

Solution Clinic - Manual for the Program Officer

1. Login to your ICMR ePMS registered email address at <https://epms.icmr.org.in/userLogin>
2. Go to Home under Solution Clinic.
3. The **PO Dashboard** opens with all the statuses – Queries received, Replied, Pending, Number of VCs booked, Unavailability status, etc.
4. Click on the **Queries Received** section. Access all the queries received against the proposal IDs.
5. Click on '**Add Reply**' in the green button. A dialog box opens to enter the response. Click on 'Send reply' to respond to the queries.
6. A confirmation mail will be sent.
7. If a VC has been requested, on the Home page go to the '**VC Booking**' tab and click on View
8. A list of requested VCs from the Principal Investigators will be listed, with the time slots, conference IDs, password, and the link to the VC.
9. An option to cancel a booked VC is also available. Click on Cancel VC in the red tab. Add the reason for cancellation and click on Cancel VC.
10. An option to add your unavailability can be added under the 'Add unavailability' tab. Select the reason from the dropdown and submit.
11. To ask questions from the PI click on the 'Ask query to the Principal Investigator' tab.
12. Click on 'Ask your query'. Enter the query by selecting the appropriate options from the dropdown and submit. The response from the PI will be received in the same tab.

ICMR e-PMS

HPMS-ID: 16
Dr. Neeraj Sharma
(Email Verified)

Profile Panel

Profile

Proposal Submission

MUMS-mPRIDE

PO Panel

Home

Assigned Proposals

Expert Panel (HoD)

Home

mPRIDE assigned proposal

External Reviewer Panel

Home

Solution Clinic

Home

Logout

Copyright © 2025 Indian Council of Medical Research, Designed by ICMR Hqrs, New Delhi. All rights reserved.

Solution Clinic: Dashboard (Program officer)

Query's Received: 1

Replied: 0

Pending: 1

VC Booking: Taken: 0, Booked: 0 [View](#)

Add Unavailability: 0 [View/Add](#)

Ask query to Principal Investigator (PI): Asked: 0, Answered: 0 [View](#)

