



दक्षिण पश्चिम रेलवे
हुबबल्लि मंडल

SOUTH WESTERN RAILWAY
HUBBALLI DIVISION

e-USER
GUIDE TO

HRMS

hrms.indianrail.gov.in/HRMS

Version-v 3.0



DISCLAIMER

Though all possible care has been taken to ensure accuracy and consistency of data, in event of any conflict, orders/instructions issued by Railway Board on the subject will prevail.

Any information given in this e-User Guide cannot be cited in any dispute or litigation, nor is it a substitute for a legal interpretation on the subject matter. In case of any clarification or dispute, matter should be taken up with the concerned administrative authority.

It may further be noted that all modules of HRMS website are not launched as on date and therefore, users may experience certain limitations as some options may not be accessible. Issues related to HRMS software may be directed to HRMS Helpdesk and Helplines.



Sanjeev Kishore
General Manager,
South Western Railway
Hubballi

MESSAGE FROM GM

An important milestone in digitalization of HR activities over Indian Railways is the launch of Human Resource Management System (HRMS). Time and again, Railway Board has advised for implementation of available modules of HRMS, as and when launched.

In direction, all efforts are being made to implement available modules over South Western Railway. I am glad to note that as on date, 37527 e-Passes and 84 Office Orders have been issued over Hubballi division. In order to help the staff better adapt to this new system and enable them to use HRMS in hassle free manner on a day-to-day basis, this booklet has been brought out by Personnel department of Hubballi division.

This book explains the available modules of HRMS in a simple and understandable manner and thus helps to bridge the gap between employees and HRMS. This User Guide will not only be a good resource for employees, but also address the challenges faced by administration to implement HRMS at grass root level.

It gives me immense pleasure to note that the Officers and Staff of Personnel Department, Hubballi Division have put in their dedicated efforts for publishing this User Guide, including in regional language, which is probably the first of a kind initiative over Indian Railways. I would strongly recommend all employees to read this book and be thorough in using HRMS to help themselves better.

I congratulate the team of Personnel Department of Hubballi Division, who were involved in bringing out this User Guide.

Sanjeev Kishore
10/3/2022

(SANJEEV KISHORE)

FOREWORD



My Dear Railwaymen,

The Human Resource Management System (HRMS) was introduced in Indian Railways on November 26, 2020 by Chairman & CEO, Railway Board. In order to facilitate our staff to better understand this program, Hubballi division of South Western Railway had launched the first edition of HRMS User Guide on 25.01.2021. This initiative was widely appreciated by our employees and the book was a huge success. On the occasion of GM's Annual Inspection over Ballari - Gadag section, Personnel department has come up with the latest edition (version 3.0) of the HRMS booklet in digital format. It is well known that e-books have far more outreach than traditional printed books. Now, our employees can access this information at their convenience from anywhere, and make themselves more conversant with HRMS. For ease of our staff, this booklet has been published in regional, Hindi, and English languages; and has pictorial screenshots of the actual web pages, making each module easy to understand. I strongly appeal to all our employees to make the most out of this e-User Guide and benefit themselves.

I once again congratulate the Officers and Staff of Personnel department who are involved with publishing of this e-booklet. Their efforts will surely go a long way in helping our employees better understand HRMS.

(Arvind Malkhede)

DRM, Hubballi Division

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INTRODUCTION TO HRMS

Q. What is HRMS ?

- A. HRMS is a single-window communication system between Railway administration and employees. Now, employees can see data related to their service matters and if required, they can communicate online with the administration for any changes. With advent of HRMS, an employee need not meet Personnel branch clerk for any service related requests as all such requests like application for Pass/PTO, Advance withdrawal of PF, submission of e-APAR, lodging of service related grievance, etc. can be raised online.

Q. How is HRMS useful to me as employee ?

- A. HRMS is an important milestone in digitalization of HR related activities in Railways. Employees can now see data related to their service and communicate with the administration for any changes, at their convenience. It allows employees to view their historical data since the date of joining railways, including details related to his/her increments, promotions, awards, transfers, postings, leave, training, and composition of family as per records, and nominations for retirement benefits. Employees can also see their e-Service Record which is compiled based on manual entries made in Service Register. This information was not readily available to employees earlier, and HRMS helps to bring transparency in administration. This application is a single-window communication system between railway employees and the administration.

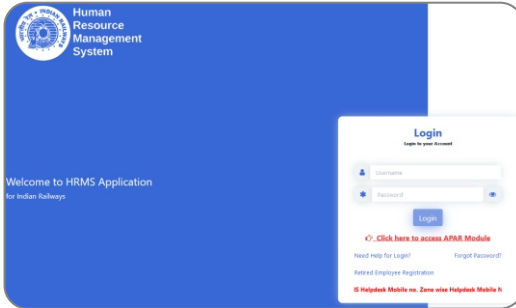
Q. How far has HRMS being implemented over Hubballi division ?

- A. As on 28.02.2022, e-PF, e-SR, e-Pass/e-PTO module, Employee Self Service (ESS), e-APAR, Grievance, Settlement modules have been implemented over Hubballi division.

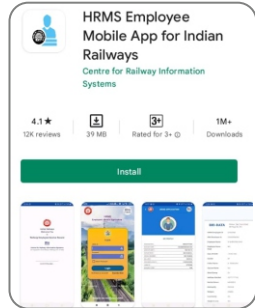
HOW TO LOGIN

1. How can I access HRMS?

- A. From your computer, open your web browser like google chrome and type **<https://hrms.indianrail.gov.in/HRMS>**. You can also download the HRMS android app from Playstore on your mobile phone. Enter your User ID/Password and OTP to login.



