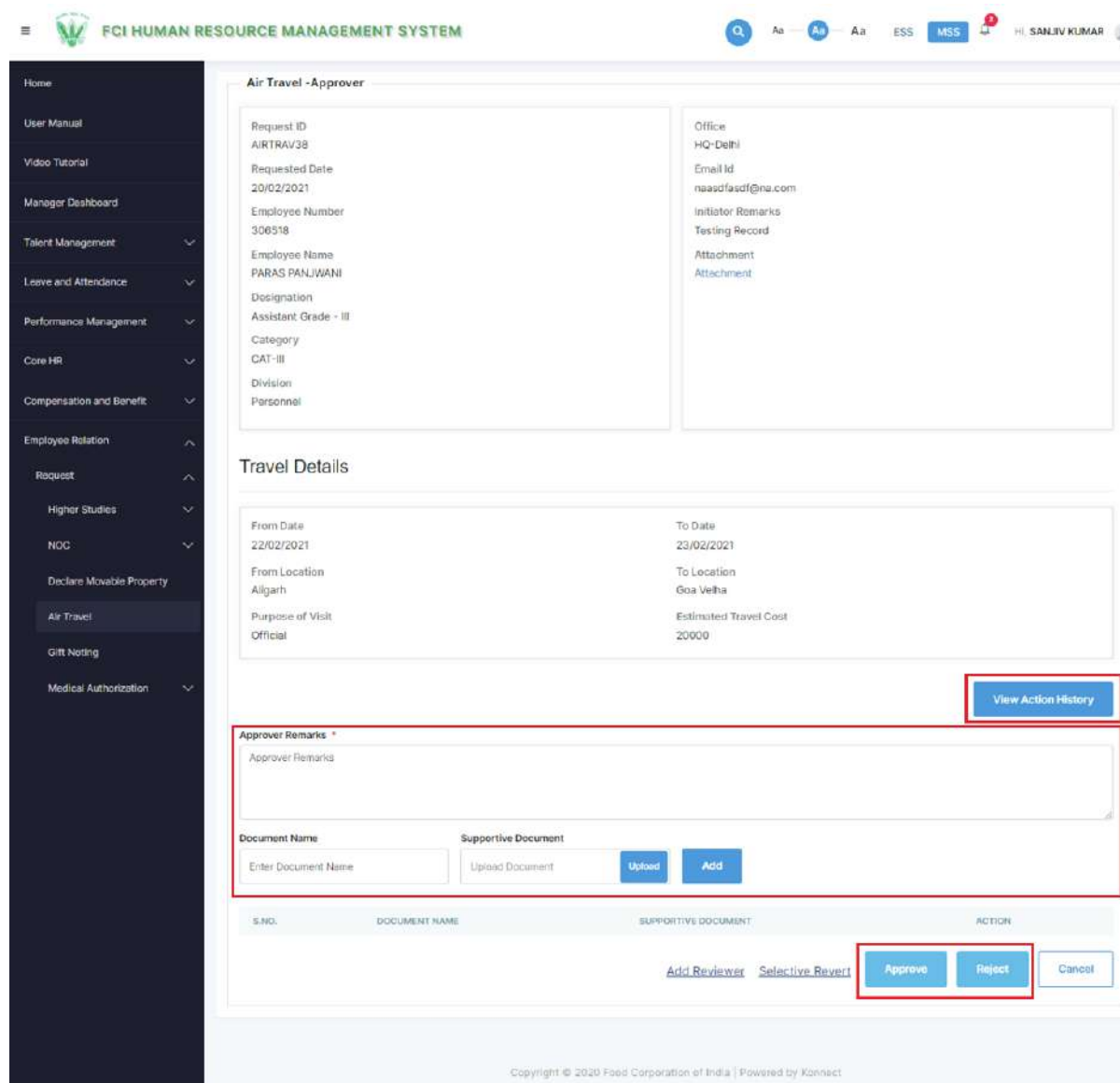
Approver shall be able to perform the following activities from the Approve Page.

- Click on **View Action History** to view the action taken on the request as shown in Figure 4-146.

- Click on **Approve** to approve the request, and a success message will be shown in the Approver Landing Screen for approving the record as shown in Figure 4-147

