

## eHRMS - Manav Sampada

A Tool for Human Resource Management

Joint Initiative of DeitY and National Informatics Centre

### Brief Overview of the eHRMS Project:



The screenshot shows the eHRMS application interface. At the top, there are logos for the Government of Himachal Pradesh and the National Rural Health Mission. The main header displays 'मानव सम्पदा' (Manav Sampada) in Hindi. Below the header, there is a navigation bar with various menu items: 'कर्मचारी सर्विस बुक डिटेल्स', 'Pension Management', 'स्थानांतरण पदोन्नति', 'रिपोर्ट और प्रश्न', 'टूर प्रबंधन', 'लीव मैनेजमेंट', and 'जनरल'. The user is logged in as 'हरीश तिवारी, अनुभाग अधिकारी' (Harish Tiwari, Section Officer) with the role 'स्थापना डाटा एंट्री' (Setup Data Entry). The department is 'स्वास्थ्य एवं परिवार कल्याण, हिमाचल प्रदेश' (Health and Family Welfare, Himachal Pradesh). The user is assigned to 'Head Office 2'.

The eHRMS Application was developed as the product model for providing a generalized human resource management solution for Government Departments to help them in taking right decisions at right time and for proper monitoring, manpower planning, recruitment, Postings, Promotion and Transfer based on employee skill sets. The project was initially implemented in the State of Himachal Pradesh which resulted in improvised management of human resources. “Manav Sampada” was not only the solution to manpower planning but its integration with other applications extended its ambit to various other Government G2G, G2E and G2C services. The Himachal Model was further strengthened by the DietY, Government of India for its nationwide replication as Product Model with enhanced features as per eGov Standards. The efforts were successfully replicated in the State of Jharkhand, Bihar Forest Department and Human Right Commission, New Delhi.

The Manav Sampada System-an Human Resource Management System (HRMS) has the twin objective of maintaining Electronic record of the service of all employees across all State Government Departments and to provide a single User ID/Logon for majority of the e-Governance applications in the State. The software utilization is 100% and that’s the key factor for its success because ensuring 100% data entry into the service book of records is a challenge for any decision maker in the whole country.

**Winner of CSI – 2012 Nihilent Award under G2E category: Received “Award of Excellence”. A Green Governance Tool for Human Resources” under the G2E Category of nominations during the recently held CSI Annual Conference at Kolkata on 2<sup>nd</sup> December, 2012.**

**National Roll out through DietY, Government of India – The project has been selected as National Product for Rapid Replication** in other states By Department of Electronics and IT (DietY), Government of India. It has further raised the spirit of team work among the officials who are the part of the initiative and feel proud that their work has been appreciated at the highest level and considered for replication in the country.

The project has been instrumental in raising the Carbon Credit Rating for the State of Himachal Pradesh. The “Manav Sampada” has resulted in centralized availability of information about the Human Resources deploy by the government in the State, enabling decision makers to analyze the data and take effective decision in time.

### Challenges Faced before Deployment:

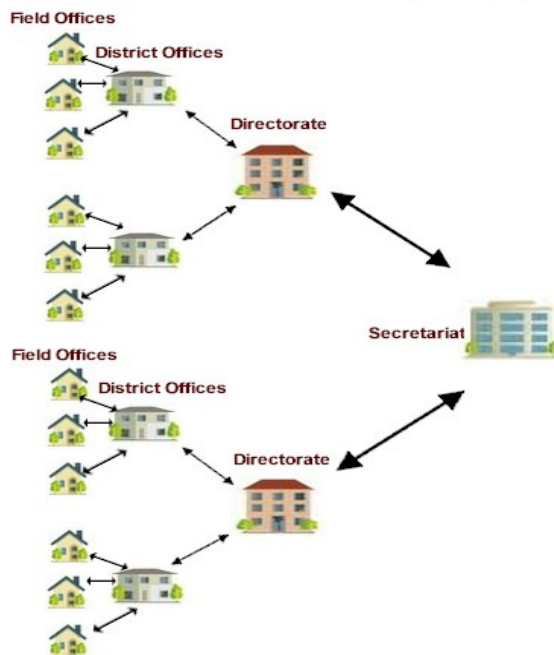
Maintaining employee service book record is a routine job of all establishments and these were being maintained manually by respective establishment staff. It was observed that in most of the cases they were incomplete and some or many entries were missing in between. The updated service book was mostly available only at the time of retirement or when someone desired to refer to it for any clarification.

