Guideline for declaration of custodian of e-Service Book and Creation of Workflow

Purpose of declaration of custodian:

The purpose of declaration of custodian of e-Service Book is to enable the employees to forward their e-Service Book online to his/her Custodian of Service Book through a predefined path and to forward e-Service Book from one Custodian to another Custodian when required.

Classification of Custodian:

Custodianship of Service Book is broadly classified infollowing two types:

- (i) **Centralised** The Service Books of the members of a particular Cadre is maintained in a single specific office (Cadre Controlling Authority/Appointing Authority) or at an office other than CCA/AA.
- (ii) **Decentralised** The Service Books of the members of a particular Cadre are not maintained in a single specific office; rather they are maintained in multiple offices where they are posted during their service tenure.

On the basis of the above classification of custodianship Cadre Controlling Authority/Appointing Authority (who is the CCA and/or AA of at least one Cadre) through his/her AA/DAA Approver role shall specify custodian/approver of service book in HRSMS as (i) Centralised and (ii) Decentralised manner.

Steps Involved:

For Centralised System (3 steps)	For Decentralised System (4 steps)
A. Mapping of AA code with HOO code,	A. Mapping of AA code with HOO code,
being custodian of Service Books	being custodian of Service Books
B .Declaration of Approving Authority i.e.	B . Declaration of Approving Authority i.e.
determination of type of custodian on the	determination of type of custodian on the
basis of Cadre: Centralised/Decentralised	basis of Cadre: Centralised/Decentralised
C .Creation of Workflow Chain	C. HOO should Accept/Forward Service Book
	intimation received from CCA or other Head
	of Offices
	D. Creation of Workflow Chain

Task (A) above is a onetime activity and shall be performed by a Cadre Controlling Authority and/or Appointing Authority through his/her **Head of Office Approver Role** or **Workflow Nodal Officer Approver** log in on behalf of the Head of Office .A Workflow Nodal Officer Approver Role has to be assigned to a Group A Officer against the concerned HOO code by Head of Office Approver. This is to be done **only by that Head of the office who himself/herself is also the Cadre Controlling Authority in respect of one or more Cadre(s)**

Task (B) above is a onetime activity and shall be performed by a Cadre Controlling Authority and/or Appointing Authority through his/her **AA/DAA Approver Role** only.

Tasks (C) and (D) above are not onetime activity and shall be performed as and when required by a Head of Office through his/her Head of Office Approver Role or Work Flow Nodal Officer Approver log in who has been assigned the role of a custodian of service Book either in centralised or decentralised manner.

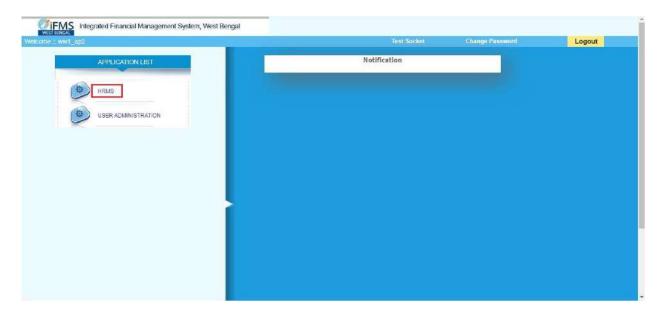
Note: A Workflow Nodal Officer Approver can create another Workflow Nodal Officer Approver at his/her own level and at the immidiate lower level.

Steps to be followed to create workflow:

A. Mapping of AA code with HOO code

Step 1:-

Login and select **HOO Approver Role/Workflow Nodal Officer Approver log in of AA** .Click HRMS under Application List.



Step 2:-

Go to HRMS: Click Organisational Structure and Workflow -> Mapping of AA code with HOO code -> Insert.

Next task is to map the Head of Office code with Appointing Authority code. This is to be done only by that Head of the office who himself/herself is also the Cadre Controlling Authority in respect of one or more Cadre(s). If the Cadre Controlling Authority (CCA), being a user of Stakeholder module of HRMS, is assigned with both the roles of HRMS AA Approver and HOO Approver through User Management, then both codes (Head of Office Details and Appointing Authority details) will be available in the page.

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In team of office Employee Reports

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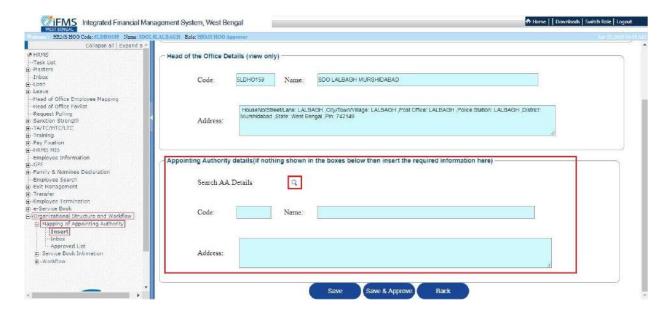
In team of office Details (view only)

Hoad of the Office Details (view only)

In team of office Detai

If the details are shown correctly then proceed with **Save** or **Save & Approve** button.

