HRMS2 Handbook

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Step 2: Introduction

Introduction

- The Payroll module facilitates the generation of pay bills for each office under the respective Drawing and Disbursing Officer (DDO). It manages various allowances, deductions, and recoveries in the salaries of the employees.
- The module also handles variations in financial emoluments due to significant events in an employee's service, such as promotions, transfers, or suspensions.
- The system generates payslips for employees.

Process Flow for Paybill Approval

Process Flow for Paybill Approval and Sending it to K-II

1. **Initiator Login**:
   - The initiator logs into the system using their credentials.
   - An OTP is sent to the registered mobile number, which the initiator enters to verify and complete the login.
2. **Draft Paybill Preparation**:
   - The initiator selects the **Payroll Module** and chooses the option for **Draft Paybill** from the menu.
   - They input the required details to create a draft paybill.
   - Once the draft is prepared, the initiator previews it to ensure correctness and then sends it to the verifier for review.
3. **Verifier Login**:
   - The verifier logs into the system using their credentials and verifies the paybill details sent by the initiator.
   - The verifier can either approve the draft paybill or reject it with

remarks, sending it back to the initiator for corrections.

4. **Approver Login**:
    - The approver logs in, reviews the paybill approved by the verifier, and takes the final decision.
    - The approver can recompute the paybill if necessary or hold it for specific reasons.
    - Upon approval, the paybill is digitally signed using a Digital Signature Certificate (DSC) and forwarded to the K-II treasury system.
5. **K-II Integration**:
    - The approved paybill is sent to K-II for final processing and disbursement.

Preparation of Draft Paybill

Steps to Prepare a Draft Paybill

3.1 Steps to be Followed in Initiator Login

1. **Login**:
    - Enter login credentials and click on the "Sign In" button.
    - An OTP is sent to the registered mobile number. Enter the OTP and click on "Verify" to proceed.
2. **Access the Payroll Module**:
    - After successful login, click on the **Payroll Module** from the displayed dashboard.
3. **Select Draft Paybill**:
    - Click on the **Menu** icon, select "Payroll," and then choose "Draft Paybill" from the dropdown.
4. **View or Select a Bill**:
    - Select the desired bill or record from the "Inbox" tab.
    - To preview the paybill, click on "Preview Paybill."
5. **Make Necessary Adjustments**:
    - Review the allowances, deductions, and any other pay components.
    - Modify the details if required and save the changes.
6. **Send Paybill for Verification**:
    - Once satisfied with the draft, click on "Send Paybill for Verification."
    - A confirmation dialog appears. Click "Yes" to send the draft to the verifier or "Cancel" to make additional changes.

3.1.1 Steps to Recompute Paybill in Initiator Login

1. **Select the Draft Paybill**:
    - Access the "Payroll Module," select "Draft Paybill," and choose the bill that requires recomputation.
2. **Modify Employee Details**:

    - View the list of employees in the paybill. Update the required allowances, deductions, or other fields.
3. **Recompute**:
    - Click on the "Recompute" button after making the changes.
4. **Confirm Changes**:
    - Verify the recomputed details and confirm to save the updated paybill.

3.1.2 Steps to Hold the Draft Paybill in Initiator Login

1. **Select the Draft Paybill**:
    - Go to the "Payroll Module," select "Draft Paybill," and choose the bill to be held.
2. **Hold the Paybill**:
    - Click on the "Hold Paybill" button.
3. **Provide Justification**:
    - Upload the necessary supporting documents and enter comments or reasons for holding the paybill.
4. **Confirm Hold Status**:
    - Click "Hold" to confirm. The application will display a success message, and the paybill will be marked as "On Hold."

Steps for Verifier Login and Approver Login

3.2 Steps to Be Followed in Verifier Login

1. **Login**:
    - Enter login credentials and click on the **Sign In** button.
    - An OTP is sent to the registered mobile number. Enter the OTP and click **Verify** to proceed.
2. **Access Payroll Module**:
    - After successful login, click on the **Payroll Module** from the dashboard.
3. **View Draft Paybill**:
    - Navigate to the **Inbox** tab to view draft paybills sent by the initiator.
    - Use the search bar to locate specific records by name or ID.
4. **Edit and Verify**:
    - Click on the **Edit** icon next to the paybill you want to verify.
    - Review the allowances, deductions, and other details.
    - Select **Action** from the dropdown:
        - **Accept**: Sends the paybill to the approver for further action.
        - **Reject**: Sends the paybill back to the initiator with remarks for corrections.
5. **Submit Verification**:
    - Enter remarks in the provided text box and click **Submit**.
6. **Confirm Submission**:

    - A confirmation message will appear. Click **Yes** to proceed or **Cancel** to make additional changes.

