Management Information System (MIS) - Frequently Asked Questions (FAQs)
(Version 7)

Section 1A: MIS processes (overview)

1. **What is the MIS? What activities are to be carried out using this portal?**

   Management Information System (MIS) was conceptualized in 2014, with the objective of:-

   o Becoming the **single source for all information** for the data required by the department to function efficiently and effectively;

   o Reducing **repeated data requests** from the schools;

   o **Freeing up time of teaching staff** to focus on academic activities;

   o Streamlining the department's administrative processes through automation.

2. **Do we have a new admission process? How is it different from earlier? Do we have new admission forms?**

   The admission form has been updated this year. Please refer to Annexure A1 of the MIS Govt Order (http://schooleducationharyana.gov.in/downloads pdf/MIS/GO MIS 27032015.PDF) for the new admission form's format. Admissions should be carried out as earlier, but using the new forms. Next, online digitization of the student data should be done on the MIS (referring to the filled hardcopy Admission form). After feeding all necessary information for the student, **a unique SRN (Student Registration Number) ID should be generated**. Please refer to the Deployment Guidelines Document (Annexure B of the MIS Order) for more information - (http://schooleducationharyana.gov.in/downloads pdf/MIS/GO MIS 27032015.PDF)

3. **What is an SRN number? Is it mandatory for every student?**

   SRN or Student Registration Number is a unique number for each student generated after the data for a student is uploaded for the first time on the MIS portal. **It must be generated for every student using the MIS - for new admissions as well as all existing students**. For some existing students, for which department already had relevant data, partial data has been pre-populated and SRN IDs have been pre-generated and made available on the website (please check link http://schooleducationharyana.gov.in/mismaterial.html for details).

Section 1B: MIS processes (Admissions-related)

4. **Is the fresh admissions process in the MIS only for new admissions or also for existing students?**

   This process is for **new admissions as well as for existing students**, as a one-time exercise in the first year of MIS rollout. Schools will have to carry out fresh admissions for existing students in order to digitize their data as well. However, those beneficiary students for whom the **SRN is pre-generated, only "transition" process needs to be carried out**. The list of these students has been shared on the following web link: http://schooleducationharyana.gov.in/mismaterial.html

5. **A student's name, fathers name or date of birth on Aadhaar card does not match with school records or board data. Which information should be entered in MIS?**

   All information in the MIS should be entered as per Aadhaar only. If the information on the Aadhaar card is wrong, then the student should get the information on Aadhaar card corrected

and updated.

In case the student has been enrolled with the Board, Board data should be used. However, the information on the Aadhar Card should be updated in accordance with board data in order to keep parity between the identity proofs.

6. **The landline number for the student or school is not available. What should we do?**

   If the landline for the school is not available, please enter the mobile number of the school head. If the landline number for students is not available, please enter the mobile number of the parent / guardian.

7. **While doing fresh admission of a student, after filling the class selection details, I get a message "Aadhaar Number already present". What should be done for such a case?**

   The message that Aadhaar number is already present means that the student already exists in MIS and has a valid SRN. In this case one should either do transition (in same school) or readmission (from other school by obtaining SLC in the system).

8. **When a fresh admission is done for existing students, the MIS allows an admission date only after April 1. Should a new admission sequence number be defined in the admission withdrawal register for all existing students to ensure consistency with MIS?**

   No - school should use the existing Admission Sequence Number for existing students in the MIS.

9. **The age of a student for a class is not RTE appropriate. What should we do?**
   RTE Rules need to be followed.

10. **What is to be done for existing students? Will their data come pre-populated in the MIS?**

    Existing students who were in the beneficiaries list and for whom department already had relevant data, partial data has been pre-populated and SRN IDs have been pre-generated and made available on the website for the previous session 2014-15. However, the schools will have to carry out the transition activity for these students through the MIS to take them to the next session 2015-16.

    For the students not in the beneficiaries list, schools have to follow a one-time "fresh-admissions" process to get SRN IDs generated. Please read the Deployment Guidelines carefully (Annexure B of the following document:http://schooleducationharyana.gov.in/downloads pdf/MIS/GO MIS 27032015.PDF)

11. **While we could see the details of beneficiary student students from class V, VIII and X for transitioning earlier, we cannot see them now. What should we do?**

    All beneficiary students from class V have been automatically transitioned in the system to reduce the effort required by schools in manually transitioning these students. Similarly, all VIII or X students have been automatically transitioned if these are the highest classes in the school. The details for these students will be available in the pending admissions section.

12. **While the SRN is pre-generated for beneficiary students from classes I to X, it is not available for classes XI and XII. What should we do?**

    For beneficiary students of classes XI and XII, the data stream details for the class in which the student was studying earlier were not recorded, hence it is technically not possible to import beneficiary's data in the present system. Thus, fresh admissions for all students of classes XI and XII should be carried out.

13. **The Name / Date of Birth / Gender / parents details of existing students are incorrect in MIS. How do we correct this data?**

Please send a signed letter via email to hrymis@gmail.com with recorded reasons and justification for the incorrect data. The data will be corrected by the MIS team.

