

APAR/ACR FAQ

S.No	Question	IDs	Solution	Remarks
1	How to Create ACR Custodian branch head	Department ID ACR manager	<p>Path: <i>Login with Department ID / ACR Manager → ACR Management → Create ACR Custodian Branch</i></p> <p>Steps:</p> <ol style="list-style-type: none"> 1. Enter the required details: <ul style="list-style-type: none"> ○ Office Name ○ Employee Code of the employee who will act as the <i>Custodian</i> ○ Custodian Branch Name 2. Set "Establishment Parameter for ACR will be updated by" to either: <ul style="list-style-type: none"> ○ <i>Employee</i>, or ○ <i>Custodian</i> 3. Select only one category from: <ul style="list-style-type: none"> ○ Designation-wise, or ○ Service-Cadre-wise 4. Note: ACR can be initiated either designation-wise OR service-cadre-wise, not both. You must select only one option. 5. Click Save to create the Custodian Branch. 	<p>Additional Notes</p> <ul style="list-style-type: none"> ● If the custodian head is not created, verify that the selected employee is valid, posted in the same office, and no other custodian power is assigned to him. ● An employee can be assigned to only one custodian branch head at a time. They cannot act as custodian for multiple branches simultaneously.
2	How to Create cadre controlling authority	Department ID ACR manager	<p>Path: <i>Login with Department ID / ACR Manager → ACR Management → Create Cadre Controlling Authority (CCA)</i></p> <p>Steps:</p>	<p>Important Notes</p> <ul style="list-style-type: none"> ● <i>The same employee cannot be assigned to more than one CCA at a time.</i>

			<ol style="list-style-type: none"> 1. Enter the CCA Branch Name. 2. Assign the Employee who will function as the Cadre Controlling Authority. 3. Select the scope of permission under <i>Permission Given For Head Office/Field Office/All Offices</i> 4. Select one or both of the following: <ul style="list-style-type: none"> ○ Designation-wise, or ○ Service Cadre-wise 5. Select the Service Group applicable. 6. Click Save to create the CCA. 	<ul style="list-style-type: none"> ● Ensure the assigned employee has the proper permissions before mapping.
3	Mapping of custodian heads with CCA branch	Department ID ACR manager	<p><i>Path:</i> Login with Department ID / ACR Manager → ACR Management → Map Custodian(s) with CCA</p> <p><i>Steps:</i></p> <ol style="list-style-type: none"> 1. Login using your Department / ACR Manager credentials. 2. Navigate to ACR Management → Map Custodian(s) with CCA. 3. Select the Custodian to be mapped. 4. Select the corresponding CCA from the list. 5. Choose the applicable: <ul style="list-style-type: none"> ○ Designation(s) or ○ Service Cadre Select the relevant Service Group. 6. Click Save to complete the mapping. 	<p><i>Important Note</i></p> <ul style="list-style-type: none"> ● Only those Designations / Service Cadres / Service Groups that are mapped with the CCA will be available for final ACR printing and processing. ● If certain designations or cadre groups are not mapped, they will not appear for final ACR workflows under that CCA.
4	How to map designation with performa	Department ID ACR manager	<p><i>Path:</i> Login with Department ID / ACR Manager → ACR Management → Map Designation With ACR Proforma</p> <p><i>Steps:</i></p> <ol style="list-style-type: none"> 1. Select the following parameters: <ul style="list-style-type: none"> ○ ACR Proforma ○ Financial Year (FY) ○ Mapping mode: 	<p><i>Important Notes</i></p> <ul style="list-style-type: none"> ● ACR will not be initiated for any designation that is not mapped with a proforma. ● This mapping process must be performed every year at the start of the ACR cycle.

			<ul style="list-style-type: none"> ■ Designation-wise, or ■ Service Cadre-wise ○ Applicable level: <ul style="list-style-type: none"> ■ All Levels, Head Office, or Field Level <ol style="list-style-type: none"> 2. Click "Map New Designation". 3. A list of designations mapped with your department will appear. 4. Select the designation to be mapped with the chosen proforma. 5. Click Save. 6. Repeat the process until all required designations are mapped. <ul style="list-style-type: none"> ○ A single ACR Proforma can be assigned to multiple designations. 	
5	ACR reports	Department ID ACR manager	<p><i>Path:</i> Login with Department ID / ACR Manager → ACR Management → ACR Reports</p> <p><i>Description:</i> This section provides multiple types of reports to monitor, track, and review the status of ACRs across the department. These reports help identify: These reports assist in effective monitoring and timely processing of ACRs within the department.</p>	
6	ACR Tracking	Department ID ACR manager	<p><i>Path:</i> Login with Department ID / ACR Manager → ACR Management → Search and Track ACR</p> <p><i>Purpose:</i> This feature allows departments to track individual ACRs of employees whose ACRs have been initiated under their respective Custodian branches. Using this option, the department can view:</p> <ul style="list-style-type: none"> ● Current status of the ACR 	

