SB Verification Application Manual for DOP Staff

Core System Integrator (CSI)
For
DEPARTMENT OF POSTS
Ministry of Communications & IT, Government of India

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1	24 Feb 2015	Chapter 6 added for Summary of steps and all figures updated.	V 1.1	TCS CSI Team
2	25 May 2018	Added changes which are made post Roll out based on Minimal data approach.	V 1.2	TCS CSI Team

Table of Contents

1 INTRODUCTION

Employees can view and verify their digitized service book, before their data is uploaded into the target CSI system. This document is for DOP Employees who will be using the Service Book Self Verification Application to view their digitized service book.

1.1 Overview

The Service Book Verification application provides the following functionality:

1. View the data in the digitized service book

2. Allow employee to mark a request for updating the contents of the digitized service book (only in case it does not match with the paper service book)

3. Allow the supervisor to approve or reject the changes requested by the employee

1.1.1 View the data in the digitized service book

The Service Book Verification application will show the digitized data of Service Book to the employee. After his service book has been digitized, any employee can view his/ her digitized service book and can check whether it matches with the original service book on paper. In order to view the data the employee has to login to the application. Once an employee is logged in the application he/she will be able to view data from first page of their Service Book. Digitized data for various sections of the service book can be viewed by the employee one by one.

1.1.2 Allow employee to mark a request for updating the contents of the digitized service book

Before reaching this step of self verification by the employee, the data entry & scanning of each employee's service book has already been inspected for quality by the vendor, verified and then re-verified by DOP Supervisor/ SPOCs.

In the rare case any employee notices any mismatch between his/her paper service book and digitized* service book, he/she can request for such mismatches to be corrected through this application, subject to his/her Supervisor/ SPOC's approval.

Kindly note that only a mismatch between the paper service book and digitized* service book can be requested for a correction. If any information/ data is incorrectly mentioned in the paper service book or has become old/ outdated, and the employee wants to correct/ update it, then this must be taken up with the Supervisor/ SPOC for offline correction in the paper service book.

Employee can request to modify the data along with reason why that change is requested and click Save and Next to move further on next screen.

*_Please also note the content of your service book has been digitized as per the scope of digitization mentioned in the Handbook of Digitization and some entries have been selectively digitized as agreed with Department of Posts._

1.1.3 Allow the supervisor to approve or reject the changes requested by the employee

Once the employee has viewed his entire service book and also requested for any changes, if applicable, then the Supervisor/ SPOC has to approve those changes for those changes to be applied. In case the supervisor finds the requested change or the reason invalid he/she can reject the changes. After the Supervisor/ SPOC has taken this action, the service book data is saved and is ready to be used by the CSI application.

Note: In the context of this document the terms "Supervisor" and "SPOC" have been used interchangeably for a DOP employee/officer who is responsible for maintenance of Service Books of other DOP employees.

2 ACCESSING THE APPLICATION

The application can be accessed at the following URL:

https://digitization.indiapost.gov.in/SBVerification

The application works best with the following browsers:

- IE-8 and above

- Google Chrome

3 LOGIN

Whether an employee wants to review their service book, or a supervisor/ SPOC wants to approve the changes submitted by an employee, both have to first login into the application.

The login screen ensures that only authorized employees of DOP who have either a GPF or a PRAN can log into the application.

A password will be provided to each employee before they are intimated to start using this application.

Figure 1

4 EMPLOYEE VIEW AND CONFIRM

In order to view service book data an employee must login to the application with a valid User Id and Password as provided by TCS Admin. The employee must specify whether he/she is logging in as an Employee or Supervisor. Only designated employees who are eligible to review the Service Books will be able to use the Supervisor Login.

Following steps need to be followed by employee to view and /or change the Service Book data.

1. Employee needs to select "Employee" option from the Login As drop down.
2. Enter the User Id and Password as provided. Please make sure that correct User Id and Password is used as provided by TCS Admin as shown in **Figure 2**.
3. Click Login button.

Figure 2

4. Once an employee click on Login and the login is successful the first screen shown is Disclaimer Screen as shown in **Figure 3**.

Figure 3

5. On this screen the disclaimer text is written, user must go through it and read what user is required to do using the application.