Otherwise the AA code is to be selected through the LoV(List of Values).



The User can **Save** or **Save & Approve** the data here.

Step 3:-

These entries can also be viewed and approved in "Inbox".

Three options will be available in the "Inbox" such as:-

1.Forwarded by Operator but not yet Approved:- Which is forwarded to Approver by

Operator but not yet Approved.

- **2.Entered by me but not yet Approved** :- Which is entered by Approver but not yet approved
- **3.View Request Sent back to Operator for Rectification**:- Which is already sent back to Operator for rectification.

Selecting the data from this table these entries are to be Approved or Sent back to Operator for Rectification.



Step 4:-

"Approved List" lets the User to go through the approved mapping and make any of the approved mappings active or inactive.



B. Declaration of Approving Authority by AA in AA Role:

Step 1:-

Go to HRMS : click **Organisational Structure and Workflow** -> **Declaration of Approving Authority** -> **Insert** -> **Service Book**

Thisprocess is to be used to declare the type of custodianship of Service Book, Cadre and Group. This is also a function of the Cadre Controlling Authority who controls one or more Cadres. The Cadre Controlling Authority shall declare whether the Service Book is maintained in Centralised or Decentralised manner. Such declaration should be made for all such Cadres which are controlled by the Cadre Controlling Authority.



Step 2:-

Enter the name of Cadre from dropdown menu and enter Parent Department, Service Type & Group accordingly. Select the Type of Custodian from the dropdown and Save.

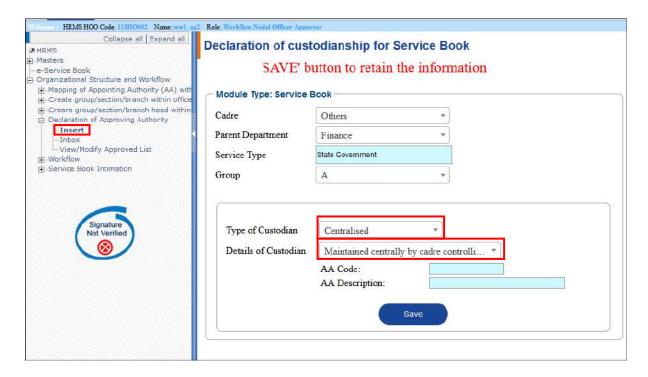


Step 3:-

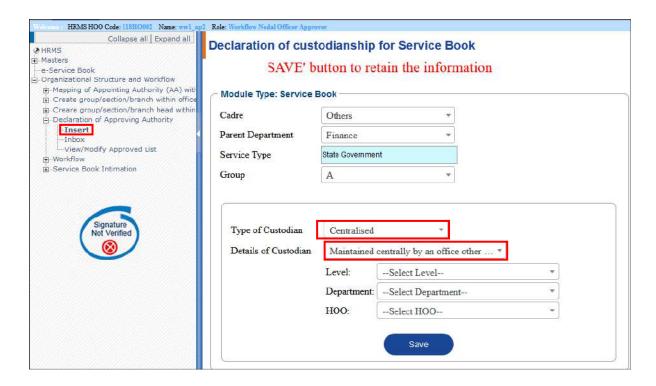
Select the **Type of Custodian** from dropdown and select **Details of Custodian** according to **Type of Custodian**.

(i) Under Centralised type of Custodian Details of Custodian may be of 2 (two) types: (a) Maintained centrally by CCA and (b) Maintained centrally by an office other than the CCA.

If the first option is selected AA Code and AA Description will be auto-populated.



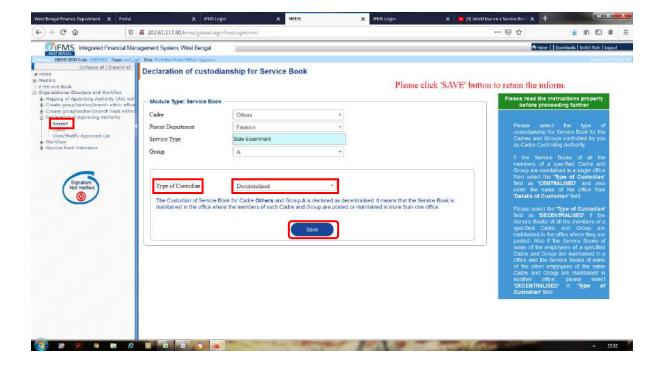
In case of selection of second option the concerned HOO code is to be selected by choosing the Level and Department.



(ii) Once the Type of Custodian of a Cadre is declared as **Decentralised**, on saving the entry an **INTIMATION** will be sent by the system to the Head(s) of Office where the member(s) of that cadre are posted. The intimation shall also be available in the **Workflow Nodal officer Approver Login** created in respect of the Head of Office code. The system does so on the basis of the logic of Sanctioned Strength.

