

SUCCESS STORY

Building A Centralized HR Management System For Noida Metro Rail Corporation (NMRC)

Customer

NMRC

Country

India

Industry


Government



ABOUT THE CLIENT



SERVICES DELIVERED

Custom HRMS Software 

Noida Metro Rail Corporation (NMRC) is a Special Purpose Vehicle (SPV) formed by the Noida and Greater Noida Authorities to plan and operate urban transport projects in the region. It runs the 29.7 km Noida—Greater Noida Metro Rail Corridor, spanning 21 stations from Noida Sector 51 to the Depot Station in Greater Noida, and has been operational since January 2019. As a public transport body, NMRC aims to deliver a safe, reliable, and modern transit system using state-of-the-art technology.

BUSINESS SITUATION

The client operates a metro corridor with approximately 800—1000 employees, spread across its head office and 21 metro stations. NMRC's HR operations were largely manual, with payroll, leave, attendance, and personnel records managed through memos, paper forms, files, and Excel sheets. This created multiple operational gaps, including duplicate data entry, delays in MIS reporting, and extensive reconciliation efforts. There was also no centralized employee database to support real-time decision-making.

NMRC needed a unified digital system to manage the full HR lifecycle, from onboarding to exit, while integrating with its existing Tally accounting application for payroll posting.

They also needed a solution that could automate workflows across all administrative offices, provide Employee Self-Service (ESS) access to staff at every station, and reduce the dependence on manual processes for everyday HR tasks.

To address these challenges, NMRC partnered with Daffodil Software to design a scalable HR Management System that could centralize and simplify its operations. The goal was to create a secure, cloud-hosted platform that could be customized to NMRC's existing workflows.

1. Customize and install a cloud-hosted HR Management System covering the full HR lifecycle, from manpower planning to exit management
2. Automate payroll processing and integrate seamlessly with Tally for accounting entries, eliminating duplicate data handling
3. Provide Employee Self-Service (ESS) access across all NMRC offices and metro stations through internet connectivity
4. Migrate existing HR data from Excel sheets and manual records into the new system without loss of integrity
5. Set up secure, role-based access for appraisees, appraisers, reviewers, HR, finance, and administrators
5. Deliver onsite and call-based support during the 12-month post-implementation maintenance period
5. Train approximately 70 NMRC staff as master trainers to ensure smooth adoption across the organization

THE SOLUTION

To modernize NMRC's HR operations, Daffodil Software evaluated existing manual workflows, compliance requirements, and administrative goals. The team built a scalable HR platform covering 14 core process areas, integrated it with Tally for payroll posting, and created a single self-service portal for employees across all metro stations.

Daffodil deployed the solution on a secure cloud infrastructure with a dedicated disaster recovery setup to ensure data security and uninterrupted access. The team designed the platform for both web and mobile use, enabling employees to access HR services from any NMRC location. The system supports 800–1000 concurrent users and can scale as the metro network expands.

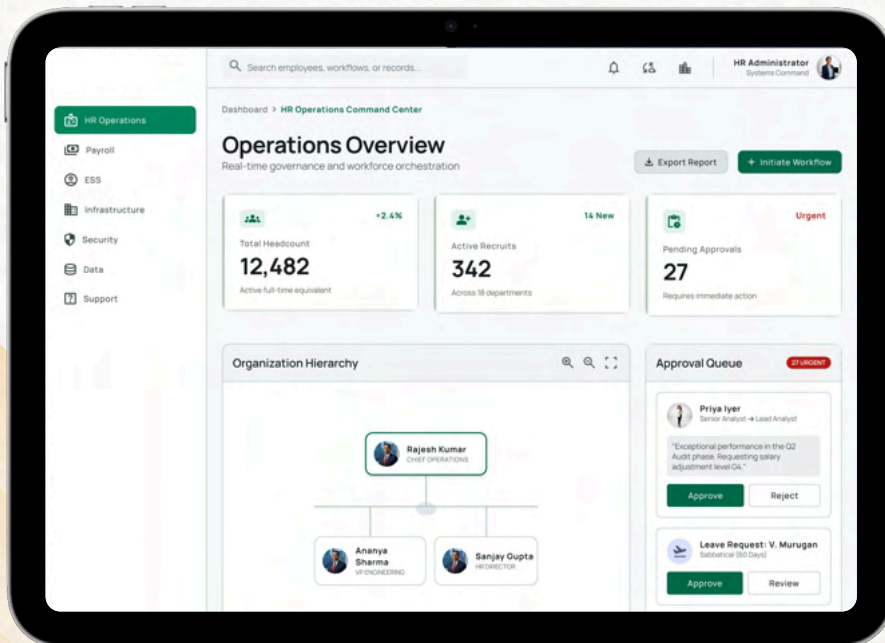
Daffodil also developed a configurable admin portal that lets teams manage leave policies, payroll components, approval workflows, and statutory deductions without developer support. The platform also uses role-based access controls across functions, user groups, menus, and transactions to meet government compliance requirements.