3.3 Steps to Be Followed in Approver Login for Draft Paybill

1. **Login**:
    - Enter login credentials and click on the **Sign In** button.
    - An OTP is sent to the registered mobile number. Enter the OTP and click **Verify** to proceed.
2. **Access Payroll Module**:
    - Click on the **Payroll Module** from the dashboard.
3. **View Paybills**:
    - Navigate to the **Inbox** tab to view paybills sent by the verifier.
    - Use the search bar to locate specific records by name or ID.
4. **Review and Edit**:
    - Click on the **Edit** icon next to the paybill you want to review.
    - Verify the paybill details.
5. **Take Action**:
    - Select **Action** from the dropdown menu:
        - **Approve**: Approves the paybill and sends it for final processing.
        - **Reject**: Sends the paybill back to the verifier or initiator for corrections.
        - **Recompute**: Allows modifications to the paybill details for recalculations.
        - **Hold**: Temporarily suspends the paybill for further review.
6. **Submit Decision**:
    - Enter remarks or reasons for the selected action in the provided text box.
    - Click **Submit** to finalize your decision.
7. **Confirmation and Forwarding to K-II**:
    - If approved, the paybill is digitally signed using a Digital Signature Certificate (DSC) and forwarded to the K-II treasury system for final processing.

Final Paybill

4. Final Paybill

The final paybill is the conclusive step in processing employee payments. It is generated after verification and approval of the draft paybill.

4.1 Steps to Be Followed in Approver Login for Final Paybill

1. **Login and Access Final Paybill**:
    - Log in using your credentials and verify via OTP.
    - Click on the **Payroll Module** and then select **Final Paybill** from the menu.

2. **Select a Paybill**:
    - Navigate to the **Inbox** tab and choose the required paybill.
    - Click on the **Preview** icon to review the detailed paybill.
3. **Review Final Paybill**:
    - Examine all pay components, including allowances, deductions, and recoveries.
    - Verify employee details and ensure correctness of all entries.
4. **Digital Signature**:
    - Insert the Digital Signature Certificate (DSC) key into the system.
    - Click on **Sign and Send to K-II** to digitally sign and forward the paybill.
5. **Confirmation of Submission**:
    - After submission, a confirmation message is displayed indicating that the paybill has been sent to the K-II treasury system.
    - The system generates an HR number for tracking the paybill status.

4.1.1 Steps for Recomputation of Paybill in Approver Login

1. **Select a Paybill for Recomputation**:
    - Navigate to the **Final Paybill** section and choose the bill requiring recomputation.
    - Click on **Recompute Paybill**.
2. **Make Necessary Changes**:
    - Review the allowances, deductions, or other details and update them as required.
3. **Confirm Recomputation**:
    - Click **Recompute** to save the changes.
    - A confirmation message will appear, indicating that the recomputed paybill has been sent back to the initiator for verification.

4.1.2 Steps to Merge Multiple Bills in Approver Login

1. **Select Bills for Merging**:
    - Go to **Final Paybill**, and in the **Inbox**, select multiple bills to be merged.
2. **Initiate Merging Process**:
    - Click on **Merge Paybills**.
3. **Upload Supporting Documents**:
    - Attach relevant documents justifying the merging of paybills.
    - Enter comments explaining the reason for the merge.
4. **Confirm and Merge**:
    - Click **Merge** to combine the bills.
    - A message will confirm that the merged bill has been successfully sent to K-II for processing.

Helpdesk Module

1. Introduction to the Helpdesk Module
The Helpdesk Module allows government employees to raise issue tickets related to technical challenges in the HRMS 2.0 system.
Employees can create tickets directly using the ESS (Employee Self-Service) application or seek assistance from the DDO (Drawing and Disbursing Officer) or HRMS 2.0 Nodal Officer.

Core Features of the Helpdesk Module

- **Raise Issue Tickets**: Employees and DDOs can create tickets for technical problems.
- **Ticket Status Updates**: Monitor the progress and resolution of tickets.
- **Resolution of Issues**: Address and resolve tickets effectively.