6. User can click Continue to go to the next screen which is Bio data screen as shown in **Figure 4.**

Service Book Verification

भारतीय डाक
India Post

Welcome, Kshitij Tulli [Logged in as: Employee] Your Supervisor is : Ashish Tiwani

I. Bio-Data

Help

Employee Number:	10000001		
GPF Number:	KT 99999		PRAN Number:

Fields	Current Value	Check to Modify	Modified Value	Reason to Modify
Employee Group:	Group A	☐		
Title:	Shri			
First Name:	Kshitij			
Middle Name:				
Last Name:	Tulli			
Name Changed:	No	☐		
Previous First Name:		☐		
Previous Middle Name:		☐		
Previous Last Name:		☐		
Fathers name:	Mukesh Tulli	☐		
Spouses name:		☐		
Nationality:	Indian			
Number of eligibility certificate:		☐		
Date of eligibility certificate:		☐		
Caste/Tribe:	Select Caste			
Date of birth:	20/04/1968			
Date of birth in words:	twentieth april one thousand nine hundred sixty eight			
Qualification1:	B.Sc Maths	☐		
Qualification2:	M.Com	☐		
Qualification3:		☐		
Qualification4:		☐		
Professional Technical Qualification:	P.G Diploma in Business Manegment	☐		
Exact height(without shoes):	5 11 ft	☐		
Personal marks for identification1:	A Mole on the left side of forehead	☐		
Personal marks for identification2:		☐		
Address Line 1:	C/O Dr Abu Mohammad	☐		
Address Line 2:	36A Tatarpur road	☐		
Address Line 3:	Bhagalpur	☐		
District:	Bhagalpur	☐		
City:	Bhagalpur	☐		
State:	Select State	☐		
Zipcode:	110001	☐		
Marital Status:	Single			

View Biodata Pdf   Save & Next   Next

Figure 4

7. On Biodata screen employees can view the Biodata as per first page of their Service Book. The top section on Biodata screen which shows Employee Number, GPF Number and PRAN is only for view purpose. Employee cannot make any change on these fields. Also some other information like Employee First Name, Middle Name, Last Name, Caste, Date of Birth, Marital Status are not allowed to be modified here as this information is already added in CSI.

8. On Biodata screen user can click on **View Biodata PDF** button to view their scanned copy of Biodata page from paper service book. This is available just for view purpose. Once user clicks on **View Biodata PDF** button a pop up message appears which states "You are about to view your Service book Biodata page in PDF format. Please close the screen after you view the page" as shown in **Figure 5**.

Figure 5

9. User needs to click Ok on the popup and a new window will open which shows the Biodata PDF, as shown in **Figure 6**.

Figure 6

10. Once user has seen the Biodata pdf then user need to click on close button of window to close the screen and return to the Biodata screen.
11. On the Biodata screen the existing digitized data is present under column Current Value. Employee cannot make any change under this column. If an employee would like to change any field listed on this screen, employee need to check the checkbox against that particular field. Once a checkbox is checked the "Modified value" field and "Reason to Modify" field against that information will be visible as shown in **Figure 7**.

Figure 7

12. The changed or modified value should be entered under the column "Modified Value" and reason should be entered under the column "Reason to Modify".
13. Once a checkbox is checked, these fields are mandatory to fill. These fields cannot be left blank. If employee does not want to change the field then the respective checkbox should be unchecked.
14. Date need to be updated from the calendar only. For e.g. if Date of eligibility certificate need to be changed, user need to check on check to modify checkbox against this field, a calendar populates to fill the value in Modified Value as shown in **Figure 8**. Employee cannot type the Date in the field directly.

Figure 8

15. By default the calendar shows current month. If employee wants to choose any month then employee can choose from the month drop down. Similarly employee can select previous years from the year drop down. At a time the year drop down only lists 60 years back and 10 years forward from the current selection. If employee wants to select year which is more than 60 years back then employee first need to select the first year available in the drop down and then again open the drop down to select year which is more than 60 years back. As the drop down values will be updated according to the year selected. Also the user will not be able to enter any date manually. In order to clear the date the user needs to double click on the date field.

16. If employee has changed any information on this screen then employee must click on **Save & Next** button to save the changed information and move to the next screen. If employee has not changed anything then employee can click on **Next** button to move to the next screen.

17. If employee has changed any value on this screen and clicked on Next button, a pop up message will be shown to the employee stating that "you have made changes on this page. Are you sure you want to move from this page. If employee does not want to change anything then click Ok button. If employee wants to save the change then click cancel and again click **Save & Next** button on screen.