***N.B. If in any case, Service Books of some members of a **Cadre** are maintained centrally and those of the remaining at more than one office, **Decentralised** type of Custodian is to be selected.

After saving the details, a Request ID will be generated.

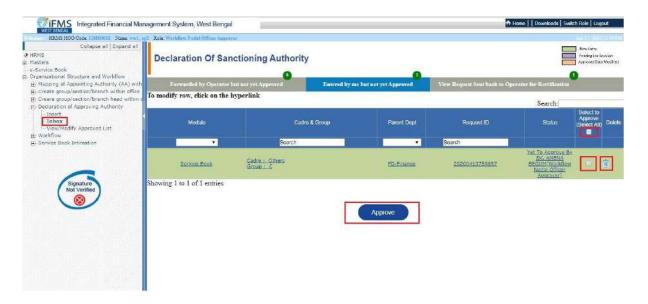


Step 4:-

Here also the entries can be viewed and approved in the next tab "Inbox".

- 3 options will be available in Workflow Nodal Officer Approver "Inbox".
- **1.Forwarded by Operator but not yet Approved**:- Which is forwarded to Approver by Operator but not yet Approved.
- **2.Entered by me but not yet Approved** :- Which is entered by Approver but not yet approved
- **3.View Request Sent back to Operator for Rectification**:- Which is already sent back to Operator for rectification.

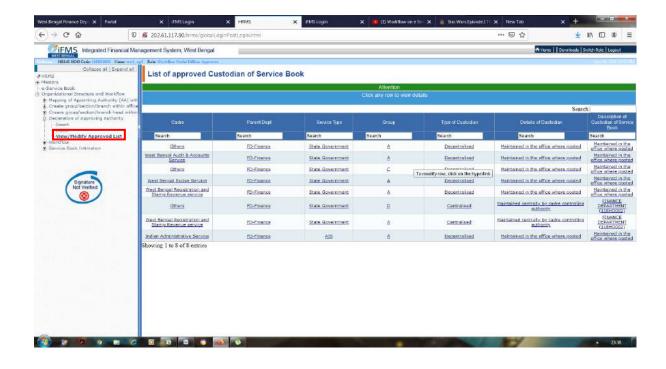
Selecting the data from this table these entries are to be Approved or Sent back to Operator for Rectification.



Step 5:-

Go to HRMS : click **Organisational Structure and Workflow** ->**Declaration of Approving Authority** ->**View/ Modify Approved List**

Cadre wise list of the approved authorities declared as Custodian could be viewed here and could be modified if required.

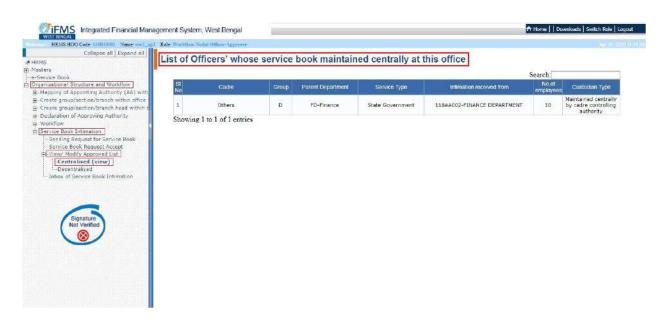


C. Service Book Intimation

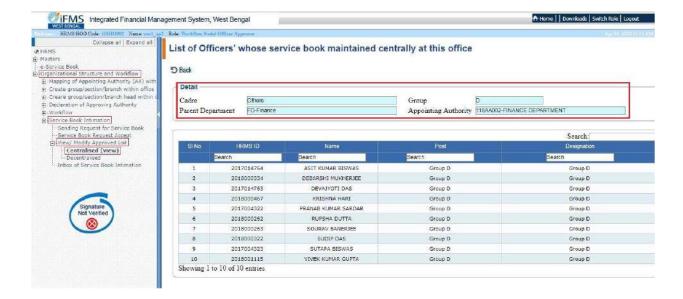
Step 1:-

Go to HRMS: click Organisational Structure and Workflow -> Service Book Intimation-> View/ Modify Approved List-> Centralised (view).

A List is available for such Employees in favour of whom the type of Custodian of Service Books is declared as Centralised by the Cadre Controlling Authority of such Cadre(s). Click any row to view the details.



List of Employees whose Custodian of Service Books is of Centralised type.



Similarly the list of the employees whose Custodian of Service Books is of Decentralised type could be viewed from **View/ Modify Approved List > Decentralised** tab.

On clicking on the names of individual employee, the details could be modified for both the cases, if required.