The team automated repetitive workflows, including payroll processing, leave approvals, attendance tracking, transfers, promotions, and exit clearances. By integrating the platform directly with Tally, Daffodil also removed the need for manual payroll reconciliation between HR and finance teams.

The key features we incorporated were:

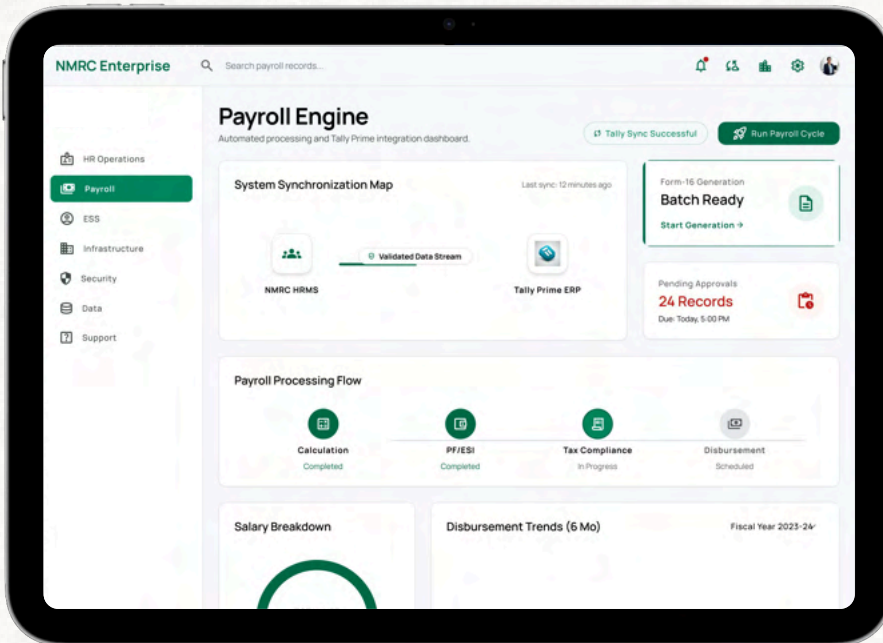
End-To-End HR Management

The HRMS was built to manage 14 distinct HR process areas defined by NMRC, including manpower planning and recruitment, promotion, succession planning, and operations support. Each module was designed to exchange information across processes, so a single update flows through related workflows without duplicate data entry. This unified design meant HR, finance, and managers worked off the same data, reducing inconsistencies that earlier required hours of reconciliation.



