

GOVERNMENT OF ANDHRA PRADESH
ABSTRACT

Subject: Human Resources Management – Electronic Service Register (e-SR) – Rollout of enhanced e-SR.2.0 application for digitization and maintenance of Government Employee Service Records – Orders – Issued.

FINANCE (HR-IV, FR&LR) DEPARTMENT

G.O.MS.No. 57

Dated: 20-07-2026

Read the following:

1. Letter No. PAG (A&E)/AP/CWSG/PM-I/2026-27/8102.
2. G.O.Ms.No.99, Finance (HR-II-FR) Department, dated 27.06.2018.
3. G.O.Ms.No.99, Finance (HR-IV-FR&LR) Department, dated 03.12.2020.
4. Circular Memo No.3194187, FIN01 HR0PDPP/25/2026 HR-I, Finance (HR-I, PLG. & Policy) Department, dated 26.03.2026.

ORDER:

Government, vide G.O second read above, issued orders for replacing the existing Physical Service Registers with Electronic Service Registers (e-SR) and amended Annexure-II, Part-III read with Rule 74(a)(iv) of the Fundamental Rules, prescribing Form-10 for maintenance of Service Registers of Government employees in electronic form.

2. Subsequently, vide G.O third read above, Government ordered maintenance of Service Registers through Electronic Service Register (e-SR) system with defined modules and user interfaces to improve efficiency, transparency and accessibility. Accordingly, the e-SR application was developed and rolled out for capturing service event-wise information from the Physical Service Registers and obtaining confirmation by the respective Drawing and Disbursing Officers. Though substantial progress was achieved during the initial phase, the exercise could not be completed in all Departments due to the COVID-19 pandemic and other administrative constraints. The data entered till date has, however, been preserved in the system.

3. Government has since introduced Retirement Benefits Processing System (RBPS) for end-to-end electronic processing of pension proposals covering submission, scrutiny, sanction, authorization and disbursement of retirement benefits. The Accountant General (A&E), Andhra Pradesh has emphasized the need for authenticated electronic Service Registers to facilitate timely pension authorization and reduce dependence on movement of Physical Service Registers. Physical SRs are the only manual intervention in the entire RBPS workflow and introducing e-SRs will make the entire workflow seamlessly digital.

4. Further, Government, vide Circular Memo fourth cited, introduced e-Human Resource Master (e-HRM) framework for maintaining accurate, authenticated and up-to-date information relating to sanctioned posts and personnel in accordance with the applicable General and Special Service Rules. The e-HRM framework serves as the foundation for integrated Human Resource Management in the State Government.

5. To align the e-SR with the e-HRM framework and to facilitate seamless integration with the Retirement Benefits Processing System (RBPS) and Payroll system, the existing e-SR application has been comprehensively redesigned as

e-SR.2.0 with significant enhancement. The enhanced application enables digitization, validation and authentication of existing physical Service Register data presently maintained in the Physical Service Register and provides dedicated modules for recording all future service events electronically. The authenticated e-SR so created shall progressively replace the Physical SR and serve as the authoritative electronic record of Government service of employees and for all Human Resource Management processes.

6. Under the existing system, service events recorded in the Physical Service Register and corresponding payroll actions are processed independently. Accordingly, pre-payroll activities such as annual increment, AAS, pay fixation, promotion, transfer, leave affecting pay and revision of pay are separately carried out in NIDHI. The enhanced e-SR.2.0 establishes automation of HR processes by enabling authenticated service events records in e-SR to drive downstream HR and payroll processes. This will ensure single source of truth in HR processes also.

7. Accordingly, all legacy entries available in the Physical Service Register shall be digitized, verified and approved through the enhanced e-SR application. The completeness and correctness of the legacy Service Register data shall be the responsibility of the concerned Government employee and HR Manager. HR Manager is the competent authority for recording of events of the employees' service matters in the SR.

8. The e-SR.2.0 application comprises the following modules:

- a. Basic Details.
- b. Home-Town and Other Personal Details.
- c. Service Events.
- d. Incentives.
- e. Loans and Advances.
- f. Leave Ledger.
- g. Leave Travel Concession Details.
- h. Departmental Tests and Training Details.

