Frequently Asked Questions (FAQs)

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FOR

Leave Management System

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DISCLAIMER:

The Operational procedure provided in this Operational Guide is just an illustration for the user for using the IT 2.0 Software in an effective manner. If the Reader is having any doubt in the department Rulings and guidelines, he/she should refer to the respective manuals and volumes only. The IT 2.0 Operational Guide should not be sighted as Rulings.

Frequently Asked Questions (FAQs) : Leave Management System

1. **How to apply leave in IT 2.O?**
   All categories of Employees can apply leave through the ESS module (self-service) of IT 2.O, which is available on the bottom right corner of the home page. ESS mobile apps can also be used for this purpose.

2. **What is Leave Management in the context of Employee Self-Service?**
   Leave Management in ESS allows employees to request, view, and manage their leave directly through the online portal, eliminating the need for manual paperwork and streamlining the approval process.

3. **How do I access the Leave Management feature in the ESS portal?**
   Log in to the ESS portal using your employee credentials. Navigate to the "Leave Management system" from the ESS dashboard to access leave-related functions.

4. **Can I request different types of leave through the ESS portal?**
   Yes, you can request various types of leave, such as CL, EL, HPL, including RH, and any other leave types specified by the Department of Posts.

5. **How far in advance should I request leave?**
   There is no restriction about the notice.

6. **How many times of Leave applications are there in IT2.O?**
   There are 3 Type of Leave applications available in IT2.O.
   a) Post Facto
   b) Current Leave
   c) Extension of Leave

7. **When Post Facto Leave Application is used in IT2.0?**
   If you are applying for leave after the leave period has ended then Post facto leave application may be used.

8. **When Current Leave Application is used in IT2.0?**
   If you are applying for leave that is either currently on-going or is planned to start then Current Leave Application may be used.

9. **When Extension of Leave Application is used in IT2.0?**
   If you are extending an existing leave period then Extension of Leave Application may be used.

10. **What should I do if I need to modify an existing leave request?**
    There is no modify leave option is available. Instead of Modify you can withdraw, curtail or convert the leave request.

11. What is Leave Withdraw in IT2.0 and how to apply for Leave Withdraw?

Leave withdraw means; employee can withdraw his leave request by himself before the approval of the leave or after approval of the leave. Log in to the ESS portal. Click on "Leave Management System" card and apply for leave withdraw by clicking on "Withdraw Leave Request" sub card.

12. What is Leave Curtail in IT2.0 and how to apply for Leave Curtail?

Leave Curtail means; employee can shorten or reduce the duration of an approved leave. Log in to the ESS portal. Click on "Leave Management System" card and apply for leave curtail by clicking on "Apply leave" sub card.

13. What is Leave Convert in IT2.0 and how to apply for Leave Convert?

Convert leave means; changing one type of leave to another type of leave. Log in to the ESS portal and Click on "Leave Management System" card and apply for leave convert by clicking on "Apply Leave" Sub card

14. What should I do if my leave request is rejected?

You can check the leave rejection remarks. and contact leave approving authority for further assistance.

15. Is the Leave Management feature available on mobile devices?

Yes, the Leave Management feature is available on mobile devices through offering a dedicated app called ESS_ 2.0 which is developed by CEPT Mysuru.

16. Whether staff on leave can work in IT 2.O?

No. In IT 2.O, once the charge is handed over through 'subordinate charge' card, the employee cannot login IT2.O. However, he can use ESS mobile app for any service related requests.

17. Whether Pay is linked with Leave Management System?

No.

18. Can I request leave for half day?

Yes, you can apply casual leave for F/N and A/N also.

19. What should I do if I encounter technical issues with the Leave Management feature?

Contact your IT support team (CEPT) or helpdesk for assistance with any technical issues related to the Leave Management feature in the ESS portal.

20. How will I be notified about the status of my leave request?

You will receive notifications via SMS or through the ESS portal's internal messaging system regarding the approval or rejection of your leave request.

21. What should I do if I need to cancel an existing leave request?

Log in to the ESS portal and go to the "Leave Management System" and "Withdraw Leave Request" Sub Card. You Can Cancel both before approval and after approval leave request.

22. How can I view my current leave balance?

Log in to the ESS portal and go to the "Leave Management System" and click on "View Leave Balances" Sub Card. Your current leave balances will be displayed there.

23. How do I submit a leave request through the ESS portal?

Go to the "Leave Management system" Card, click on "Apply Leave" sub card and then select the type of leave application, select Type of leave and enter the required details (such as dates and reason), and submit the request for approval.

24. Can I upload the fitness certificate for commuted leave?

Yes. Fitness certificate can be uploaded in Leave Management System→ Upload Fitness Certificate sub card

25. What kind of Files/documents that can be uploaded in Fitness Certificate option?

Following type of the Files/Documents can be uploaded in Upload Fitness Certificate Option. - JPG or JPEG or PDF

26. What is the maximum file size that can be uploaded in Fitness Certificate option?

10MB

27. Can I view/download previously availed Leave report?

Yes. You can View/download previously availed leave report between any dates in Leave Management System→ Leave Reports sub card

28. Can I Initiate Charge report through the system, for approved leaves in IT2.0?

Yes. You can initiate Charge report through system for approved leaves in IT2.0 Under Leave Management System→ Initiate Charge Report

29. Is there any provision to view the Holiday Calendar in IT2.0?

Yes. Holiday Calendar can be viewed under Leave Management System→ Holiday Calendar option.