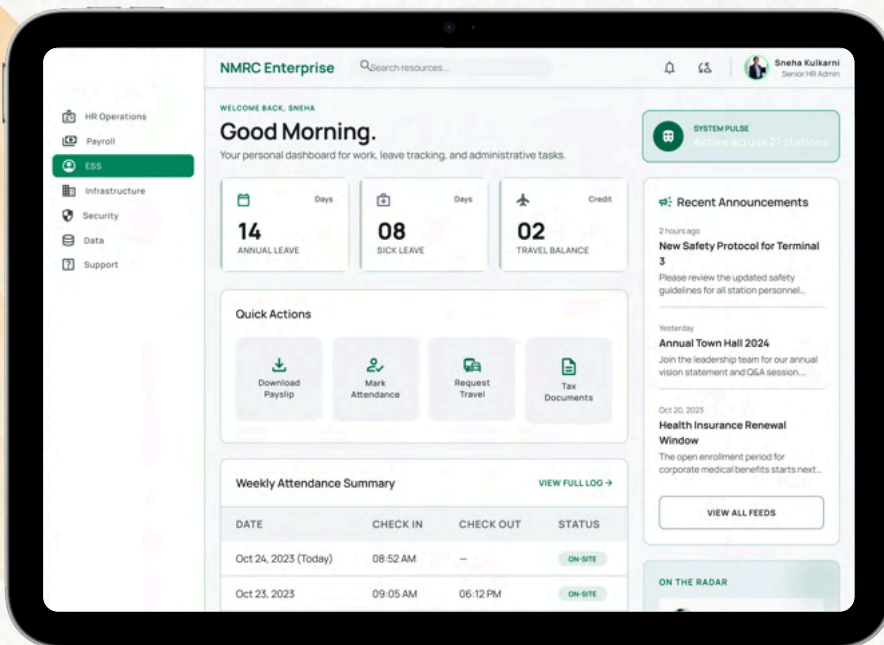
Payroll Processing With Tally Integration

Payroll at NMRC was previously handled manually in Excel, leading to reconciliation gaps with the accounting system. The new platform runs payroll as a standalone module within HRMS while pushing entries directly into Tally, eliminating the need for parallel data handling across finance and HR teams. The system automated salary calculations covering basic pay, allowances, deductions, PF, ESI, and professional tax, while also enabling TDS calculation, Form-16 generation, and statutory return preparation. Loan management, reimbursements, and arrears processing were all integrated into a single cycle.



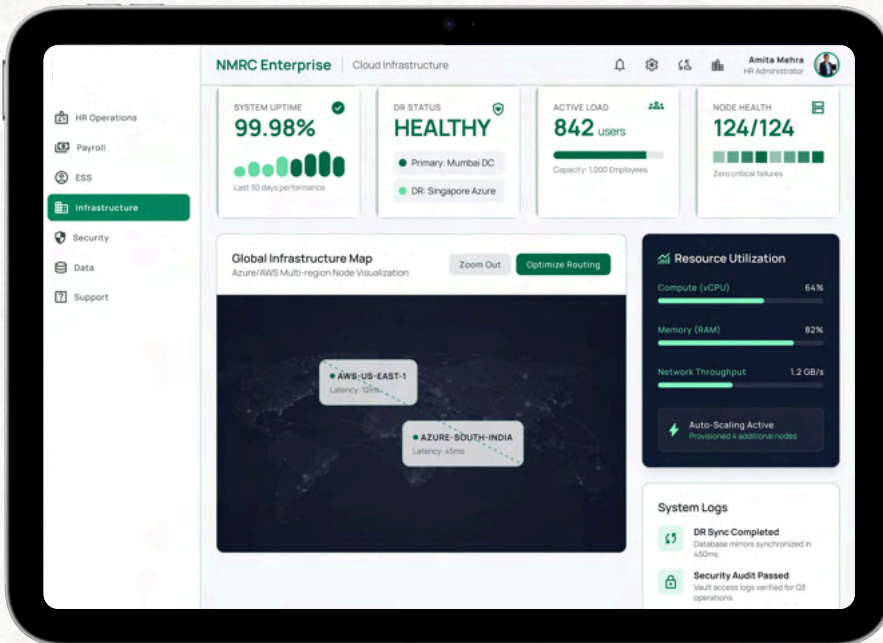
Employees With A Self-Service (ESS) Portal

While the HRMS administration is based at the NMRC head office, ESS was designed so that employees across all 21 metro stations can access the system via the internet. The portal acts as a single point of access for everyday HR needs, reducing dependence on physical forms, memos, and back-and-forth with the HR team. Employees can apply for leave, raise reimbursement claims, submit tax declarations, view appraisals, track grievances, and upload documents from any location, freeing up the HR team to focus on higher-value work.