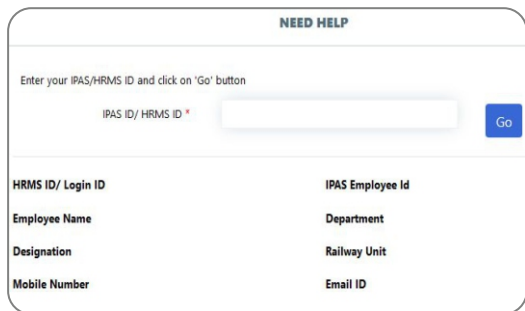
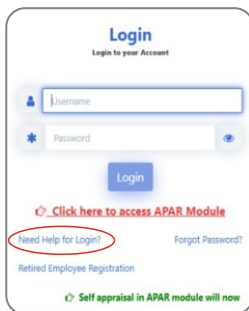
HRMS Web Portal



HRMS Mobile App

2. I have downloaded HRMS app but I do not know my ID and password. What to do?

- A. Go to HRMS login page on your web browser or mobile app and click on **Need Help for Login**. Now, you will be asked to enter IPAS ID (which is your 14 digit PF Number). Enter your 14 digit PF number and click on **GO**. You will receive all the details including your HRMS ID. As default, all passwords are set as **Test@123**. You can change this password at anytime. After entering your HRMS ID and Password, you will receive an OTP on registered mobile number (OTP will be valid for 7 days). Only on entering the OTP, you will be able to login HRMS.



HRMS ID/ Login ID	IPAS Employee Id
Employee Name	Department
Designation	Railway Unit
Mobile Number	Email ID

e-PASS MODULE- BASICS

Q. I have not used HRMS earlier. I want to apply for e-Pass. What is the procedure to setup my pass account?

1. First, login to HRMS with your USERID, Password and OTP.
2. Click on the **PASS** option on left and select **Family Declaration** option.
3. Now, the screen will show details of your family members as entered by Bill Clerk while feeding your HRMS data. In case of any corrections in this, contact your Bill Clerk. Tick on the boxes under **For Pass** option and click on agree to terms & conditions and then click on **SUBMIT** button

Declared family & dependents of employee with the Dealing clerk.

Please select the family members for declaration of family for Pass. In case of any discrepancy correction of the same or click 'Edit Family details' to change on your own.

S.No	Name	Relation	Date of Birth	Age	Gender	Relative Flag	For Pass
1	JAITUNABI B N	WIFE	20-02-1976	45.0	F	FAMILY	☒
2	ABEDA BEGUM B N	DAUGHTER	30-05-1995	26.0	F	FAMILY	☒

4. You will get a prompt stating –“Are you sure you want to submit your family declaration for Pass? You will not be able to make changes after submission.” Click **YES**.
5. Now your Family Declaration is sent to Pass Clerk for approval. You will see a display message- “Family Declaration is pending with Pass Clerk”.
6. Now, click on **Pass Set List** option under PASS. Here you will see the availed (manual) passes as entered by Pass Clerk in your account for respective calendar years.

DECLARATION OF MANUAL PASSES

Please review the number of manual passes issued till date corresponding to pass type and year. If this information is not updated, then you will not be able to apply for Pass online.

Pass Type	Pass Year	Availed Pass		Pass surrendered for LTC	Count of Pass deducted as penalty	
		Full Set	Half Set		Full Set	Half Set
PRIVILEGE PASS	2020	0	1		0	0
PASS TICKET ORDER	2020	1	0		0	0

Remarks *

• If the number of passes entered by Pass clerk is correct, kindly click on 'Confirm' button. If there is some discrepancy in count kindly enter your remarks and click on 'Return to Clerk' button to return it to the Pass Clerk.

7. If all the details are correct, enter remarks as “Correct” and click on **Confirm** button. If details on availed pass are wrong, necessary remarks should be entered and you have to click on **Return to Clerk** button.
8. Once you click submit button, you will get a prompt- “Are you sure you want to submit the manual pass declaration? You will not be able to make changes after submission”. Click **YES**.
9. Until your Family Declaration and Pass Set List is accepted by Pass Clerk, you will not be able to apply e-PASS/e-PTO in HRMS.

Now, you can follow the instructions at Page- 11 to apply for e-PASS/e-PTO.

e-PASS MODULE - HOW TO APPLY FOR PRIVILEGE PASS

1. Go to HRMS website (<https://hrms.indianrail.gov.in/HRMS>) . Login by entering your HRMS ID, Password and OTP. In case you do not know your ID/Password, please see [page 09](#) (How to login page).
2. Go to **PASS v3.0** option and click on **Apply for e-Pass/e-PTO** option. Select **PRIVILEGE PASS** from drop-down list and click **GO**. Here you see the number of privilege pass available to you for the current calendar year.

Select Type Of Pass	PRIVILEGE PASS			
Pass Year	Entitled Pass		Available (excluding Applied)	
	Full Set	Half Set	Full Set	Half Set
2021	3	6	2 Apply / View	4 Apply / View
2022	3	6	3 Apply / View	6 Apply / View

3. Click on the **Apply/View** button on Full Set/ Half Set as per your choice of privilege pass.
4. You will be directed to Pass Application Menu. Click on **New Application**.

Full Set Pass Applications list for the year : 2022

Click on  icon to edit existing Pass application(s) or fill

[New Application](#)

5. Check all the details appearing in your pass application. In case of any corrections in employee details or family details, contact your Bill Clerk OR refer [page 14](#) (Employee Self Service module). Enter the details of your journey like From and To stations, break journey, etc. Now click on the self/dependent members to be included in pass and click on **SUBMIT** button.

