

## SERVICE BOOK FAQ

Sr.	FAQs	ID to be used	Solution	Remarks
1.	How to register a new employee in HRMS?	Establishment Data Entry	<p>Path: <i>Employee Enrollment → Register Employee</i></p> <p>Instruction: Enter all required registration details and click Save. Upon successful submission, the system will automatically generate a unique Employee Code for the registered employee. This code will remain constant and serve as the employee's unique identifier throughout their entire service career.</p>	
2.	How to Enter the Detail of an Employee in Service Book?	Establishment Data Entry	<p>Path: <i>Employee Service Book Detail → Service Book Detail</i></p> <p>Instruction: First, search for the employee's service book using the Employee Code or select the employee from the Employee List. Once the record is retrieved, you can enter all necessary information related to the employee, such as personal details, initial joining information, appointment particulars, and other relevant service-related data.</p>	
3.	How to Verify Service Book in HRMS?	Establishment data entry Establishment Verifier	<p><i>Step 1: Submit Service Book for Verification</i></p> <p>Navigate from: <i>Employee Service Book Detail → Submit Service Book for Verification</i></p> <p>Instruction: <i>Select the Verifying Officer Name from the available list, then click Submit Service Book for Verification to forward the employee's service book to the selected officer for verification.</i></p>	

			<p><i>Step 2: Verification by Establishment Verifier</i></p> <p><i>Navigate from:</i>  <i>Verify eService Book → Service Book Verification → Verify eService Book</i></p> <p><i>Instruction:</i>  <i>Select the Employee Service Book that has been submitted for verification. You can now approve the service book by clicking the ✓ (Tick) icon or reject it by clicking the ✘ (Cross) icon.</i></p>	
4.	How can the password for any user account be recovered?	Home page Visit the official website: <a href="https://hrms.punjab.gov.in">https://hrms.punjab.gov.in</a>	<p>Password Recovery Process</p> <ol style="list-style-type: none"> <li>1. On the Login Window, click on the “Forgot Password” option.</li> <li>2. Enter your iHRMS Code (Employee ID, Office ID, DDO ID, etc.) and click Search to fetch your details.</li> <li>3. Enter your Date of Birth and Registered Mobile Number.</li> <li>4. If both details match the records, you will receive an OTP on your registered mobile number.</li> <li>5. Enter the received OTP and click Confirm.</li> <li>6. You can now create a new password.</li> </ol>	<p>Note: You cannot reuse your old password that was previously created for the same ID.</p> <p>If the employee’s mobile number is not updated or has been entered incorrectly in the Service Book, please contact your Establishment Office to get it corrected and updated in the system.</p>
5.	How can the retirement date be extended in cases such as Teacher Extension, Handicap Extension, or State Award	Establishment date entry	<p>Path: Service Book Details → Online Service Transaction</p> <p>Steps:</p> <ol style="list-style-type: none"> <li>1. Search the employee using the Employee Code or Name.</li> <li>2. From the list of available transactions, select the appropriate option: Punjab School Teacher Extension Act Extension, State Award, Extension after Retirement due to Handicapped Category, etc.</li> </ol>	

			<ol style="list-style-type: none"> <li>3. Enter the relevant details such as Order Number, Order Date, and Effective Date as mentioned in the official order.</li> <li>4. Click Save to record the transaction.</li> <li>5. After saving, submit the employee's service book for verification.</li> <li>6. Once the service book is verified by the concerned authority, the extension details will be updated in the employee's service book</li> </ol>	
6.	How to transfer Employee service book?	Establishment Data Entry	<p>Path: <i>Service Book Details</i> → <i>Online Service Transaction</i></p> <p>Steps:</p> <ol style="list-style-type: none"> <li>1. Search the employee by entering the Employee Code or selecting from the Employee List.</li> <li>2. From the available transactions, select the appropriate option, such as: <ul style="list-style-type: none"> <li>○ <i>Transfer</i></li> <li>○ <i>Transfer with Promotion</i></li> <li>○ <i>Shifting of Service Book Only, etc.</i></li> </ul> </li> <li>3. Enter the details of the transaction, including: <ul style="list-style-type: none"> <li>○ Order Number and Order Date</li> <li>○ Transfer Office Details</li> <li>○ Effective Date</li> </ul> </li> <li>4. Click Save to record the transaction.</li> <li>5. After saving, the transaction must be verified by the competent authority.</li> </ol>	<p>Note:</p> <ul style="list-style-type: none"> <li>● In case of <i>Shifting of Service Book Only</i>, once the transaction is verified by the authority, the employee's service book will automatically shift to the new office.</li> <li>● For all other types of transactions, you must make entry in online relieving (under transfer promotion menu) against the transfer order to complete the process.</li> </ul>

