Human Resource
Management Solution for
Central Government

An eGovernance initiative
for the Council of Scientific
& Industrial Research,
Government of India.

TEKMINDZ™

Client Overview

The Council of Scientific & Industrial Research (CSIR) is a premier industrial R&D organization in India. The Council was constituted in 1942 by a resolution of the then Central Legislative Assembly. It is an autonomous body registered under the Registration of Societies Act of 1860. CSIR aims to provide industrial competitiveness, social welfare and a strong S&T base for the strategic sectors for advancement of fundamental knowledge.

Today, CSIR is recognized as one of the world's largest publicly funded R&D organizations having linkages to academia, R&D bodies and the industry. CSIR's 37 laboratories not only knit India into a giant network that impacts and adds quality to the life of each and every citizen but it is also party to the prestigious Global Research Alliance with the objective of applying the global knowledge pool for global welfare through worldwide funding. CSIR's R&D portfolio embraces diverse areas across Aerospace engineering, Structural engineering, Ocean sciences, Life Sciences, Metallurgy, Chemicals, Mining Food, Petroleum, Leather and Environment.

Case Background

CSIR wanted to take an initiative running throughout the organizational level to transform its operations whereby most of the manual human resource management processes would be converted into electronic workflows. CSIR had identified six areas which were required to be automated namely: HR, Finance and Accounts, Store and Purchase, Policy and Program Management, R&D Portal for scientific project planning, tracking and monitoring and Knowledge Repository for storing valuable knowledge resources such as project reports, studies etc.

CSIR identified TekMindz as a Partner to automate its HR processes.

Client's Challenges

Some of the key challenges that CSIR faced included:

1. Being an autonomous organization, with its headquarters and labs located in different region of India, it was essential for CSIR to standardize processes, and centralize and unify the practices of its establishment and administration section.
2. Decision making that required unified data from across the organization's units such as statutory reports, manpower distribution, manpower requirement etc, were delayed due to the time-consuming process of receiving and collating data.
3. The staff in the establishment and administration section was engaged with repetitive and recurring activities for over a long period of time which was preventing them from exploring other opportunities of learning and growth.

Our Solution

The Human Resource Management Solution (HRMS) comprises of the following:
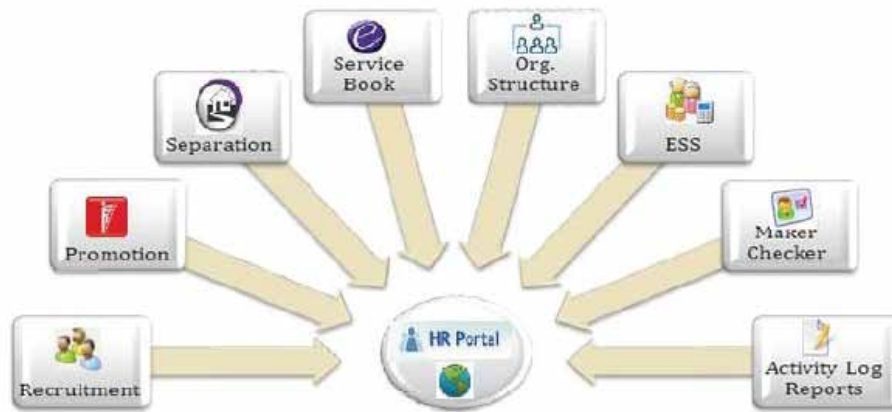

Employee life cycle management   **E-Service Book**
Administration operations automation   **Configurable process steps**
Pre-build process rules   **Reports and Dashboards**

- Employee Details – The information of employee including the personal information, contact details, educational qualification, previous experience, expertise, professional exposures, achievements, awards and other posting related details are captured. The profile of an employee shall primarily be available for the purpose of communication and verification.

  MIS are provided for the employee details which include job roles, responsibilities, and their involvement in different teams.

- Organizational Structure – The organization hierarchy is defined into the system with the reporting officers defined for each employee. The reporting officers are able to assign and monitor the tasks and communicate to the subordinates.