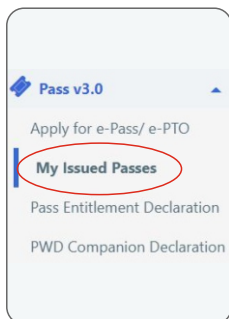
Gender	Handicapped	Relative Flag	Members to be included in Pass
M	N	FAMILY	☐
F	N	FAMILY	☐

6. Once you click on SUBMIT button, you will get a prompt “Are you sure you want to submit the Pass application? You will not able to make changes after submission”. Click on YES. Your pass application will be submitted to Pass Clerk/Pass Issuing Authority for approval.
7. Once your application is approved, you will receive a text message indicating your pass application number, family members in pass, and also 4 digit **UPN PIN**. You will now be able to download your E-Pass. The PIN is valid for entire validity of the e-PASS and will be used during ticket booking.

UPN:[3459916](#),PRIVILEGE PASS,F,2021, Issue Date:22-12-2021, Expiry Date:21-05-2022, PIN:7GQF Jrny: UBL-BGM, HRMS ID:KNFKUP KIRAN S KADAM/M/34, SHWETA/F/31, HEMALATA S KADAM/F/61-IR/HRMS

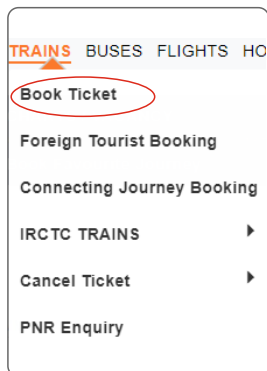
HOW TO BOOK TICKET ON IRCTC WEBSITE USING e-PASS?

- Login to your HRMS account. Go to Pass v3.0 option and click on My Issued Passes. Note down the Unique Pass No.



Unique Pass No	Pass Year	Pass Type	Pass Year	Pass Application Number
3459916	2021	PRIVILEGE PASS	FULL SET	3260871

- Now, go to <https://www.irctc.co.in/> and login to your IRCTC account with User-ID and Password.
- Go to **TRAINS** and click on **BOOK TICKET** option. Enter the FROM, TO stations, Date of journey, Class and tick on **RAILWAY PASS CONCESSION**. Now click on **SEARCH** to get a list of available trains for selected date.



BOOK TICKET

75 Azadi Ka Amrit Mahotsav

From: SSS HUBBALLI JN - UBL To: BELAGAVI - BGM

Date: 21/02/2022

Class: All Classes

GENERAL

☐ Divyaang Concession ☐ Flexible With Date ☐ Train with Available Berth ☒ **Railway Pass Concession**

Search

- From the available list of trains, select the class and click **BOOK NOW**.

RANI CHENNAMMA (16589) Runs On: M T W T F S S

05:45 | SSS HUBBALLI JN | Fri, 25 Feb 02:50

Second Sitting (2S) Sleeper (SL) AC 3 Tier (3A) **AC 2 Tier (2A)** AC First Class (1A)

Fri, 25 Feb AVAILABLE-0013 Sat, 26 Feb AVAILABLE-0007 Sun, 27 Feb AVAILABLE-0023 **Mon, 28 Feb AVAILABLE-0011** Tue, 01 Mar AVAILABLE-0020

Book Now ₹ 710

HOW TO BOOK TICKET ON IRCTC WEBSITE USING e-PASS?

- Enter the Passenger details like Name, Age, Gender. Please note that these details should be exactly same as that mentioned in your generated e-PASS. You can add details of new passenger by clicking on **+Add Passenger** button. In concession column, select Pass Booking and enter the **Pass Number** and **Pass Booking Code** (received in SMS after pass is generated). In case you deleted this code, go to your HRMS account > My Issued Passes. In the issued pass, click on **Send SMS** under RESEND PASS SMS option. An SMS will be sent to your registered mobile number containing the code.

Passenger Details

KIRAN KADAM

34

Male

India

No Preference

Pass Booking

3459916

70QF

* Enter the OTP received in your Mobile Number registered with HRMS

Resend Pass SMS

Apply for Split Pass

Cancel Pass

Send SMS

Apply

Cancel

Send email

- Now, enter the OTP. Fill up your Destination Address. Default payment mode will be set at the end of page. Please ignore it as no amount will be charged for privilege pass booking.

Payment Mode

☒ Pay through Credit & Debit Cards / Net Banking / Wallets / Bharat QR / Pay on Delivery and Others

Convenience Fee: ₹30/- + GST

☐ Pay through BHIM/UPI

Convenience Fee: ₹20/- + GST

Back

Continue

- At end of page click on **SUBMIT** button. A new page will be displayed which will show the details of your booking. Enter the captcha code and press Continue.

q@4t

Enter Captcha

- Your ticket is booked online. After this process, when you download your e-Pass, details of your booking will be automatically entered in your e-PASS, as a confirmation of this transaction.

e-Pass

Class:First Class

(MINISTRY OF RAILWAYS)

Date of Issue: 29-12-2020

PNR	Train no	From	To	Departure Date	Arrival Date	Travel km
*NGT4828082770	02629	UBL	BGM	21-01-2021	22-01-2021	142

