FREQUENTLY ASKED QUESTIONS (FAQs) ON
EMPLOYEES INFORMATION SYSTEM (EIS-SALARY) ON PFMS PORTAL

(Users are welcome to send questions as well as answers to add up to this FAQs.
Please give "FAQ" as subject while sending mails in this regard)

Login ID and Password

Q.1 **How to create DDO Maker & DDO Checker and who will approve them?**
Ans. To create DDO Maker & DDO Checker Login with DDO's User ID on PFMS. Go to
Users Masters → Ministry User Registration.
To approve Users Masters → Manage.

Q.2 **How to retrieve login ID and Password in case of forgot?**
Ans. Login ID details are available to DDO's Login. Go to Users Masters → Manage
To recover password use the link "Forget Password?" link provided on the Home Page of PFMS (https://pfms.nic.in).

Master Series Creation

Q.1 What are the different Master Series/Data & at which level it is created before starting Initial Data Entry of Employee details?
Ans. Following Master Series/Data are required to be created before starting Initial Data Entry of Employee details:
   a) **DDO Office Address**: DDO Maker using option
      Establishment→DDO Profile→DDO Office→Main Office
   b) **Mapping Designation** : DDO Checker using option
      Establishment→Utilities→Map Designation
   c) **GPF Series**: PAO User in PAO using
      EIS→Reference Data→GPF Series
   d) **Master Custodian(for Govt. Quarters)**: PAO User in PAO using
      EIS→Reference Data→Mater Custodian
   e) **Non Govt. (NG) Recovery Types**: DDO Maker
      PayBill→Pay Bills→Non Govt.(NG) Recovery→Creation of NG Recovery Types

Q.2 **Error during entry of Address details in Main office of the DDO, why?**
Ans. Don't use any Special Character in the office address details and field 'Taluka' is not applicable in details.

Q.3 How we can map our sub-field offices employee for whom separate PBR is maintained?
Ans. User can add Sub-ordinate Office using option DDO Profile→DDO Office→Sub-ordinate Office under Establishment. Bill Groups can be created Offices wise.

Updation/Change in Basic/Primary Data

Q.1 **Details of PAN and AADHAR were skipped at the time of entry in Personal Details, Now, how to enter this information?**
Ans. To enter this information go to the option, "Changes → Change in PAN or Change in Aadhaar.

Q.2 **What is the procedure to change the data of personal details for Locked & verified employee?**
Ans. i) If no pay bill has been processed for this employee, unlock the details using DDO Checker Login
      Establishment →Utility →Unlock Employee Details. Then make required changes at DDO Maker

Level and verify the same at DDO Checker Level.

ii) If bill has been processed then Personal Details of Employees Master Data can only be changed under Page "Changes". Changes will be effective only after verification by DDO Checker.

CGEGIS

Q.1 **What should be the CGEGIS Membership Date in case of a New Employee joined after 1ˢᵗ January?**

Ans.   User can skip CGEGIS Membership date of employees who have join after 1ˢᵗ January. System will deduct 1/3ʳᵈ amount automatically. On 1ˢᵗ January of next year DDO Maker can reset CGEGIS membership date: Pay Bills → Rules for Employees → Reset CGEGIS Membership Date. This is required to be verified by the DDO Checker before processing of the pay bill.

Q.2 **How to change CGEGIS next year in case of employees promoted from one group to higher group after 1ˢᵗ January in previous year, as the system is deducting old amount of CGEGIS.**

Ans.   On 1ˢᵗ January of next year user can reset CGEGIS membership date for these employees for full deduction: Pay Bills → Rules for Employees → Reset CGEGIS Membership Date. This is required to be verified by the DDO Checker before processing of the pay bill.

Loans/Advances

Q.1 **During the entry of any Loan/Advances under page 'Loan Already Taken', the option 'Select loan' is not working.**

Ans.   User should just press the button 'New' available on the page Loan/Advances → Loan Already Taken.

Q.2 **What is the process to enter recovery of Interest of any loan, when principal amount recovered?**

Ans.   User should first go to advances already entered previously and click the particular advance and then go to Interest.

Q.3 **How to enter GPF Advance if the recovery of GPF advance is already going on?**

Ans.   User should first go to advances already entered previously and select GPF advance, system will display message about previous outstanding. Press ok and enter the new details of GPF advance.
Clubbing of GPF advance is possible. Whenever sanction details are entered for a new GPF advance it will automatically clubbed with previous.

Q.4 **Process to correct Last Installment No. paid for any loan already taken by the employees**

Ans.   Establishment → Loan/Advances → Change in Last Installment No. Paid.

Q.5 **If an employee wants to revise his loan recovery schedule, How to process?**

Ans.   Establishment → Loan/Advances → Revision in Recovery Schedule.

Processing of Salary /Supplementary Bill

Q.1 **An employee join on 2ⁿᵈ of any month after transfer from other DDO, regular salary bill of the employee is less by one day, why?**

Ans.   At present 'Supplementary Bill' will be processed for the salary of one day: Pay Bill → Pay Bills → Generate Supplementary Bill. Regular bill will be only for 2ⁿᵈ (date of joining in new office) to end of month.

Q.2 **How to enter Head Quarter Allowance, Family Planning Allowance etc. like exceptional allowances, as the system is showing message 'Allowance is not applicable'**

Ans.   User should first use the option, Pay Bills → Rules for Employees → Eligibility for exceptional Allowances/Deductions for specific employees. He should add these allowances for the eligible employees through this option, and then enter amount against these allowances using the option '7th Pay Allowances and Deductions' under 'Rules for Employee' tab.

Q.3   **What if Dearness Allowance, CGEGIS, CGHS, and NPS Tier I is not reflecting in the page 'View Draft Salary'**
Ans.   Apply Rules for the employee(s) using Pay Bills → Rules for Employees → Apply Pay Rules to Specific/ All Employees as the case may be.

Q.4   **If any employee is on Extra Ordinary Leave (EOL) in current month, then how will be calculated salary for the period of EOL**
Ans.   Enter Extra Ordinary Leave of current month in Establishment → Leave Sanctioned and get it verified by the Checker. It will be reflected in the salary bill of the employees.

Q.5   **After 'Check and Lock Data' of any employees at checker level, if employee is not available for attachment in any Bill Group at Maker Level**
Ans.   Bank Account Number may be checked for its correctness.

Q.6   **How to process Recovery of Excess Payment from the salary?**
Ans.   Establishment → Loan/Advances → Recovery of Excess Payment

Annual Increment

Q.1   **How to stop 'Date of Next Increment' in the case of Accountant not qualified Departmental Confirmatory Exam?**
Ans.   At the time of Release of Annual Increment, user can skip the employees who are not eligible for annual increment.

Mapping of Employees to Bill Groups

Q.1   **Some employees not available for mapping in the 'Attach/Detach to Bill groups' option ?**

Ans.   Employee will not be available for mapping if any of the following conditions is true :

  1)   Employee details are not locked

  2)   PFMS Unique Code not generated for the employee (Employee Bank Details not verified)
        The link for viewing list of employees without PFMS Unique Code, is available in the
        'Attach/Detach to Bill Groups' form. Check whether the concerned employee is included in the list.

  3)   Employee already mapped to another bill group. (This can be checked by using the option
        'View bill group attached to an employee' under the 'Bill Groups ' tab in Paybill module.

  4)   The attributes defined for the bill group do not match that of employee
        (for eg if Bill group has been defined for group A employees and the employee , then
         employees who are not group A will not be available for mapping.)