18. Once employee clicks on **Save & Next** or **Next** button on Biodata screen, the next screen opened is the Previous Qualifying Service Screen as shown in **Figure 9**.

Figure 9

19. This screen lists the details of employee's previous service (Section III a. from Service Book) if exists. This screen also shows employee's training details at the time of joining.

20. If employee wants to change any information on this screen then employee needs to check the checkbox against the row. Once an employee clicks on the checkbox, a new row to enter changed information will be visible just below the existing row. Also reason to modify the information will be visible under the checkbox as shown in **Figure 10**.

Figure 10

21. The new row to change the information will contain the default values as the existing value, if employee wants to change any information then just need to click on that field

the default value will be removed after the click. If the field is not changed then again the default value appears.

22. The date fields "Date From" and "Date To" will show a calendar to select the date from calendar as shown in **Figure 11**.

Figure 11

23. Once employee has made changes on this screen, employee needs to click on **Save & Next** button, to save the changed information and move to the next screen. If employee has not made any change then employee can click on **Next** button to move to the next screen.
24. Once employee clicks on **Save & Next** or **Next** button on Previous Qualifying Service screen, the next screen opened is the Foreign Service Screen as shown in the Figure 8.
25. This screen lists the details of employee's Foreign Service (Section III b. from Service Book) if exists as shown in **Figure 12**.

Figure 12

26. If employee wants to change any information on this screen then employee needs to check the checkbox against the row. A new row to enter changed information will be visible just below the existing row. Also reason to modify the information will be visible under the checkbox as shown in **Figure 13**.

Figure 13

27. The new row to change the information will show the data as the existing digitized data, if employee wants to change any field then just need to click on that field the default value will be removed after the click. If the field is not changed then again the default value appears.
28. The date fields "Date From" and "Date To" will show a calendar to select the date from calendar as shown in **Figure 14**.

Figure 14

29. Once employee has made changes, needs to click on **Save & Next** button, to save the changed information and move to the next screen. If employee has not made any change then employee can click on **Next** button to move to the next screen.
30. Once employee clicks on **Save & Next** or **Next** button on Foreign Service screen, the next screen opened is the History and Verification as shown in **Figure 15**.
31. This screen lists the details of employee's History and Verification of Service (Section IV. from Service Book) if exists as shown in **Figure 15**.

Figure 15

32. To see the complete details of the employee data of History and Verification, employee can scroll the screen to right using the scrollbar available at the bottom of the explorer as shown in **Figure 16**.

Figure 16

33. On History and Verification of Service screen, only those entries will be shown which are required for the target system and agreed for the digitization. Such as Joining, Transfer, Leave, LTC etc. Some of the entries such as Deputation, Remarks, Duty etc. are not digitized and will not be shown on this screen.

34. Joining Entry and one latest Promotion or Transfer entry which is already added in CSI through Minimal data will not be allowed here for modification. These entries will be shown highlighted and the checkbox "Check to Modify" will be disabled.

35. If employee wants to change any information on this screen then employee needs to check the checkbox against the row. A new pop up window will get opened with current information already filled as shown in **Figure 17**.

Figure 17

36. The employee needs to modify the required information and leave the rest of the information on this pop up window as it is.

37. If employee wants to modify the office name then need to enter first five letters in the office name field and click tab button or click left button of mouse outside of office field, this will open a new pop up with the relevant office names. Employee needs to select the required office name from the list.

38. Once information is changed employee needs to click on **Update** button. This will save the changed information and close the pop up window.

39. Similarly if employee would like to change any other row then employee can click on the checkbox against that row. A new pop up window will open with the specific details.

40. Once the data is changed on pop up window and clicked update, it is saved. But employee will not be able to view the modified data on main History and Verification page. It will only appear on the pop up window.

41. At a time on History and Verification screen employee can see 10 rows, to view the next 10 rows employee need to click on >>>. Similarly click <<< to view the previous 10 entries.

42. Once employee finishes the change on the History and Verification screen then employee needs to click on **Save & Next** button to save the information changed and move to the next screen.

43. If employee has verified all the information on the History and Verification screen and has not modified anything, then employee can click **Next** button to move to the next screen.

44. Once employee clicks either on **Save & Next** or **Next** button the next screen opened is Leave Balance screen.

45. Leave Balance screen shows the digitized leave balance of Earn leaves and Half Pay leaves of employee as shown in **Figure 18**.