2. Process Flow for Helpdesk

1. **Ticket Creation**:
   - Employees or authorized users (e.g., DDO) can create tickets.
   - The ticket details are recorded and sent for resolution.
2. **Review and Verification**:
   - The Helpdesk team reviews the ticket details and determines the resolution steps.
3. **Resolution and Closure**:
   - Once the issue is resolved, the ticket is closed, and a resolution report is shared with the initiator.

3. Raising Issue Tickets in the Helpdesk Module
3.1 Steps to Be Followed in Initiator Login to Raise an Issue Ticket

1. **Login**:
   - Enter your credentials and click on **Sign In**.
   - An OTP is sent to your registered mobile number. Enter the OTP and click **Verify**.
2. **Access Helpdesk**:
   - After logging in, click on the **Helpdesk Module** from the dashboard.
3. **Create Ticket**:
   - Select the **Raise Ticket** option from the menu.
4. **Search Employee**:
   - Enter the KGID (employee ID) or employee name and click **Search Employee** to select the relevant employee.
5. **Enter Issue Details**:
   - Choose the module, sub-module, and issue type.

    - Upload relevant supporting documents.
    - Provide a detailed description of the issue in the designated text box.
6. **Submit Ticket**:
    - Click **Submit** to create the ticket and send it to the Approver for verification.
7. **Confirmation**:
    - A confirmation message is displayed, indicating that the ticket has been created successfully.

3.2 Steps to Be Followed in Approver Login

1. **Login**:
    - Enter credentials and verify with OTP.
2. **View Tickets**:
    - Navigate to the **Inbox** tab to view tickets sent by the initiator.
3. **Review and Take Action**:
    - Click **Edit** to review ticket details.
    - Update or modify details if necessary.
    - Select an action from the dropdown:
        - **Send Back for Clarification**: Sends the ticket back to the initiator for additional details.
        - **Resolve**: Marks the ticket as resolved.
        - **Reject**: Closes the ticket without resolution.
        - **Send to Helpdesk Team**: Forwards the ticket to the Helpdesk team for further review.
4. **Submit Action**:
    - Enter remarks or comments, then click **Submit**.
5. **Confirmation**:
    - A confirmation message is displayed.
6. **Monitor Status**:
    - Tickets forwarded to the Helpdesk team or resolved tickets are displayed in the appropriate status tabs.

HRMS 2.0 – Frequently Asked Questions

1. What is the website address of the HRMS 2.0 application?
Ans: The website address for HRMS 2.0 software is www.hrms2.karnataka.gov.in.

2. In which browser can the application be accessed?
Ans: The application can be accessed through Google Chrome, Mozilla Firefox, and Microsoft Edge browsers.

3. How many modules are there in the HRMS 2.0 application?
Ans: There are 36 modules in the HRMS 2.0 application.

4. In which language is HRMS 2.0 application available?
Ans: HRMS 2.0 application is available in Kannada and English languages.

5. Who creates the login for users?
Ans: HRMS 2.0 Directorate will create the logins for users.

6. How can a user get complete information about the functioning of each module?
Ans: Users can get complete information about the functioning of each module by referring to the user manuals and tutorial videos.

7. How many roles are there in each module, and what are they?
Ans: There are three roles in each module. They are:

- Initiator
- Verifier
- Approver

8. How can users resolve issues in HRMS 2.0?
Ans: Users can resolve issues by raising them in the HRMS 2.0 Helpdesk.

9. Who can raise tickets to address employees' grievances?
Ans: Initiators at the DDO office level can raise tickets on behalf of employees.

10. What actions will the DDO take after a ticket is raised?
Ans: The DDO will resolve the ticket. If it cannot be resolved, they will forward it to the Helpdesk Admin for resolution.

11. How will employees know if a ticket has been resolved?
Ans: Employees will be notified about the ticket's status through SMS and email.

12. Can all employees log in to the HRMS 2.0 application?
Ans: All government employees drawing salaries in the HRMS application can log in through the ESS (Employee Self-Service) module.

13. What are the features available in the ESS (Employee Self-Service) application?
Ans: Employees can view their:

- Payslip
- Leave balances
- Loan and advance details
- Recoveries
- Insurance details

14. How can an employee access the ESS application?
Ans: Employees can access the ESS by downloading the application from:

- Google Play Store (Android OS)
- iOS App Store (iOS)

15. How can an employee access the HRMS2 application?
Ans: The website address for HRMS 2.0 software is www.hrms2.karnataka.gov.in.