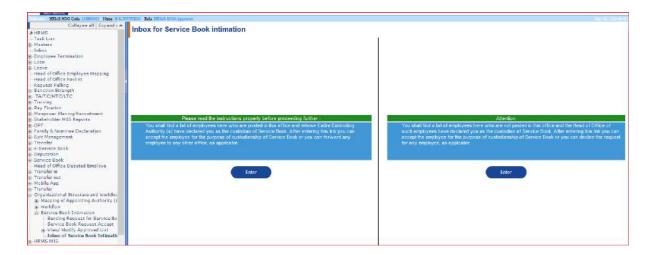
After this step is done, **Creation of Workflow Chain** of Service Books of the cadre members having Centralised Type of Custodian may be done. The workflow can be created through the HOO Approver/Workflow Nodal Officer Approver login of the HOO declared as Custodian. Here, the Service Books are maintained centrally at the Office of the CCA or at an Office other than the CCA.

D. Accept/Forward Service Book intimation (For Decentralised System only)

This step is required to be performed only for the members of a Cadre who comes under the perview of Decentralied maintenance of Service Book.

It has been mentioned in the earlier step that <u>Once the Type of Custodian of a Cadre is declared as Decentralised</u>, an <u>INTIMATION</u> will be sent by the system to the Head(s) of <u>Office where the member(s)</u> of that cadre are posted. The intimation shall also be available in the <u>Workflow Nodal officer Approver log in, created in respect of the Head of Office code. The system does so on the basis of the logic of <u>Sanctioned Strength</u>.</u>

<u>Step 1</u>:-These intimation shall be available in the link <u>Service Book Intimation > Inbox of Service Book Intimation > Enter</u>



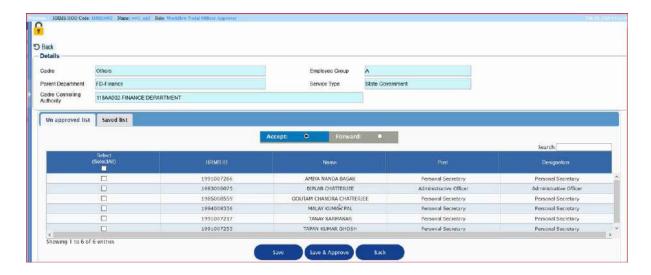
The screen is divided into two parts:-

Left part Indicates the employees who are **posted in this office** and whose Cadre Controlling Authority(s) have declared him/ her as the custodian of service book in respect of those employees. After entering into the link the INTIMATIONS could be accepted for the purpose of custodianship of Service Book for such employees or all or any of them could be forwarded to another Head(s) of Office.

Right part indicates the employees who **are not posted in this office** but their Head of Office (s)have declared this HOO as the custodian of their Service Books. After entering the link, the INTIMATIONS could be accepted for the purpose of custodianship of Service Book for such employees or could be declined.



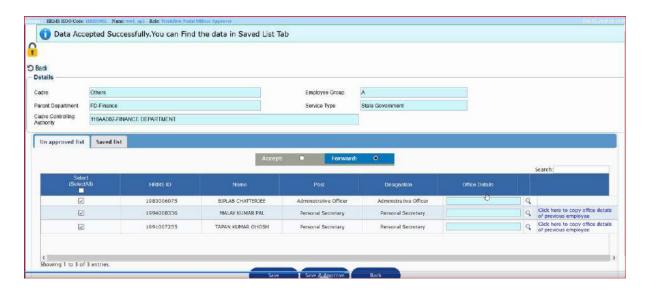
On clicking any hyperlink row INTIMATIONS would be available. After clicking on the hyperlink following screen will appear:



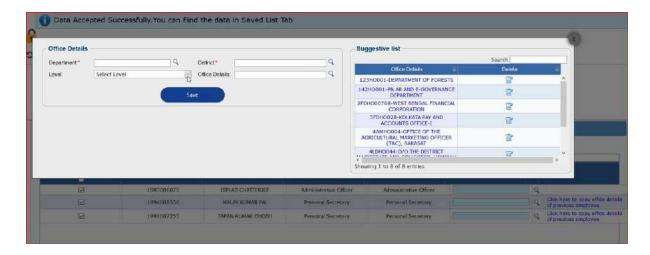
In the **Unapproved list tab** intimations/employees shall be available in respect of whom the HOOis declared as the custodian of Service Book by the CCAs of those employees. These intimation are either to be accepted orto be forwarded to the appropriate Custodian of Service Book at their respective HOO log in, selecting the correct data from LOV button, in case the HOO not being the custodian of Service Book of such employees.