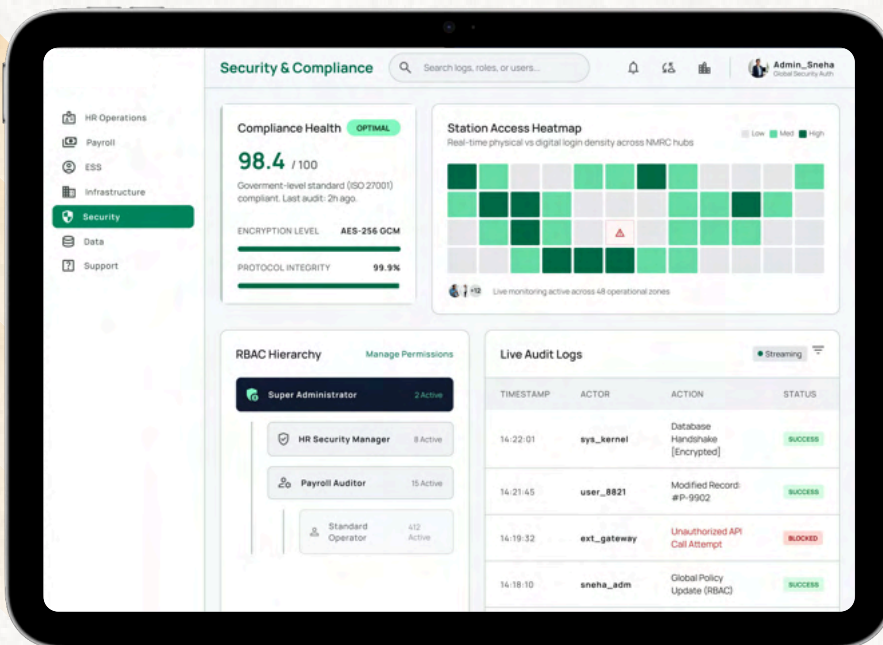
Cloud-Based HRMS Architecture

The system was sized for NMRC's current strength of around 800 employees, with headroom to scale to 1000 as the metro network grows. The cloud setup included a separate disaster recovery site, so HR operations stay available even if the primary environment goes down. The platform was built to be browser-based and compatible with all major browsers and mobile devices, ensuring consistent access across the head office and every metro station.



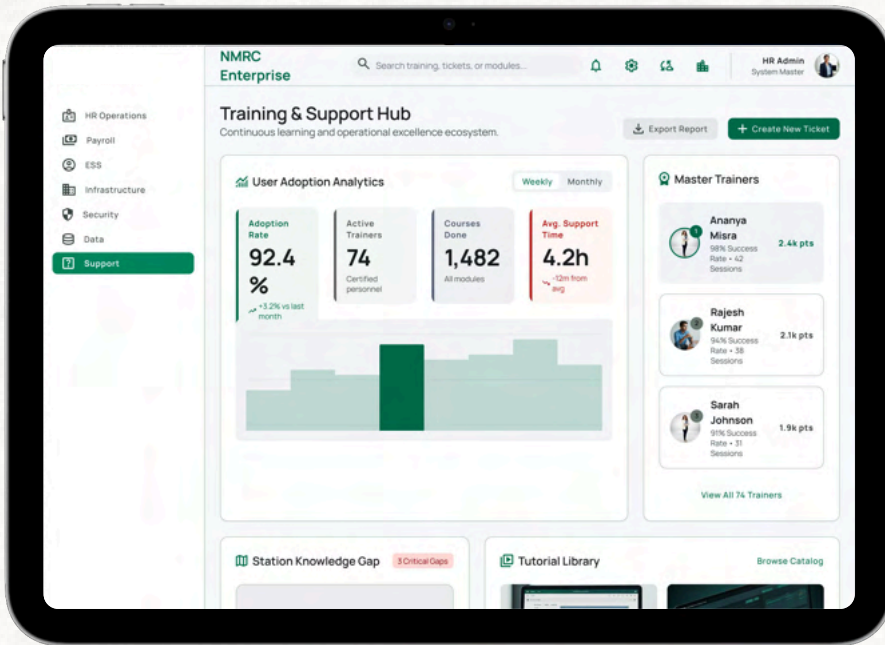
Intensive Security & Compliance

As a public sector entity, NMRC needed the system to comply with the Information Technology Act and related government regulations. Security was built in at the functional, user group, menu, and transaction levels, with safeguards designed to protect employee data against deliberate or accidental misuse. The system included role-based access control with single sign-on capability, audit trails for every transaction, and protection against unauthorized access through password policies, account lockouts, and activity logging.