7.	How to make online relieving against the transfer order	Establishment Data Entry	<p>Path: <i>Transfer / Promotion → Online Relieving</i></p> <p>Steps:</p> <ol style="list-style-type: none"> <li>1. Ensure that the Transfer Order has been created and verified.</li> <li>2. Navigate to Online Relieving and search the employee using the Employee Code or Name.</li> <li>3. Enter the Relieving Date and other relieving details.</li> <li>4. The Posting Office details will be automatically fetched from the verified Transfer Order you selected.</li> <li>5. In the Establishment Office field, enter the details of the office to which the employee's service book is to be transferred.</li> <li>6. Click Save to record the relieving details.</li> <li>7. After verifying the entered information, lock the entry. Once the entry is locked, the employee's service book will automatically shift to the new office. <ul style="list-style-type: none"> <li>○</li> </ul> </li> </ol>	<p>Note:</p> <p>If the employee is not appearing in the search list, please check the following:</p> <ul style="list-style-type: none"> <li>● The Transfer Order must be verified.</li> <li>● The Joining Entry in the current office must be locked in the <i>Joining/Relieving Index Card</i>.</li> </ul>
8	How to unlock wrong entry of relieving of an Employee	Establishment Data Entry	<p>Path: <i>Transfer / Promotion → Unlock Online Relieving</i></p> <p>Steps:</p> <ol style="list-style-type: none"> <li>1. Navigate to Unlock Online Relieving.</li> <li>2. Search the employee using the Employee Code or Name.</li> <li>3. Once the employee details are displayed, click Unlock.</li> <li>4. After unlocking, the employee's service book details will be transferred back to your office ID. <ul style="list-style-type: none"> <li>○ This means the employee will be restored to your Establishment.</li> </ul> </li> </ol>	<p>Note:</p> <ul style="list-style-type: none"> <li>● The Unlock Relieving option can be used only if the employee has not joined in the new office.</li> <li>● If the joining entry has already been made and locked in the new office, unlocking will not be permitted.</li> </ul>

9	How to make online joining of an employee who has newly transferred?	establishment data entry	<p>Path: <i>Transfer / Promotion → Joining Relieving Index Card</i></p> <p>Steps:</p> <ol style="list-style-type: none"> <li>1. Navigate to Joining Relieving Index Card.</li> <li>2. Search the employee by entering the Employee Code or Name, and retrieve the details.</li> <li>3. On the left-hand side of the screen, locate the “Online Joining” option.</li> <li>4. Click Online Joining and enter the joining details corresponding to the verified Transfer Order, including: <ul style="list-style-type: none"> <li>○ Office Details (new posting office)</li> <li>○ Designation / Post</li> <li>○ Joining Date and other relevant fields</li> </ul> </li> <li>5. Click Save to record the details.</li> <li>6. After verifying the information, lock the entry to finalise the joining process.</li> </ol>	<p>Note:</p> <ul style="list-style-type: none"> <li>● There can be only one Online Joining and one Online Relieving entry against a single Transfer Order.</li> <li>● Ensure that both Transfer Order and Relieving Entry are verified before making the Online Joining entry.</li> </ul>
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10	How to retrieve/ know employee code?	Home page Visit the official website: <a href="https://hrms.punjab.gov.in">https://hrms.punjab.gov.in</a>	<p>Procedure to Retrieve HRMS Code</p> <ol style="list-style-type: none"> <li>1. Visit the official website: <a href="https://hrms.punjab.gov.in">https://hrms.punjab.gov.in</a></li> <li>2. Click on the option “Get HRMS Code.”</li> <li>3. Fill in the required information (such as Name, Date of Birth, etc.) and click Submit to retrieve your HRMS Code.</li> </ol> <p>Important:</p> <ul style="list-style-type: none"> <li>• The mobile number must be correctly updated in your service record by your office.</li> <li>• An OTP will be sent to your registered mobile number to verify your identity.</li> </ul>	In case you do not receive the OTP: Contact your Office Administrator or Establishment Officer to verify and update your registered mobile number in the system.
11	How to change the role of an employee?	Office administration ID	<p>Path: <i>Office Administrator Account → Employee Enrollment → Role Assignment</i></p> <p>Steps:</p> <ol style="list-style-type: none"> <li>1. Log in using your Office Administrator Account.</li> <li>2. Navigate to Employee Enrollment → Role Assignment.</li> <li>3. Select the employee from the available list.</li> <li>4. From the dropdown menu, assign the appropriate role to the selected employee.</li> </ol>	Note: For assigning the Establishment Data Entry role, ensure that the Employee’s Posting Office and the Establishment Office are the same.