The following **problems** were prominent in this system:

- In existing manual system it is very **difficult to maintain** service book of all employees up to date because every entry is to be recorded by establishment section which has occurred over a period of time.
- The **workload** is so huge that manual entry along with orders detail is not possible for all service books and the decision Making related to Manpower Planning is not possible due to lack of correct and verified database.
- Once the service book is misplaced the entire process of creating and updating is totally dependent on the dealing hand and lot of corrupt practices prevails as it **is not possible to restore or recover** it again.
- There is **no door open for the concerned official** to view his/her entries and his service book and it had become a dream to see his/her own service information recorded in the official system.
- When someone gets transferred to different office, the service book is to be transferred to the reporting office which goes on moving along with employee posting and hence **difficult to recollect** all actions.
- The service book **remains incomplete** all the time and updated only when the employee is on the verge of retirement etc.
- **No Search mechanism** for searching an employee's current posting and service details

### Manual Process

**146 Departments**  
**27,000 Offices !**



Information generation and storage offices located at different levels

Service books available in different offices

Info available on requirement basis only

No Public/Employee Interface

No Integration/ data sharing with other Departments

Lack of planning/ rational deployment of staff

Lack of Transparency

Time consuming manual work

Non-availability of authentic data in case of urgency

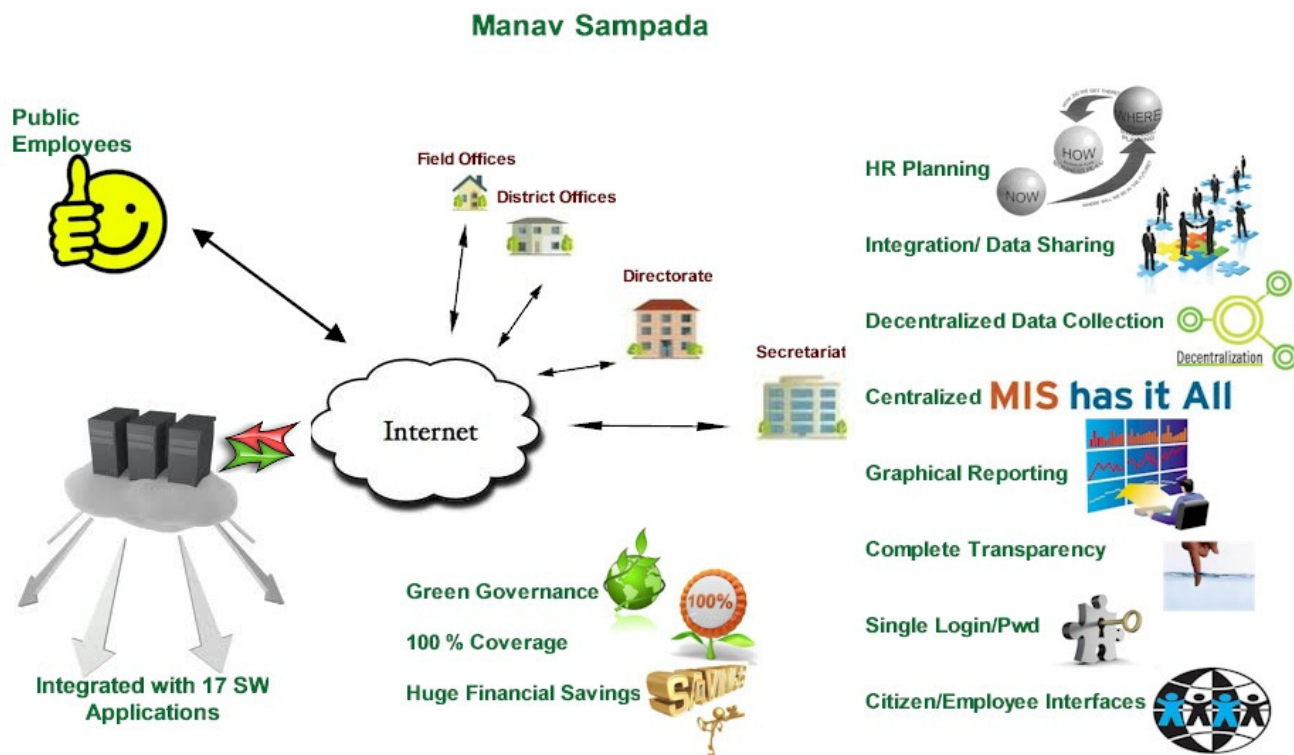


WHAT DO YOU NEED?



- **No accountability** of staff. One could easily blame the delay on Postal Department on routine basis, or local diary/dispatch system of the Department concerned.
- **Delay in receiving of orders** by the Head office which often leads to incomplete entries. Every order has to travel manually and then recorded again in the service book if proper procedure was to be followed.
- **Indirect costs in terms** of postage, record keeping. The number of trees required to be cut every year is a very high price to pay in today's environment conscious world. Hence, the process was **not Eco Friendly**.