			<ul style="list-style-type: none"> • <i>Hierarchy offices mapped for the ACR workflow</i> • <i>Submission history, including which officer submitted at each level</i> <p><i>This helps departments ensure timely completion, monitoring, and compliance with the ACR process.</i></p>	
7	Assign custodian role to other officer from head custodian	Custodian head	<p>Path: <i>Login with Custodian ID → ACR Management → Role Assignment</i></p> <p>Steps:.</p> <ol style="list-style-type: none"> 1. Search the employee <i>within the same office.</i> 2. Select Designation-wise or Service Cadre-wise mapping. 3. Click Save. <p>Note: Only those designations/service cadres mapped for ACR can be initiated by the Custodian.</p> <p>Step 2: Assign Menu Permissions</p> <p>Path: <i>ACR Management → Assign Menu Permission</i></p> <p>Steps:</p> <ol style="list-style-type: none"> 1. Go to ACR Management → Assign ACR menu to employee. 2. Select the employee whose role was assigned in the previous step. 3. Select the menu options/modules to be assigned to the Custodian. 4. Click Save to grant permissions. 	<p>Important Notes</p> <ul style="list-style-type: none"> • Roles must be assigned before menu permissions; otherwise, menus will not reflect. • Permissions should only be granted to employees who are responsible for handling ACR initiation and workflow in their branch. • Access is limited to designations/service cadres mapped under the Custodian.
8	Assign CCA role to other officer from CCA	CCA id	<p>Path: <i>Login with CCA ID → ACR Management → Assign CCA Role to Employee</i></p> <p>Steps:</p> <ol style="list-style-type: none"> 1. Login using your CCA credentials. 	

			<ol style="list-style-type: none"> 2. Navigate to ACR Management → Assign CCA Role to Employee. 3. Search and select the employee within the same office. 4. Choose the mapping criteria: <ul style="list-style-type: none"> ○ Designation-wise, or ○ Service Cadre-wise 5. Click Save to assign the CCA role to the selected employee. 	
9	How to initiate an employee ACR	Custodian	<p>Path: <i>Login with Custodian ID → ACR Management → ACR Creation</i></p> <p>Steps to Create ACR</p> <ol style="list-style-type: none"> 1. Login using Custodian credentials. 2. Navigate to ACR Management → ACR Creation. 3. Select the Financial Year (FY). 4. Choose New Entry and click Go. 5. Select the current designation of the employee whose ACR is to be created. 6. Search for the employee and click Create ACR. <p>Enter ACR Details</p> <ol style="list-style-type: none"> 7. Enter the ACR period (From Date and To Date). 8. Enter posting details during the ACR period. <ul style="list-style-type: none"> ○ The designations displayed will only be those mapped by the department. 9. The ACR Proforma will be selected automatically based on department mapping. <ul style="list-style-type: none"> ○ If required, the Custodian may change the Proforma manually by selecting a different one 	<p>Important Note</p> <ul style="list-style-type: none"> ● Employee Self-Appraisal will be available only after the Custodian approves ACR initiation. ● Unless approved at the Custodian stage, the ACR workflow cannot proceed further.