Figure 1 - Go to Home under Solution Clinic

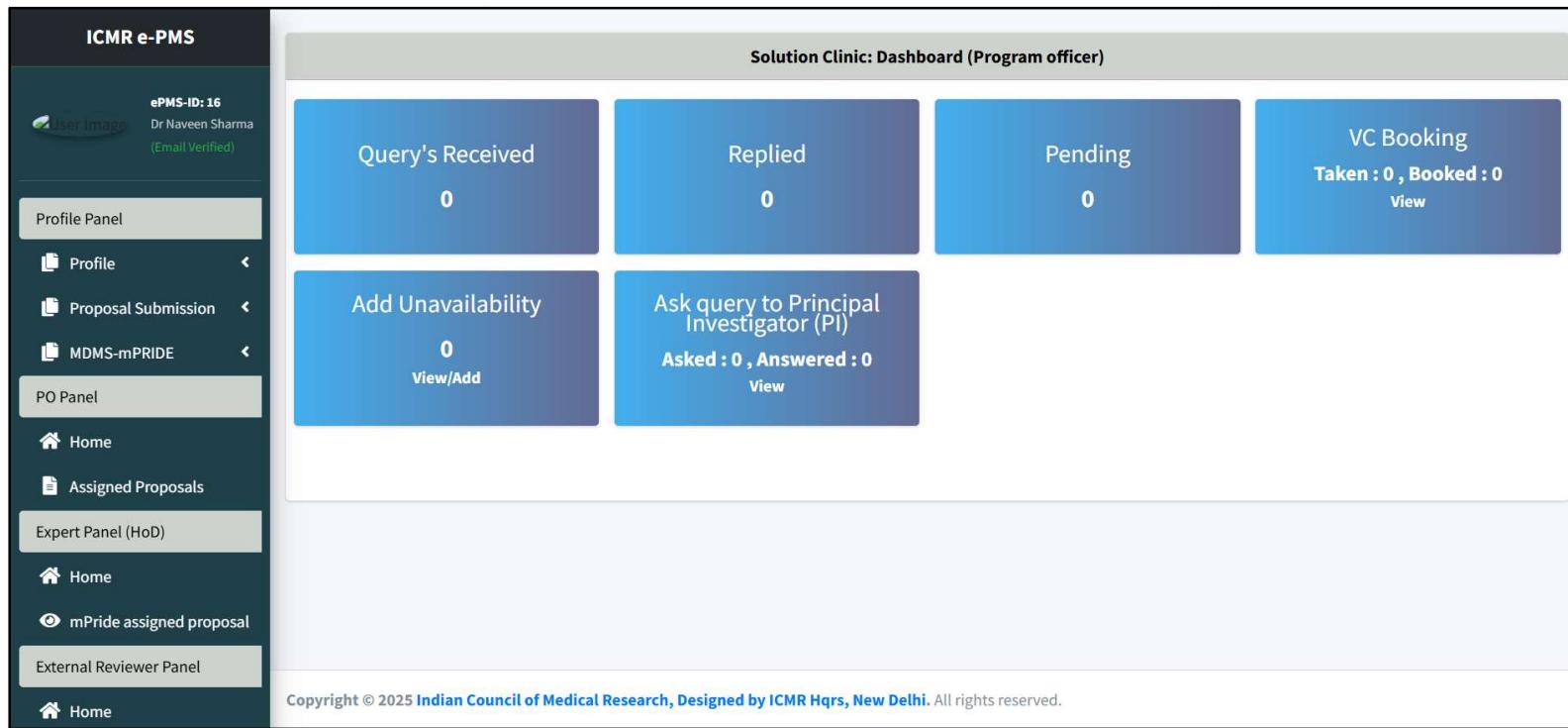


Figure 2- The PO Dashboard opens with all the statuses – Queries received, Replied, Pending, Number of VC bookings, Unavailability status, etc.