Set :FULL SET

Legends*:Cancelled tickets, #-Non-Issue, ^-Attendant Ticket

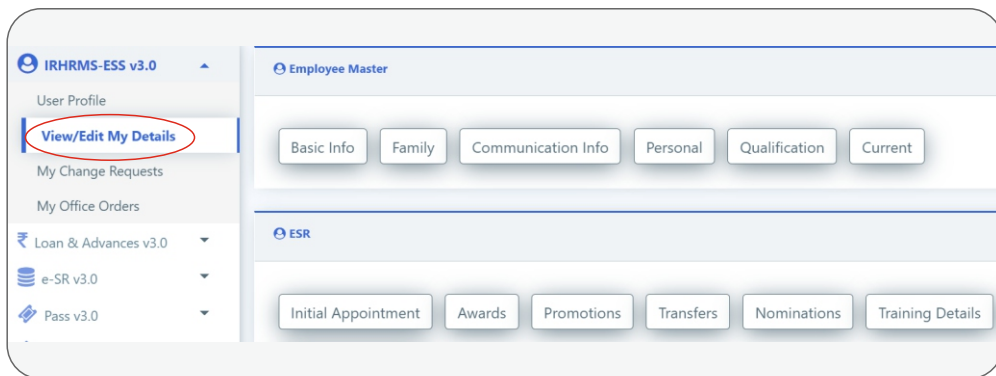
EMPLOYEE SELF SERVICE (ESS) MODULE

Q. What is EMPLOYEE SELF SERVICE (ESS) MODULE?

A. The employee self service module is an important tool in HRMS which allows employees to view/edit some of their official/personal details. Prior to introduction of this module, an employee had to request their Bill Clerks to change/update any details in HRMS by giving physical request application. This process was cumbersome as many a times, such request application could not reach the designated clerk and employee's request could not be processed. With implementation of ESS module, employees can raise any change request online, conveniently sitting in their work place/home etc. and also track status of requests in real time.

To access ESS v3.0, login your HRMS account, on the left side click **IRHRMS-ESS v3.0** and go to **View/Edit My Details**. You will get all editable options under the heads **EMPLOYEE MASTER** and **ESR**.

You can now edit Basic Info (like designation, date of birth, etc); Family details (add or remove a family member); Current(change current station, current working office, unit division, pay level) update mobile number, add Education Qualification, etc. You need to upload proper proof of document in support of the revision made in ESS.

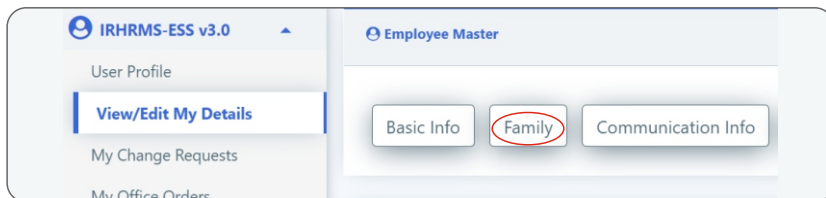


(Above screenshot shows options which an employee can edit through ESS v3.0 module)

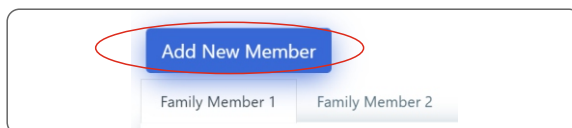
EMPLOYEE SELF SERVICE (ESS) MODULE

Q. I want to add the details of my newly born child in HRMS. How to do it?

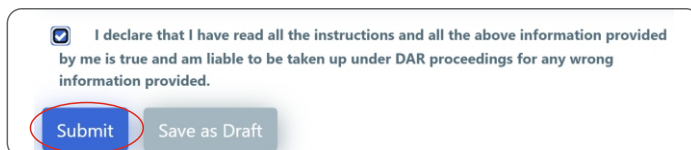
1. Login to HRMS. On the Dashboard (left side) click on **IRHRMS-ESS v3.0** and click on **View/Edit My Details**



2. In Employee Master option, Click on **FAMILY** tab and click on **'ADD NEW MEMBER'** button.



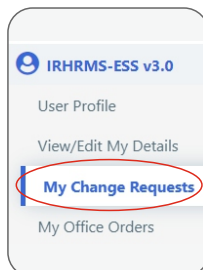
3. In the new Family Member tab, fill in the details of new member as specified in the form like Member Name, Gender, Marital Status, Relationship, etc. You may upload documents like Birth Certificate, Aadhar Card, etc. in respective tabs in support of your request.
4. Once all the requisite fields are filled up, tick the declaration given at bottom and click on **SUBMIT** button.



5. Please note that any request for change will undergo three stage verification. Your request will be processed as follows:

REQUEST> DEALING CLERK> VERIFYING AUTHORITY> APPROVING AUTHORITY

6. You can track the status of your request at any time by clicking on My Change Requests in IRHRMS-ESS v3.0 tab.



EMPLOYEE SELF SERVICE (ESS) MODULE

Q. In HRMS, my educational qualification is not updated. How can I raise request for updating the same?

1. Login to HRMS. On the Dashboard (left side) click on **IRHRMS-ESS v3.0** and click on **View/Edit My Details**.

2. In the Employee Master option, click on **Qualification** tab.
3. Enter the reason for editing (eg: addition of new qualification)
4. Now, in the table below, scroll the screen to right side and press the **(+)** symbol. A new row will be inserted in the table below for entering details of new qualification.

5. Now enter all the details by selecting from the drop-down list and entering details wherever permitted, against each head. Then click on the declaration and press **SUBMIT** button.