			<p>from the list.</p> <p>Hierarchy Mapping</p> <ol style="list-style-type: none"> 10. Select and map the required Hierarchy Officers, such as: <ul style="list-style-type: none"> ● Reporting Officer (RO) ● Reviewing Officer ● Accepting Authority 11. If any level is Not Applicable (NA): <ul style="list-style-type: none"> ● Select Type = NA ● Provide a Reason <p>Finalize and Approve</p> <ol style="list-style-type: none"> 12. Review all details carefully. 13. Click Save. 14. Enter Establishment Parameters (if applicable). 15. Upload the required NA Certificate(if applicable) 16. map HOC/DC hierarchy officer (if applicable) 17. Approve the ACR as Custodian. 	
10	You to write self appraisal	employee ID	<p>Path:</p> <p><i>Login with Employee ID → My Services → ACR/APAR Services → Fill ACR/APAR</i></p> <p>Steps to Submit Self-Appraisal</p> <ol style="list-style-type: none"> 1. Login using your Employee ID. 2. Navigate to My Services → ACR/APAR Services → Fill ACR/APAR. 3. If the Custodian has approved the ACR initiation for the respective Financial Year, the ACR will appear in the list. 4. Click Write Self Appraisal. 5. The form will open according to the Proforma mapped by the custodian. 6. Fill in all required fields and Save the form. <ul style="list-style-type: none"> ○ Ensure <i>all parameters are filled</i>, otherwise submission will not proceed. <p>Final Submission with OTP</p> <ol style="list-style-type: none"> 7. Once all fields are completed, a radio button (final 	

			<p>submission option) will appear.</p> <ol style="list-style-type: none"> 8. Click it— a preview window will open. 9. Review the ACR, tick the declaration, and click Submit. 10. Click Generate OTP (bottom right). 11. A 6-digit OTP will be sent to the employee's mobile number registered in iHRMS. 12. Enter the OTP and submit to the Hierarchy Officer. 	
11	How employee pull back ACR from hierarchy officer for correction	employee id	<p>Pull Back / Edit Submitted Self-Appraisal</p> <ul style="list-style-type: none"> • If an employee wants to make corrections, they can pull back the ACR from the officer. • After correction, the ACR must be submitted again. • The Pull Back option is available only until the Hierarchy Officer opens the ACR. <ul style="list-style-type: none"> ○ Once the officer opens/views it, Pull Back will no longer be available. 	
12	How to evaluate employee ACR	Hierarchy officer	<p>Path: <i>My Services</i> → <i>ACR/APAR Services</i> → <i>Assess Subordinates' ACRs</i></p> <p>Steps to Evaluate ACR</p> <ol style="list-style-type: none"> 1. Login using your Hierarchy Officer ID (Reporting / Reviewing / Accepting Authority). 2. Go to: <i>My Services</i> → <i>ACR/APAR Services</i> → <i>Assess Subordinates' ACRs</i> 3. Select the following parameters: <ul style="list-style-type: none"> ○ Financial Year (FY) ○ Evaluation Level: (Reporting / Reviewing / Accepting) ○ ACR Status:(Pending for Submission,submitted,pendinding approval) ○ ACR Type:(General ACR ,Mid-Term ACR) 4. Select the employee(s) whose ACR is to be evaluated. Click Write Assessment for the selected employee. 	

			<ol style="list-style-type: none"> 5. Fill all evaluation parameters as applicable to your hierarchy level. 6. Click Save. <p>Final Submission With OTP</p> <ol style="list-style-type: none"> 8. When all parameters are completed, a checkbox will appear against each fully filled ACR. 9. if there are multiple ACR to be approved then tick multiple checkbox click Generate OTP. 10. An OTP will be sent to the registered mobile number of the Hierarchy Officer. 11. Enter the OTP and click Submit to forward the ACR to the next authority in the workflow. 	
13	How hierarchy officer pull back ACR from next officer for correction		<p>Pull Back / Amendment Option</p> <ul style="list-style-type: none"> ● The officer may pull back the submitted ACR in case corrections are required. ● After correction, the ACR must be submitted again before the deadline. ● Pull Back option is available only until the next officer opens/views the ACR. <ul style="list-style-type: none"> ○ Once opened, Pull Back will not be available. 	
14	How to finalize ACR at CCA level	CCA ID	<p>Once the ACR has been submitted by the Employee and processed by all Hierarchy Officers (Reporting / Reviewing / Accepting), it is forwarded to the CCA (Cadre Controlling Authority) for final approval and closure.</p> <hr/> <p>Path: <i>ACR Management</i> → <i>Final ACRs</i></p> <hr/>	<p>Visibility Rules & Important Notes</p> <ul style="list-style-type: none"> ● Only ACRs belonging to Custodians mapped to the CCA (as mapped by the Department) will appear in the CCA panel. ● Only the Parent Department's CCA can