Step2:-

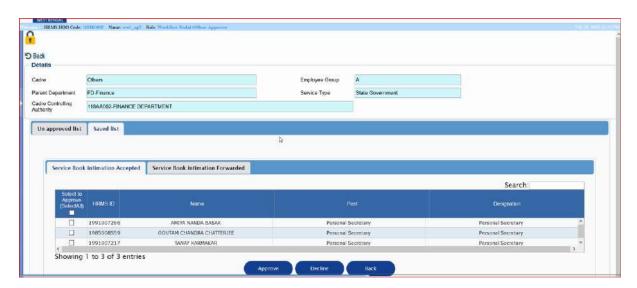
To accept click on the **Accept** radio button(bydefault selected) and **Select/Select All>Save**. To Forward click on the **Forward** radio button and **Select/Select All>Click on LOV ofblank Office Details>Save**. The HOO details may be copied if others are also to be forwarded to the same HOO.



Fill up blank Office Details as per screen below and save:-

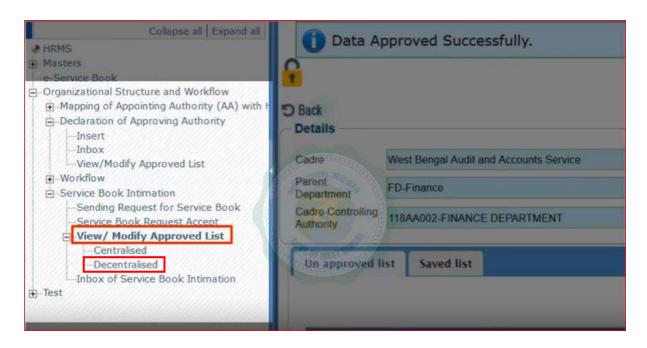


In the **Saved List**tab you shall have the Saved intimations either for Accepted intimations or for Forwarded intimations.



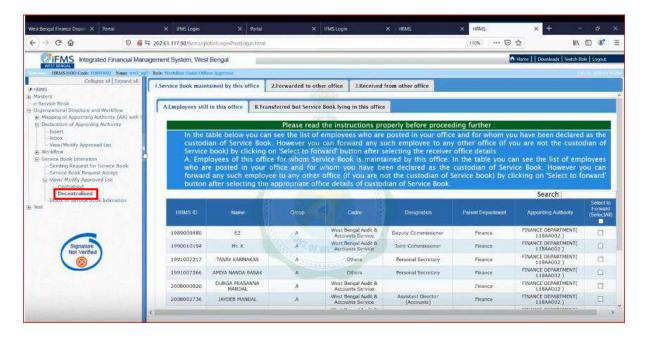
<u>Step 3:-</u>Approve the intimation regarding <u>Service Book Intimation Accepted</u> or <u>Service Book Intimation Forwarded</u>, as applicable. If the intimation under the tab <u>Service Book Intimation Accepted</u> are approved, the HOO is eligible to perform the role of Cusodian of Service Book for such employees. And if the intimation under the tab <u>Service Book Intimation Forwarded</u> are approved, the initimation would be forwarded to the selected Head (s) of Office.

***Declining the intimations in the Saved List will revert the inimation to the Unapproved list. The Approved list will be available in the link: Service Book Inimation>View/Modify Approved List>Decentralised.



Step 4:- Employees still in this office: tab

On clicking on the **Decentralised** link the screen will appear as shown below:



The above list under the tab "1.Service Book Maintained by this office>A.Employees still in this office" is showing the data as saved and approved in the previous step under the Saved List >Service Book Intimation Accepted. It means that the request to act as the custodian of the Service Books of such employees posted in that particular office have been accepted. However, any intimation could still be forwarded to any particular Head of Office by clicking on "Select to Forward" button and after selecting the receiver's office details if the HOO is not the custodian of Service Book of that employee.

Step 5:- Transferred but Service Book lying in this office:tab

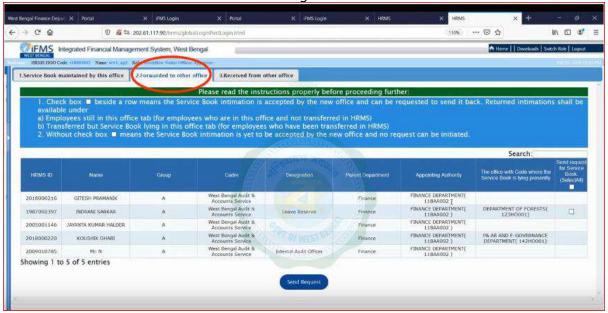
The above list under the tab "1.Service Book Maintained by this office>B.Transferred but Service Book lying in this office" will continue to show the employee(s) who have already

been transferred from this office but the Service Book(s) is (are) still lying with this office. The Service Book could be transferred to the appropriate custodian if the transfer request/intimation of Service Book is accepted from **Service Book Request Accept** sub menu under **Service Book Intimation** menu after such request is received from appropriate custodian of Service Book of such employee.

Step 6:- Forwarded to other office :tab

Service Book intimation (which has already been received from the CCA/other HOO and accepted as custodian) may be required to be forwarded to other office or to custodian of Service Book. The other office would find the intimation from menu Inbox For Service Book Intimation>Other Heads of office declared you as custodian of Service Book. See step 1 (Right side of screen).