14. **A student is leaving my school to join a different school. What is to be done?**

If a student is leaving the current school to join a different school, his/her SRN ID should be put in the School Leaving Certificate. Further, the School Leaving process should be carried out on the MIS portal under the 'Student Admission' section. The revised SLC format is available in Annexure A of the MIS Order Document:http://schooleducationharyana.gov.in/downloads pdf/MIS/GO_MIS 27032015.PDF.

15. **Has the School Leaving process changed? Do I need to issue online School Leaving Certificates for students?**

For students with valid SRN IDs, the school should follow the online 'School Leaving' feature of MIS to complete the school leaving process. Please refer to the user manual for more details on the School Leaving feature of the MIS. In addition to completing the school leaving process online, the school should also issue a physical school leaving certificate using format provided in Annexure A2 of the MIS Order Document.(http://schooleducationharyana.gov.in/downloads pdf/MIS/GO_MIS 27032015.PDF)

For students passing out from the highest class of the school, the release of the students will be done automatically. E.g. Class V students of Primary School and Class VIII students of elementary school will be automatically released and their SLC date will be filled automatically by the system. Thereafter, the student should be re-admitted to the school he/she is joining using the Re-admission process of the MIS portal. The same procedure should be followed even if a student has passed out from Class V of a primary school and is joining Class VI in the Middle/High/Senior Secondary School of the same campus.

16. **If a student comes from another school and joins my school, what is to be done with that student? Carry out fresh admission or something else?**

If the incoming student is from Govt. school, his/her School Leaving Certificate (SLC) should have a valid SRN ID. If the student's SRN is not mentioned in the SLC, his name should be searched on the web portal in the list of students of earlier school. If SRN number is available, the 're-admission' process of the MIS portal should be used.

If SRN has not been generated for this student, then his case may be taken up under "New Admission process". This process is explained in the Deployment Guidelines Document. (Annexure B of the following document:http://schooleducationharyana.gov.in/downloads pdf/MIS/GO_MIS 27032015.PDF)

17. **Are the reserved category certificates for SC/BC students mandatory for the MIS portal? What if they are missing?**

Reserved category certificates are not mandatory now. Verification by Sarpanch / Nambardar / MC is sufficient for claiming benefits under SC/BC **welfare schemes up to Class IX**. For higher classes, a certificate by CRO may be submitted. Please follow the instructions issued by Chief Secretary regarding the need for certificates at:http://schooleducationharyana.gov.in/downloads pdf/MIS/Guidlines%20regarding%20issuing%20of%20resident%20income%20certificate.PDF

18. **Is Private school data to be included in the MIS?**

No, currently the MIS is limited to Government schools only

Section 2: MIS portal queries

19. **I don't know my username / password to access the MIS**

Credentials would be shared with School Heads via the District officers and Master Trainers. If credentials have not reached a school, you should reach out to the Block officer, and call the MIS help line if still not resolved. (The MIS Help Line numberis available on the followinglocation:http://schooleducationharyana.gov.in/mismaterial.html)

20. **I started working on a student's data but could not finish due to power failure. Is the data lost?**

No. The data filled by you would be saved and shall be available under the "Pending Admissions" menu of the portal. You can click "Pending Admission" menu and complete the admission of that student.

21. **The MIS site is too slow to respond / my internet is too slow**.

To handle the slow internet problem you can download the **"MIS client", an offline utility** that is identical to the online tool. You can enter the data through this offline utility and later on, can upload it on the MIS portal. The student's SRN will get generated only after the data has been uploaded on the MIS portal. The 'MIS Client' offline utility is available on the MIS portal.

22. **The student's Bank's IFSC code cannot be found on the MIS. How should we setup the Bank Account for such a student?**

Please ensure that you are entering correct IFSC number. There is a difference between 0 (zero) and O (O). Even after entering correct values for IFSC, bank/branch name,if you do not find your required bank, then please send a scanned copy of the student's cheque book/Passbook with Branch Name, Branch Code, IFSC Code, Full address i.e. District, Sub-District (Tehsil), City/Village/Town and Pincode, and Bank Name of the concerned bank to hrymis@gmail.com. The bank will be added to the list of available banks after verification.

23. **What if for the co-operative banks 'Find your bank' shows different address details?**

Please ensure proper IFSC number for the required bank branch. If IFSC number is correct and matching with your bank branch, then please select the bank branch and proceed irrespective of the branch address

24. **My village / tehsil name is not present in the drop-down in the MIS. How do I complete the school's address details?**

Please send an e-mail to hrymis@gmail.com with your address details. The missing information will be updated in the MIS after verification.

25. **What if the required values are not found in the master?**

Please ensure that you are entering correct information/ correct spelling for the required values like in Nationality, Country, State, District, Sub district, City/village/town, CD block, Religion, Category, Caste, IFSC, Bank name & Branch Name, Educational Block, Assembly Constituency, Parliamentary Constituency, Police Station and Treasury Office etc. Even after

entering correct information/ correct spelling, if you do not get the required result then contact the Call Centre or email the details at hrymis@gmail.com.