- HR Processes – The HR processes performed in the establishment includes the employment life-cycle with the processes as below:
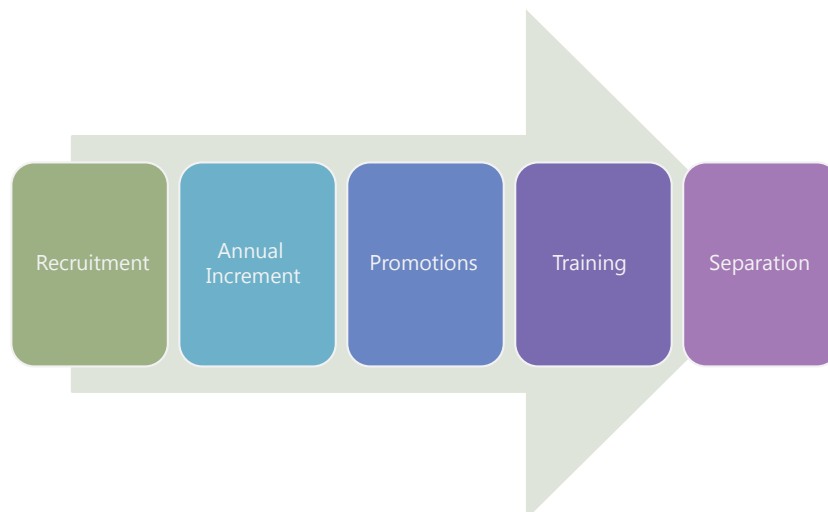
Employment Life-cycle events

- Recruitment – The recruitment process involves the current manpower deployment which is compared with the vacant posts for the identification of recruitment needs. Roster management is done to facilitate the recruitment rules. Appointment of employees, their joining time, probation, regularization, and pay fixation are processed.

- Promotions – The assessment and promotion process includes APAR management and conducting the DPC for promotion. The DPC requires the seniority lists and previous ACRs. The roster is available for the DPC. The result of DPC can be captured in and published by the system. Once the promotion is finalized, the pay fixation of employee can be done.

- Training – Identification of training needs, request for training, and maintaining the records of training, seminars, and workshops attended.

- Deputation – The deputation in and deputation out of the organization can be captured. The effect of this event is reflected into the pay bill management and the self-services related to the benefits of an employee. The extension and recall of deputation shall be facilitated by the system.

- Retirement – The retirement process shall include the superannuation, voluntary retirement (VR) and compulsory retirement. The system shall manage the retirement process for the initiation of retirement, submission of certificates, nomination forms and applications from the employee, processing of arrears and final pay, and the retirement benefits.

- Suspension – The suspension and break in service shall be captured and the impacted services in these scenarios shall be disabled in the system.

- Retirement – The retirement process shall include the superannuation, voluntary retirement (VR) and compulsory retirement. The system shall manage the retirement process for the initiation of retirement, submission of certificates, nomination forms and applications from the employee, processing of arrears and final pay, and the retirement benefits.

- Suspension – The suspension and break in service shall be captured and the impacted services in these scenarios shall be disabled in the system.

Salary related events

- Pay bill generation – The pay bill generation shall include the salary components – like pay in pay Band and grade pay, DA, HRA, and the other allowances that an employee is entitled to. The system shall validate the entitlement of an employee based on the rules and regulations.

- Increments – The annual increments shall be processed for the employee that shall be reflected in the pay-bill for the employee.

Grievance Management

Disciplinary Proceedings

Pension details (Pension details of retired employee include the PPO number, pension fixation, commutation details, and family particulars for nominations).

Salary related events

- E-Service Book – The employee information, life-cycle events and pay related events shall be reflected in the service book of the employee. The service book shall be available for verification and shall be integrated with the Govt. of India e-service book. The facility for capturing the current service book (maintained manually) with all the posting history, leave details and other details required in service book shall be provided.