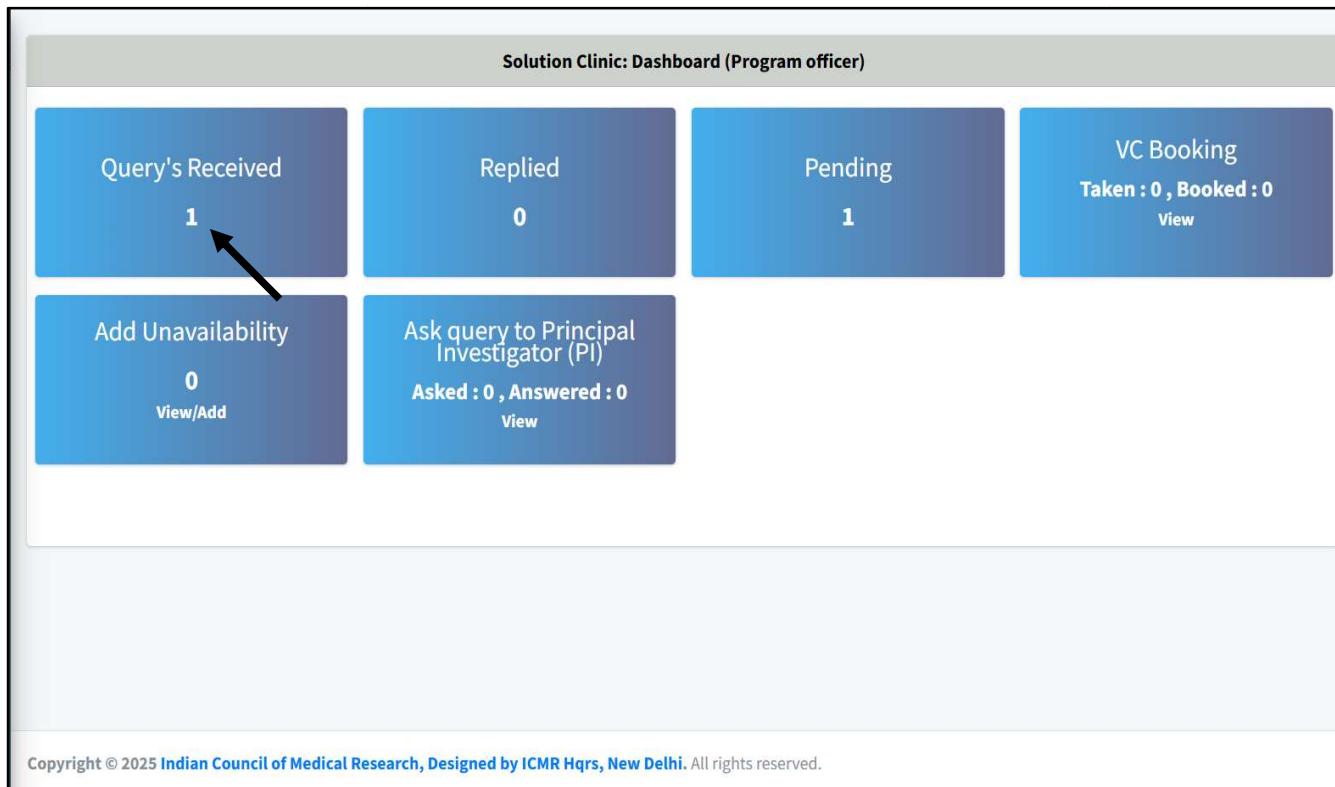


Figure 3 - Click on the **Queries Received** section to access the Queries received from the PIs.

Solution Clinic					
#	Project ID	Query Id	Program	Project Title	Query Reply
1	ICMR-CCoE-2024-01-9999	Query ID : EPMS-QRY-2025-000001	Request for Expression of Interest for ICMR Collaborating Centre of Excellence (ICMR-CCoE)		Pending Scientific Add Reply
Pending Scientific Last Query : My Query is Test Reply					