30. Can I view/download the closed Holiday/Restricted Holiday list for the calendar year?

Yes. Closed Holiday/Restricted Holiday list can be viewed/downloaded under Leave Management System→Closed Holiday List/Restricted Holiday List option.

31. Can I report the competent authority about the unavailed joining time?

Yes. You can report the unavailed joining time under Leave Management System → Report Un availed Joining Time Option.

32. Whether leave memo can be issued by leave sanctioning authorities in IT 2.0 solution?

At present No.

33. Whether Leave Sanctioning Authority can sanction the leave for lesser days than what was requested?

At Present no option is provided to sanction the leave for lesser days. Leave sanctioning authority can reject the leave and instruct to apply for lesser days.

34. How to transfer the roles to a leave substitute?

The head of the office can use the sub card 'Subordinate Charge' available under the Card 'Leave Management system' to transfer the roles of an employee who is on leave to the substitute employee.

35. Being a Leave Approving Authority, Can I view employee leave report?

Yes. You can view the leave report of an employee under Leave Management System→ Employee Leave Report option.

36. As an Approving authority, can I view Absence report of the employee for specific dates?

Yes. Absence report of the employee for particular period can be viewed under Leave Management System→ Absentee Statement

37. Being a Leave approving authority, Can I cancel the approved leave of the Employee by Myself.?

Yes. You can Suo moto cancel the approved leave under Leave Management System→ Suo Moto Leave Cancel Option.

38. Being leave approving authority can I view the leave credit report of the Departmental and GDS officials?

Yes. You can view the leave credit report of the departmental/GDS employee under

Leave Management System→ Leave Credit Report

39. Where can I forward the leave to Approving authority?
You can forward the leave to approving authority under Leave management System→ Forward Leave.
You can forward following requests

- Forward Leave
- Forward Leave Curtail
- Forward Leave Convert
- Forward Leave Cancel
- Forward Leave Regularize

40. Being a leave approving authority, can I apply for leave on behalf of the employee?
Yes. You can apply for leave of the employee under your jurisdiction in Leave Management system→ Leave for Subordinates option.

41. Being a Leave approving authority, can I download the Fitness certificate uploaded by the employee?
Yes. You can download the Fitness certificate uploaded by the employee under Leave Management System→ Fitness Certificate- Upload Status option.

42. Being a leave approving authority, can I view the leave substitute report?
Yes. You can view the leave substitute report under Leave Management System→ View Substitute report option.

43. Where can I approve the leave cancel request, applied by the employee?
You can cancel the leave cancel request applied by the employee under Leave Management System→ Approve Leave→ Approve Leave Cancel Option.

44. Where can I Approve the leave balance of an employee?
You can Approve the Leave balance of the employee under Leave Management System→ Approve Leave → Approve Leave Balance Option.

45. Where can I approve the leave curtail request, applied by the employee?
You can cancel the leave curtail request applied by the employee under Leave Management System→ Approve Leave → Approve Leave Curtail option.

46. Where can I approve the leave convert request, applied by the employee?
You can cancel the leave convert request applied by the employee under Leave Management System→ Approve Leav→ Approve Leave Convert Option.

47. Where can I approve/reject the leave request, applied by the employee?
You can approve/reject the leave request applied by the employee under Leave Management System→ Approve Leave → Aopprove/Reject Leave Option.

48. Where can I approve the leave regularize request, applied by the employee?

You can cancel the leave regularize request applied by the employee under Leave Management System→ Approve Leave→ Approve Leave Regularize option.

49. How can I arrange the leave under office arrangement?

Go Leave Management System→ Leave Arrangement→ Select Leave Arrangement (Office) and make the leave arrangement.

50. Where I can update the leave arrangement already done?

Go Leave Management System→ Leave Arrangement→ Select Update Leave Arrangement and update the leave arrangement.

51. What are the key processes available in the Leave Management System (LMS)   for Administrative Offices?

The following processes are available:

1. Approve Leave
2. Leave Arrangement
3. Employee Leave Report
4. Absentee Statement
5. Leave for Subordinates
6. Bulk Leave for Subordinates
7. Suo Moto Cancel Leave
8. Leave Credit Report
9. Fitness Certificate – Upload Status
10. View Substitute Report
11. Leave Mapping
12. Leave Balance Bulk Update
13. View Staff on Leave

52. Which special leave types must be enabled by the DDO before employees can apply for them?

Yes. Certain leave types must be enabled by the Drawing & Disbursing Officer (DDO) of the respective head. Without this, eligible employees cannot apply for them.

Male	Female
Paternity Leave	Maternity Leave
PL – Child Adoption	Miscarriage/Abortion
Special Disability Leave	Special Disability Leave
–	ML – Child Adoption

53. Which roles must be assigned to users for updating leave balances?

The respective administrative authority must assign the following roles to users. Without these roles, users cannot update leave balances of the special categories mentioned above.