			<p>Steps to Finalize ACR (CCA Login)</p> <ol style="list-style-type: none"> 1. Login using CCA credentials. 2. Navigate to ACR Management → Final ACRs. 3. Select the Financial Year (FY). 4. Enter search parameters: <ul style="list-style-type: none"> ○ Employee Code (optional) ○ Designation / Cadre (if applicable) ○ ACR status filters, etc 5. To view all ACRs, leave the employee code blank and click Search. 6. The list will display ACRs submitted to CCA for finalization. 7. Review the details and finalize the ACR as required. 	<p>view and print the final ACR.</p> <ul style="list-style-type: none"> ● If an ACR is not appearing, check mapping: <ul style="list-style-type: none"> ○ Custodian ↔ CCA mapping ○ Designation / Cadre mapping ○ Service Group mapping
15	How to submit the grievances to Custodian against initiated ACR	Employee ID	<p>Path: <i>My Services → ACR/APAR Services → Submit ACR Grievances</i></p> <p>Steps to Submit a Grievance</p> <ol style="list-style-type: none"> 1. Login using your Employee ID. 2. Navigate to My Services → ACR/APAR Services → Submit ACR Grievances. 3. Select the relevant details: <ul style="list-style-type: none"> ○ Financial Year (FY) ○ ACR Period ○ Purpose of Grievance, such as: <ul style="list-style-type: none"> ■ Change ACR Period ■ Updation of Establishment Parameters in ACR ■ Change ACR Officer Hierarchy ■ Delete ACR ■ Change Designation During ACR Period ■ Change Posting Office During ACR Period ■ Change ACR Proforma 4. Upload supporting documents (if required). 	<p>Important Note</p> <ul style="list-style-type: none"> ● A grievance can be submitted only while the ACR is still with the employee (self-appraisal stage). ● Once the employee submits the ACR to the Hierarchy Officer, grievances cannot be raised for that ACR.

			<ol style="list-style-type: none"> 5. Enter remarks explaining the grievance. 6. Click Save. <p>Submitting the Grievance to Custodian</p> <ol style="list-style-type: none"> 7. After saving, open the Grievances List. 8. Select the grievance request and Submit to Custodian for further action. 	
16	How to approve the grievances received from employee	custodian ID	<p>Path: <i>ACR Management</i> → <i>Grievances on ACR</i></p> <p>Steps for Custodian</p> <ol style="list-style-type: none"> 1. Login using Custodian credentials. 2. Navigate to ACR Management → Grievances on ACR. 3. Select the Financial Year (FY) and set Status = Pending. 4. A list of all pending grievances submitted by employees will appear. 5. Click View Request against the desired entry. 6. A popup window will display the grievance details submitted by the employee. <p>Actions by Custodian</p> <ul style="list-style-type: none"> • The Custodian may approve and make necessary amendments in the ACR as requested. • If the grievance is not justified, the Custodian may reject the grievance with proper remarks. <p>Effect of Approval</p> <ul style="list-style-type: none"> • Once a grievance is approved, the corresponding changes will reflect in the employee's ACR. 	<p>Important Note</p> <ul style="list-style-type: none"> • The grievance can be updated or modified only while the ACR is still at the Employee level. • Once the employee submits the ACR to the Hierarchy Officer, further modifications cannot be made through grievances.
17	Employee is not able to view final grading in his/her ID even after hierarchy officer has evaluated	CCA ID	Kindly contact your concerned CCA, as your ACR for the mentioned Financial Year has not been finalized / conveyed yet. Only the CCA mapped with your Custodian has the authority to complete the finalization of your ACR.	