- **Specialized manpower required to be retained** who could handle the establishment job. This created a sort of dependence on few people in the system who would manipulate it to their advantage in different ways.
- **Non-standardized Format results** in different styles of maintaining service record within the department and some of them are keeping even additional files for loans, nomination, family details etc, thus creating further complications of manual record keeping, transfer and locating the same.

### Process Re-engineered through Manav Sampada



**The technology and software used in the implementation of Manav Sampada :**

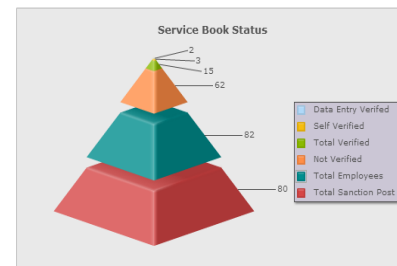
Software/Technology	Tools Used
Database/Client Interface	MS SQL Server 2012 / ASP. Net/MVC
Data consolidation technology	Web (integrated with KV) Open API for Data Sharing
Data consolidation frequency	Real time
Information Sharing	Through Portal
Report Server	SQL Report Server (SSRS)
Web Server	Windows Web Server IIS 9 and Above
Bowser Supported	Internet Explorer 10 & above Mozilla Firefox 33 & above Chrome 35 & above

**Characteristics/Uniqueness of the Project**

- Dashboard based dynamic graphical analysis for decision support – Top to Bottom drill is possible to find employee details even upto lower office level. The office wise vacancy status, sanction strength, Retirement projection, Transactions made may be judged using dynamic graphics.
- SMS based dissemination of information to all stakeholders
- A unique solution, first in the country to integrate all departments their offices, co-corporations, boards, judiciaries on a centralized manpower planning model.
- The country's first integrated application for single signing on for other e-Governance application.
- Online submission of ACR by individuals, ACR Movement to Reporting and Reviewing Officers, Locking and digital signing of ACRs is a unique initiative taken for the first time in country by Government of Himachal Pradesh to reduce the time gap in holding regular DPCs and bringing transparency.
- Interface with other application – Data Sharing and User Authentication
- Separate Modules for application customization and user management.

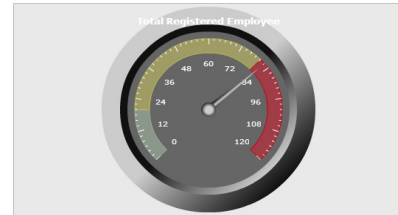


**Manav Sampada-Dashboard**



**Service Book Status**

- Customization of application- The NIC HP team is involved in customization and productization of the application
- Pension Management, Online Recruitment Module.
- Online Tour Management, Leave Management.
- Customization of application as per State Specific Requirements (Local Language Labels, Customized Form Help, Static and Dynamic Form Level Field Customization).