  Service book shall provide the input for automatically validating the rules (as per Govt. of India rules and regulation) for the processing of different employee self-services and salary related events.

- **Leave and Attendance** – Employee shall be able to see their leave status and apply online. The applied leaves will further be processed and the status intimation shall be communicated to the employee. The leave details will be available in the service book. The applications can be made for different types of leaves such as EL, HPL, Casual Leave, maternity leave, paternity leave, child care leave, sabbatical leave, leave not due, restricted holidays, etc. Leave encashment.

- **Employee Self Services** – The employees shall be enabled with the web-based application of the services which includes the application for allowances, reimbursements and advances. Employee shall also be able to make the declarations required by the organization as guided by Government of India rules. These applications will be further processed online at different levels based on the roles and responsibilities, as defined in the organization structure. The employee self-services includes:

The employee self-services include:

Allowances - The allowances shall include:

- Cash handling allowance, newspaper allowance, washing allowance, transport allowance, conveyance allowance, professional update allowance, honorarium, subsistence allowance, special compensatory allowances, special allowance for assisting cashier, special duty allowance, project allowance, foreign allowance, deputation allowance, family planning allowance

Reimbursement - The self-services under this category should include:

- Children education allowance, CGHS bill reimbursement, telephone bill, tour details and claims, LTC

Advances and Loans - The self-services under this category should include:

- GPF advance and broadsheet, house building advances, vehicle advance, computer advance, natural calamity advance.

Declarations - (Property return, Income tax return)

- NoCs and other documents
- Inventory
- OBs Pending

Dashboards and Reports

- Employee Details dashboard
- Manpower deployment dashboards – based on age groups, gender, cadre, designation, posts, caste, etc.
- Residency report by designation
- Retired / resigned employee report
- Leave reports
- Employee activity report
- Role-based dashboards for the employees
- More reports based on the requirements

Results

We provided a framework comprising of the complete Human Resource Management system that automates the functionalities of establishment and administration section. This framework has been rolled out as a centralized deployment for 40 organizational units including the headquarters across India for over 15,000 of the council's employees.

The establishment and administration staff is now equipped with relevant information to enable them to perform their activities. The package is bundled with government rules and regulations simplifying the processes bring more transparency and reducing the (TaT) turnaround time.

The digitization of documents facilitated preservation and filing of existing repositories of documents. CSIR have a key focus on Green initiative - the HRMS system ensured the reduced usage of paper sufficing their need to address Green and Sustainability issues.

Achievements

The solution is recognized as a great initiative in the e-Governance arena of India and has been awarded with:

CSI Nihilent e-Governance Award – 2009-10

CSIR ICT intervention by implementing an end-to-end enterprise automation of operations was awarded a Special Recognition Award in Research by Computer Society of India.

Award listing at:
http://www.csinihilent-egovernanceawards.org/awardwinner_09_10.php

Award details at:
http://www.csinihilent-egovernanceawards.org/csidocuments/csi_nihilentawards_2009_10.pdf

SKOCH GOLD AWARD - 2013
The project has also won SKOCH AWARD under the Digital Inclusion awards for the e-Governance initiatives of enterprise transformation.

Award listing at:
http://digitalinclusion.in/)

About TekMindz

TekMindz is an IT consulting & technology services company with headquarters in India, serving clients across Asia/Pacific, Middle East, North America and Africa. Bringing together technology, people and processes across diverse sectors for organizations around the world, TekMindz enables business enterprises and governments to most effectively serve their customers and citizens.

Know more about us by visiting our website at **www.tekmindz.com**

India Headquarters

Samin TekMindz India Pvt. Ltd.
Unit No. 2, Second Floor,
NPX Tower, Sector 153,
Noida - 201310 (U.P.) India
Tel : +91 120 2552500

USA Location

Samin TekMindz, Inc.
4677 Old Ironsides Dr,
Suite 170,
Santa Clara,
CA 95054
Tel : +1 408-300-9533