Action	S.No	Qualification Level	Course	Subjects / Specialization	Duration	Country
New	4	Please select	Please Se	Subjects / Specialization	-Select	INDIA

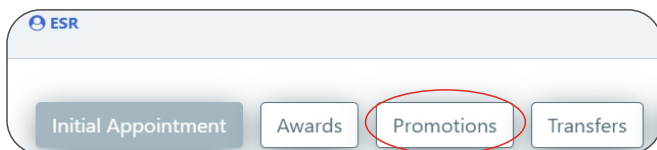
6. You will get a confirmation dialogue box. Once you press **YES**, a transaction OTP will be sent to your registered mobile number. Enter the OTP, your request will be submitted. You can view the status of your request under “My Change Requests”.

Are you sure to submit the change request for the **Qualification** tab? You will not be able to make the changes after submission.

EMPLOYEE SELF SERVICE (ESS) MODULE

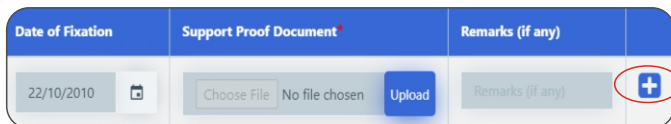
- **How to add a promotion in e-SR?**

1. Login to HRMS. On the Dashboard (left side) click on **IRHRMS-ESS v3.0** and click on **View/Edit My Details**
2. In the ESR option, click on **PROMOTION** tab.



The screenshot shows the ESR (Employee Self Service) interface. At the top, there is a navigation bar with the ESR logo. Below it, there are four tabs: 'Initial Appointment', 'Awards', 'Promotions', and 'Transfers'. The 'Promotions' tab is highlighted with a red circle, indicating it is the active selection.

3. Enter the reason for editing (eg: addition of new **promotion**).
4. Now, in the table below, scroll the screen to right side and press the **(+)** symbol. A new row will be inserted in the table below for entering details of your new promotion.

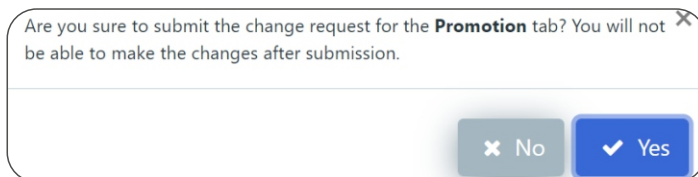


The screenshot shows a table with three columns: 'Date of Fixation', 'Support Proof Document', and 'Remarks (if any)'. The 'Date of Fixation' column contains the date '22/10/2010'. The 'Support Proof Document' column has a 'Choose File' button, 'No file chosen' text, and an 'Upload' button. The 'Remarks (if any)' column has a text input field. A blue '+' button is located at the bottom right of the table, highlighted with a red circle.

5. Now enter all the details of promotion like Type of Promotion, Pay Commission, Department, Designation on promotion, Basic Pay, etc. under each head. You have to upload your promotional order and shouldering higher responsibility letter in PDF format (less than 2 MB) in **Support Proof Document** option. Then click **SUBMIT** button.

Sl.No.	Type of Promotion	Pay Commission	Department	Section	Designation On Promotion	Refused/Accepted
4	REGULAR PNI	7th CPC	PERSONNEL	Please Select	CHIEF STAFF & WELFARE	ACCEPTED

6. On clicking submit button, you will be asked to confirm your request (press **YES**). Your request is submitted successfully. You can view status of your request under “My Change Requests” in IRHRMS-ESS v3.0 tab.

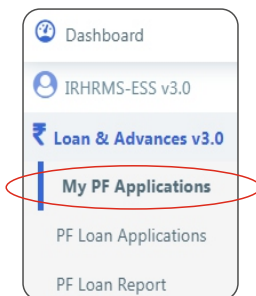


The screenshot shows a confirmation dialog box with the text: 'Are you sure to submit the change request for the **Promotion** tab? You will not be able to make the changes after submission.' There are two buttons at the bottom: 'No' (with a close icon) and 'Yes' (with a checkmark icon).

e-PF MODULE

- **How to apply for PF withdrawal in HRMS ?**

1. Login your HRMS account with User ID, Password and OTP.
2. Go to **Loan & Advances** and click My **PF Applications** button.



3. Click on **New Application** button.



4. A new screen (application for PF loan) will open which will consist of three parts: Employee Details, Last PF Loan Details and PF loan application details. Employee details and last PF loan details are already fed by system. In PF Loan application details, you will have to fill: Withdrawal Type, Reason, Applied Amount, Number of installment, Dependent Name. On filling up of these details, click on **SUBMIT** button.

A screenshot of the 'PF Loan Application Details' form. It contains several input fields: 'आवेदन का प्रकार / Withdrawal Type', 'आवेदन कारण / Withdrawal Reason', 'अप्रति राशि / Applied Amount', 'किश्तों की संख्या / Number of Installments', and 'आश्रित नाम / Dependent Name/Remarks'. There is also a 'दस्तावेज अपलोड करें / Upload Document' section with a 'Choose File' button and an 'Upload' button.

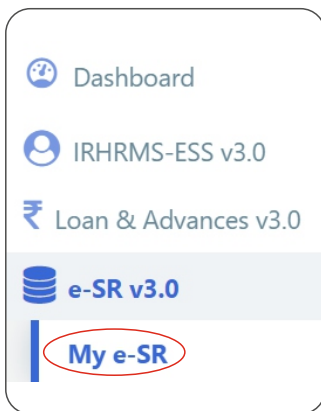
5. A transaction OTP will be sent to your registered mobile number. Enter the OTP and click **SUBMIT** button. Your PF loan application has been submitted and you will be able to preview your PF application. You can view the status of your PF loan application at: Loan & Advances > My PF Loan Applications.