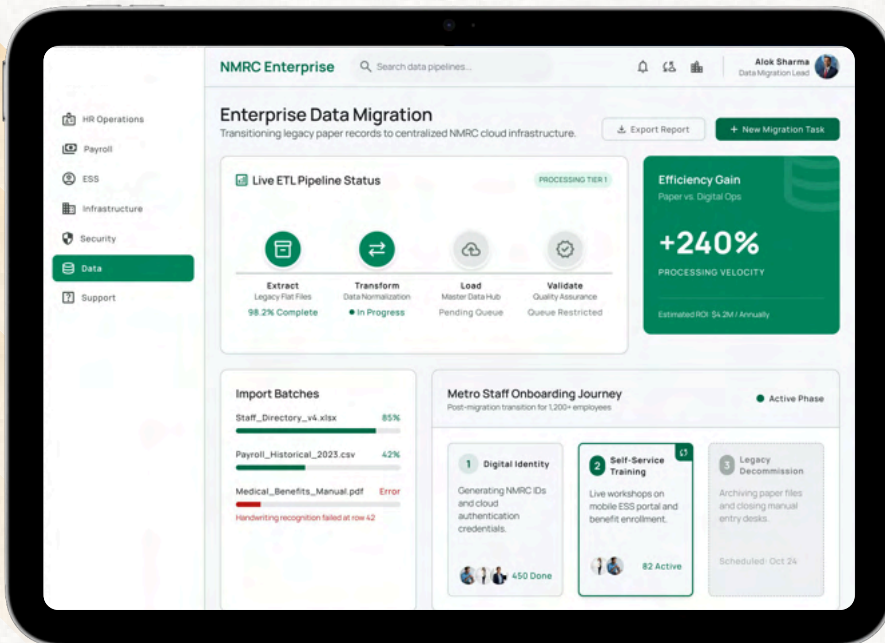
Training & Ongoing Support

NMRC requested a master-trainer model to pass knowledge internally rather than relying on external trainers in the long term. We trained 70 employees in batches of 20 at the head office, supported by user manuals, FAQs, and self-paced learning materials for all staff. After go-live, Daffodil remained engaged through a 12-month support window, with the option to extend for another 6 months, handling bug fixes, system updates, and continuous improvements based on real usage.



Data Migration & Onboarding

NMRC's historical HR data was stored in Excel sheets, paper records, and ad hoc files. We worked with the existing data in its available format, structured it into the new employee master, and validated entries so the team could move to the digital system without losing continuity from earlier records. The migration followed a structured ETL approach, and the new centralized employee database became the single source of truth for all downstream HR processes.



IMPACT

The platform we developed helped Noida Metro Rail Corporation modernize its HR operations, delivering measurable improvements in efficiency, compliance, and employee experience. By automating workflows such as payroll, leave, attendance, transfers, and exit clearances, the system replaced scattered manual processes with a single digital platform, significantly reducing duplicate data entry and reconciliation effort across HR and finance.

Regulatory compliance was strengthened through automated statutory calculations, audit trails for every transaction, and built-in safeguards aligned with the Information Technology Act. The Tally integration eliminated parallel accounting entries, while the cloud architecture ensured high availability across the head office and all 21 metro stations.

NUMBERS THAT SHOWCASE THE IMPACT

1000+

Employees Onboarded
On A Single HRMS
Platform

21

Metro Stations Connected
Through Unified ESS Access

14

HR Process Areas
Automated End-To-EndR



**HAVE A SOFTWARE
PRODUCT VISION IN MIND?**

Set up a personalized consultation with our technology expert

Let's Talk 



info@daffodilsw.com



www.daffodilsw.com