



दक्षिण मध्य रेलवे  
**SOUTH CENTRAL RAILWAY**

अद्वितीय चिकित्सा पहचान  
**UNIQUE MEDICAL IDENTITY**

भारतीय रेलवे में स्मार्ट मेडिकल कार्ड सिस्टम  
Smart Health Card System in Indian Railways

उपयोगकर्ता पुस्तिका  
**USER MANUAL**

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## Introduction / Brief of the Module

UMID (Ummeed) etymologically translates as 'Hope'. The module is envisioned as a hope for better service delivery to the medical beneficiaries in Indian Railways

- 1) **UMID is a Web application which will generate smart Medical Identity Cards, with unique all India numbers and issued to the employee / pensioner as well as each dependent, individually & separately.**
- 2) **Web and Mobile application for e-validation of identity of Railway Medical beneficiaries.**
- 3) **Registration, Approval and Card Generation Process is done completely on electronic platform. This includes the continuous revision of beneficiary details dynamically**
- 4) **End-to-end solution for Medical Identity with complete Rule integration with built-in validation.**
- 5) **Humanistic Technology & Good Governance elements combine to deliver Customer convenience and flawless Service.**
- 6) **Card-independent system: Biometric & QR code systems along with integrated database of Pan Indian Identity numbers (PF no./ PAN/Aadhar/PPO/Registered Mobile No. etc) to facilitate identification and validation without physical card also.**
- 7) **Universal Applicability and Scalability to use the same software for any number of units or for Indian Railways as a whole.**
- 8) **Continuous Validation mechanism for regular updation of beneficiaries with back-end process. Thereby the cards are updated automatically for downloading anytime by employees in their mobiles or computers. QR code & Medical ID card Numbers remain unchanged while the details get dynamically updated in the database.**
- 9) **Registration for change of Health Units across units is facilitated on online application.**
- 10) **Hospital-wise Registered users database will facilitate debits and credits initiation.**
- 11) **Interfacing with Hospitals plausible for automatic generation of OPD slips.**
- 12) **Interfacing with Referral Hospitals plausible for authentication through Biometrics.**

- 13) Interfacing with Hospitals tied up under CTSE scheme is possible for authentication through Biometrics.
- 14) Dynamic updation of Level of entitlement of Hospital Wards for Medical beneficiaries in Railway empanelled Hospitals as per the Rly. Bd'slr.No. 2016/D-1/11/69/Hospital Recognition, dt.08.05.18.
- 15) Colour schemes of the card are adopted in conformity to Railway Board guidelines to identify the beneficiary separately and apparently as employees (Blue – Blue strips); Pensioners (Brown – Brown Strips); Dependents (Blue/Brown - Yellow strips).
- 16) The Numbering scheme is adopted to remain unique across all the units in Indian Railways so as to facilitate availing medical services from any other units by their unique identification and validation.

### Access to Web site

Use the following URL to access to the web site for all the services related to Medical Identity Card

<http://hrms.digitalscr.org/umid/>

This web site can be accessed through PCs & Mobiles' browsers having internet connection. It is not restricted to Rail Net connection.

The mobile users can access to the application from Google Play Store under the following logo (UMID)



## Check-List for Submission of Application

As a ready reckoner the following is the check list for mandatory fields and documents to **be scanned in JPEG/PDF format** for advanced preparedness to initiate the application in a full-fledged manner.

- Photograph of Employee & all the dependents
- Signature of Employee
- Old Medical ID card of employee
- ID proof of all individual dependents

Relation with employee	Marital Status	Documents required
Mother	Widow	Father Death Certificate
Step-mother	Widow	Father Death Certificate
Son	Unmarried	If student above 21 yrs, Bonafide Certificate
Daughter	Divorced	Divorced Degree
Daughter	Widow	Marriage Certificate & Death certificate of her husband
Step-son	Unmarried	If student above 21 yrs, Bonafide Certificate
Step-daughter	Divorced	Divorced Degree
Step-daughter	Widow	Marriage Certificate & Death certificate of her husband
Brother	Unmarried	Father Death Certificate and If student above 21 yrs, Bonafide Certificate
Step-brother	Unmarried	Father Death Certificate and If student above 21 yrs, Bonafide Certificate
Sister	Unmarried	Father Death Certificate
Sister	Divorced	Father Death Certificate and Divorced Degree
Sister	Widow	Father Death Certificate, Marriage Certificate & Death certificate of her husband
Step-sister	Unmarried	Father Death Certificate
Step-sister	Divorced	Father Death Certificate and Divorced Degree
Step-sister	Widow	Father Death Certificate, Marriage Certificate & Death certificate of her husband

**In case of Physically / Mentally challenged dependents – Railway Doctor Certified Medical certificate to be uploaded.**

## Registration Process

**1. Choose type of Beneficiary:**

**What is type of beneficiary?**

Employees are categorised into various types based on their service status, eligibility and entitlement differentials in medical services.

The following types of employees can avail the facility of Medical ID cards.

- a. Regular / Permanent
- b. Trainee / Apprentice (Direct Recruitment through RRB/RRC)
- c. Substitute with temporary status
- d. Substitute without temporary status
- e. Deputation to Railway from other Ministries
- f. Railway Employee on deputation to Railway PSUs.
- g. Railway Employee on deputation to Central / State Government
- h. Railway Employee on deputation to abroad
- i. Act Apprentices
- j. Officers & Staff of Commissioner of Railway Safety
- k. Staff of Quasi Railway Organisations
- l. Audit Staff
- m. Contract Staff
- n. Licensed porters

Based on entitlements and eligibility condition the beneficiaries are grouped into various categories. **Choosing correct option at this stage is very critical since once registered this cannot be changed by beneficiary at a later stage.**

**2. Fill the following columns of identity:**

- a. PF No. - it should be 11 digit alpha numeric ID used in IPAS
- b. Date of birth
- c. PAN Card No.

These details also cannot be changed at later stage hence due care may be taken in filling the correct details.

**Enter serving employee primary details.**

<b>PF Number:*</b> <input type="text" value="Enter PF Number"/>	<b>PAN Number:*</b> <input type="text" value="Enter PAN Number"/>	<b>Date of Birth:*</b> <input type="text" value="Select Date Of Birth"/>
<input type="button" value="Search"/> <input type="button" value="X Back"/>		
<b>Confirm Details</b>		
<b>Employee Name:</b> <input style="background-color: #cccccc;" type="text"/>	<b>Mobile Number:*</b> <input type="text" value="Enter Mobile Number"/>	<b>Confirm Mobile Number:*</b> <input type="text" value="Confirm Mobile Number"/>
<input type="checkbox"/> I agree to send / receive notifications for transactions on this phone number.		
<input type="button" value="Register"/>		

3. On pressing the button “SEARCH” the employee name will be populated for further confirmation. Only on matching all the three options of identity, further registration process will be carried out.
4. Enter Mobile No. for receiving One Time Password “OTP” for creating login credentials. OTP will be sent on this mobile number only. If the mobile is activated with the services of DND (Do not Distrurb), the same needs to be deactivated to receive messages. If OTP not received, then ‘Resend’ option may be exercised. Please note that this registered mobile number cannot be changed subsequently. Hence, a personal and permanent number may be used for registration.