A screenshot of a confirmation dialog box. The text asks: 'Are you sure you want to submit the PF Loan application? You will not able to make changes after submission.' There are two buttons: 'No' and 'Yes'.A screenshot of the 'OTP VERIFICATION' screen. It shows the last transaction OTP sent to the user's mobile number, the date and time, and a field to enter the OTP for verification. There are 'Submit' and 'Close' buttons at the bottom.

E-SERVICE RECORD

Q. How to view my e-SR in HRMS?

- A. Login into your HRMS account from desktop or mobile app. On the Dashboard (left side) click on **e-SR v3.0** and select **My e-SR** option. You will be able to view your electronic service register with various heading like Bio-Data, Employment details, Family, Qualification, Nominations, Awards, Punishments, Promotions, Transfers, Leaves, etc.



Q. I have seen my e-SR in HRMS but some of my details were incorrect. How to change them?

- A. To prevent misuse, not all details are open for editing to employees. However, in e-SR, under each head like Bio-Data, Employment details, Family, Qualification, you will see a Remarks button. You can click on this button, enter your remarks specifying the correction and click enter button. A SMS will be sent to your Bill Clerk regarding the same.

Additionally, you can use the Employee Self Service (ESS v3.0) option and raise change request for Basic Info, Family, and Current details. Be sure to upload copy of valid document supporting such change. Such documents should be in PDF format (below 2 MB). A change requests ID is assigned to your request and gets processed in following order:

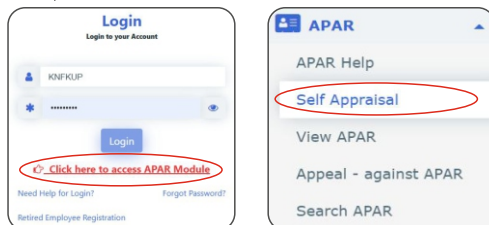
Employee-> Bill Clerk-> Cadre Clerk (Verifying Authority)-> Gaz.Officer (Approving Authority)

Once you have made a change request, you cannot make another request under same head until the previous request gets processed (approved or rejected).

e-APAR MODULE - HOW TO FILL SELF APPRAISAL IN HRMS

Q. How to submit e-APAR in HRMS?

1. Go to HRMS website (<https://hrms.indianrail.gov.in/HRMS/login>). Just below the login page, click on the link “**Click here to access APAR Module**”. You will be directed to APAR page login. Enter your HRMS ID, Password, and OTP.

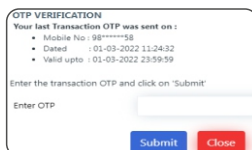


1. After login, click on APAR tab, then click SELF APPRAISAL. Now you will see a page with two tabs - (1) **PERSONNEL INFORMATION** (2) **SELF ASSESSMENT**.
2. Before filling up the SELF ASSESSMENT, you have to check if details in PERSONNEL INFORMATION page, viz. Name, D.O.B., D.O.A., Department, Pay Level, Basic Pay, etc., are correct. If any of these details are incorrect, you can click on RETURN button and the data is sent back to your dealing clerk for rectification.
3. In SELF ASSESSMENT page, you have 4 fields:
 - a) Brief Description of duties: Here you have to provide brief description of duties assigned to you and work done during the last one year.
 - b) Period of work done (non-editable, already fed by system): These details are automatically fed in by the system.
 - c) Bringing out any special achievements during the period: Here you need to fill up any special achievements done during last one year like receipt of any award for meritorious service, averting train accidents, etc.
 - d) Property return submitted in time: Please select YES/No/Not applicable as relevant in your case.

Then click on **SUBMIT** button. You will get a dialogue box asking you to confirm to send the data for verification. Click **YES**.



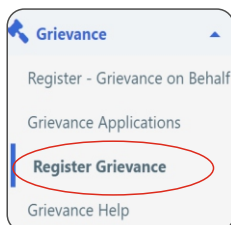
4. You will get a dialogue box to enter transaction OTP for the same. Kindly enter OTP received on your registered mobile number and click SUBMIT. You have successfully submitted your Self Appraisal.



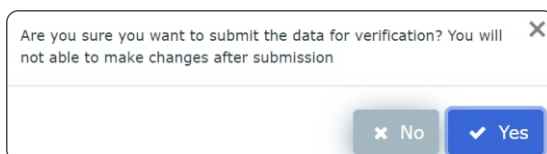
HRMS GRIEVANCE MODULE

Q. How to register a grievance in HRMS?

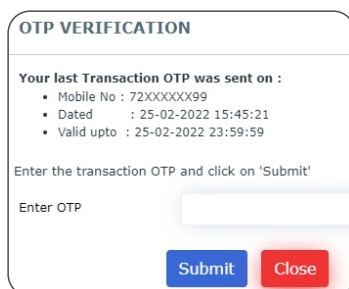
1. Go to HRMS website <https://hrms.indianrail.gov.in/HRMS/>. Login by entering your HRMS ID, Password and OTP.
2. On left side of dashboard, click **GRIEVANCE** option and select **REGISTER GRIEVANCE**.



3. Now you will see grievance registration form. In this form, details like HRMS ID, Employee Name, Date of Birth, Department, etc. are already fed.
4. Select the grievance and sub-grievance type.
5. Enter your grievance description (2000 characters max). In this grievance description, you should enter all relevant details of your case in chronological order. Then, upload a file (PDF or JPEG format) in support of your claim in **UPLOAD FILE** button.
6. Now, click on **SUBMIT** button. You will be asked to confirm the submission of grievance. Click **YES**.



7. You will be asked to enter transaction OTP. Enter the OTP received on your registered mobile number.
Your grievance will be successfully submitted.