The required details will be visible on the portal within a day or two.

26. I have duplicate entries in MIS for some students whose data has been pre-populated. How can I remove these duplicate entries?

Duplicate entries exist on the MIS because of duplicate data given by school on the scholarship portal. In this case, a school should do transition for the entry which either has an Aadhaar number or has more accurate data, and leave the duplicate entries untouched. Such residual entries will be cleaned before starting Academic Year 2016-17

27. While we could assign the Section and Roll number to students earlier, we cannot do it now? What should we do?

These fields have been disabled temporarily. They will be enabled again when all admissions are done to ensure balanced section strength.

28. What if I admit a student in the wrong class / wrong school by mistake?

Please relieve such student by selecting the proper reason such as 'Admitted by mistake in the wrong class / Admitted by mistake in this school' and then readmit the student in correct class/ school.

29. I have found an issue that when we enter family annual income near about 5000, it automatically select BPL as Yes and the field is not editable, if we do not press tab in this textbox. When we press tab and select "N" as BPL and save the record then again, if we want to change some other field it gives BPL field as "Y" by default.

No, There is no such *issue* in online application.

30. Are bank details editable?

Yes, Bank details are editable. Please go to Edit Student Bank Profile section under Student Admission.

31. Can I complete/edit student profile or download the list of students and then upload it using MIS offline Client?

MIS Client is made for data entry assist only. It is not feasible to download entire data and upload again due to bandwidth requirement.

32. Can I Change the date of issue while issuing SLC of students who has been automatically released by the system?

No, SLC date will be automatically filled by the system.

33. Student does not show in "Class wise student admission report", but visible in "edit student profile".

If student whose SRN was generated from beneficiary data does not show in said report, Name of such student shall appear in "Class wise student admission report" only after "admission is complete". This will be completed only after completion of student profile. For this, you will have to complete "Student Profile" under "Student Transition". This will complete the "Transition Process" after which, it will be shown in the list of "Class wise student admission report".

34. **Name of some students are not visible in list of students for stream change under "stream/section/subject change".**

You are advise to first allocate the section and select subjects for all students. Because students who have not been alloted the section and subjects, do not appear in the list of students for stream change under "stream/section/subject change".

35. **If double SRN has been generated for a student by mistake, how can be deleted one wrong SRN?**

First go to "School Leaving" under Student Admission menu. Select reason of leaving-Name struck off due to double entry and submit it.

Section 3: Support available

36. **The site is not working, who can I reach out to?**

To handle such problems, you should download the "MIS client" an offline utility that is identical to the online tool. You can upload the data through this offline utility and later on can upload on the MIS portal. However, SRN shall be generated only after the data has been uploaded on the MIS portal. Further, you can contact customer support through the telephonic helpline or email contact. These contacts numbers have been made available on the following web link:http://schooleducationharyana.gov.in/mismaterial.html

37. **My password is not matching . How can I get that done?**

You can contact customer support through telephone helpline or email contact. These contacts numbers have been made available on the following web link:http://schooleducationharyana.gov.in/mismaterial.html

38. **Can I Change my password ?**

You can change your school password by Change password feature in Settings. For this, you need to first update your email id and mobile no. in the 'Define School' under School Definition on MIS Portal.

39. **My password may be compromised / stolen. Where can I report this issue?**

You are suggested to change your password from time to time and to not share it with anybody. In case your password is stolen or compromised, please inform your District Education / Elementary Education Officer immediately.

40. **My MIS account got locked because of incorrect password and I cannot access the MIS now. What should I do?**

This is a security feature of the MIS. The schools should always enter accurate username and password. However, if the account has got locked, it will get unlocked in 24 hours.

If the error is for the offline utility due to an attempt for a second school to login on the same computer, please note that the system will continue to give an error for the second school. The offline utility can be used to enter data for only one school. Schools can download the offline utility on another PC to enter data for a different school.

41. **Can we login on multiple systems on the online MIS Portal with the same login id and password?**

No, multiple concurrent users cannot login using the same login id and password due to technical constraints. However, you can use the offline utility and online portal concurrently.

42. I want to learn how to carry out the admissions process - I am new!

For your help we have prepared "instructional videos" which can be viewed before using the MIS. The links are available on the following web page:http://schooleducationharyana.gov.in/mismaterial.html

This training materials resource page also includes links to the MIS User Manual for further details on the MIS portal functionalities and how to use them.

43. I accidentally entered wrong data in the system. How do I correct it?

It is possible to edit some parts of the data through 'Edit Student Profile' section. Other issues should be raised via email or through call center.

44. What are the timings for the helpline? Can I call on weekends / Sundays?

Call centre helpline shall be available on weekdays between 9.00 a.m. to 5.30 p.m. However, queries may be sent through e-mail any time. Customer support helpline number and e-mail ID has been made available athttp://schooleducationharyana.gov.in/mismaterial.html.

45. The helpline number is busy. Who can I contact to resolve my query regarding the MIS?

Please send your query to hrymis@gmail.com. Your query will be addressed by the MIS team as soon as possible.