

## Frequently asked questions on HRMS Data Collection Portal

### 1. Lost data entered on screen

**Resolution:** After filling information on the each column of the grid click on floppy icon provided to save the data. The data will be saved.

### 2. Posts older than 2001 not available

**Resolution:** The screen has been updated so that user can now select 'Others' and enter the old post in free text field now made available.

Another related issue is the selection of the appropriate CCIT, CIT or JCIT in a situation where only one existed at a particular place earlier but have now been replaced by more than one. In all such cases the officers are being advised to select CCIT, CIT or JCIT 1 as the default option and continue to enter the rest of the data as long as mapping permits. Thereafter they can switch to free test menu by selecting, "others".

### 3. Short screen timeout

**Resolution:** A counter (down) was provided on the screen to enable user to keep track of time and every time the user clicks on Next tab the counter is reset. The counter is also reset on save.

### 4. Forgot Password

**Resolution:** Contact your DDO for your location. DDO can reset your password.

### 5. DDO unable to view all employees

**Resolution:** Ask employee not appearing in your search to select correct DDO in Biodata 1 page. In case employee has submitted his form call helpdesk(01126130590) or email ([support.hrms@incometaxindia.gov.in](mailto:support.hrms@incometaxindia.gov.in)) to get the DDO remapped.

### 6. HOD unable to view all employees under his charge

Resolution: Ask all DDO's in your jurisdiction to select correct HOD using DDO id on self-service screen.

#### **7. Last Name field is Mandatory**

Resolution: Enter value 'ABCXYZ' in the last name field. This value will be removed when the data is entered in HRMS.

#### **8. PAN not available**

Resolution: Enter value 'ABCDE1234Z' in the PAN number field. The value will not be moved to HRMS.

#### **9. Unable to correct details as the form has been submitted to DDO.**

Resolution: Contact your DDO. DDO can reset the verification flag so that you can correct update your data.

#### **10. Id issued for portal is not the same as my employee id**

Resolution: Log in with the user id provided by HRD. Enter the employee id in MMSID/Employee ID field on Biodata1 page of the portal. This employee id will be used as your user id in HRMS.

#### **11. Enter multiple alternate nominee percentages**

Resolution: Enter the Nominee as many times as alternate nominees. The allocation will be proportionally distributed in HRMS.

Example if there is one nominee (spouse) with two (children) alternate nominees. Create two rows for nominee and add a child as alternate nominee to each of these rows.

HRMS will provide appropriate options. Please note that nominations should be as per service book records.

**HRMS Team**