18	Employee find that there is some correction to be made in ACR	employee ID	Kindly raise a grievance to the Custodian regarding the required correction.	Note: A grievance can be submitted only when the ACR is still with the employee.
19	When a Hierarchy Officer Does Not Want to Evaluate an Employee's ACR	hierarchy officer	<p>If a Hierarchy Officer believes that the employee does not fall under their reporting/reviewing/accepting hierarchy, they may return the ACR to the Custodian for correction.</p> <p>How the Hierarchy Officer Can Send ACR Back</p> <ul style="list-style-type: none"> ● The Hierarchy Officer can click “Send Back to Custodian” to request correction of the ACR Officer Hierarchy. ● This sends the ACR back to the Custodian with a request to change the officer hierarchy. 	<p>Important Note</p> <ul style="list-style-type: none"> ● Until the Custodian takes action on the hierarchy change request, the ACR will not be available for evaluation by the current officer. ● Once the Custodian updates the hierarchy, the ACR will move to the correct officer for evaluation.
20	Taking Action on Requests Sent Back to Custodian by Hierarchy Officer	custodian	<p>Path:</p> <p><i>ACR Management</i> → <i>Change ACR Officer Hierarchy</i></p> <p>Steps for Custodian to Process “Sent Back” Requests</p> <ol style="list-style-type: none"> 1. Login using your Custodian ID. 2. Navigate to ACR Management → Change ACR Officer Hierarchy. 3. Select the Financial Year (FY). 4. Select the Hierarchy Officer Level (the level from which the ACR has been sent back—Reporting / Reviewing / Accepting). 5. Select the Employee ACR from the list. <p>Specify the Required Changes</p> <ol style="list-style-type: none"> 6. Choose the Change Required Level (which hierarchy level needs correction). 7. Upload the Approval Order (supporting document). 8. Enter the Remarks explaining the change request. 	<p>Important Notes</p> <ul style="list-style-type: none"> ● The “Change ACR Officer Hierarchy” option is used only when ACR is sent back by a hierarchy officer. ● Once the Custodian updates and approves the change, the ACR becomes available to the correct officer for evaluation. ● Ensure that correct mapping (designation/cadre) is

			<p>Updating the Hierarchy Officer</p> <ol style="list-style-type: none"> 9. Under the selected hierarchy level, update the new officer along with the correct designation. 10. In the “Send ACR To” option, choose the hierarchy level to which the ACR should be forwarded next. 11. Click “Change ACR Details”. <p>Preview and Approval</p> <ol style="list-style-type: none"> 12. A preview window will appear. 13. Verify the changes and approve the request. 14. The ACR will then be sent to the correct hierarchy officer for further evaluation. <p>Additional Functions Available to Custodian</p> <ol style="list-style-type: none"> 1. Deleting the ACR <ul style="list-style-type: none"> ● The Custodian can delete the ACR using this request page. ● However, if the ACR Initiation Deadline is over, the ACR cannot be re-initiated. ● A warning message will appear if deletion is attempted after the deadline. 2. Marking a Hierarchy Officer as NA <ul style="list-style-type: none"> ● The Custodian can also mark any hierarchy level as NA (Not Applicable). ● To do this: <ul style="list-style-type: none"> ○ Select Type = NA ○ Upload a valid NA Certificate ● After applying NA, the ACR can be forwarded to the next applicable hierarchy level. 	<p>maintained to avoid repeated hierarchy errors.</p>
21	Creating a Mid-Term ACR	Custodian	<p>Path: <i>ACR Management</i> → <i>Create Mid-Term ACR</i></p> <p>Steps to Create Mid-Term ACR</p> <ol style="list-style-type: none"> 1. Login with the Custodian ID. 2. Go to <i>ACR Management</i> → <i>Create Mid-Term ACR</i>. 3. Select the Financial Year (FY). 	

4. Choose New Record and click Get/Search Parameter.
5. Select the current designation of the employee.
6. Search and select the employee.
7. Enter the From Date and To Date of the Mid-Term ACR.

Enter ACR Period Details

8. Fill the posting details for the ACR period.
9. Select the Proforma to be used.
10. Select the Reason for initiating Mid-Term ACR, such as:
 - Employee retiring
 - Hierarchy officer retiring
 - ex-India leave

Map Hierarchy Officers

11. Enter the Hierarchy Officer details (Reporting / Reviewing / Accepting).
12. If any level is Not Applicable (NA):
 - Select Type = NA
 - Enter the Reason
 - Upload supporting documents if required

Save and Review

13. Review all the details carefully.
14. Click Save.

Step 2: Schedule the Mid-Term ACR Timeline

15. Under the Action column, select:
“Update APAR/ACR Scheduling for Mid-Term ACR”.
16. A popup window will appear.
17. Set the Timeline/Schedule for the Mid-Term ACR (submission dates, evaluation dates, etc.).