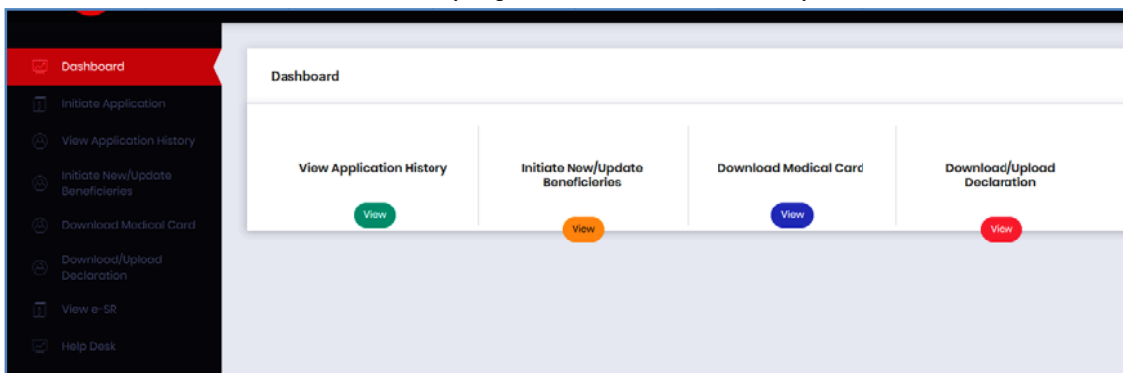
**One Time Password (OTP)**

Enter OTP here\*

5. On successful verification of OTP, registration process is completed and login credentials are sent to registered mobile number.

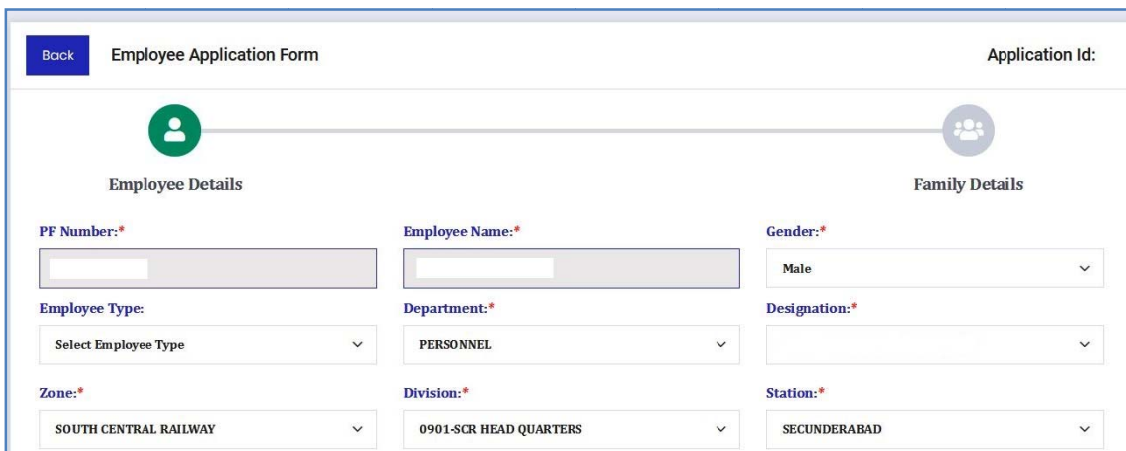
## Log - in

1. For first time log-in, please use the user credentials received through SMS on registered mobile number. By default, PF number is User ID & Password should be changed after first login.
2. You will be redirected to the employee dashboard with options to choose.

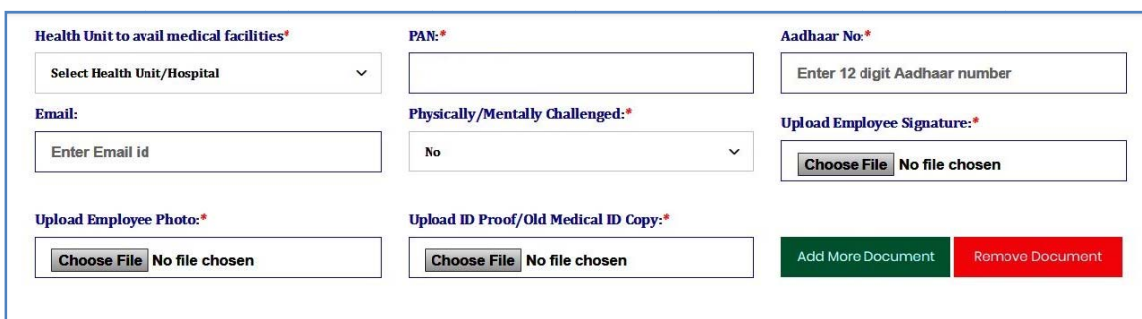


## Initiate Application Form

1. After successful login the user can choose the option of ‘initiate application’ from the menu at left side. The following page will open for necessary options for the user to provide.  
Most of the information as available in employee database such as IPAS will be fetched into application form without option to edit. Rest of the fields are to be filled by the user.



2. In case of errors in non-editable fields a service request has to be raised in “Help Desk”.
3. All the fields marked with \* in red colour are mandatory to be filled, without which the application cannot be submitted.
4. Documents to be uploaded. – Please ensure to conform to the specifications, format and dimensions required for the documents to be uploaded.



If user wants to upload any other document other than specified, then press “Add more Document”. And if wants to remove the last uploaded document, then press “Remove Document”

## 5. Procedure for Uploading the Photograph and Signature:

- a. While filling in the Online Application Form the applicant will be provided with a link to upload his photograph and signature.
- b. Click on the respective link "Upload Photograph / Signature"
- c. By clicking "choose file", Browse & Select the location where the Scanned Photo / Signature file has been saved. Select the file by clicking on it.
- d. Click the 'Upload files' button for uploading photo, signature & view on server.
- e. After verification of photo and signature, Click "Save photo & signature image files" to complete the upload process & click "Next" to proceed further stages
- f. Prescribed format for uploading the documents

Documents	File Format	File Size	Dimension
Photograph	JPEG	10KB to 100KB	3.5cm x 4.5cm
Signature	JPEG	4KB to 30KB	3.5cm x 1.5cm