			<ul style="list-style-type: none"> <li>○ By default, every employee is assigned the role of General User.</li> <li>○ You can change the role to one of the following as per requirement: <ul style="list-style-type: none"> <li>■ Establishment Data Entry</li> <li>■ Establishment Verifier</li> <li>■ APR Verifier</li> </ul> </li> </ul> <p>5. Click Save to confirm the role assignment.</p>	
12	How to make Additional Charge entry of employee in their service book	Establishment data entry Establishment verifier	<p>Path: <i>Service Book Detail</i> → <i>Additional Charge</i></p> <p>Steps:</p> <ol style="list-style-type: none"> <li>1. Login using the Establishment Data Entry Clerk credentials of the employee who is being assigned the additional charge.</li> <li>2. Navigate to Service Book Detail → Additional Charge.</li> <li>3. Search the employee by entering the Employee Name or Code.</li> <li>4. Under Section 2: Additional Charge Office Details, select the Office ID for which the additional charge is to be assigned. <ul style="list-style-type: none"> <li>○ If you already know the Office ID, select it directly.</li> <li>○ Otherwise, choose the Manual Parameter option to enter the details manually.</li> </ul> </li> <li>5. Select and fill in the following fields accurately: <ul style="list-style-type: none"> <li>○ Additional Charge Designation</li> <li>○ Order Number</li> <li>○ Order Date</li> </ul> </li> </ol>	

			<ul style="list-style-type: none"> <li>○ Effective From Date</li> </ul> <ol style="list-style-type: none"> <li>6. Click Save to record the entry. <ul style="list-style-type: none"> <li>○ The record will now appear under the Employee Additional Charge List.</li> </ul> </li> <li>7. Send the entry for verification to the concerned Verifying Officer for approval.</li> <li>8. Once the Verifying Officer verifies the entry, the Additional Charge record will be officially updated and visible in the employee's service book and respected office id for mapping.</li> </ol>	
13	Updating Family / Nominee Details in Service Book	data entry establishment verifier	<p><b>Part A – Drafting Service Book Updation Request (Establishment Data Entry)</b></p> <ol style="list-style-type: none"> <li>1. Login with <b>Establishment Data Entry ID</b>.</li> <li>2. Go to: <b>Employee Enrollment → Service Book Updation Request → Draft Service Book Updation Request</b></li> <li>3. <b>Search the Employee.</b></li> <li>4. Under <b>Request Group</b>, select <b>Family Detail</b> or <b>Nominee Detail</b>.</li> <li>5. Select the <b>family/nominee member</b> from the list.</li> <li>6. In <b>Fill Below Parameter to Submit Request</b>: <ul style="list-style-type: none"> <li>○ Select <b>Parameter to be Updated</b></li> <li>○ Enter the details in the <b>New Record</b> column</li> </ul> </li> <li>7. Click <b>Save as Draft</b>.</li> </ol> <p><b>Part B – Forwarding the Request (Establishment Data Entry)</b></p> <ol style="list-style-type: none"> <li>8. Navigate to:</li> </ol>	

**Employee Enrollment → Service Book  
Updation Request → Forward Service Book  
Updation Request**


9. Search the drafted request.
10. Enter the following details:
  - **Order Number**
  - **Order Date**
  - **Application for Change/Updation**
11. Select the **Verifying Officer**.
12. Click **Forward Request**.

**Part C – Verification of Request  
(Establishment Verifying Officer)**

13. Login with **Establishment Verifying Officer ID**.
14. Go to:  
**Verify eServiceBook → Verify Employee  
Service Book Updation Request**
15. Search the forwarded request.
16. **View the request**, verify the details, and click **Approve**.
17. You will be redirected to the **Auto-Generated Order Page**.
18. Tick the **Declaration** and click **Submit**.

**Part D – OTP Verification & Final Update**

19. Enter the **Verifying Officer's Aadhaar Number**.
20. Click **Generate OTP**.
21. Enter the **OTP received on the Aadhaar-registered mobile number**.

			<p>22. Submit the OTP.</p> <p> The <b>Family/Nominee details are now updated in the employee's Service Book.</b></p>	
13	Submitting a Technical Support Query (Employee Login)	employee ID	<p>Path: My Services → Submit Query to Technical Support</p> <p>Steps:</p> <ol style="list-style-type: none"> <li>1. Login with your Employee ID.</li> <li>2. Navigate to My Services → Submit Query to Technical Support.</li> <li>3. Select the module in which you are facing the issue.</li> <li>4. Describe the issue clearly. <ul style="list-style-type: none"> <li>○ If there is any error, attach a screenshot for better clarity.</li> </ul> </li> <li>5. Click Save to submit the query.</li> </ol>	After saving, your query will be successfully raised, and the technical support team will review and respond accordingly.