**Total Registered Employees**

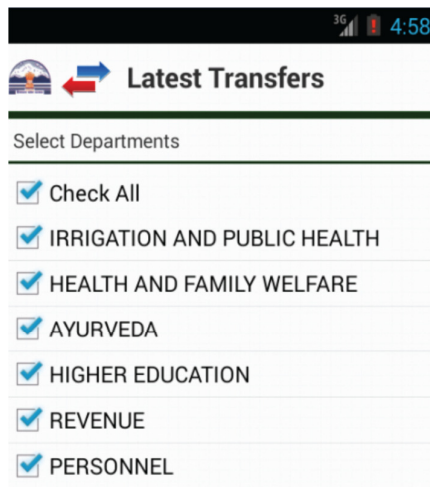
- Open API for integration with other Application.
- Transparency in the entire process has been achieved through a cohesive environment created by the combination of political will, administrative leadership and technical ability of the competent professionals.
- Supplemented by Mobile Apps (eHRMS, eTransfer)- Available on Google Play Store.

## Android based Mobile Application

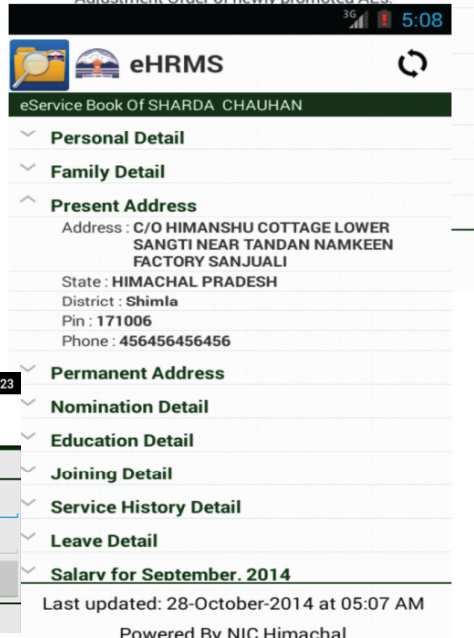
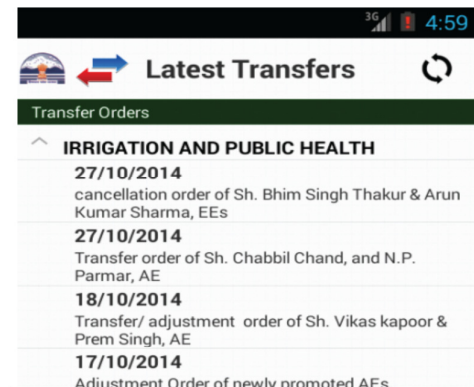
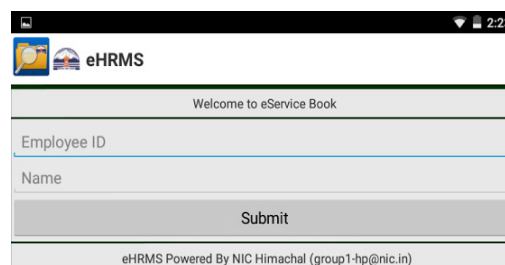
The eHRMS is supplemented by two mobile applications which will be available to the users after their service data is entered into the eHRMS software and verified. These Android based Apps are presently available to the Employees of Himachal Pradesh through Google Playstore. The employees can view their service book, salary information in case it is linked to it and also GPF and daily attendance information (subject to integration).



