



# MANAV SAMPADA

e-Human Resource Management System for UP  
(e-Governance tool for Human Resources)



## Background

For over a decade, the Department of Medical Health & Family Welfare was challenged by an absence of a digital database for its human resources, relying instead on the Personnel Information System (PIS), which has several limitations. The PIS fails to capture the entire life cycle of an employee's service, presenting significant challenges in managing the workforce effectively. Key issues identified include:

- ⦿ A lack of unique identifiers for critical data elements, such as health facilities, hindering data interoperability across the broader health information system.
- ⦿ The absence of essential modules, including leave, migration, training, grievance, and performance management.
- ⦿ Inadequate data sets, especially concerning employee service history, such as birth details, citizenship, contact information, and occupational categories.
- ⦿ Accessibility barriers due to the reliance on paper-based HR processes and the manual maintenance of service books.



To address critical challenges in Uttar Pradesh's health workforce management, the Uttar Pradesh Technical Support Unit (UP-TSU) in consultation with Directorate of Medical & Health Services (DoMH) proposed an innovative solution: a robust e-Human Resource Management System (e-HRMS) known as Manav Sampada (translated as "human wealth" or "human assets"). Developed by the National Informatics Centre (NIC), ([ehrms.upsdc.gov.in](http://ehrms.upsdc.gov.in)), this system provided a real-time overview of the entire lifecycle of health professionals in the state. It aimed to strengthen workforce management, streamline HR processes, and ultimately improve health services and outcomes through data-driven decision making.

## Advantages of eHRMS



Interoperability with other health information systems to enhance efficiency.



A minimum dataset for managing all health personnel.



Comprehensive coverage of HR processes, with room for further expansion.



The ability to track health professionals throughout their careers, from recruitment to retirement, resignation, or termination.

## About eHRMS

The comprehensive e-HRMS System – Manav Sampada, developed by the National Informatics Centre (NIC), has become a strategic asset for the Medical Health Department. Implemented in September 2016, it serves as an online platform for all HR-related transactions, enabling streamlined processes that were previously manual and cumbersome. Manav Sampada empowers the department to monitor worker performance, identify skill-building needs, and optimize resource allocation for training, ultimately improving the availability and equitable distribution of critical healthcare cadres.

With approximately 1,60,000 healthcare professionals, including both regular and National Health Mission (NHM) contractual staff, registered in the system, Manav Sampada facilitates human resource planning, recruitments, postings, promotions, and transfers based on employee skill sets and service history. This digital transformation has enhanced operational efficiency across all allied organizations under the Department of Medical Health and Family Welfare (Directorate of Medical Health, Directorate of Family Welfare, NHM, SIHFW, UP Medical Supplies Corporation, UP State AIDS Control Society, State Innovation in Family Planning Services Project Agency, and State Agency for Comprehensive Health and Integrated Services).

To ensure the sustainability and data-driven decision making, a project management unit under the Director Administration oversees the implementation and rollout of new modules, ensuring robust functionality. To maintain data quality and compliance, Joint Director-level officers at the Directorate serve as state nodal officers for the regular cadre, while the NHM's MIS division monitors NHM staff data. A dedicated database server, provided through NHM, ensures fast outputs and responsive system performance.

## Impact

Since its implementation, the following measurable impacts have been observed

- ⊙ Registration of the entire health workforce surged, ensuring accurate and up-to-date data on personnel.
- ⊙ Vacancies in critical cadres—especially in community and primary health centres—decreased.
- ⊙ Interoperability with other health systems streamlined processes, reducing duplication of effort and increasing operational efficiency.
- ⊙ Data quality significantly improved, allowing for more precise and informed decision-making in workforce management.