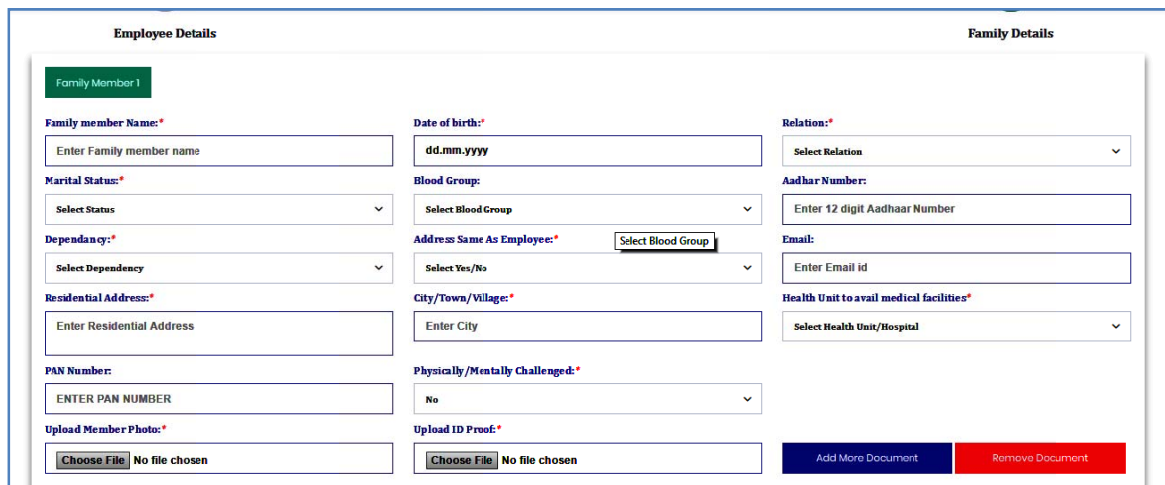
### g. Specifications of Photograph Image:

- Photograph must be a recent (within 6 months) passport size colour picture.
- The picture should be in colour, against a light-coloured, preferably white, background. Look straight at the camera with a relaxed face
- If you wear glasses make sure that there are no reflections and your eyes can be clearly seen.
- Caps, hats and dark glasses are not acceptable. Religious headwear is allowed but it must not cover your face.
- Dimensions - Width 35mm/1.4 inches (minimum of 420 pixels) & Height 45mm/1.75 inches (minimum of 525 pixels) - 420 x 525 pixels (preferred).
- Size of file should be between 10kb - 100kb.
- Ensure that the size of the scanned image is not more than 20KB. If the size of the file is more than 20 KB, then adjust the settings of the scanner such as the DPI resolution, no. of colours etc., during the process of scanning.

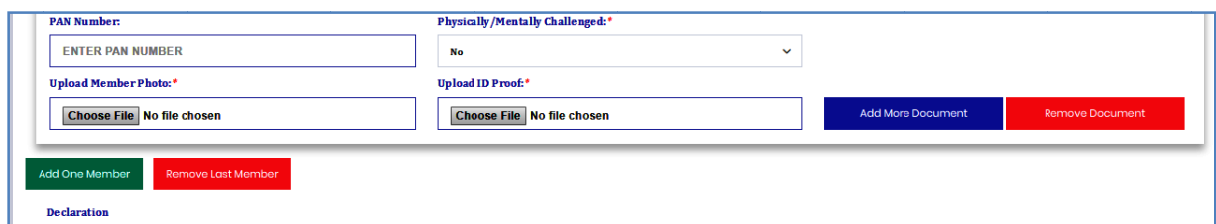
### h. Specifications of Signature Image:

- The applicant has to sign on white paper with Black pen.
- The signature must be signed only by the applicant and not by any other person.
- Dimensions - Width 256 pixels x Height 64 pixels i.e. Width 1.4" /3.5cm X Height 0.44"/1.5cm (preferred).
- Size of file should be between 4kb – 30kb.
- Ensure that the size of the scanned image is not more than 30KB.
- For illiterate applicants - Right hand thumb impression in case of female applicant and left hand thumb impression in case of male applicant

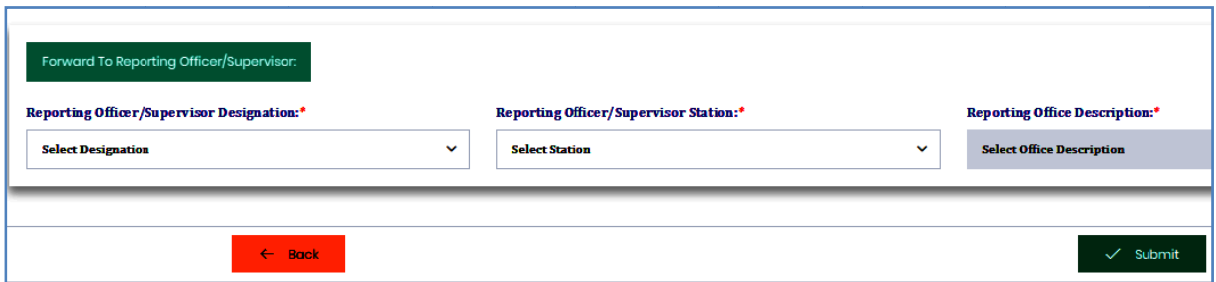
6. Once completed family particulars are to be filled by pressing the Button “Save & Next” at the bottom of the page.
7. After saving the application an application number will be generated and SMS will be sent to registered mobile number.
8. Now fill the details of family / dependents details and upload the photo & relevant documents.



9. After filling each family member details there is a button to “Add More member” to enrol for other members of family.
10. In case any other relevant documents are to be uploaded other than specified then press “Add more documents” and upload.



11. On completion of filling up of all the details of family members save the application and forward the application to immediate supervisor by selecting at bottom of applications and press “Submit” button.