Figure 18

46. On this page no change is required to be made as the correct Leave Balance is already added in CSI.

47. Once employee has reviewed service book, employee needs to click **View Changes** Button, to view all the information modified at all pages.

48. On the View Changes screen all changes which are made by employee will be visible as shown in Figure. Employee can still make the changes by clicking on Edit Biodata and Edit Service History buttons.

Figure 19

49. If there are no changes made by employee then on this screen a message will be shown to employee that there are no changes made. Employee needs to click Submit on this screen.

Figure 20

50. On this screen, once the Submit button is clicked a message will be visible to employee to confirm if employee wants to submit the information, or employee can click cancel to change the information again. Once Ok is clicked the information will be submitted to the Supervisor for review purpose and Employee will see a confirmation screen where message is shown that Verification is complete and Supervisor will review the changes as shown in **Figure 21**.
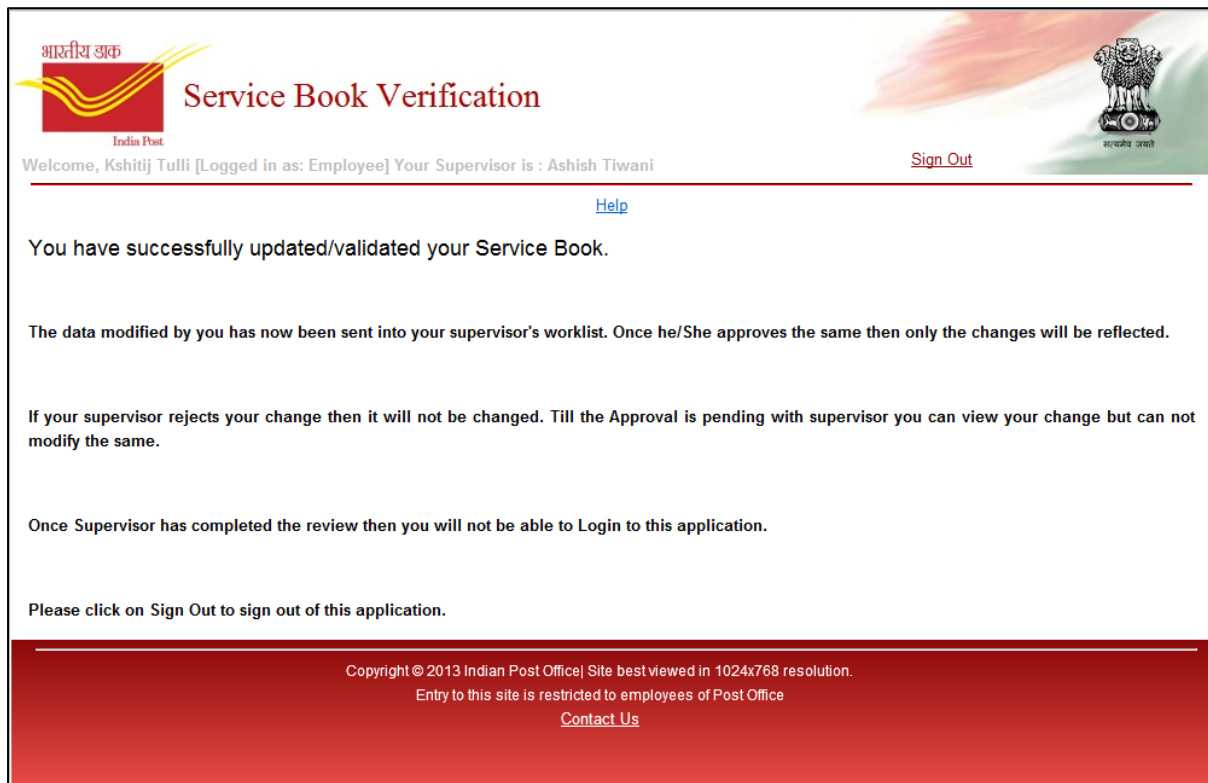
Figure 21

51. On this screen employee needs to click on Sign Out to get out of the application and redirected to the Login screen.
52. If employee would like to see what changes were made by him/her then employee can login again with the login credentials. Once logged in after the disclaimer screen, Biodata screen will be opened and a message populates stating that changes have already been made and you can only view the change.
53. Employee can only click **Next** button to view all the changes on all screens. **Save & Next** button will be disabled.