Important Scheduling Rules

- If the employee or any hierarchy officer is retiring, they get only the month of retirement and the next month to complete their part of ACR.
- Example:
 - If the Reporting Officer is retiring, then:

			<ul style="list-style-type: none"> ■ Employee Self-Appraisal must be completed within the month of retirement + next month. ■ The Reporting Officer must evaluate within the same shortened timeline. <ul style="list-style-type: none"> ○ Remaining hierarchy levels will evaluate within the standard timeline defined by the department. <p>Finalizing the Mid-Term ACR</p> <ol style="list-style-type: none"> 18. After scheduling, click Save. 19. Approve the Mid-Term ACR. 20. Once approved, the ACR will be sent to the employee for Self-Appraisal. 	
22	If employee want to change mid term ACR scheduling what to do	employee id	<p>Employee Action</p> <p>An employee can submit an ACR grievance to the Custodian with the purpose:</p> <p>“Extension of Date – Mid-Term ACR”</p> <p>This option allows the employee to request an extension of the Mid-Term ACR timeline if needed (for example, due to retirement, unexpected leave, or delay at any hierarchy level).</p> <p>Custodian Action After Receiving Grievance</p> <p>When the Custodian approves the grievance request:</p> <ul style="list-style-type: none"> ● They can extend or modify the ACR dates as required. ● The updated schedule will reflect for all relevant hierarchy officers. 	<p>Important Notes</p> <p>Dates can be changed only within the allowed ACR time period defined for Mid-Term ACR.</p> <p>The extension applies only to those hierarchy levels that fall before the officer who is retiring.</p> <ul style="list-style-type: none"> ● Example: If the Reviewing Officer is retiring, only Employee and Reporting Officer timelines can be extended. Higher levels (e.g., Accepting Authority) follow normal timelines. <p>Changes must always be supported with proper reasoning and documents (if required).</p>

23	Employee ACR not viewing to CCA for finalization	CCA	<p>If the CCA is unable to view or finalize an employee's ACR, ensure the following conditions are met:</p> <ol style="list-style-type: none"> 1. Correct CCA–Custodian Mapping <ul style="list-style-type: none"> ● Verify that the CCA is mapped to the correct Custodian. ● Only ACRs belonging to Custodians mapped with the CCA will be displayed. 2. Employee Must Belong to the Parent Department <ul style="list-style-type: none"> ● Ensure that the Employee's Parent Department is the same as the Custodian's department. ● Only the Parent Department CCA can view and finalize the ACR. ● CCAs of other departments cannot view or act on that employee's ACR. 3. No Pending Action at Employee or Hierarchy Level <ul style="list-style-type: none"> ● Confirm that the ACR is not pending with: <ul style="list-style-type: none"> ○ Employee (Self-Appraisal) ○ Reporting Officer ○ Reviewing Officer ○ Accepting Authority ● An ACR will appear for CCA only after all levels have completed their actions. 4. Use Correct Search Parameters <ul style="list-style-type: none"> ● When searching for ACRs, enter: <ul style="list-style-type: none"> ○ Employee Code (recommended for accuracy) ○ OR use designation/cadre filters if multiple ACRs are being viewed. ● There may be many ACRs to view at once, so accurate filtering is important. 5. Correct CCA Access Level <ul style="list-style-type: none"> ● Ensure that the CCA has the correct authority level: <ul style="list-style-type: none"> ○ Field Office Authority → to view Field Office ACRs ○ Head Office Authority → to view Head Office ACRs 	
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			<ul style="list-style-type: none"> ○ All Office Authority → to view ACRs of all mapped offices ● If the CCA does not have the correct access level, some ACRs may not be visible. 	
24	How can employee parent department CCA view employee ACR in case it is initiated by other department	custodian	<p>Pulling ACR From Another Custodian (Parent Department Custodian)</p> <p>The current Custodian of the employee's Parent Department has the authority to pull an ACR that was mistakenly initiated under another Custodian.</p> <p>Path: <i>ACR Management → Pull ACR from Other Custodian</i></p> <p>Steps to Pull an ACR</p> <ol style="list-style-type: none"> 1. Login using the Custodian ID of the employee's Parent Department. 2. Go to ACR Management → Pull ACR from Other Custodian. 3. Select the Financial Year (FY). 4. Select the Designation under which the ACR was originally initiated. 5. Click Search. 6. From the displayed list, select the employee whose ACR is to be pulled. 7. Verify the details. 8. Click "Pull ACR" to transfer the ACR under the correct Custodian. <p>After Pulling the ACR</p> <ul style="list-style-type: none"> ● Once the ACR is pulled: <ul style="list-style-type: none"> ○ The CCA mapped with the new Custodian will be able to view and finalize the ACR. ● The old Custodian and old CCA will no longer have access to finalize it. 	<p>Important Notes</p> <ul style="list-style-type: none"> ● Ensure the same designation in which the ACR was initiated is mapped with both: <ul style="list-style-type: none"> ✓ The new Custodian ✓ The new CCA This is required for proper visibility and to allow final ACR print. ● Pulling an ACR should be done only when an ACR is mistakenly initiated under the wrong Custodian.