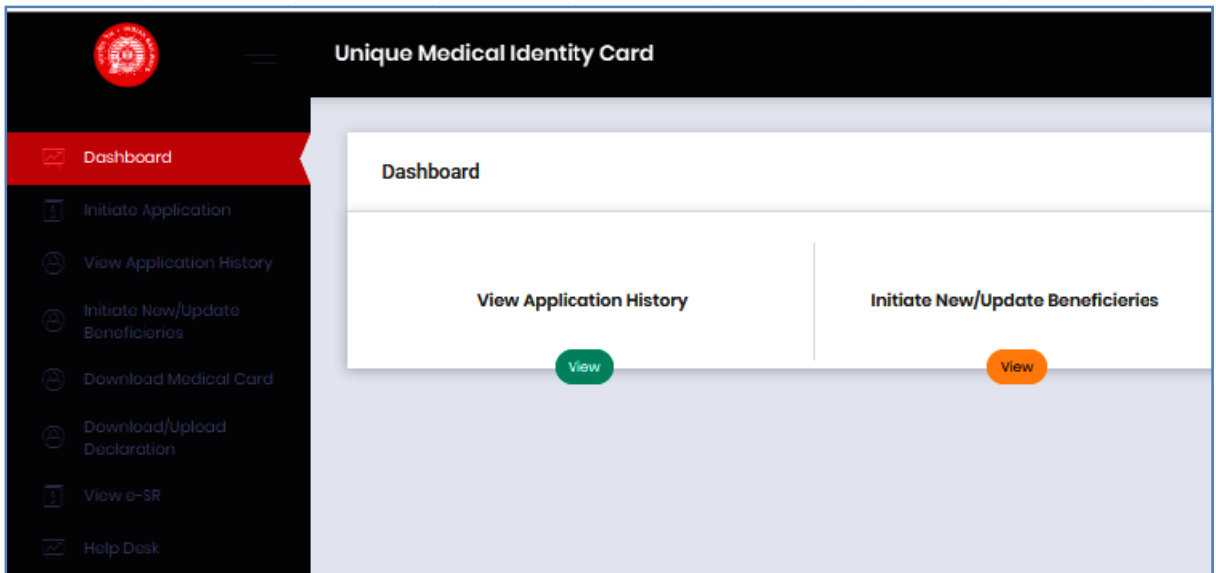
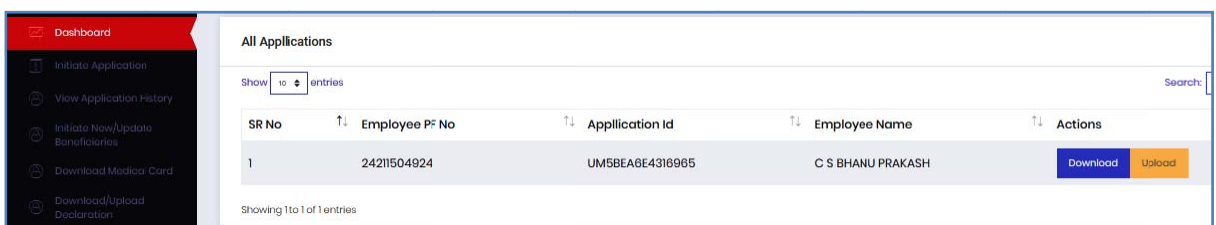
Forward To Reporting Officer/Supervisor:

Reporting Officer/Supervisor Designation:\*      Reporting Officer/Supervisor Station:\*      Reporting Office Description:\*

Select Designation      Select Station      Select Office Description

← Back      ✓ Submit

12. After submitting the application, download the application form “Download/Upload Declaration” from the dash board and to be signed by employee and two witnesses along with authorization of supervisor and scan (in JPEG/PDF format 50 to 100 kb) the same to be uploaded for further process.

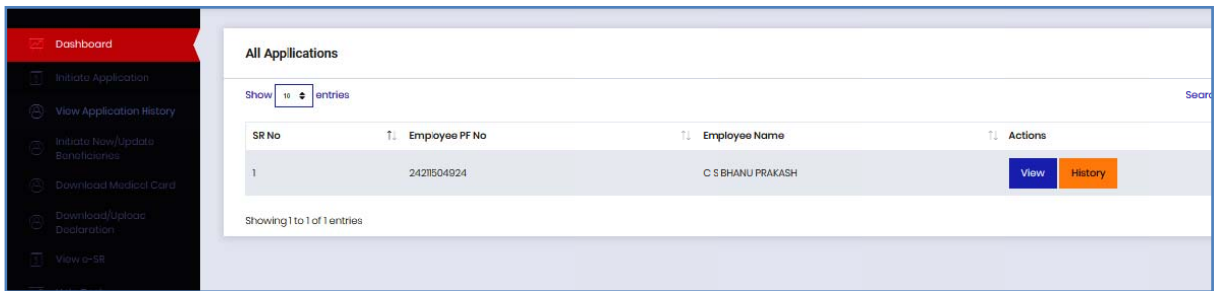
All Applications

Show 10 entries

SR No	Employee PF No	Application Id	Employee Name	Actions
1	24211504924	UM5BEA6E4318965	C S BHANU PRAKASH	Download Upload

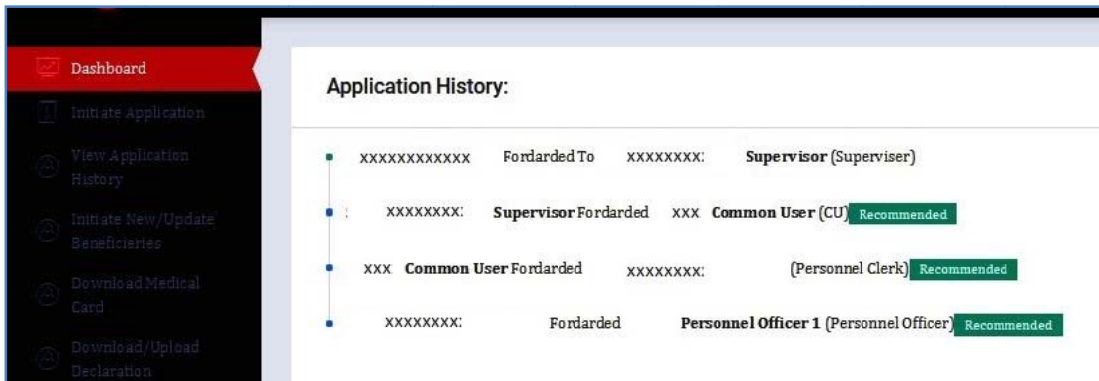
Showing 1 to 1 of 1 entries

13. The application number which is generated at the time of confirming employee form, can be used for tracking the status of the application. Further the application status can be checked under “View Application History” in dash board.



## Viewing Application status / History

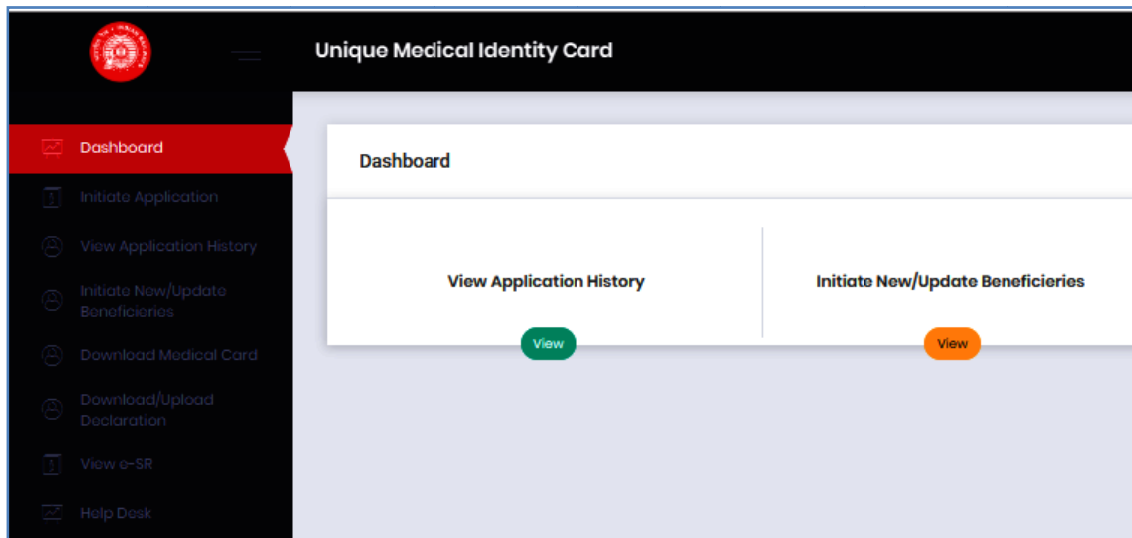
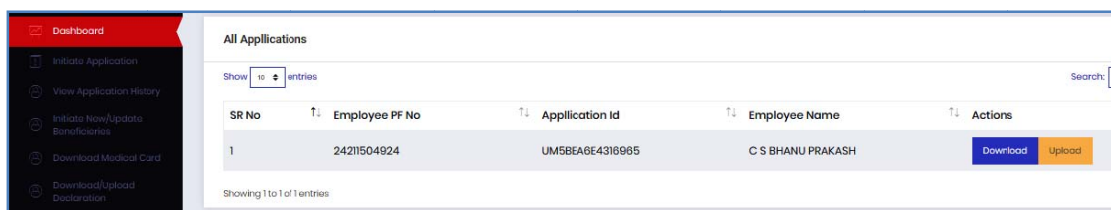
1. Once the application is submitted, the application number generated and sent through SMS can be used for tracking the status of the application. Further the application status can be checked under “View Application History” in dash board.