If you have forwarded such intimation to any other office or custodian that can be viewed in the tab" **Forwarded to other office**". See image below:

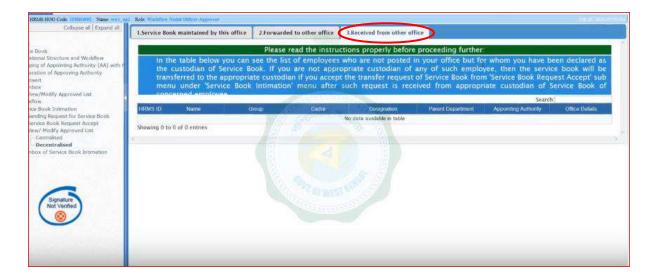


- Check box beside a row indicates that the Service Book forwarded intimation has been accepted by the other office and can be requested to send it back.
- Without Check box indicates that the Service Book forwarded intimation has not been accepted by the other office and no request can be initiated.

Step 7:-Received from other office: tab

The list of the employee(s) under this tab is of those employees who are not posted in this office but the HOO is still the custodian of their service Book and for transfer of the custodianship of their service Book, requests have been received from other Office

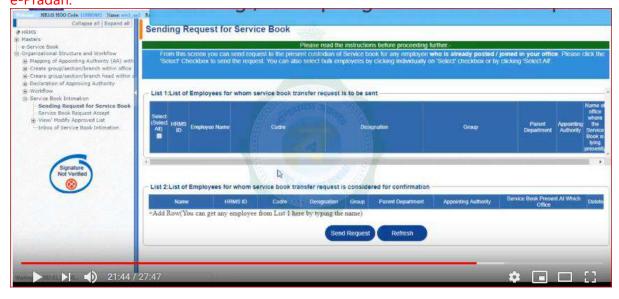
(s).If those requests are accepted through **Service Book Request Accept** sub menu under **Service Book Intimation** menu,the custodianship of the Service Books in respect of those empoyees will be transferred to the appropriate custodian of Service Book.See the image below:



Step 8:-Sending/Accepting Service Book request:

If an employee has joined the office on transfer or is already posted in the office and the Service Book is likely to be maintained at the office, a request is to be sent to the previous office for transferring the custodianship of Service Book to this office.

Go to the menu: **Service Book Intimation>Sending Request for Service Book.** To send a request no Head of Office (HOO) Code is required to be selected. Once the request is sent it reaches to the office/custodian where the Service Book of the employe is lying. This functionality is similar as the sending and accepting of beneficiary request under the modue e-Pradan.



Step 9: Service Book Request Accept:

Similarly a request, sent by any other office, may be accepted in the menu **Service Book Request Accept** to transfer the custodianship of Service Book to the requesting office. This request may also be declined to keep the custodianship in the present office.

Last Step: Workflow Chain Creation of Service Book

Workflow Chain creation needs some processes:-

Objective of Workflow Chain creation:

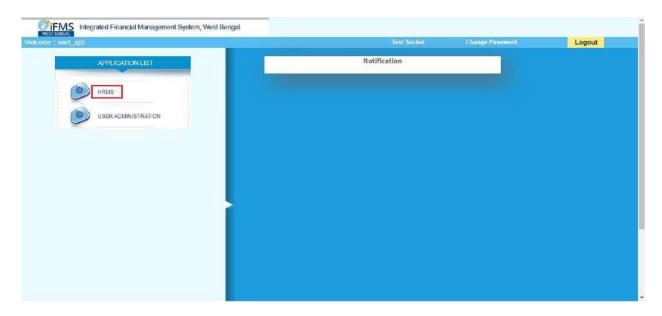
By creation of Workflow chain, the online application related to service matters, forwarded

by specific employee through ESE, will be automatically directed to the operator who deals with the service matters of such employee seamlessly. Similarly the operator will also be able to forward the application after examination to his/her immediate higher authority automatically. Also for the process, initiated directly by the operator of an office, can be forwarded to the immediate next level for examination/approval of the same as per the chain created.

A Workflow Nodal Officer Approver Role has to be assigned to a GroupA Official in favour of the HOO code.

Step 1:-

First enter the HOO Approver/ Nodal Officer Approver login and then click **HRMS** under Application List.