FREQUENTLY ASKED QUESTIONS ON HRMS

Q I am getting bad credentials error during login. What should I do?

- A. Bad credentials means either User ID, Password or OTP is wrong. Please check CAPS LOCK is not on and that User ID and Password are correct and OTP is of valid period.

Q I have entered correct HRMS ID and password but I am not getting OTP on my mobile number/ Mobile number displayed is incorrect. How to resolve this issue?

- A. Please make sure your mobile number in HRMS database is correct. In case your mobile number is incorrect, you should contact your Bill Clerk in Personnel department or use ESS module to update your mobile number. Only after this, you will receive OTP on your mobile phone and you will be able to access HRMS.

Q I am not getting OTP on my registered mobile number. What to do?

- A. There is an option to resend OTP. If still OTP is not being received, there may be a network issue on that day. If you never get an OTP on a registered mobile number, please check whether your number has active DND (Do Not Disturb service). To deactivate the service, send a message with START 0 to 1909 or call 1909 and follow the instructions. You may also contact your network service provider for same or get your number changed to any alternate number on HRMS.

Q What is the default password for HRMS users?

- A. Default password is Test@123 which should be changed on first login for your own security.

Q Can I change my HRMS ID?

- A. No. HRMS ID cannot be changed by user. Only password can be reset by user.

Q I am getting proxy error while using HRMS site. What can I do?

- A. On Chrome/Firefox browser, please hold down Ctrl+ Shift and press R. If the error is not resolved there may be a server issue. Please contact regional HRMS coordinator through your Division's nodal person who will inform HRMS team at CRIS.

Q I have raised a service request through Employee Self Service (ESS v3.0) but I do not know the status/ Service request is not processed for many days. What should I do?

- A. You can check the status of your service request by clicking the "My Change Request" button under IR-HRMS ESS v3.0 tab.

Change Request ID.	HRMS Emp Id	Employee Name	Req. Status	Module Name	Tab Name	Emp Txn Date	Dealing Clerk ID	DC Txn Date
530468	KNFKUP	KIRAN S KADAM	C	Employee Master	Qualification	21/02/2022 18:11:40		
530487	KNFKUP	KIRAN S KADAM	C	e-SR	Promotion	21/02/2022 18:32:11		

Here you can view the status of each service request. If any of your service request is processed, you will see the HRMS ID, date/time of transaction. If your request is not being processed even after 7 working days, you may contact the concerned dealing clerk. A list of all bill clerks with railway phone numbers is annexed in this booklet at [Page 25](#). Request status description:

C - Change Requested	E - Submitted By DC (Sent to Verification Authority)	VR - Rejected by Verification Authority
D - Draft	V - Data verified by Verification Authority	DR - Rejected by Dealing Clerk
A - Data accepted by Accepting Authority	AR - Rejected by Accepting Authority	N/A - Not Available

Q Why am I unable to edit certain details through IR-HRMS ESS?

A. To avoid misuse, not all details are editable through IR-HRMS ESS option. The following details can be edited through IR-HRMS ESS v3.0

BASIC INFO:	Name in Hindi, Regional Name	Country of Birth, Birth Place	Spouse Name, Spouse Employment
FAMILY:	Here you can add Family member. Please fill up relevant details like member name, marital status, gender, relation. Upload copy of ID card like Aadhar card, Driving License, Education ID card, etc.		
COMMUNICATION INFO:	Personal Mobile No. Official Mobile No.	Personal Email Official Email	Present Address (*Doc Proof reqd)
PERSONAL	Religion, Self Photo, Date of Marriage	Marital Status, Mother Tongue	Height
INITIAL APPOINTMENT	Initial Zone, Initial Division/ Station	Initial Once/ department/design.	Previous Service/Ministry, Period of previous service.
e-SR AWARDS	Here you can add an award. Here details like Award name, Level, Date, Authority, Proof document (in PDF, max limit 2 MB) to be entered.		
e-SR PROMOTIONS	Here you can add Promotion. Details like Type of Promotion, Department. Design. on promotion, Basic Pay, Support Proof Document (in PDF, max limit 2 MB) , etc. is to be entered.		
e-SR TRANSFERS	Here you can add Transfer. Details like Transfer Type, Charge taken on post, Transferred to Unit, Station, Charge taken on, Support Proof Document (in PDF, max limit 2 MB), etc is to be entered.		
e-SR NOMINATION	Here you can add a nomination. Details like Account Nature, Nominee Name, Relation, Age, Amount %, Contingency, Support Proof Document (in PDF, max limit 2 MB), etc is to be entered.		

Q How to edit certain details in HRMS which I am not able to edit through ESS option?

- A. To avoid misuse, not all details are available for editing to employees. To correct/edit details which you are unable to edit through ESS (like name, date of birth, etc.), you have to approach your Bill Clerk. Please carry a copy of supporting proof document for making such a change, along with a formal request letter addressed to Sr. DPO/UBL.

Q Who is Pass Clerk and Pass Issuing Authority?

- A. With implementation of HRMS, each department Branch Officer (like Sr. DEN, Sr. DOM, Sr. DCM, etc.) are assigned roles of Pass Admins. Each Pass Admins further assigns the role of Pass Clerk and Pass Issuing Authorities as deemed fit, to staff/supervisors within their department, wherever required to facilitate the issuance of pass. In HRMS, whenever you submit a Pass application, it will be assigned to designated Pass Clerk of your department, who will forward it to Pass Issuing Authority for approval. Once Pass Issuing Authority approves your application, your e-PASS is generated and you will get a text message on registered mobile number.

Q How to download e-Pass?