## Downloading and Uploading Application-cum-Declaration form (Signed-Declaration)

1. After submitting the application, download the application form “Download/Upload Declaration” from the dash board and to be signed by employee and two witnesses along with authorization of supervisor and scan (in JPEG/PDF format 50 to 100 kb) the same to upload for further process.

- Please note that even after of the submission of the application, it will not be processed further without uploading of this document.

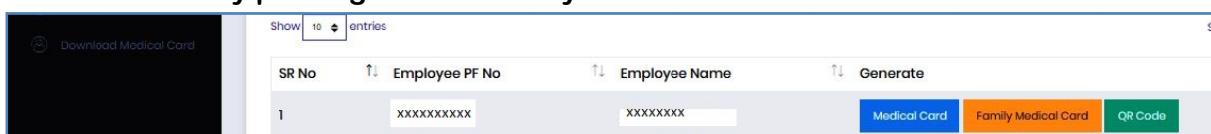



SR No	Employee PF No	Application Id	Employee Name	Actions
1	2421504924	UM5BEA6E4316985	C S BHANU PRAKASH	Download Upload

- In case of difficulty for employee, the physical form can be submitted to the supervisor, who is also authorised to upload this document through user – account.
- As a fall back option and for proper accountal, duplicate form of the application can be forwarded to personnel department of the unit.

## Downloading ID cards

- After due verification and approval of competent authority a confirmation SMS will be sent to registered mobile number, then the Employee can download all the identity cards of employee and their dependents separately/individually from the “Download Medical Card” in the menu bar of employee dash board.
- Alternatively, only QR codes also can be downloaded from the Menu for necessary printing to save money as well as environmental costs.



SR No	Employee PF No	Employee Name	Generate
1	XXXXXXXXXX	XXXXXXXXXX	Medical Card Family Medical Card QR Code

## Using ID cards for identification in Railway

1. The ID cards will contain the details of the beneficiary along with unique QR code which can be used for identification at help desk/registration counter in the Railway Hospital / Health Units.
2. The ID cards are not required to be printed if the cards are downloaded in the mobile phone.
3. In case of illiterate or semi-illiterate employees / dependents or for others as well, the QR code can be printed in place of Medical ID card for identification purpose.
4. Any unique Pan Indian ID numbers or mobile numbers which are registered in the website also can be used for identification in the hospital.
5. Valid 7 Identity particulars are QR Code, Medical ID No, Aadhaar No, PAN No, PF No, PPO No, and registered mobile No. To use any of these numbers for identification, the same are required to be registered in online application form.
6. Biometrics, if provided, can be used for the identification in Hospitals provided, the Finger Print Scanners are installed in the Hospitals.

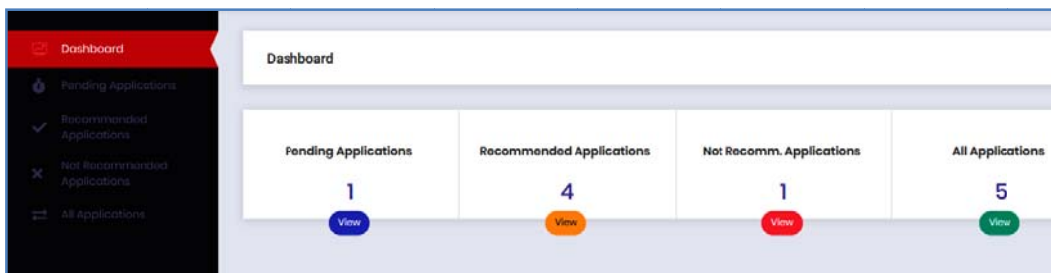
## Supervisors User Guidelines

### Log-in

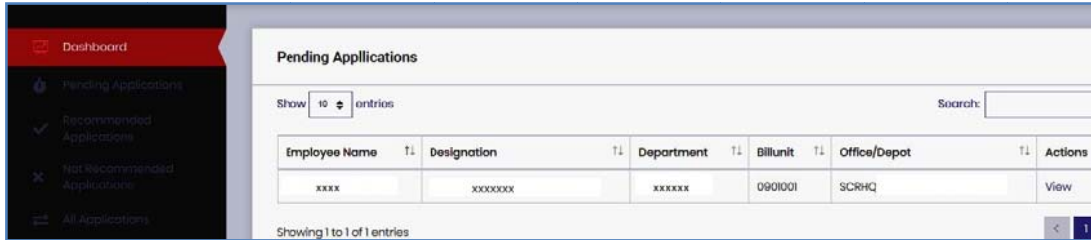
- 1) User-Ids and Log-in credentials for supervisors are created by the respective Unit Admin users.
- 2) The Long-in credentials are shared through Valid mobile numbers.