- 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.
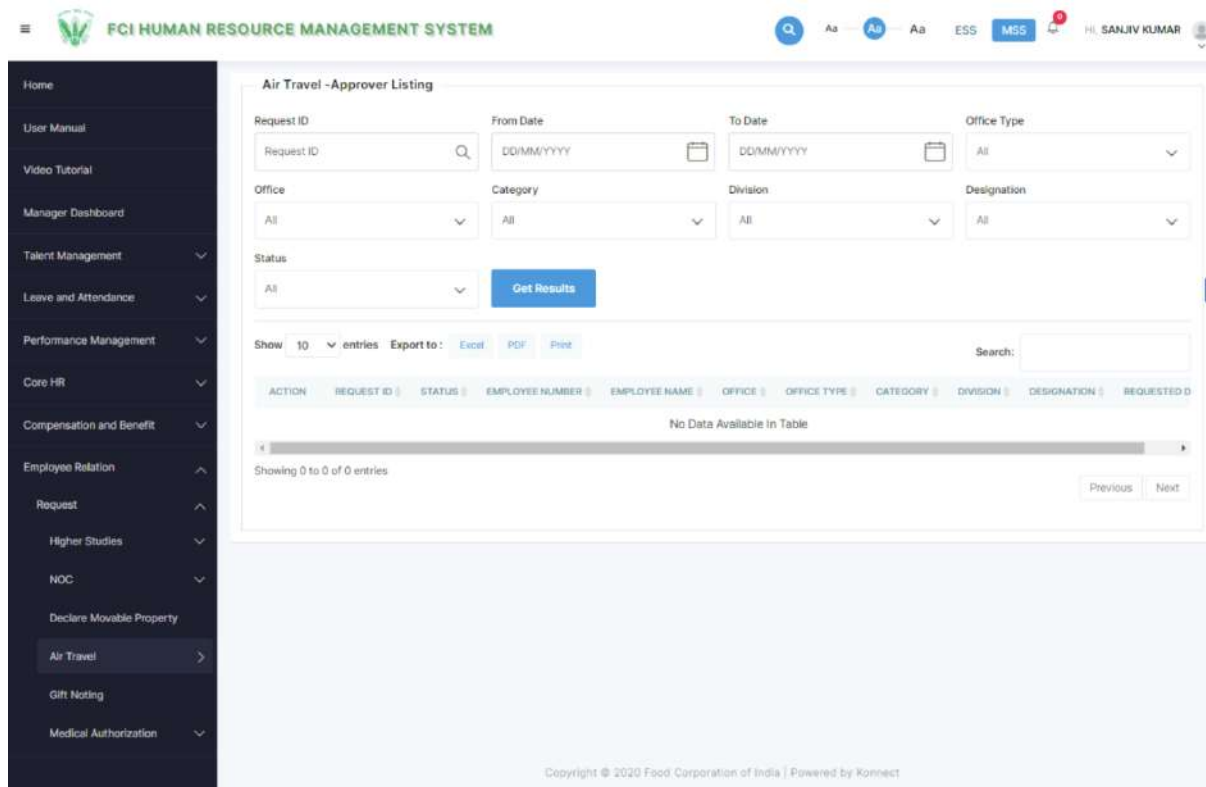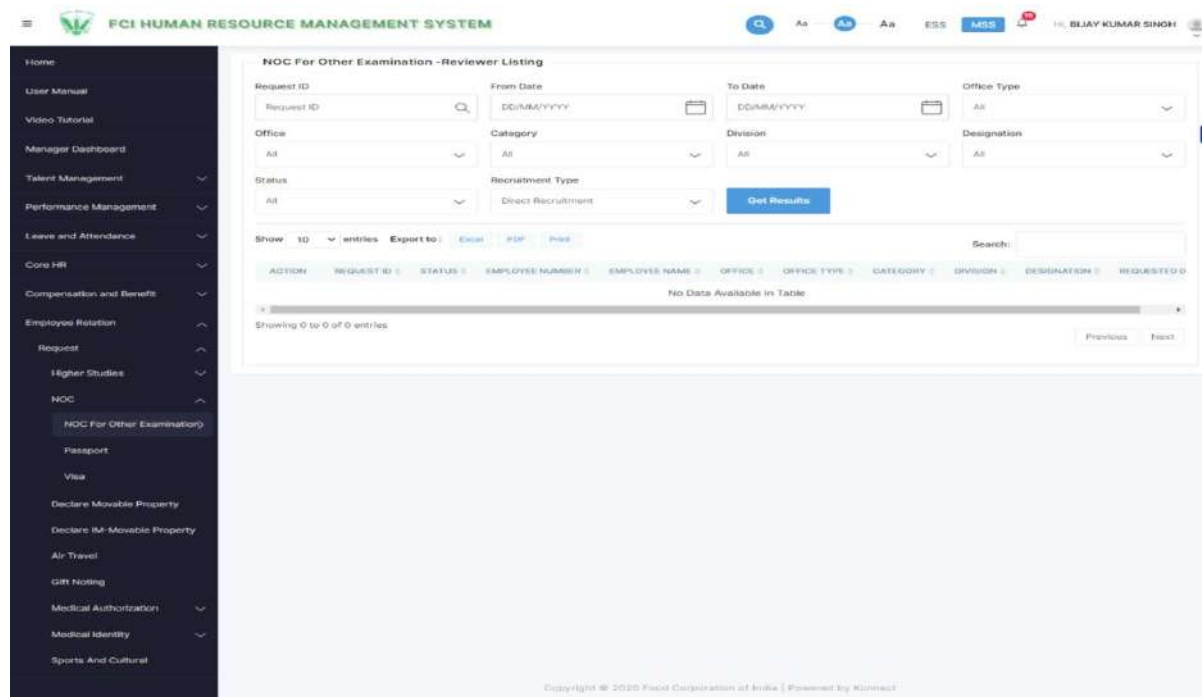
Figure 4-147: NOC for Other Examination Approve successful