Figure 4 – The list of queries from the PIs

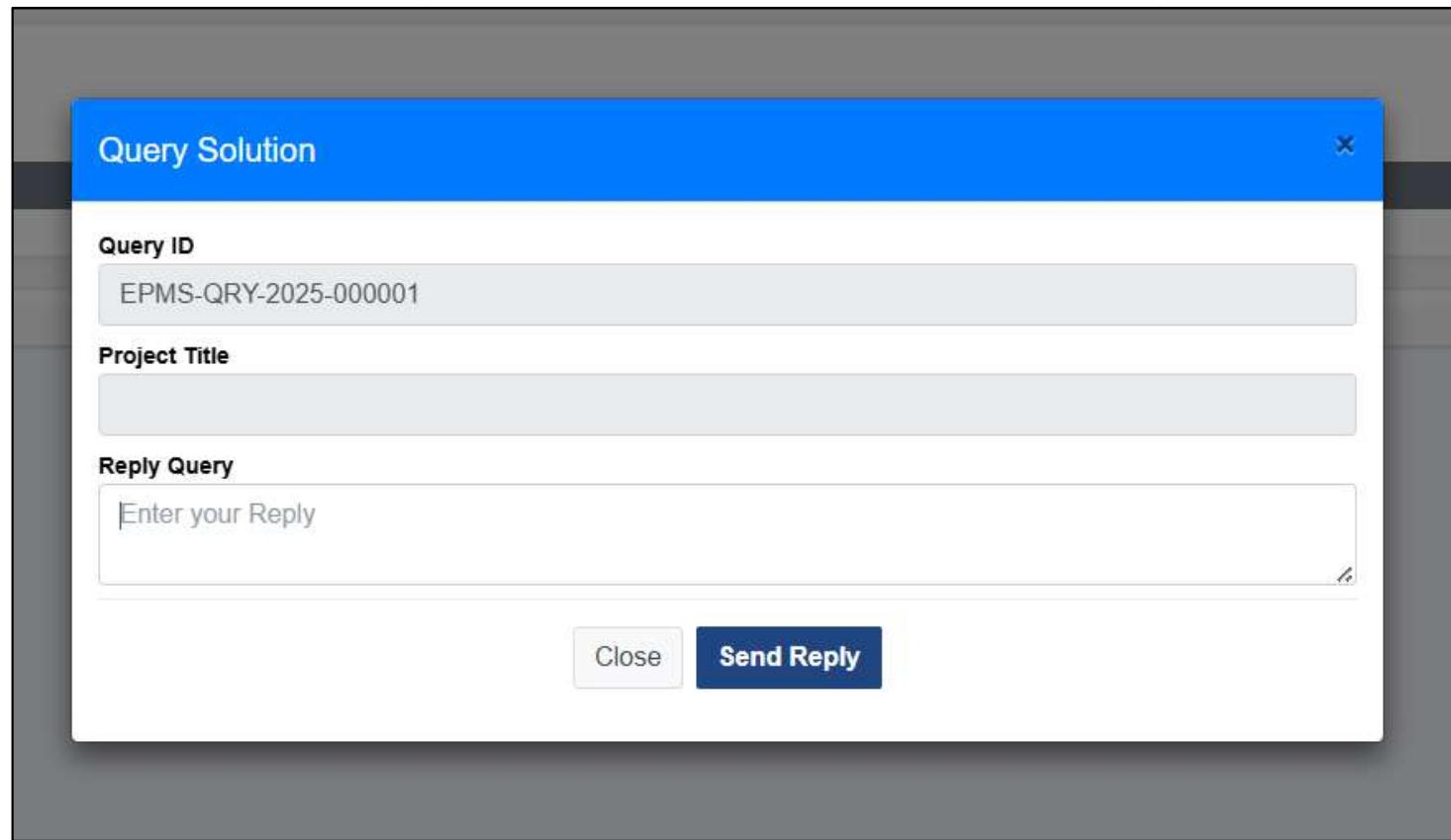


Figure 5 - Click on 'Add Reply' in the green button. A dialog box opens to enter the response. Click on 'Send reply' to respond to the queries.

The response to the query submitted by the Principal Investigator (PI) has been successfully sent. X

Solution Clinic

#	Project ID	Query Id	Program	Project Title	Query Reply
1	ICMR-CCoE-2024-01-9999	Query ID : EPMS-QRY-2025-000001	Request for Expression of Interest for ICMR Collaborating Centre of Excellence (ICMR-CCoE)		Replied

Replied Scientific

Last Query : My Query Is Test

Reply : The response - ABCDEF

[+ Query History](#)

Figure 6 – The response will be sent to the PI. And a confirmation mail will be sent.