### Dashboard

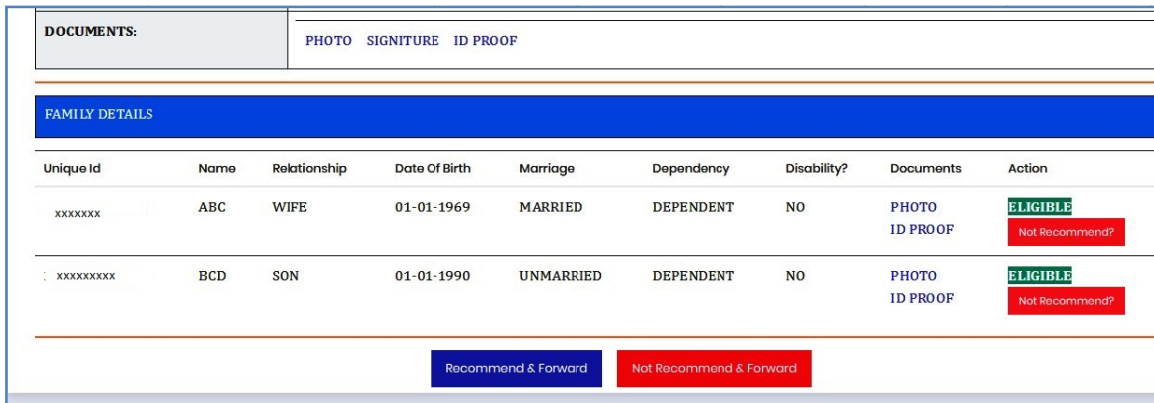
- 1) The Dashboard will contain the option in Menu banner as under: **PENDING APPLICATIONS, RECOMMENDED APPLICATIONS, NOT-RECOMMENDED APPLICATIONS & ALL APPLICATIONS.**



- 2) Pending applications will display all the applications that are received from various users under their control.
- 3) By selecting the VIEW button, the case file of the beneficiary will open for necessary scrutiny.

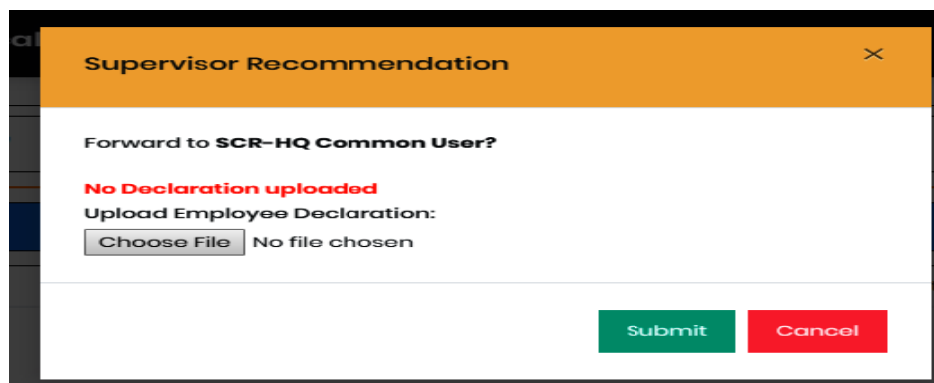


- 4) After due verification, the application should be forwarded with necessary remarks for each beneficiary in the application separately as **RECOMMENDED** or **NOT-RECOMMENDED**.



- 5) **NOT-RECOMMENDED** instances should be specified with reasons for not recommending. The reasons can range from:  
The documents uploaded are not valid, or the information in particular column is incorrect etc. Specifying reason will help the next level users to further examine them.
- 6) The system will aid the Supervisor to adjudge the **ELIGIBILITY** automatically as per the rule permissibility. However, it will be Supervisor's responsibility to check if the filled-up columns are correct or not as per the documents uploaded or as per the records from Service Record/Personal File/Pass Records/Annual Family Declarations etc.
- 7) However, the cases tagged by the System as **NOT-ELIGIBLE** cannot be modified by the Supervisor since the details provided by the beneficiary are not permissible as per rules.
- 8) Irrespective of **ELIGIBLE** OR **NOT ELIGIBLE**, all the applications are to be forwarded by the Supervisor to the next user which is the Personnel Clerk (Common User).

- 9) For better organising of the pending applications, the Supervisor can sort all the applications as per employee name, department, designation, bill-unit and Office/depot by clicking on the arrow buttons on the headers.
- 10) Before submitting the application to next level user, the Supervisor has to confirm if the beneficiary/applicant has uploaded the **Application-cum-Declaration form** or not. If the beneficiary has not uploaded the **Signed-declaration form**, Supervisor can upload the same duly ensuring the signatures of employees, witnesses and supervisor.



## Personnel Clerk User Guidelines

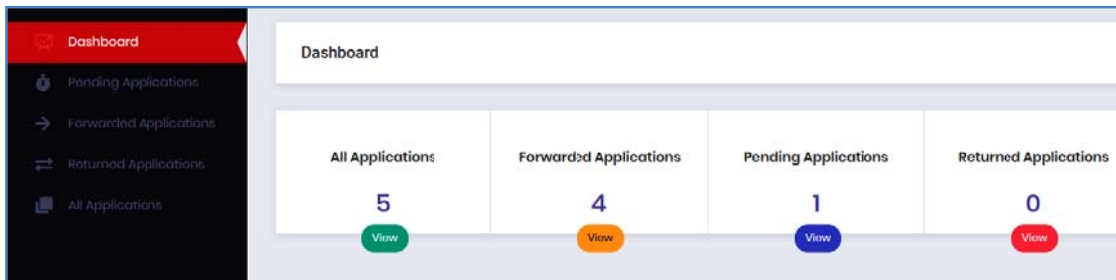
### Log-in

- 1) User-Ids and Log-in credentials for Personnel Clerk (Common) User and Other Personnel Clerk Users are created by the respective Unit Admin users.
- 2) The Log-in credentials are shared through Valid mobile numbers.

## Dashboard

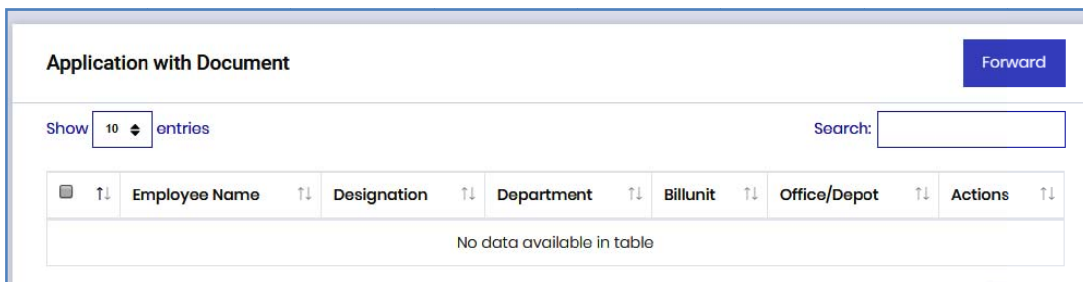
Personnel Clerk (Common):

- For Personnel Clerk (Common), the Dashboard will contain the option in Menu banner as under: **PENDING APPLICATIONS, RECOMMENDED APPLICATIONS, NOT-RECOMMENDED APPLICATIONS & ALL APPLICATIONS.**



All Applications	Forwarded Applications	Pending Applications	Returned Applications
5	4	1	0
<a href="#">View</a>	<a href="#">View</a>	<a href="#">View</a>	<a href="#">View</a>

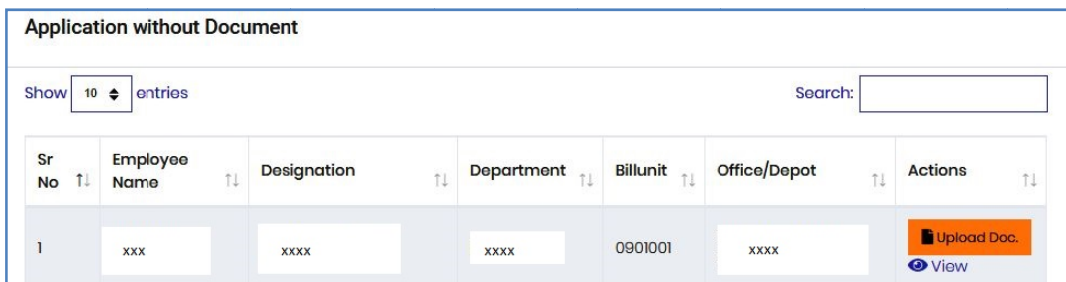
- Pending applications will display all the applications that are received from various users as **“Application with Document”** and **“Application without document”**.