- A. Login your HRMS account. On the left side, click on **PASS v3.0** option and go to My Issued Passes. You will get list of issued Passes. Click on the **Unique Pass No.** Your e-Pass gets downloaded automatically in PDF file.

Q Can I directly login my HRMS ID for first time and apply for pass? What are the pre-requisites before applying for e-Pass?

- A. Before applying for e-PASS in HRMS, make sure details of yourself and family members are entered in database correctly. Next, you need to submit your Family declaration to Pass Clerk. Then, you will be required to confirm the Declaration for Manual Passes, as entered by Pass Clerk. Only on completion of these procedures (explained at [Page-10](#)), you will be able to apply for e-PASS.

Q Whom can I contact for any problems on HRMS?

- A. For initial issues on incorrect family data, incorrect mobile number, etc. you should contact your Bill Clerk for updating the same. For requests raised on Employee Self Service (ESS v3.0), you can get in touch with your Bill Clerk or Cadre Clerk, with whom your request is currently pending. A list of Bill Clerks of Hubballi division is at [Page-65](#). If your issue does not get resolved, you may get in touch with concerned Personnel Officer, whose details are also given.

Q How to withdraw my PF loan application?

- A. In Login your HRMS account with User ID, Password and OTP. Go to Loan & Advances and click My PF Applications button. Here you will get list of your PF loan application. Click on the  button. Your application will be withdrawn.

Q. How do I change my mobile number in HRMS?

- A. Login your HRMS account. In dashboard, go to IRHRMS- ESS v3.0, and then click view/edit my details option. Under the Employee Master head, select Communication Info. Now enter reason for editing, select the checkbox next to mobile number option, and enter your new mobile number. Click on the declaration and press submit button. In confirmation box, click YES and enter the transaction OTP. Your request for change of mobile number will be submitted.

Department	Category	Dealer (Shri/Smt)	Designation	Rly. Ph. No.	Personnel Officer
Commercial	Comm'l Clerks	Shabana Sayed	OS	46221, 46230, 46260	Sr. DPO II 9731668602
	Luggage Porter	Poornima Nagendra	OS		
	Ticket Checking Staff	Niranjini	Ch.OS		
Electrical	All Group C categories	Premalatha	Ch.OS	46245	DPO (SnT & Ele.) 9731668605
	Erstwhile Gr D	Shreedevi	Jr.Clerk	46275	
Engineering	All Group C categories	Ningappa	Jr.Clerk	46246	
	Bridge Wing Helpers	S.M.Khadri	OS	46275	
		Naresha S	Jr.Clerk		
	TM/P.Way Unit/BAY	Rangamuni	OS	44848	
	TM/P.Way Unit/BGK	Hanumesh	Jr.Clerk	45632	
	TM/P.Way Unit/BGM	Jayanand	Ch.OS	44042	
	TM/P.Way Unit/BJP	Ravikumar	Jr.Clerk	44942	
	TM/P.Way Unit/CLR	Akarsha	Jr.Clerk	44243	
	TM/P.Way Unit/DWR	Shakuntala	OS	44342	
	TM/P.Way Unit/GDG (B/L)	Ghouse Karadi	Ch. OS	44446	
	TM/P.Way Unit/GDG (M/L)	Geeta Kori	Jr.Clerk	44442	
	TM/P.Way Unit/HPT (B/L)	Jyoti G.Manjunath	OS	44540	
	TM/P.Way Unit/HPT (M/L)	B.L.Venu	Ch. OS	44541	
	TM/P.Way Unit/IDR	Srinivas Rao Bari	Sr.Clerk	08359-225589	
	TM/P.Way Unit/KTY	Jyoti G.Manjunath	OS	44540	
	TM/P.Way Unit/KUD	Bashir Ahmed Sanadi	OS	45675	
	TM/P.Way Unit/LD	Jayanand	OS	43142 / 44044	
	TM/P.Way Unit/SVM	Sanjay Masurkar	OS	43246	
	TM/P.Way Unit/UBL	G.M.Kulkarni	OS	45670	
	Helper/Works	Pradeep Kumar		46227	
Gen Admn	Stenographers, Peons, Vehicle Drivers	Ravi Metre	OS	46242	DPO 9731668601
Mech C&W	All categories	M.Ramudu	OS	46224, 46242	APO/M 9731668603
		Santosh Kulkarni	OS		
		Baiyanna	Ch.OS		
Mech Dsl	All categories	Muqadder Hussain	OS	46242	
Mech Rng	All categories	A.C.Gowda	Ch. OS	46224, 46242	
		Yariswamy	OS		
Medical	All categories	Leelamani G.	OS	46275	DPO (SnT & Ele.) 9731668605
Operating	Guards	Subodh Kumar	OS	46260, 46230, 46221	Sr. DPO II 9731668602
	Pointsman	Lenita	GA		
		Sandhya	CH. OS		
	Shunting Master, TNC & Controllers	Poornima Nagendra	OS		
	Stations Supdt, Station Masters	Gayathridevi	Jr.Clerk		
Personnel	Ministerial, RHS, S&Ws	Swetha C.	OS	46242	DPO 9731668601
S&T	Sig Supervisors & Technicians	O.M.Rajsekhar	OS	46256	DPO (SnT & Ele.) 9731668605
	Tech/Tele and Helpers	Mahalakshmi G.	Jr.Clerk		
Ministerial	Comm'l, Optg & Mech	Swetha C.	OS	46242, 46224	DPO 9731668601
	Elect, Engg, Medical & S&T	Ravi Metre	OS		

H U B B A L L I

RAILWAY STATION



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