9. The e-SR 2.0 has simplified workflow to facilitate expeditious completion of the exercise. As part of the revised workflow, an additional Checker role has been introduced to strengthen verification and ensure accuracy of the digitized service data before approval by HR Manager.

10. The Head of Office shall configure the workflow in the system by assigning the Checker and the HR Manager. The Government employee shall scan the physical service Register and upload the same and then undertake entry of the service events, duly noting the page number of events as per scanned copy. The Checker shall verify the entries with reference to the scanned copy of the Service Register, and forward to the HR Manager/authorized officer for final approval.

11. To facilitate verification, the application provides indexed access to the scanned copies of the Physical Service Register. The e-SR data, as is available as per the exercise done earlier in the years 2020 and 2021, also will be displayed for indexation and confirmation. Detailed User Manuals for all stakeholders shall be made available in the respective user logins.

12. Accordingly, Government hereby orders that the Physical Service Registers of all the Government servants shall be converted into and progressively replaced with e-SR as per the following Schedule. The Physical Service Register once converted into e-SR, shall be a permanent record and kept in safe custody. The implementation schedule for the e-SR 2.0 is as below.

Phase 1: Establishments in Secretariat & HoDs

Sl. No.	Activity	Timeline
1	Rollout of the enhanced e-SR application	20.07.2026
2	Data entry of Physical Service Register details and uploading of Scanned Physical SR and documents, if any, by Government employees	20.07.2026 to 05.08.2026
3	Verification by checker and approval by the HR Manager/Head of Office	25.07.2026 to 31.08.2026
4	Mandatory recording of all future (live) service events through the respective e-SR modules/screens	With effect from 01.09.2026

Phase 2: All remaining establishments of State Government

Sl. No.	Activity	Timeline
1	Rollout of the enhanced e-SR application	01.08.2026
2	Data entry of Physical Service Register details and uploading of Scanned Physical SR and documents, if any, by Government employees	01.08.2026 to 15.08.2026
3	Verification by checker and approval by the HR Manager/Head of Office	05.08.2026 to 31.08.2026
4	Mandatory recording of all future (live) service events through the respective e-SR modules/screens	With effect from 01.09.2026

13. After completion of the above exercise, all service events arising on or after 01.09.2026 shall invariably be recorded in the respective e-SR modules immediately upon issue of orders by the competent authority. The respective offices may continue to use e-SR for an employee once the physical SR is digitised and confirmed by the HR Manager. Such events shall include, inter alia, annual increments, AAS, pay fixation, promotions, transfers, leave, suspension, reinstatement, probation declaration and all other events affecting service conditions or pay. The concerned authorities shall ensure that the e-SR is updated promptly so that subsequent payroll, pension and Human Resource Management processes are supported through authenticated electronic service records.

14. The Chief Executive Officer, APCFSS shall ensure roll-out of the enhanced e-SR application as per the above schedule, provide necessary technical support and user manuals, conduct user training and facilitate successful completion of the legacy digitization exercise.

15. All the Secretariat Administrative Departments, Heads of Departments, District Collectors, Heads of Offices, Drawing and Disbursing Officers and HR Managers shall ensure strict adherence to the above instructions and timelines. The progress of data entry, verification and approval shall be closely monitored to ensure completion of the exercise within the stipulated time.

(BY ORDER AND IN THE NAME OF THE GOVERNOR OF ANDHRA PRADESH)

**Peeyush Kumar I.A.S
PRINCIPAL SECRETARY TO GOVERNMENT**

To

All the PS to Special Chief Secretaries / Principal Secretaries/Secretaries to Government,
All the Departments of Secretariat.
The PS to Secretary, AP legislature,
The PS to Secretary to Governor,
The Registrar General, High Court of Andhra Pradesh
All the Heads of Departments (HoDs) in the state,
All the District Collectors in the state
SF/SC (1154688)

//FORWARDED BY: ORDER//

SECTION OFFICER