**Application with Document** [Forward](#)

Show  entries Search:

Employee Name	Designation	Department	Billunit	Office/Depot	Actions
No data available in table					

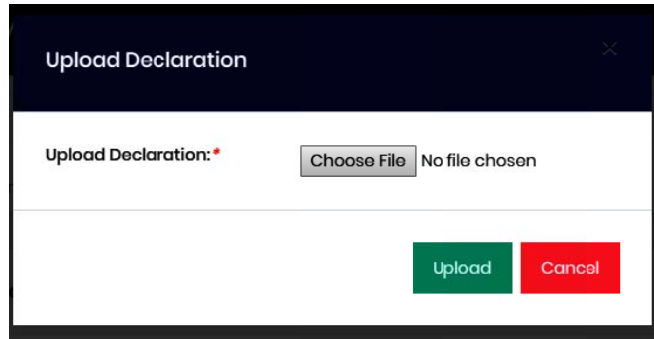


**Application without Document**

Show  entries Search:

Sr No	Employee Name	Designation	Department	Billunit	Office/Depot	Actions
1	xxx	xxxx	xxxx	0901001	xxxx	<a href="#">Upload Doc.</a> <a href="#">View</a>

- 1) The applications which are forwarded without uploading declaration, then Personnel Clerk (Common) has to upload the same by pressing “upload Doc.” Button.



- 2) After uploading the document this application will be shifted to application with document.
- 3) All the applications in the tab of “Application with document” will display Pending applications that are received from various users to be forwarded to concerned Personnel Clerk for further action.

Application with Document						Forward
Employee Name	Designation	Department	Billunit	Office/Depot	Actions	
xxxxx	xxxxx	PERSONNEL	0901001	xxxxxx	View /View Doc.	

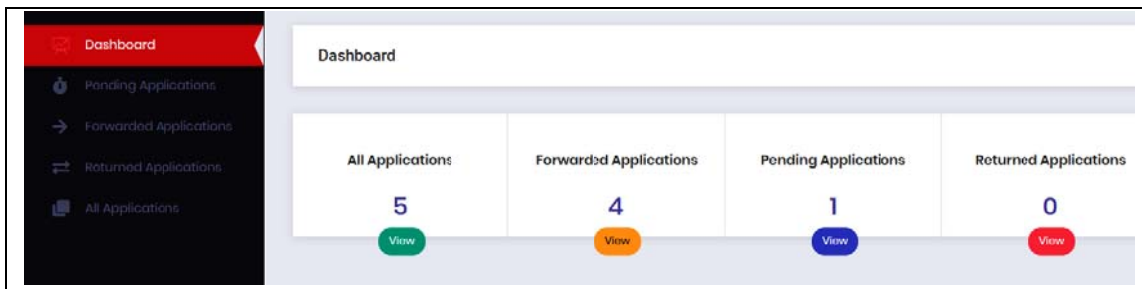
Showing 1 to 1 of 1 entries

- 4) For better organising of the pending applications, the Personnel Clerk (Common) User can sort all the applications as per employee name, department, designation, bill-unit and Office/depot by clicking on the arrow buttons on the headers.
- 5) Before submitting the application to next level user, the Personnel Clerk (Common) User has to confirm if the beneficiary/applicant has uploaded the Signed-Declaration form or not. If the beneficiary has not uploaded the Signed-declaration form, Personnel Clerk (Common) User can upload the same duly ensuring the signatures of employees, witnesses and supervisor on receipt of the physical copy.
- 6) In no case the applications can be forwarded to the next user ie Personnel Officer, without attaching the Signed-Declaration of the beneficiary.

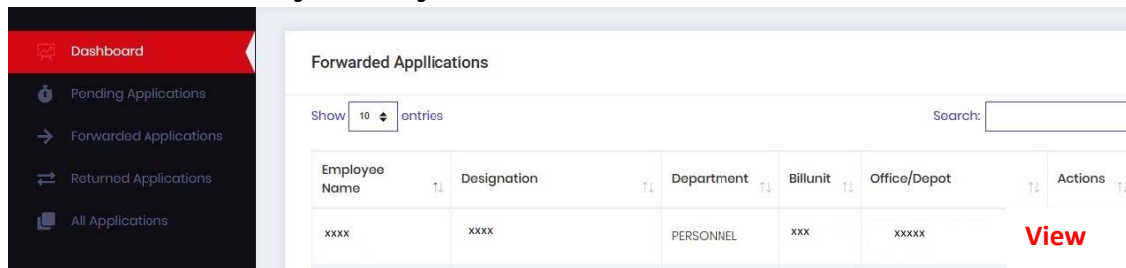
- 7) If the Personnel Clerk is a Common User and required to distribute the cases to respective personnel clerks, the same can be done by sorting by department/billunit/designation etc. by selection of cases duly ensuring that the Signed-Declaration of all such beneficiaries are attached necessarily.

**Personnel Clerk:**

- 1) For Personnel Clerk, the Dashboard will contain the option in Menu banner as under: PENDING APPLICATIONS, RECOMMENDED APPLICATIONS, NOT-RECOMMENDED APPLICATIONS & ALL APPLICATIONS.



- 2) By selecting the VIEW button, the case file of the beneficiary will open for necessary scrutiny.



- 3) After due verification, the application should be forwarded with necessary remarks for each beneficiary in the application separately as RECOMMENDED or NOT-RECOMMENDED even by overriding the Recommendation/Non-Recommendation by the Supervisor, if required.