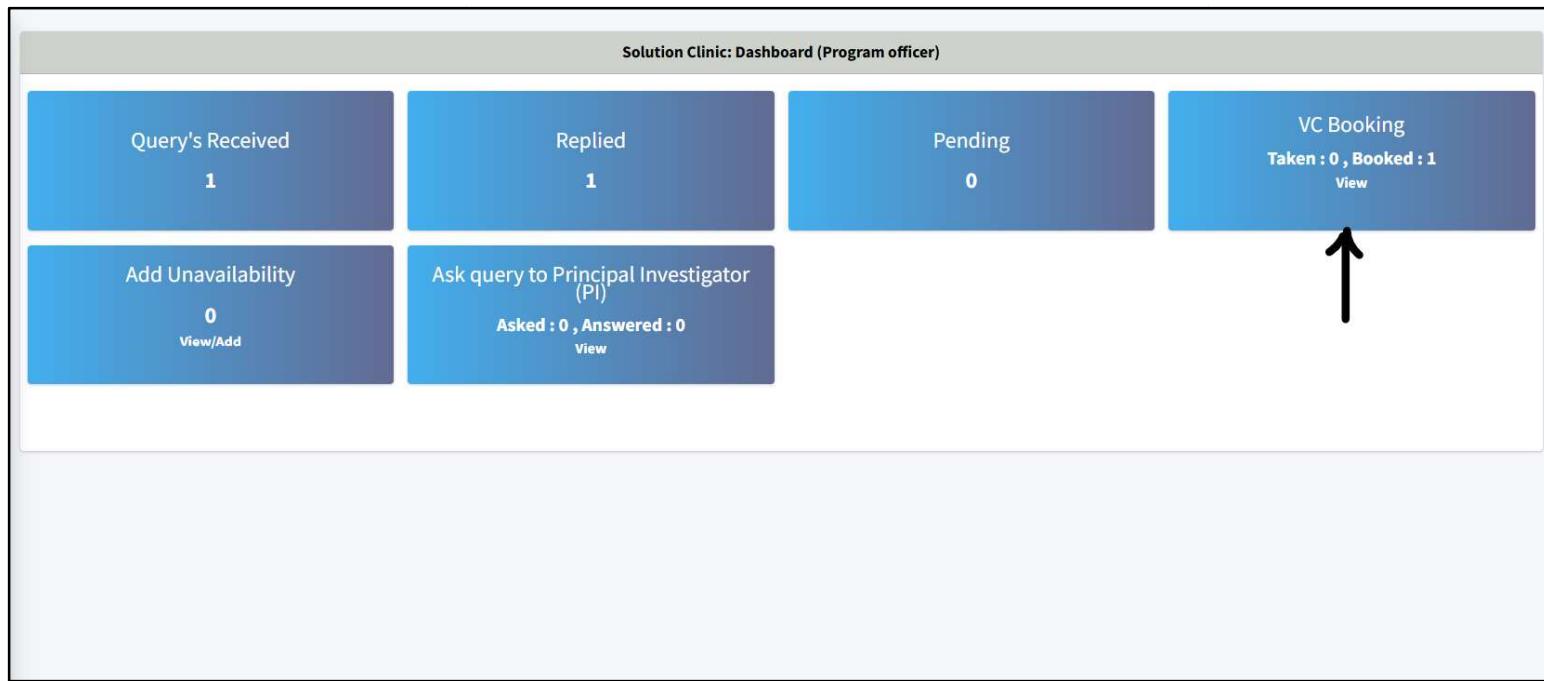


Figure 7 -If a VC has been requested, on the Home page go to the '**VC Booking**' tab and click on View

Solution Clinic										Add/View Unavailability			
Column visibility ▾		Export ▾								Search: <input type="text"/>			
sr.no	↑	Date of VC	↑	Time Slot	↑	Booked by (Pi name)	↑	Query info	↑	VC info	↑	Action	↑
1		2025-04-23		15:30 - 15:45		Jitendar Kumar		Delivery ICMR-CCoE-2024-01-9999 Project title: Query: My Query is Test		VC Booked  link to join : Link  , VC Password : 750748 Conference id : 8332197496		Cancel VC 	

Showing 1 to 1 of 1 entries

Previous 1 Next

Figure 8 -A list of requested VCs from the Principal Investigators will be listed, with the time slots, conference IDs, password, and the link to the VC.

Solution Clinic													
Column visibility ▾		Export ▾		Search: <input type="text"/>									
sr.no	↑	Date of VC	↑	Time Slot	↑	Booked by (PI name)	↑	Query info	↑	VC info	↑	Action	↑
1		2025-04-15		10:30 - 10:45		Jitendar Kumar		Delivery ICMR-CCoE-2024-01-9999 Project title: Query: Test Query		VC Booked ✓ link to join : Link VC Password : 750748 Conference id : 8332197496		Cancel VC ×	
Showing 1 to 1 of 1 entries													
						Previous 1 Next							

Figure 9 – An option to cancel a booked VC is also available. Click on Cancel VC in the red tab.