**eTransfers  
 Online Transfer  
 Orders**



**eHRMS-  
 Employees Service  
 Book**



## Features as per e-Gov Standards >>

Features	HRMS Products
User Defined Home Page	✓
Upload State & Department Logo	✓
User Management at Admin Level	✓
User Management at Department and Office Level	✓
Multi-Lingual Web Site Support Local Language Form Labels and Menus	✓
Provision for Local Language	✓
Dynamic Form Wise Help	✓
Verifying Service Book in Parts	✓
On Line Annual Property Return	✓
On Line Annual Confidential Report ( Backlog and New)	✓
Online Transfer, Promotion, Appointment Orders	✓
Online Joining and Relieving Orders	✓
Online Vacancy/Recruitment	✓
Online Leave Management	✓
Online Tour Management	✓
Provision to Customized Order Format at the Department Level	✓
Standardized of Service Book Formats in 12 Forms	✓
Multi- Lingual SSRS (Report)	✓
Clickable and Drilldown SSRS Reports	✓
Dash Board for DSS	✓
User Defined Forms (Single/Multiple)	✓
Custom Form Labels	✓
Self-Registration Through API	✓
Separate Modules for Application Management	✓
Role Based access to Users through their Administrators	✓
Provision for Online Queries within the department officials	✓
Employee Dash Boards for day today transactions	✓

## Milestone Achieved - HRMS >>

### Target Achieved

#### State: Himachal Pradesh

**Number of Departments/Boards/Corporations Covered: 146 (Department / Board/Corporation)**

**Number of Offices (including field level establishment offices): 27,918 offices**

**Number of Service Book in digital form (eService Book) = 2, 34,705**

#### State: Jharkhand

**Number of Departments/Boards/Corporations Covered: 82**

**Number of Offices (including field level establishment offices): 65,611 offices**

**Number of Service Book in digital form (eService Book) = 1,59,782**

#### State: Bihar, Department of Forest

**Number of Departments/Boards/Corporations Covered: 1**

**Number of Offices (including field level establishment offices): 430 offices**

**Number of Service Book in digital form (eService Book)  
= 1230**

#### NHRC New Delhi

**Number of Departments/Boards/Corporations Covered: 1**

**Number of Offices (including field level establishment offices): 10 offices**

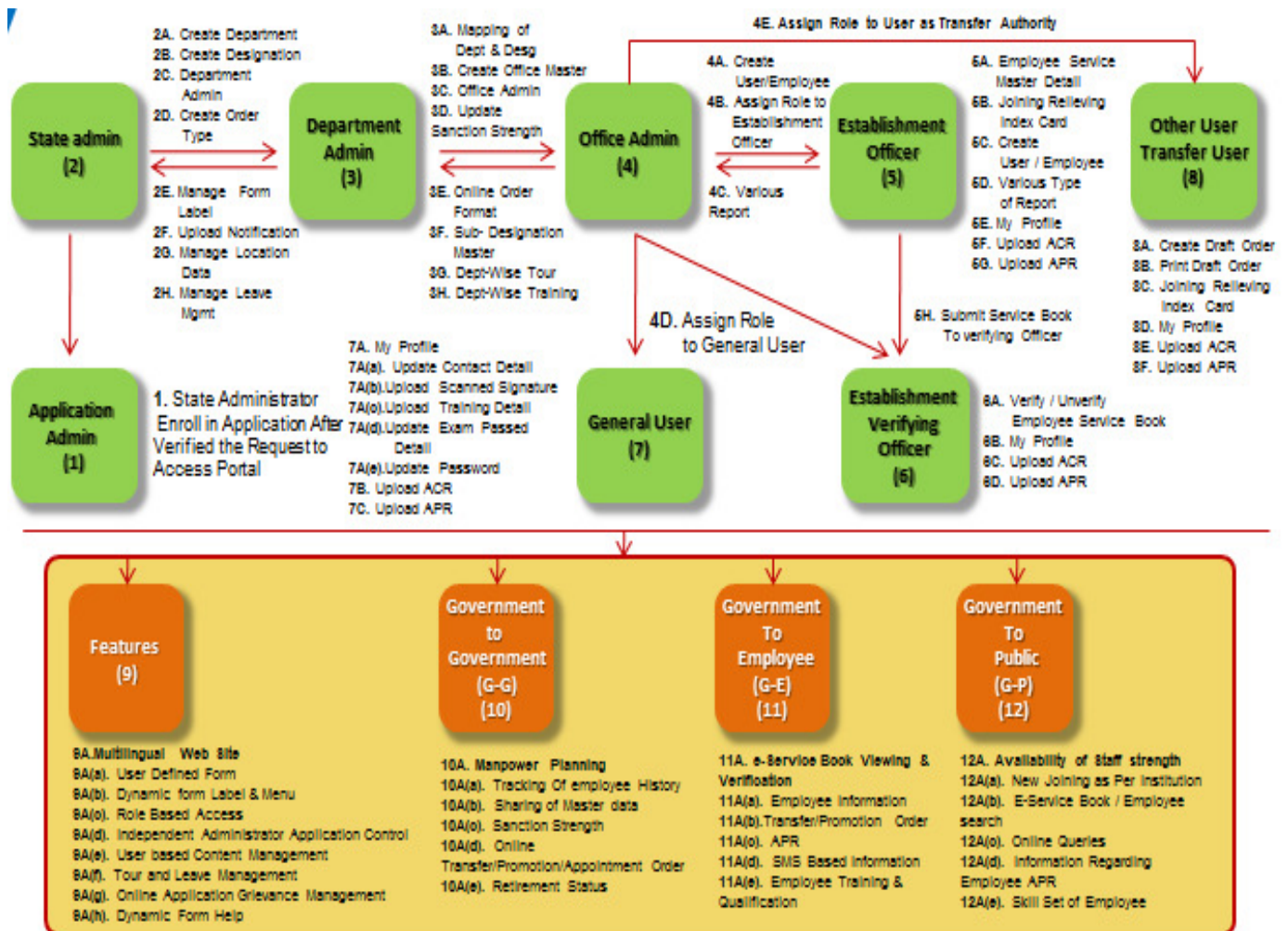
**Number of Service Book in digital form (eService Book) = 300**