5 SUPERVISOR LOGIN AND APPROVAL

The application has functionality through the supervisor/ SPOC login to approve or reject the changes requested by employee. Supervisor can follow the following steps:

1. Supervisor/ SPOC needs to select "Supervisor" option from the Login As drop down.
2. Enter the User Id and Password as provided. Please make sure that correct User Id and Password is used as provided by TCS Admin as shown in **Figure 22**.

Figure 22

3. Click Login button.
4. Once a supervisor click on Login and the login is successful the first screen shown is Supervisor's Worklist as shown in **Figure 23**.

Figure 23

5. This screen shows a list of all the employees who have reviewed their Service book and made some changes which supervisor has to review.

6. The list contains Employee Id, Employee Name, Verification Status, Approval Status, Date Self-Verification submitted by employee and whether change was requested or not.

7. Supervisor needs to review the changes requested by employee and either approve or reject the changes.

8. Supervisor needs to click on the link "Yes" against the employee to review his/her changes.

9. Once supervisor clicks on Yes link the next screen opens is Biodata screen with the details of the employee and all the changes requested by employee along with the reason given by employee as shown in **Figure 24**.

Figure 24

10. Supervisor has the option to either approve or reject the change made by employee and provide the reason why the change was approved or rejected.

11. There is no option for supervisor to change any information for any employee.

12. To approve the changes, supervisor needs to click on approve option for all the changes and provide the reason and click Save & Next button.

13. If supervisor approves the change made by employee then Service Book data of that employee will get updated with the changed value.

14. To reject the changes, supervisor needs to click on reject option for all the changes and provide the reason and click Save & Next button.

15. If supervisor rejects the change made by employee then no change will be made in Service Book data corresponding to that entry will remain as it was digitized.

16. Once supervisor has completed the review on Biodata screen and selected option Approved/Reject for all the changes and provided remarks for those changes then supervisor can click Save & Next button to continue to next screen.

17. If employee has not requested any change on the Biodata screen then supervisor can click Next button to move to the next screen.

18. Once supervisor clicks on Save & Next or Next button the next screen opened is the Previous Qualifying Service screen as shown in **Figure 25**.

Figure 25

19. On this screen supervisor can review the changes made by employee related to their Previous Qualifying Service, along with the original details which were available in service book.

20. All the fields which were modified by employee will be shown as highlighted in yellow colour.

21. Supervisor has option to either approve or reject the changes as a whole row. Also remarks are required while approval/rejection.

22. Once Supervisor has selected choice of approval or rejection and provided the remarks, supervisor needs to click on **Save & Next** button to save the changes.

23. If employee has not requested any change on the Previous Qualifying screen then supervisor can click Next button to move to the next screen.

24. Once supervisor clicks on **Save & Next** or **Next** button the next screen opened is the Foreign Service screen as shown in **Figure 26**.

Figure 26

25. On this screen the list of employee's Foreign Service will be displayed. If employee has made any change on this screen it will be shown highlighted in yellow colour.

26. Supervisor has option to either approve or reject the changes as a whole row. Also remarks are required while approval/rejection.

27. Once Supervisor has selected choice of approval or rejection and provided the remarks, supervisor needs to click on **Save & Next** button to save the changes.

28. If employee has not requested any change on the Foreign Service screen then supervisor can click **Next** button to move to the next screen.

29. Once supervisor clicks on Save & Next or Next button the next screen opened is the History and Verification of Service screen.

30. On this screen supervisor can review the changes made by employee related to their History and Verification, along with the original details which were available in service book as shown in **Figure 27** and **Figure 28**.

Figure 27

31. All the fields which were modified by employee will be shown as highlighted in yellow colour.

32. Supervisor has option to either approve or reject the changes as a whole row. Also remarks are required while approval/rejection.

Figure 28

33. Once Supervisor has selected choice of approval or rejection and provided the remarks, supervisor needs to click on **Save & Next** button to save the changes.

34. If employee has not requested any change on the History and Verification of Service screen then supervisor can click **Next** button to move to the next screen.

35. Once supervisor clicks on **Save & Next** or **Next** button the next screen opened is the Leave Balance screen.

36. On this screen employee's digitized balance of leaves will be displayed. No changes are required to be done here as shown in **Figure 29**.