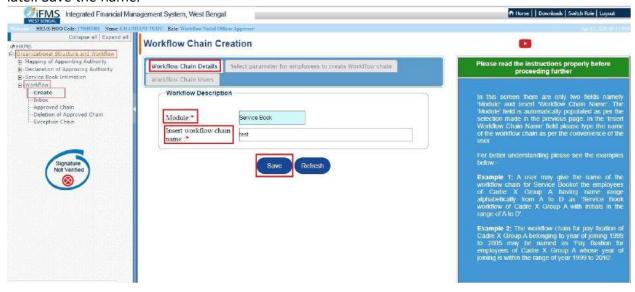
Step 2 :-

Organisational Structure and Workflow -> **Workflow** -> **Create** -> Then go to **Service Book**

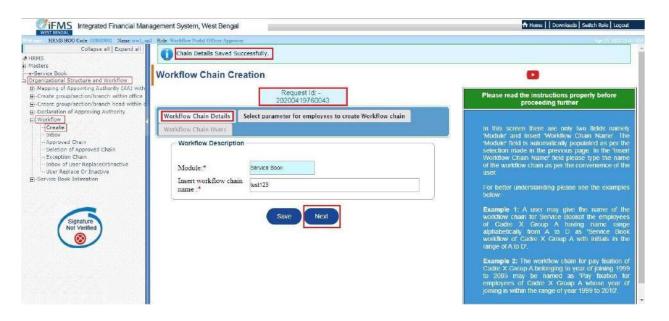


Step 3 :-

For initiating **Workflow Chain Creation**click "**Workflow Chain Details**" and insert chain name under "**Insert workflow Chain Name**" menu. Under "**Workflow Chain Details**", the name of the workflow chain should be meaningful in nature by which it could be identified later. Save the name.

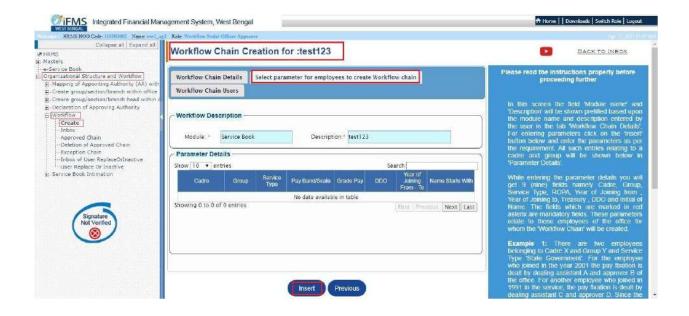


Step 4:- Aftersaving successfully, a successful message is shown and Request Id generated. Then click "**Next**".

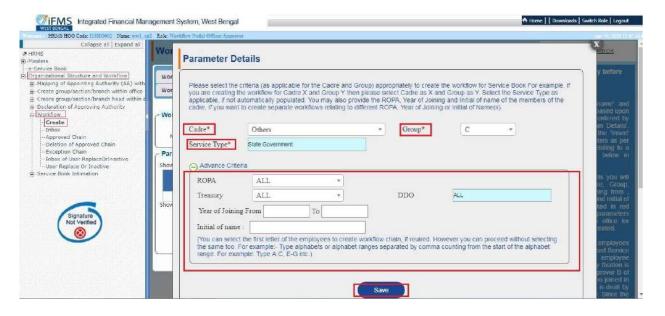


Step 5:-

Now the employees' parameter is to be assigned.In this step under the tab "Select parameter for employees to create Workflow chain", Click "Insert" button. Here some parameters, viz., "Cadre", "Group" and "Service type" are to be inserted.

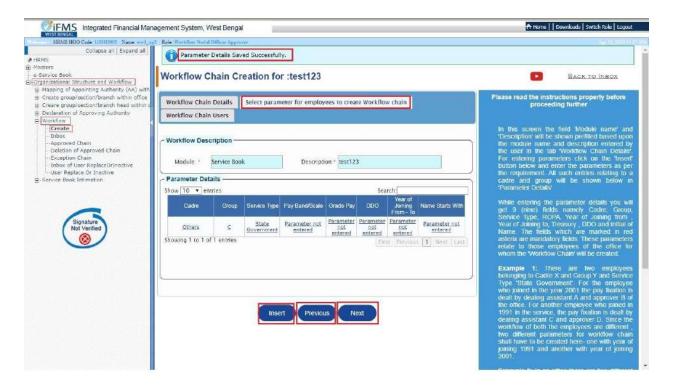


<u>Step 6</u>:- Select the "Cadre", "Group" and "Service type" and if required for better management some more details under "Advance Criteria". Fill in the details and Save. This parameter details illustrate the particular group of employees/Officials whose service Books would be flown through this chain.



Step 7 :-

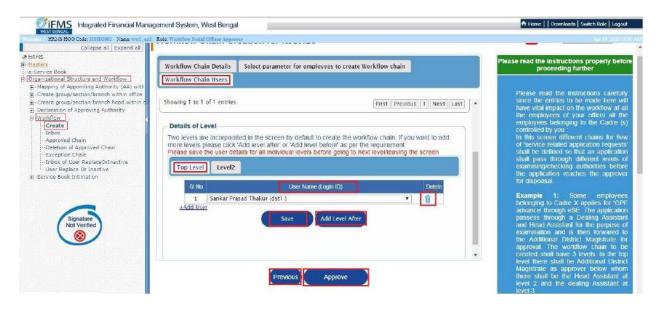
After successfully savingthe details move on to next page by clicking on "**Next**" button. Clicking on "**Previous**" button one can move back to the previous page.