#### State: Punjab

**Number of Departments/Boards/Corporations Covered: 3 (Pilots)**

**Under Implementation Stage**

## Application Process Flow



## Services Introduced:-

- Employee Annual Property Return
- Automatic generation of draft list for transfer
- Training – employee selection based on criteria
- SMS based intimation of service book transactions
- Online Recruitment and Pension Management.
- Process Flow – Role Based access – Application and User Management
- Confidential Online ACR Submission
- Linkage of Employee data through UID and e-Salary over Web Service
- Submission of training/departmental exam by employee himself • ( G2C, G2B, G2E, G2G )Services
- Manpower planning using dash board and Transaction monitoring through graphs
- Online creation of orders – appointment, transfer, promotion, dismissal, termination, penalty etc.

### Value Delivered to Citizen

- Availability of staff strength in particular institution at their location
- New Joining as per institution
- Requirement gathering of citizen
- Grievance against employees – to all office levels
- Information regarding employee APR posted in their locality
- eService Book/employee Search
- Department wise – office/employee wise telephone directory for conveying their grievance/demand to government officials
- Skill set of employees posted in citizen locality, character and departmental proceeding.
- Online Queries

### Value Delivered to Employees

- eService Book viewing and verification
- Annual ACR
- Employee Pension Papers
- Employee personal and address information
- Transfer/Promotion orders
- Annual Property Return
- Employee Training and Qualification details
- SMS based information dissemination to employees

### Value Delivered to Government

- Manpower planning –Recruitment, Deployment , Retiring and Posting detail
- Tracking of Employee Transfer Request – Office vacancy, last 3 postings, home town, and tribal/no-tribal, with or without TTA, Relieving and Joining.
- Sharing of master data (office, designation, retirees, vacancy, strength etc.)
- Sanction and In Position Strength, Vacancy Position
- Online Transfer/Promotion/Appointment Order
- Online Joining and Relieving
- Online Submission Annual Property Return
- Yearly Retirement Status
- Employee Service History with detail of all transactions
- Annual Increment Status, Family ,Training and Education Details
- Employee Photo-ID Cards (automatic generation through the Software)