25	How to check ACR status	custodian	<p>Path: <i>ACR Management</i> → <i>ACR Creation Status</i></p> <p>Steps to View ACR Creation Status Reports</p> <ol style="list-style-type: none"> 1. Login using your Custodian / Department ID. 2. Navigate to ACR Management → ACR Creation Status. 3. Select the following parameters: <ul style="list-style-type: none"> ○ Financial Year (FY) ○ Designation ○ Service Cadre 4. From the Report Type dropdown, select any of the available status reports, such as: <p>Available ACR Status Reports</p> <ul style="list-style-type: none"> ● List of Employees whose APAR/ACR is not Initiated ● List of Employees whose APAR/ACR is not approved and pending with Custodian ● List of Employees whose APAR/ACR is approved ● List of Employees whose APAR/ACR Establishment Parameter is pending at Custodian level ● Employees whose APAR/ACR Establishment Parameter is set at Custodian level ● List of Employees where Hierarchy Officer is marked as NA ● List of Employees where Hierarchy Officer is NA and certificate is not uploaded ● List of Employees where Hierarchy Officer is NA and certificate is uploaded ● List of Employees whose APAR/ACR is converted to NRC ● List of Employees whose ACR is Auto-Forwarded from Employee to Next Level ● List of Employees whose ACR is Auto-Forwarded from Deputy Commissioner to Next Level ● List of Employees whose ACR is Auto-Forwarded from Reporting Officer to Next Level 	
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			<ul style="list-style-type: none"> ● List of Employees whose APAR/ACR has been Sent Back to Custodian by Hierarchy Officer ● List of Employees whose APAR/ACR has been Sent Back and Pending with Custodian Branch ● List of Employees who have submitted representations regarding their APAR/ACR ● List of Employees who have acknowledged and accepted their APAR/ACR grading/marks <p>After Selecting the Report</p> <ol style="list-style-type: none"> 5. Click Search. 6. The system will display the report based on selected criteria. 7. You may view the details, monitor status, and take necessary action accordingly. 	
26	ACR was submitted blank to next authority what to do		<p>If an Employee (Self-Appraisal) or a Hierarchy Officer (Reporting / Reviewing / Accepting) does not complete their evaluation within the allotted timeline, the ACR will be:</p> <p>➔ Auto-Forwarded to the Next Level as Blank</p> <ul style="list-style-type: none"> ● No remarks or entries will be captured. ● The next officer in the hierarchy will receive the ACR automatically. <p>When Timeline Is Extended</p> <ul style="list-style-type: none"> ● If the ACR timeline is extended or updated, the ACR can be pulled back automatically to the previous level (Employee or Officer) so they can fill their part. ● You may wait for the updated timeline, after which the ACR may shift back to the correct level. <p>Important Condition</p> <p>⚠ If the next authority has already evaluated and forwarded the ACR, then:</p> <ul style="list-style-type: none"> ● The ACR will NOT be pulled back, ● Even if the timeline is later extended, ● Because work has already progressed to the next stage. 	

			<p>In short:</p> <ul style="list-style-type: none"> ✓ ACR can return to the correct person only if the next officer has not yet taken action. ✗ Once evaluation has begun at the next level, the ACR cannot be sent back through timeline extension. 	
27	ACR performa is wrongly mapped what to do	custodian	<p>An employee can submit a grievance to the Custodian with the purpose: “Change ACR Performa” Important Conditions</p> <ul style="list-style-type: none"> • The grievance can be submitted only when the ACR is still pending with the employee (i.e., before self-appraisal is submitted). • Once the Self Appraisal is submitted to the hierarchy officer, this option will not be available. <p>Custodian Action After Receiving the Request</p> <ol style="list-style-type: none"> 1. Custodian will open the request under ACR Grievances. 2. Verify the justification provided by the employee. 3. Approve the request if valid. 4. After approval: <ul style="list-style-type: none"> ○ The ACR Performa will be updated/changed automatically in the employee’s ACR record. ○ The employee may proceed to fill the ACR under the corrected Performa. 	
28	Custodian Unable to Initiate Employee ACR (Designation Not Visible)	department	<p>If the Custodian is unable to initiate an employee’s ACR because no designation is appearing in the list, then: Reason The designation has not been mapped with the Custodian by the Department ID / ACR Manager. Action Required Kindly contact your Department ID / ACR Manager and request them to: ✓ Map the required designation with the Custodian under creation of custodian</p>	