## Key Modules of the eHRMS portal

Since its implementation in 2016, eHRMS (Manav Sampada) has incorporated a wide array of active online modules that encompass the entire lifecycle of HR transactions. Key modules included in eHRMS are:

eHRMS Module	Description
<b>Online Grievance redressal module</b>	Automated workflow based online system for submitting the complaints/grievances related to administrative, service records.
<b>Online ACR for Regular Staff</b>	Numerical grading based assessment of Annual Confidential Report (ACR) enabling the transparency & efficiency in the promotion process
<b>Online Relieving and Joining</b>	With salary linkage as key enabler, staff transfers (within and outside district) can be done through this module. This improves the accuracy of posting district and posting offices
<b>Online Leave application</b>	All type of leaves under Government rules to be approved and sanctioned through an Online system of leave submission and approvals.
<b>Online Training Module</b>	Training lifecycle based module for tracking and updating staff training records of staff training records. All staff nomination for trainings has been enabled through eHRMS
<b>Online Property Module</b>	All staff can submit their Movable and Immovable property returns in eHRMS
<b>Pay Calculation Module (NHM Specific)</b>	Salary calculation and generation of slips through eHRMS
<b>Online Transfer Module</b>	Staff can submit their request for transfer with provision of submitting the preferred district
<b>MIS Reports</b>	HR reports available at office level of CMO/CMS/AD/DG to view the staff posting, education and other service related details
<b>Program mapping (NHM)</b>	All NHM employees are posted as per their sanctioned programs. All such programs are mapped in eHRMS

The department has greatly benefitted from the ability to track the posting and service history of all employees through a consolidated database for both regular and contractual staff. This has enhanced transparency in key HR transactions such as transfers, promotions, performance appraisals, and training. The eHRMS portal has been successfully transitioned to the

Medical Health Department, with the State Nodal responsible for its ongoing review and monitoring. To further strengthen this process, monthly online review meetings are conducted by CMO/CMS/AD offices to address data quality gaps, with key parameters such as staff posting updates, educational qualifications, and compliance with online modules being

shared with districts for updates. Some of the data quality parameters adopted are a) Staff posting facility updates b) Education Qualification status c) Compliance of online modules (e.g. Districts where no online leave applications are received etc.). These regular reviews have significantly improved data quality and the overall utilization of eHRMS.

## Innovations

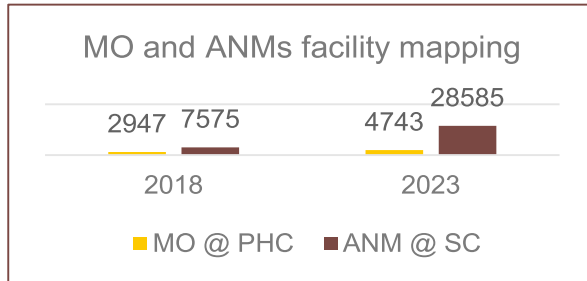
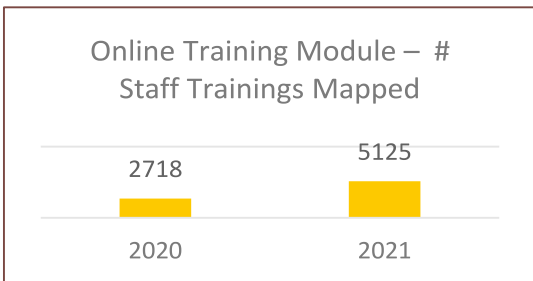
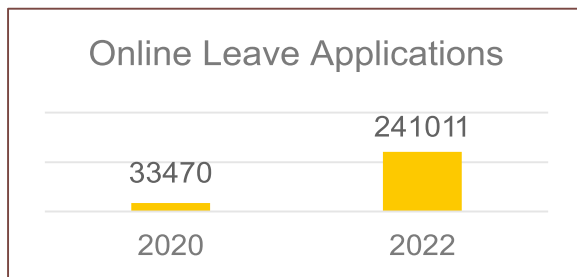
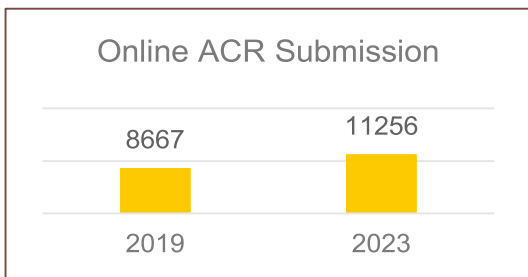
Based on learnings from DoMH, in 2019, eHRMS has also been implemented for Integrated Child Development Services Scheme (ICDS) UP under which more than 5000 staff (excluding AWW) are registered in Manav Sampada. Key modules, including online training, leave management, ACR, and ID card generation, were enabled for the ICDS Directorate. As a foundational HR database, eHRMS is now being adopted by other states, reflecting its success in streamlining HR operations.