## Efficiency Enhancement

### Volume of Transactions

- The total transactions recorded in Manava Sampada software in last financial year were 35 lacs. A graphical interface has been developed to analyze these transactions category wise as depicted above.
- Manav Sampada is scalable upto 50 lacs of transactions simultaneously as tested by simulators thus coping the issue of peak load in the state of Himachal Pradesh.
- Model has been selected by NIC for National Level replication in all states and efforts are on to scale it to cloud computing model.
- Modular approach has been adopted using MVC architecture
- “Manav Sampada” is hosted on NIC data centre for improved security, safety, disaster handling, redundancy and maintenance of the data.
- The **MIS reports** on transaction are generated through the SW which shows the quantum of work done by all stakeholders. The reports related to employee service book such as service history, vacancy position, nomination, leave details etc. are available on the click of the button.

### Time taken to process transactions in manual process

- Order generation and manpower planning – (*delay in getting staff strength, vacancy position, previous 3 posting, spouse employment status, service in Hard/Tribal Area, compilation, preparing draft lists, order generation*) – (6- 8 months in manual process)
- Timely updation of employee service book and available online for viewing – (postal delay in receiving employee manual orders, maintain personal file and updation in service books, shortage of staff at establishment offices) – (3 – 4 months in manual process)
- Postal delay while sending multiple copies of orders to various stakeholders - ( 10 – 15 days upto field offices in manual process)
- Linkage with employee salary disbursement
- Monitoring of government order implementation status – (*joining and relieving report*) – (1-3 Months in manual process)

### Manpower required for various activities resulting in delay in service delivery

- Searching of service book -Cadre/Designation based
- Maintenance of employee orders – (*maintaining copies of manual orders in personal files, to do entries in manual service books*)
- Recording of employee orders in manual service book – (*manual service book movement – one office to another*)
- Verification by DDOs – (*Dealing assistant – Suptd. – SO – Verifying officer*)
- Preparing reply to employees service book related queries (*searching, reading of service record, drafting reply, finalize by superiors, dispatch, maintaining office copies*)
- To create various monthly statistical reports and send them to head office
- To maintain information in register for annual increment, retirement, order details etc.
- Duplication of efforts – (*Manav Sampada restrict multiple entries against same orders*)

## Cost Effectiveness of the Project:

The project has potential to reduce paper usage in huge quantities resulting in precious environmental and financial savings to stakeholders as shown below:

### Direct Cost Savings on account of Digital Service Book – Green Governance

<b>Total Saving in term of paper ,postage , fuel and employee cost during a month</b> 15,91,200+ 10,80,000 + 11,52,000 + 38,25,00,000 = 38,63,23,200 <b>(38.63 Crores)</b>
<b>Total Saving in term of paper ,postage , fuel and employee cost during a year = 38.63 *12 (463.56 Crores)</b>

### Indirect Cost Benefit on account of Green Governance

Paper cost, water cost and tree cost saved on account of transfer/promotion order, joining/relieving and APR	<b>45.84 lacs per month ( 5 Crore 50 Lacs)</b> <b>(Cost of paper, order printing and dispatch)</b>
Number of Poplar Trees saved per year (1 tree makes 8,333.3 sheets )	<b>2280 trees</b>
Water saved during a year (10 liters for one A4 size page)	<b>19094000 liters of water</b>
Time & Effort of manpower	In place of 6 manpower deployed earlier, only 2 officials are able to carry out the job in the new system. Surplus manpower redeployed in productive and revenue generating jobs.
No duplication of effort	New transactions are visible from administrative head up to lowest office level. Complete eService book can be generated at any point of time.
Standardization of service books	Standard format of service record is used across all the departments in the State.
Manpower Planning	Information is readily available at the secretariat and head office level for analyzing, planning the human resources. It helps in quick and effective decision making at the Government level.
Savings in Time	On account of order printing, cyclostyling, covering letter, dispatching by post/ messenger/ vehicle now available for download on the portal.