Figure 29

37. Supervisor needs to click on **Submit** button to save the changes.

38. Once Submit is clicked all the data approved and rejected by supervisor will be saved and a check will be made to verify if all the modified data from all screens have been approved or rejected. If its approved or rejected then the process of review will get completed and a confirmation screen will be shown as shown in **Figure 30**.
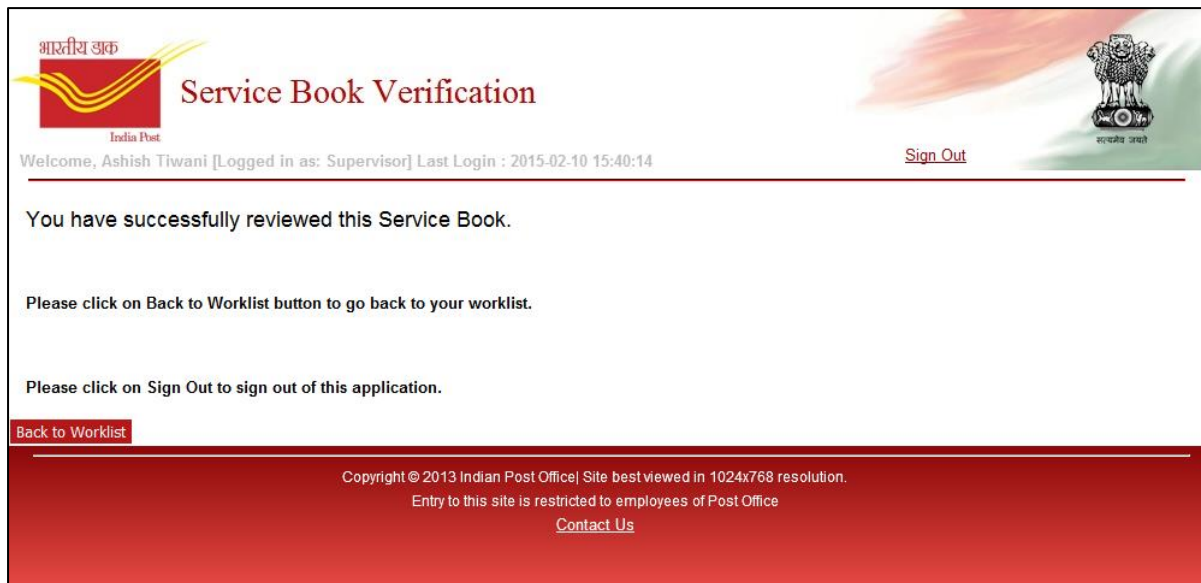
Figure 30

39. If some of the data was skipped in between the process, then system will throw error on the Leave Balance screen itself specifying which of the screen is not approved/ rejected.
40. If all the screens are completed then a summary screen will be shown to supervisor where message appears that review has been completed successfully.
41. Supervisor can click Sign Out to leave the application or can click on Back To Worklist button to go back to the Supervisor's Worklist screen.
42. Supervisor can check the status of all employees of their division on the Verification Status screen as shown in **Figure 31Error! Reference source not found.Error! Reference source not found.Error! Reference source not found.Error! Reference source not found.Error! Reference source not found.Error! Reference source not found.Error! Reference source not found.Error! Reference source not found.**.

Figure 31

6 SUMMARY STEPS TO FOLLOW FOR SELF VERIFICATION AND APPROVAL

6.1 Steps to follow to do Self Verification (as an employee):

1. Open the Internet explorer or Google Chrome browser on any computer and type following link on the address bar and click enter:

   https://digitization.indiapost.gov.in/SBVerification

   Please note the above link is case sensitive.

2. The Login screen will be visible to employee.
3. Login with entering your GPF/PRAN in the User Id and DOB (DDMMYYYY) as Password fields and select "Login as Employee".
4. Continue on the next screen which is the declaration screen.
5. Next screen is the Biodata screen. You can view the scanned Biodata page by clicking on the "View BiodataPdf" button.
6. Biodata information can also be viewed as data entered on the screen. Please go through the same and verify it against your paper service book.
7. If any change is required then click on the "Check to Modify" checkbox, a new field will be available for entering the details. Also specify the reason and click Save& Next.
8. If no changes are requested on screen then click "Next" to view the next screen.
9. Following is the sequence of the screens to visit:

   Biodata -> Previous Qualifying Service -> Foreign Service -> History and Verification -> Leave Balance

10. On History and Verification screen you need to view all the data by clicking on the Left "<<<"and Right ">>>" buttons.
11. If you would like to change any information on "History and Verification of Service" screen, then click on the checkbox available at the beginning (left hand side) of the respective row. This will open a new pop-up window with the details pre-filled. Change the required information and provide the reason and click update.
12. You need to view all the screens and finally click "Submit" on the last page i.e. "View Changes" page to submit the self-verification, irrespective of whether you have requested any changes or not.
13. Once submitted then click "Sign out" on the summary screen.