## Progress Update

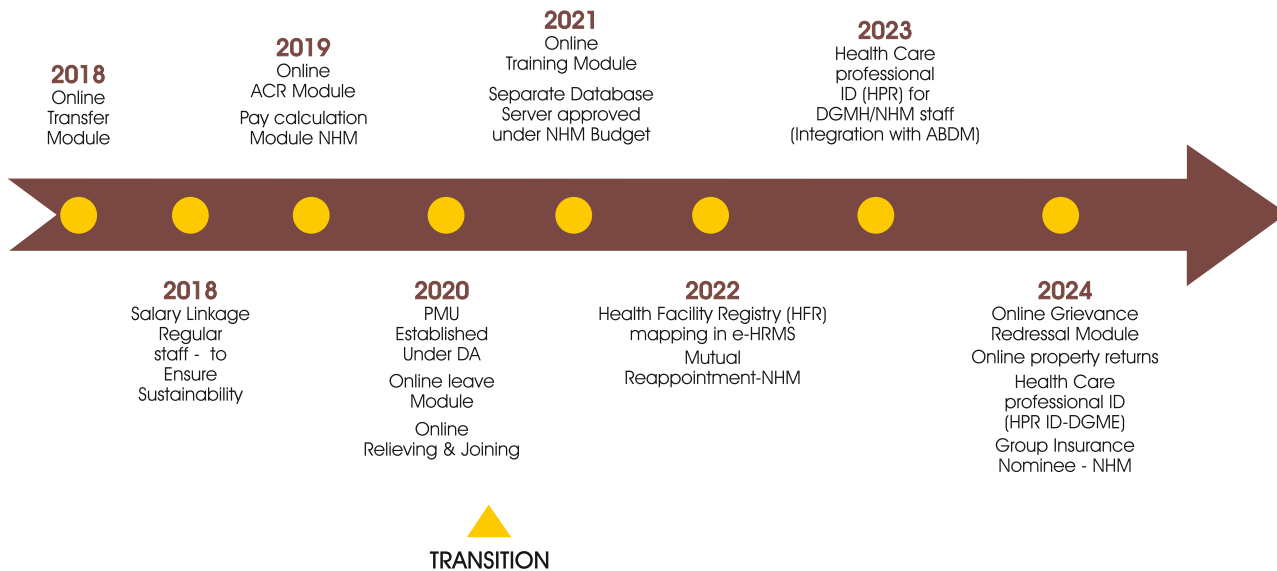
Since 2019, key modules implemented in eHRMS have significantly enhanced its utilization and improved access to critical HR data. Notable progress includes:

- Facility-level data enabled direct facility by the Government of Uttar Pradesh in 2020, replacing the earlier practice of district-based postings, where district authorities decided the posting facility.
- This change contributed to increased availability of doctors at primary health centres (PHCs), with the number of doctors posted at PHCs rising from 2,947 in 2018 to 4,743 in 2023—a 61% increase over five years.

Some of the other key outcomes are:



## Key Milestones achieved



## Pathway Forward

eHRMS is rapidly becoming the standard across all state departments. In October 2023, a Government Order from the Chief Secretary's office mandated full compliance with eHRMS modules and the consistent updating of data in Manav Sampada. The Medical Health Department, in particular, has enhanced its efficiency by deploying a dedicated database server, ensuring faster performance and minimal downtime. As eHRMS evolves over time, the pathway forward focuses on leveraging the platform for integration with other digital systems, creating a unified ecosystem that utilizes comprehensive HR data for broader governance and decision-making.