The success will be displayed as

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 5-148: Initiate Add Reviewer

As the user clicks on Add Reviewer link as shown in Figure 4-148, then the user will navigate to the add reviewer detail page as shown in Figure 4-149

Figure 5-149: Add Reviewer

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

Add 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 4-150

Figure 5-150: Reviewer Added Successfully

The success message will be displayed as:

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 the Selective Revert link as shown below.

Figure 5-151: 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 4-152 and provide the remarks to justify the selective revert and click on

Revert

button.
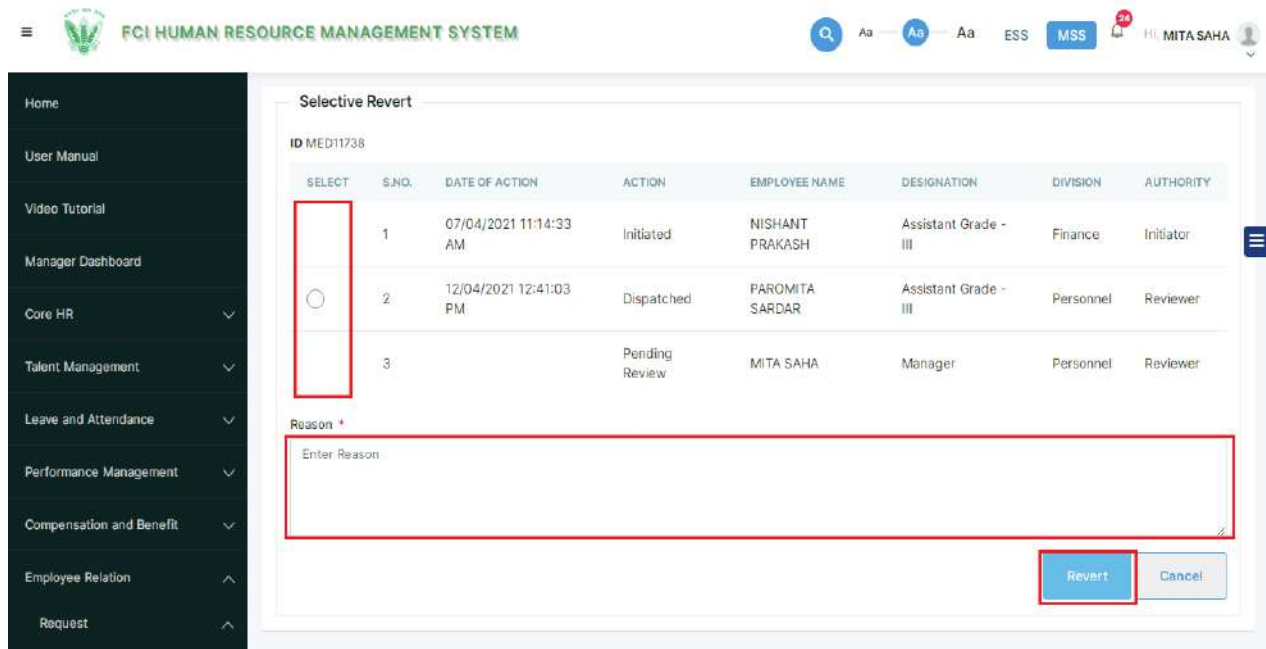
Figure 5-152: Selective Revert

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

The success message will be as displayed as

Request has been reverted.

5.1.3 E-Sign for Medical Card

E-Sign is an online electronic signature service to digitally sign the Medical Identity Card letter. The following are the steps defined:

- Respective Officer needs to Go To MSS -> Employee Relation -> Medical Identity -> Medical Identity Card Letter.
- On Click of Medical Identity Card Letter List of employees will be open with Action Column

    Generate Letter Icon   .

Figure 5-153: E-Sign for Medical Card

- On Click of Generate Letter Icon, FCI Letter format will be open with Print Button.
- Respective Officer needs to click on Print button.

Figure 5-154: Medical Identity Card

- On click of Print Button, Respective Officer will be routed to E - Sign Screen where respective officer need to enter the Aadhaar Number and click on Get OTP.
- On clicking, OTP will be received on the registered mobile number, linked with the Aadhaar number.
- Enter the OTP in "Enter your Aadhaar OTP" textbox and click on Submit button.

Figure 5-155: Aadhaar Authentication

- On successful submission, Medical Identity Card Letter PDF copy will be attached to Employee Service Book detail order column.

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.