29	Department is not able to map employee as custodian	department	<p>If a newly added employee is already assigned as a Custodian in some other office, then you cannot assign Custodian rights again until the previous assignment is removed.</p> <p>Important Rule</p> <ul style="list-style-type: none"> ✓ An employee can be Custodian for only one office at a time in iHRMS. ✗ Multiple Custodian assignments for the same employee are not allowed. <hr/> <p>Action Required</p> <ol style="list-style-type: none"> 1. Check if the employee is already assigned as a Custodian in any other office. 2. If yes, you must remove the existing Custodian assignment from that office. 3. After removing it, you can assign Custodian rights again in the new office. 	
30	How can custodian change hierarchy officer without any grievances or send bank option	custodian	<p>Path: ACR Management → Shift ACR to Another Officer</p> <p>Purpose This option allows the Custodian to change or replace any Hierarchy Officer (Reporting / Reviewing / Accepting) in an ACR, when required.</p> <p>Steps to Change a Hierarchy Officer</p> <ol style="list-style-type: none"> 1. Login with Custodian ID. 2. Navigate to ACR Management → Shift ACR to Another Officer. 3. Select the following parameters: <ul style="list-style-type: none"> ○ Financial Year (FY) 	<p>Important Notes</p> <ul style="list-style-type: none"> ● This option works only if: <ul style="list-style-type: none"> ○ The ACR is not yet submitted to that hierarchy level OR ○ The ACR was submitted, but the officer has NOT opened/viewed it yet

			<ul style="list-style-type: none"> ○ Hierarchy Level (Reporting / Reviewing / Accepting Officer) ○ Officer ID of the officer who needs to be replaced <ol style="list-style-type: none"> 4. Click Search. 5. A list of employees will appear for whom the selected officer is mapped. 6. Select the employee(s). 7. Choose the New Hierarchy Officer based on the officer posting office. 8. Fill the required details and click Submit. 9. The Hierarchy Officer will be successfully changed. 	<ul style="list-style-type: none"> ● Once the officer has opened the ACR, the system will not allow changing the hierarchy officer through this option. (In such cases, the Custodian must use “<i>Change ACR Officer Hierarchy</i>” via the grievance route.)
31	When can employee initiate representation against ACR		When the ACR is disclosed by the CCA , the employee will receive an SMS notification regarding the initiation of representation against the ACR , which can be submitted through their personal iHRMS ID .	Note: The employee is allowed 30 days to file a representation if they are not satisfied with the ACR remarks or grading by any hierarchy officer.
32	From where employee can submit his/her representation against ACR	employee ID	<p>Path: <i>Login with Personal ID → My Services → ACR/APAR Services → Fill ACR/APAR</i></p> <p>Steps After ACR Is Disclosed by CCA</p> <ol style="list-style-type: none"> 1. Login using your Personal iHRMS ID. 2. Navigate to My Services → ACR/APAR Services → Fill ACR/APAR. 3. Once the ACR is disclosed, an option “View APAR / Fill Representation” will appear. 4. Click on this option. 5. A popup window will open where the employee can view the complete ACR, including remarks and grading at all hierarchy levels. <p>Employee Options After Viewing ACR The employee will be given two radio-button options:</p>	<p>Important Notes</p> <p>The employee is allowed 30 days from the date of disclosure by CCA to submit representation.</p> <p>If the employee does not take any action within 30 days (neither accepts nor submits representation), the ACR will be treated as accepted by default.</p>

			<p>Option 1: Acceptance</p> <p>“Yes, I agree (I accept the grading and comments provided by the authority in the APAR).”</p> <ul style="list-style-type: none">• Select this option if you are satisfied with the ACR.• Confirm and submit using OTP.• Once submitted, the ACR process is completed. <p>Option 2: Representation</p> <p>“No, I disagree. I want to submit a representation.”</p> <ul style="list-style-type: none">• Select the hierarchy level against which representation is to be submitted:<ul style="list-style-type: none">◦ Reporting Officer / Reviewing Officer / Accepting Authority• Enter detailed comments/remarks.• Upload supporting documents (if required).• First Save as Draft, then Submit the representation using OTP to forward it to the concerned officer for remarks.	
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