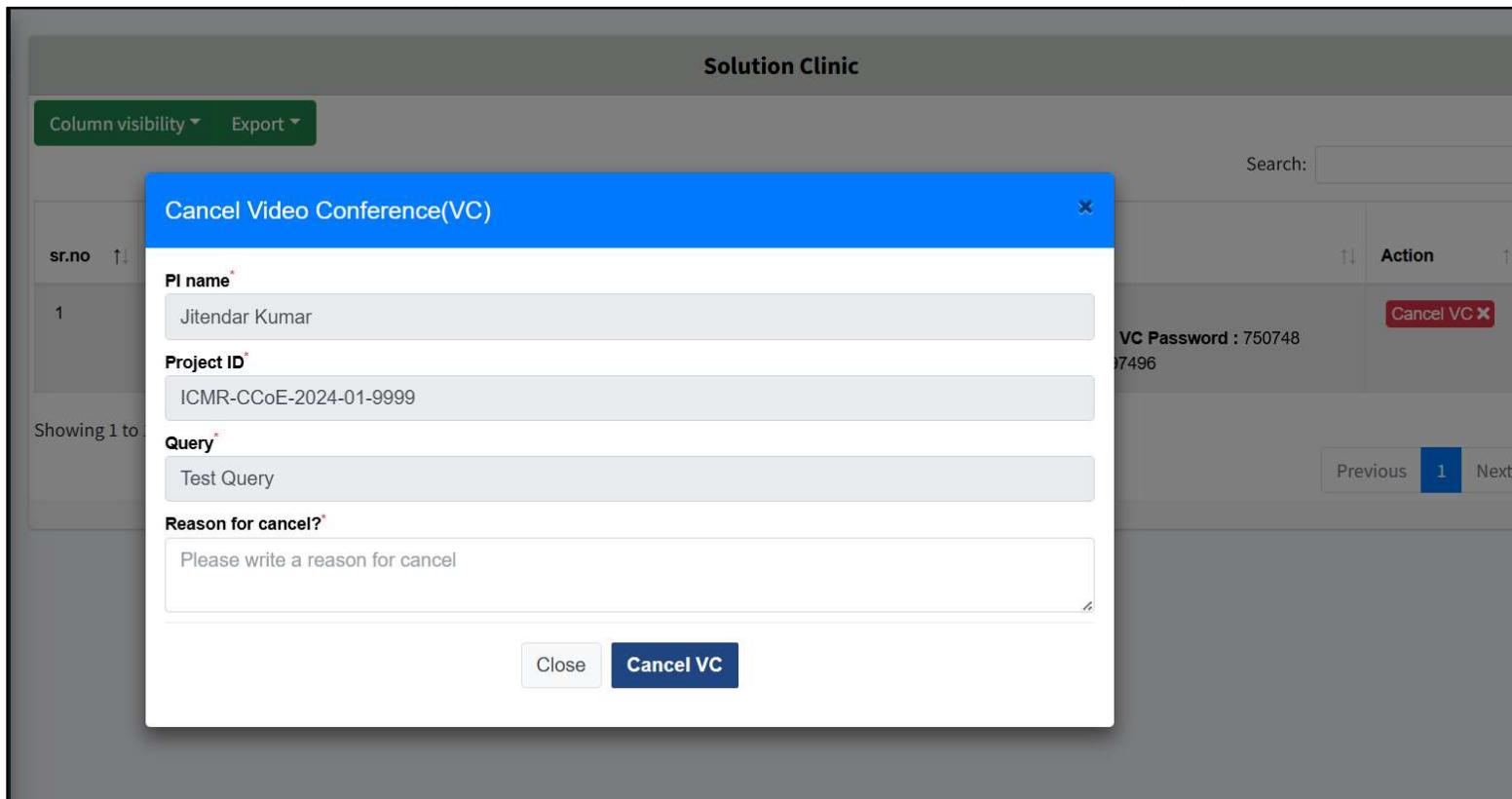


Figure 9 a – Add your reason and click on **Cancel VC.**

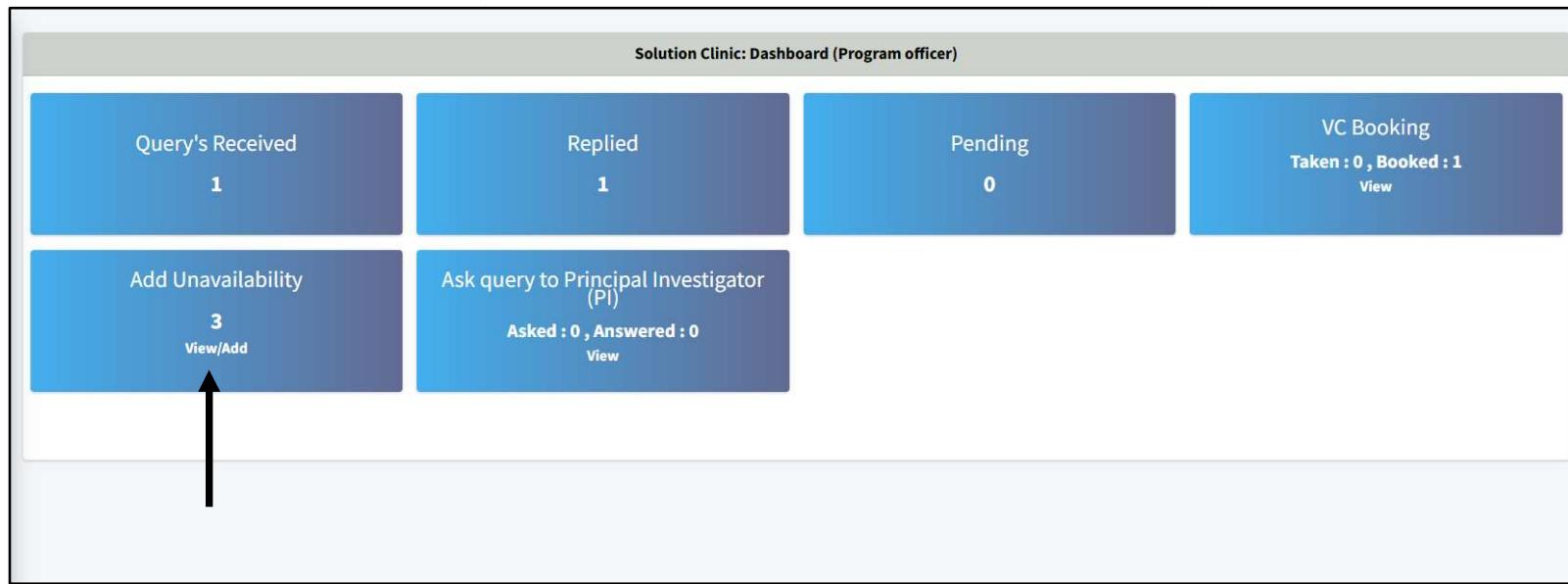


Figure 10 – An option to add your unavailability can be added under the '**Add unavailability**' tab.

Add Unavailability

To Date *
11-04-2025

From Date *
15-04-2025

Reason for Unavailability *

Select

Leave

Meeting

Official Tour

Leaves Added.

View / Add Unavailability - Solution Clinic