Step 8 :-

In this step one has to assign the Users in the Workflow Chain under the tab "Workflow chain users". After Clicking 'Next' button, 'Workflow Chain Users' Tab will open with Two Levels ('Top Level' and 'Level 2'). Users may Add ('Add Level After' Button) more Levels or delete ('Delete Level' Button) as per their requrirement. 'Top Level' cannot be deleted And No Level can be added before 'Top Level'.

In the drop down menu a User with only the **Approver** Role is to be selected under "**Top Level**" to whom Service Books are to be sent for final Approval. User Name for the 'Top Level' is to be selected from the dropdown. As mentioned earlier only Users having 'Service Book Appover' roles will be available here. HOO Approver/ Nodal Officer Approver may add/delete more User Names in Top level. Save the details and click Next.



User has to enter 'User Name' and 'User in previous Level' in rest levels. Only users with **Appover** and **Operator** roles will be available under 'User Name' in the subsequent levels.

Integrated Financial Management System, West Bengal fr Home | Downloads | Switch Role | Log Level Added Successfully e-Service Book

Organizational Structure and Worldlow

B. Mapping of Appointing Authority (AA)

B. Creste group/section/brench within of Workflow Chain Creation for :test123 BACK TO INDOX Workflow Chain Details Select parameter for employees to create Workflow chain R-Creare group/section/branch head within Declaration of Approving Authority
Workflow
Create Workflow Chain Users Showing 1 to 1 of 1 entries First | Previous | 1 | Next | Last | + Approved Chain
-Deletion of Approved Chain Exception Chain
- Inbox of User ReplaceOrtnactive
- User Replace Or Inactive
- B. Service Book Intimation Details of Level wo levels are incorporated in the screen by default to create the workflow chain. If you want to add nore levels please click: Add level after or 'Add level before' as per the requirement. lease save the user details for all individual levels before going to next level/leaving the screen

Add Level Before Add Level After Delete Level

• 8

'User in previous Level' dropdown will be populated with last levels' 'User Name'.

Top Level Level2 Level3

--Select User

+Add User

Step 9 :-

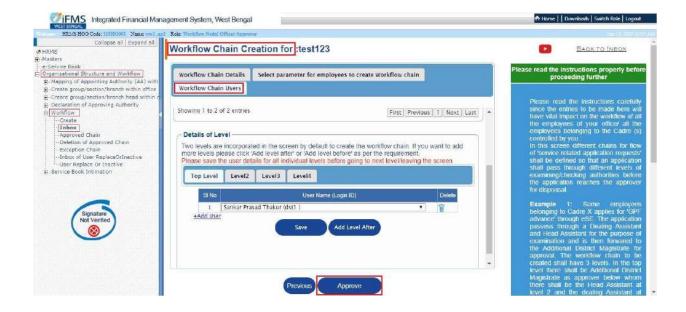
For approval click "Inbox". All created request Ids would be available here. Click any row to view the details.



Three options would be available inWorkflow Nodal Officer Approver "Inbox".

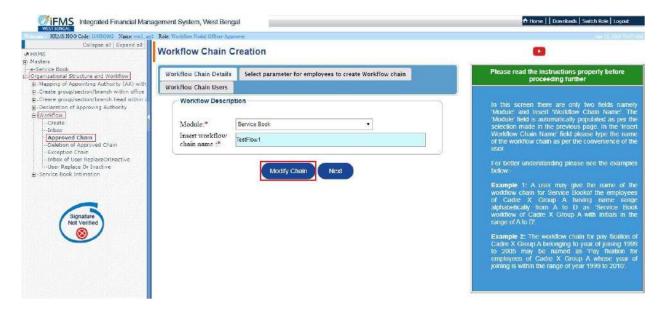
- 1. Forwarded by Operator but not yet Approved :- Which is forwarded to Approver by Operator but not yet Approved.
- 2. Enter by me but not yet Approved :- which is prepared by HOO Approver but not yet approved
- 3. View request sent back to operator for rectification :- Which is already sent back to HOO operator for rectification.

Click Approve for Approval of the Chains. See image below:



Step 10:-

Click on " **Approved Chain**" button where the approved workflow chain could be seen. Click any row to view the details and click on " **Modify Chain** " button to modify the chain in all respect.



<u>Step 11:-</u> In " **Deletion of Approved Chain** " button one can delete any/ all approved workflow chains. Error would be shown if any pending task is present in this workflow.



Relevant G.O.s:

- 1. 6000-F(Y) Dated:05.11.2019 -regarding online management of Service Book
- 2. 1880-F(Y) Dated:25.03.2019 -regarding uploading of scan copy of Service Book
- 3. 6716-F(Y) Dated:10.12.2019 -regarding creation and management of workflow

Thank You