The workflow will now go to your Supervisor/ SPOC and he will approve the changes requested by you in your service, book if any. Please inform your Supervisor/ SPOC that you have submitted your service book verification so that he know he has to approve it

6.2 Steps to follow for Approval of changes requested by employee (as a supervisor)

1. Open the Internet explorer or Google Chrome browser on any computer and type following link on the address bar and click enter:
   https://digitization.indiapost.gov.in/SBVerification

   Please note the above link is case sensitive.

2. The Login screen will be visible to Supervisor/ SPOC.
3. Login with entering your GPF/PRAN in the User Id and Password fields and select "Login as Supervisor".
4. Once logged in Supervisor/ SPOC will see the "worklist" screen on which status of all the employees of their section/office will be shown.
5. Worklist shows the self-verification submitted by employee.
6. Verification Status screen shows the status of all employees under the supervisor, whether they have submitted self verification or not.
7. Supervisor/ SPOC needs to review the changes requested by employee by clicking on the "**Yes"** link available in the same row.
8. Following is the sequence of the screens to visit:
   Biodata -> Previous Qualifying Service -> Foreign Service -> History and Verification -> Leave Balance

9. On Previous Qualifying Service, Foreign Service and History and Verification of Service screen if employee has requested any change then it will show highlighted in Amber colour to Supervisor/ SPOC.
10. On each screen where employee has requested the change, Supervisor/ SPOC will have two options available: Accept and Reject. If Supervisor/ SPOC has reviewed the requested change and found suitable as per the service book then click on "Approve" else click on "Reject" option. Also provide the reason and click "Save& Next".

Please do not Approve any change requested by the employee through this application, <u>unless the change has been first made in the paper Service Book</u>. The aim of this application is to ensure that the digitized service book matches with the paper service book.

11. Once you have completed the review then on the "Leave Balance" screen, click "Submit".
12. If employee has not requested any change then you need not to review the respective employee's service book.

6.3 TCS Contact Person information (in case of any issues related to the application):

For any clarification/ questions regarding the application please connect to your circle coordinator. In case any technical issue is there please send email to below mentioned email Id.

tcscsi.dmdigitization@tcs.com

6.4 Common Errors and Resolution:

S No.	Errors	Resolution
1	Invalid User Name and Password.	Please check if you are entering correct user name and password and reenter.
2	Your account is locked. Please contact System Administrator.	Please connect with your circle coordinator or send email to mentioned email id.
3	You are already logged in from another system.	Please wait for 20 minutes for system to auto log off. In case you still face the issue, Please connect with your circle coordinator or send email to mentioned email id. Also make sure do not close the application directly without clicking on Sign Out.
4	No data displayed on Biodata PDF.	Please connect with your circle coordinator or send email to mentioned email id.
5	Name is showing incorrect but no checkbox for modification.	Please note that in case the service book name here is showing incorrect, you need not to get it changed here as this data is already available in CSI.
6	Previous Service or Previous Foreign Service showing "Currently there is no data available".	Please check with the accountant as per your service book, there is no data available in this section.
7	Checkbox against Joining Entry is disabled on Service History Screen.	This entry is not allowed for modification as this is already available in CSI.
8	Leave Balance in showing old or incorrect.	Please do not verify leave balance, no changes are allowed here as this is an old information from service book. Correct leave balance is already available in CSI.
9	Save and Next button is disabled or Greyed out.	You have already submitted your service book. Now you will not be able to make any more changes.

10	Not able to login, showing your service book is already verified.	You will not be able to login, if you have submitted your service book without any change or your supervisor has approved all changed made by you.
11	When clicking on check to modify checkbox on Service History screen, nothing is happening.	Please ensure that your browser allows pop up to open. Pop up blocker is not enabled.
12	While updating Service History, error message shown, please select correct office name from list.	You need to type few characters of the required office name and hit Tab button so that pop up can show the list of offices. You need to select the correct office from that list only.