Sr.no	Date of Leave	Reason for Leave	Remarks if Any	Action
1	2025-04-11	Official Tour	Test	Edit
2	2025-04-12	Official Tour	Test	Edit
3	2025-04-13	Official Tour	Test	Edit
4	2025-04-14	Official Tour	Test	Edit
5	2025-04-15	Official Tour	Test	Edit

Showing 1 to 5 of 5 entries

Figure 11 – The leaves availed will be listed.

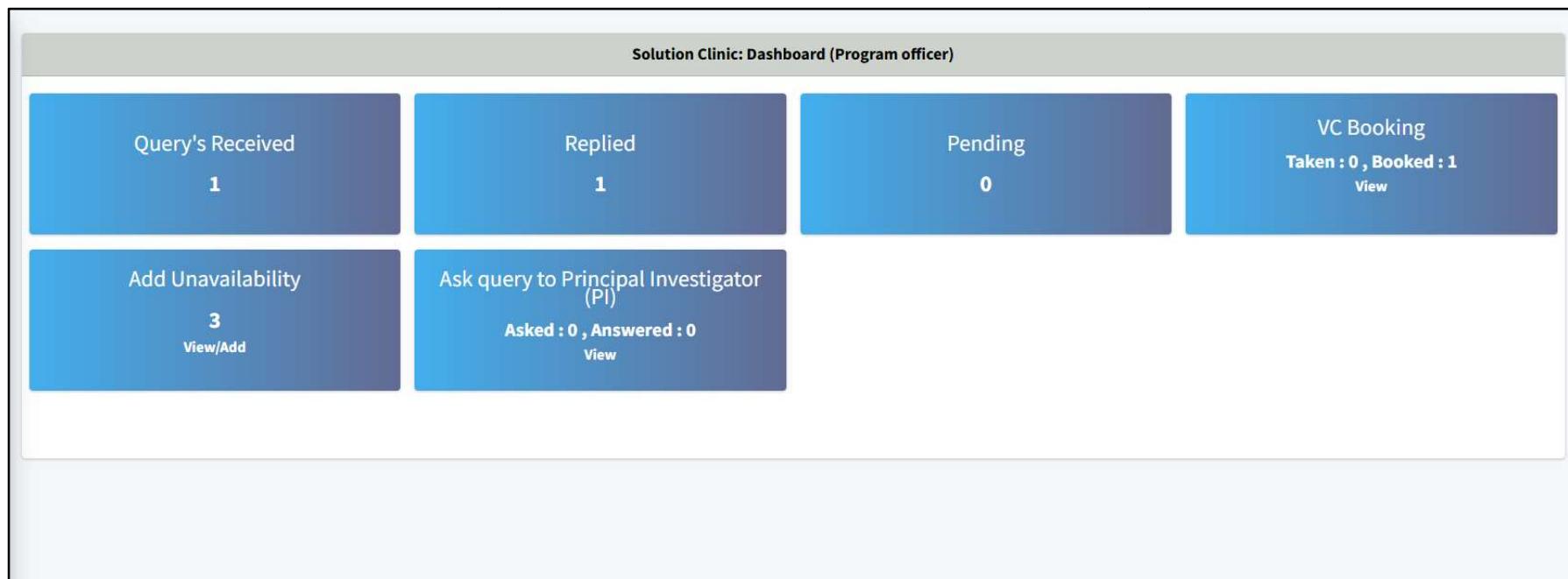


Figure 12 – To ask questions from the PI click on the ‘Ask query to the Principal Investigator’ tab.