DOCUMENTS:		PHOTO ID PROOF SIGNATURE						
<b>FAMILY DETAILS</b>								
Unique Id	Name	Relationship	Date Of Birth	Marriage	Dependency	Disability?	Documents	Action
xxxx	xxxxxx	WIFE	10-05-1984	MARRIED	DEPENDENT	NO	PHOTO ID PROOF	<span style="background-color: green; color: white; padding: 2px;">ELIGIBLE</span> <span style="background-color: red; color: white; padding: 2px;">Not Recommend?</span>
xxxxxx	xxxxxx	DAUGHTER	08-06-2010	UNMARRIED	DEPENDENT	NO	PHOTO ID PROOF	<span style="background-color: green; color: white; padding: 2px;">ELIGIBLE</span> <span style="background-color: red; color: white; padding: 2px;">Not Recommend?</span>
xxxxxx	xxxxxx	DAUGHTER	01-01-2015	UNMARRIED	DEPENDENT	NO	PHOTO ID PROOF	<span style="background-color: green; color: white; padding: 2px;">ELIGIBLE</span> <span style="background-color: red; color: white; padding: 2px;">NOT RECOMMENDED</span> <span style="background-color: green; color: white; padding: 2px;">Recommend?</span>

**Update Employee Information**

<b>Employee Type:</b> Select Employee Type	<b>Department:</b> Select Department	<b>Designation:</b> Select Designation
<b>Basic Pay/Rate Of Pay:</b> Enter Rate of Pay	<b>Substantive Grade Pay/Level:</b> Select Substantive Grade Pay/Level	<b>Officiating Grade Pay / Level:</b> Select Officiating Grade Pay/Level
<b>Station:</b> Select Station	<b>Bill Unit:</b> Select Division First	<b>Depot/Office:</b> Enter Depot/Office
<b>Remark &amp; Reference No:</b> Max length 300 Characters		

Recommend & Forward
Not Recommend & Forward
Return Application

- 4) **NOT-RECOMMENDED** cases should be specified with reasons for not recommending. The reasons can range from the documents uploaded are not valid, or the information in particular column is incorrect etc. Specifying reason will help the next level users to further examine them.
- 5) The system will aid the Personnel Clerk User to adjudge the **ELIGIBILITY** as per the rule permissibility. However it will be Personnel Clerk's responsibility to check if the filled-up columns are correct or not as per the documents uploaded or as per the records from Service Record or Personal File.
- 6) However the cases which are tagged by the system as **NOT-ELIGIBLE**, cannot be modified by the Personnel Clerk since the details provided by the beneficiary are not permissible as per rules.
- 7) Irrespective of **ELIGIBLE** or **NOT-ELIGIBLE**, all the applications are to be forwarded by the Personnel Clerk User to the next level user which is the Personnel Officer.
- 8) In case the forwarded cases are **RETURNED** by Personnel Officer with specific remarks, the same are to be reconsidered and to be forwarded to the Personnel Officer for final approval.
- 9) Personnel clerk can also view Service Record of the employee online for cross verification.
- 10) The personnel clerk user can also edit the employee service particulars such as employee type, department, designation, rate of pay, substantive grade pay, officiating grade pay, officiating grade pay, station, bill unit, Depot etc.,. This edit option is not available for even employees and supervisors. Hence utmost care needs to be taken while exercising this option.

## Personnel Officer User Guidelines

### Log-in

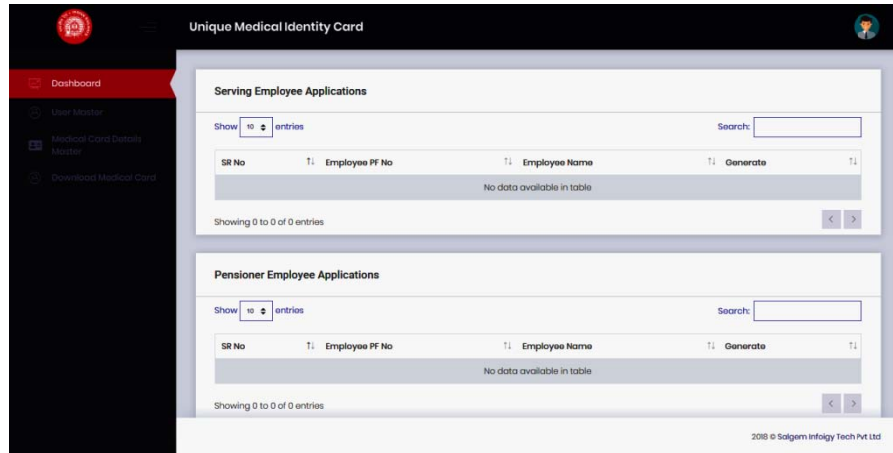
- 1) User-Ids and Log-in credentials for Personnel Officer User are created by the respective Unit Admin users.
- 2) The Long-in credentials are shared through Valid mobile numbers.

### Dashboard

- 1) The Dashboard will contain the options in Menu banner as under: **PENDING APPLICATIONS, RECOMMENDED APPLICATIONS, NOT-RECOMMENDED APPLICATIONS & ALL APPLICATIONS.**
- 2) Pending applications will display all the applications that are received from various users under their control.
- 3) By selecting the **VIEW** button, the case file of the beneficiary will open for necessary scrutiny.
- 4) After due verification, the application should be finalised with remarks as **APPROVED** or **NOT-APPROVED**, if required, by overriding the Recommendation/Non Recommendation by the Supervisor & Personnel Clerk for the beneficiary case as a whole. Status of each beneficiary cannot be changed; only approval to be accorded for the whole case en-block as recommended by the Personnel clerk.
- 5) In case of specific remarks to particular beneficiary within same application, in contradiction to recommendation of Personnel clerk, the same are to be returned to Personnel Clerk with remarks for reconsideration.
- 6) For better organising of the pending applications, the Personnel Officer can sort all the applications as per employee name, department, designation, bill-unit and Office/depot by clicking on the arrow buttons on the headers.
- 7) Also can view Service Record of the employee for cross verification.

## Administrator - Division / Unit level

- 1) Initial creation of users – supervisors, Personnel Clerk (common), Personnel Clerk & Personnel Officers should be created by the admin.
- 2) Due care should be taken while creating supervisors accounts since these are to be mapped as establishment units.



- 3) As seen from the above screen shot the supervisors accounts should be clearly mention in the description text box so that the employees can understand & identify to whom they have to forward their application. For instance First level establishment supervisor for a booking clerk in a big station would be Chief Booking Supervisor. However, in some units the same clerk may work under the supervision of Station Superintendent.
- 4) Therefore, identifying appropriate establishment units at supervisory level is a critical step which depends on the working systems in particular units. It should be kept in view that it should not create any confusion in the minds of employees while submitting the application. As a blunt rule the establishment should be identified on the question that who holds the authority to issue Privilege passes / holding personal records.
- 5) For registering the users at supervisory level the following details are to be kept in readiness: Designation of supervisor In-charge, Office/Station/unit/depot, PF No. & Mobile No. of the supervisor.
- 6) After creation of users, the login credentials are to be communicated to concerned supervisors.
- 7) Login credentials of supervisors, Personnel Clerk (common), Personnel Clerk & Personnel Officers should be updated from time to time on the account of transfers, retirement, promotions, etc.
- 8) Technical services request from users to be attended by the admin.
- 9) Initially the data of employees should be generated from IPAS in a prescribed format for uploading into this web application. Their upon periodically i.e., on monthly basis uniformly on 3<sup>rd</sup> day of every month, if it is holiday the next working day, the newly added employees data has to be generated and uploaded into the web application.