LMS - HO Accountant (Leave Balance Updated)

LMS – HO Postmaster (Leave Balance Updated)

54. What is the purpose of the 'Tour' and 'Training' options under Approve Leave?

Currently, Tour and Training are placed under the Approve Leave card for arrangement approval purposes only. These will be moved to separate modules in the future.

55. Can substitutes be viewed for employees on leave?

Yes. The View Substitute Report option enables authorities to see details of substitute arrangements made for employees on leave.

56. Is there an option to manage leave balances in bulk?

Yes. The Leave Balance Bulk Update feature allows authorized users to update multiple employees' leave balances simultaneously.

57. What is the purpose of the 'Bulk Leave for Subordinates' option?

The 'Bulk Leave for Subordinates' option is used by Administrative Offices to record absence of employees under their jurisdiction when they are found absent from duty. It allows the authority to mark such absences under specific categories like Dies Non – Non Qualifying Service, Unauthorized Absence, or Strike.

58. What steps are involved in applying bulk leave for subordinates?

1. Select the office from the drop-down list.
2. Select DOP from the Employee Type header.
3. Choose the employees from the drop-down list and tick the checkbox next to their names.
4. Select the appropriate Leave Type (Dies Non – Non Qualifying Service, Unauthorized Absence, or Strike).
5. Enter the From Date and To Date for the leave.
6. Provide the Reason for Leave.
7. Click the Submit button.

59. Which categories of leave can be applied under bulk leave?

The available categories include:

- ❖ Dies Non – Non Qualifying Service
- ❖ Unauthorized Absence
- ❖ Strike

60. What is meant by 'Suo Moto Cancel Leave'?

'Suo Moto Cancel Leave' refers to an employer or competent authority independently revoking an employee's approved leave, usually due to operational emergencies or policy violations. This does not require a cancellation request from the employee.

61. How can a sanctioned leave be cancelled suo moto?

1. Click on the Cancel button against the respective leave entry.
2. A pop-up window will appear.
3. Enter a suitable comment explaining the reason for cancellation.
4. Click on the Cancel Leave button to finalize.

62. Does the employee need to request cancellation for this option?
No. The leave is revoked directly by the competent authority without any request from the employee.

63. What is the purpose of the 'Leave Credit Report' option?
The *Leave Credit Report* option allows the approving authority to view the half-yearly leave credits of employees under their jurisdiction for the periods **January–June** and **July–December**.

64. How do I generate the Leave Credit Report?

1. Select the period from the drop-down list under the *Credit Frequency* header:
   - First Cycle (Jan–Jun)
   - Second Cycle (Jul–Dec)
2. Click on the *View Leave Report* button.
3. The report will be displayed on the screen.

65. What is the purpose of the 'Fitness Certificate Upload Status' option?
This option enables the Leave Approving Authority to view the status of Fitness Certificates uploaded by employees, and also provides the ability to download them.

66. What is the purpose of the 'Leave Mapping' option?

The Leave Mapping option is used to map leave sanctioning authorities to employees. Without this mapping, employees cannot apply for leave. It enables mapping of CL and EL sanctioning authorities for DoP employees as well as GDS leave authorities.

67. How can I access the Leave Mapping option?
Click on the Leave Mapping card in the Leave Management System, then select the View & Assign Leave Mapping option.

68. How can an employee check their leave authority mapping status?
Employees can verify the leave authority mapping by accessing the Apply Leave option under ESS (Employee Self Service) in their login.

69. What steps are involved in leave mapping?

1. Select the Office Type from the drop-down list.
2. Select the Office Name where the employee is currently available.
3. Select the Employee Cadre/Group to display employees in that group.
4. Choose the employees for whom leave mapping is required.
5. Select the Leave Sanctioning Authority from the drop-down list.
6. Select the Office Type and Office Name where the authority is posted.
7. Select the Leave Mapping Authority Group (Group A, Group B Gazetted, Group B Non-Gazetted, or Group C).
8. Choose the Designation/Post ID of the authority.
9. Click on the Map Authority button.

70. What sanctioning authorities can be mapped under this option?
The following authorities can be mapped:

- ❖ CL Forwarding Authority
- ❖ CL Sanctioning Authority
- ❖ EL Forwarding Authority
- ❖ EL Sanctioning Authority
- ❖ GDS Leave Sanctioning Authority – SSP (for BPMs)
- ❖ GDS Leave Sanctioning Authority – Sub-Divisional Head (for employees other than BPMs)

71. What is the purpose of the 'Leave Balance Bulk Update' option?
This option enables the concerned authority to update different types of leave balances (EL, RH, CL, HPL, CCL) for multiple employees at once, instead of updating them individually.

72. What steps are involved in updating leave balances in bulk?

1. Select the Office Name from the drop-down list.
2. Select the Employee Type (DoP or GDS).
3. Click on the Fetch Details button.
4. The system will display employee particulars along with leave categories (EL, RH, CL, HPL, CCL).
5. Enter or update the leave balances for each employee in the respective fields.
6. Once completed, click on the Submit Updated Balances button.