Solution Clinic

Column visibility ▾ Export ▾

Search:

Ask query from PI 

#	Ref Id	Project ID	PI name	Project Title	Query Asked	PI Reply	Action
No data available in table							

Showing 0 to 0 of 0 entries

Previous Next

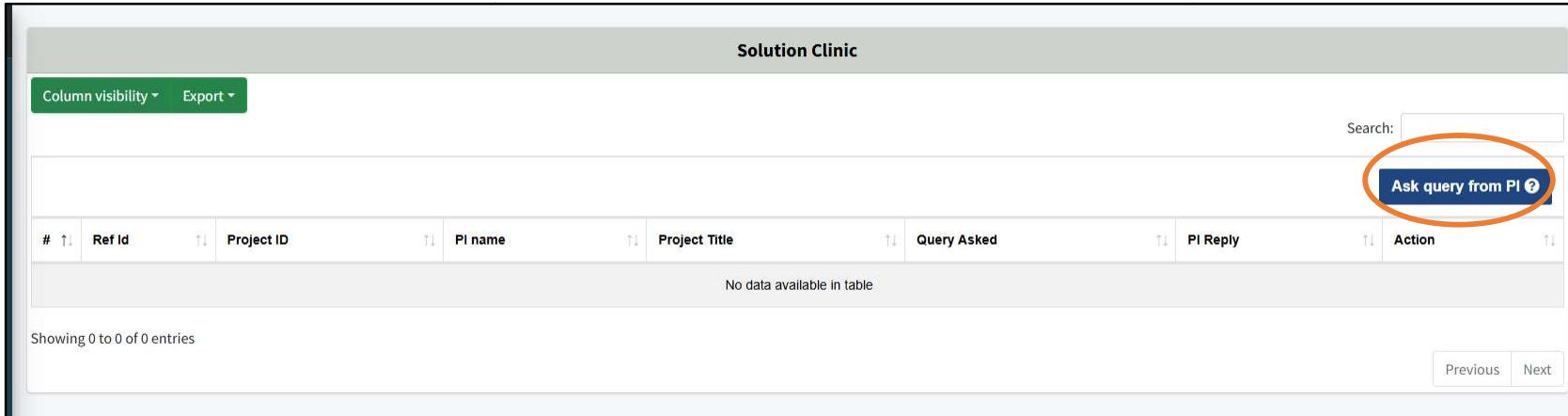


Figure 13 – Click on ‘Ask your query’

Ask query from PI ×

Select Scheme*
Call for proposals to establish Centre for Advanced Research (CAR) under Extramural Program ▼

If your project is not listed click [here](#) to report.

Select List of Approved/Sanctioned/Ongoing Projects*
CAR-2023-03-00300 (sdfs Test) ▼

If your project is not listed click [here](#) to report.

Research Area*
Descriptive

PI Name*
Dr Jitendar Kumar

Project Title*
sdfs Test

Your Query*
Update the status of the second year annual report and UC

Close Submit

Figure 14 – Enter the query by selecting the appropriate options from the dropdown. Click on submit.

Your query has been successfully submitted. You will receive an email when PI replies back to the query raised and the response will also get updated on the portal. X

Solution Clinic

Column visibility Export

Search:

[Ask query from PI ?](#)

#	Ref Id	Project ID	PI name	Project Title	Query Asked	PI Reply	Action
1	PO-QRY-2025-00001	CAR-2023-03-00300	Dr Jitendar Kumar	sdfs Test	Update the status of the second year annual report and UC 14-04-2025	-PI not replied Yet-	Pending

Showing 1 to 1 of 1 entries

Previous 1 Next

Figure 15 – Submitted the queries to PI can accessed from the dashboard.