FREQUENTLY ASKED QUESTIONS ON CDDO PAYMENT MODULE ON PFMS

(Users are welcome to send more questions as well as their answers to add up to this compilation of FAQs over email to sys@nic.in. Please give "FAQs" as subject while sending mails in this regard)

PRE-REQUISITES FOR CDDO MODULE

1. **Question: What are the Pre-requisites for a CDDO to onboard PFMS for Payment functionality including e-Payment?**

   Answer: CDDOs are required to carry outthe following Pre-requisites before onboarding PFMS for performing payment related functionalities:

   a. To open an e-Payment Accountwith their e-focal point bank branch of accredited bank.
   (Note: E-Receipt account for NTRP and IAAA Account for more than 100 Crores may be opened as per requirement).

   b. To intimate their newly opened e-Payment account number to their respective PAO so that PAO can enter this account number on PFMS.

   c. To procure Class II Signatures for two officers (1CDDO and 1 any officer authorized by DDO, to act as Signatory I to sign all the payments irrespective of amount and Signatory II to sign the payment amounting to Rupees 10 lakhs and above) from any of the Certifying Authorities licenced by Controller of Certifying Authorities (available on website www.cca.gov.in under the link **"Licensed CAs").**

   d. To create and approve login ids for users "DDO CHECKER" and "DDO MAKER" on PFMS.

CREATION & APPROVAL OF USERS IN CDDO

2. **Question: Who are the users required in CDDO for performing Payment functionality including e-payment on PFMS?**

   Answer: Following are the users in CDDOs who will be registered for performing Payment functionality including e-payment on PFMS portal:

   a) DDO (CDDO)
   b) DDO CHECKER
   c) DDO MAKER

3. **Question: How the users in CDDO will be registered on PFMS portal?**

Answer:DDO (if not already registered on PFMS) will be registered from Home page of PFMS. On the right hand side, one hyperlink **"Register Sanction ID Generation Users"** is available. A form for Registration will appear on clicking this link. DDO user will fill in information in all the fields and press "SUBMIT" button. System will display a message for successful registration.

-Registration of DDO user will be approved by PAO user in concerned Pay & Accounts office.

-DDO user will log in PFMS portal with his credentials and register the users "DDO CHECKER" and "DDO MAKER USER" through the option:

"USER MASTER" > "MINISTRY USER REGISTRATION"

-Registration of "DDO CHECKER" and "DDO MAKER" will be approved by DDO user through the option:

"USER MASTER" > "MANAGE USERS"

PROGRAM DIVISION USER (PD)

4. **Question: No data is available in drop down menu for PAO code and DDO Code in the form Sanctions – Create New.**

    Answer: PAO and DDO code is required to be mapped by PD through the following link:
    "User Master" > "Users Mapping" > "PAO/DDO Detail"

    Map the desired PAO/DDO after selecting from the drop down menu.

    The PAO and DDO Code Mapping is required only once.

5. **Question: Functional heads are not available at PD level for creation of Sanction.**

    Answer: DDO wise mapping is required for heads other than budgetary heads.

    Budget in budgetary heads must be entered at DH level user in PAO and also approved by the PAO level user on PFMS.

6. **Question: How the Authorization of Fund to other ministry will be handled in PFMS?The detail procedure is required for finalization of the same.**

    Answer:
    EXISTING SYSYEM

At present, at the time of creating a sanction by PD user, the type of expenditure option "**IntraGovernmentalAuthorization**" has to be opted& the Controller code of agent ministry has to be selected.

After approval of the sanction by the PD it will be available to Pr.A.O. of the functional ministry for further processing. The Pr.A.O. will key inthe Authorization Numberand Authorization Date.

Thereafter the said authorization is available to all PDs of agent ministry for creating sanction from the following link:

Sanction→ Create against IGA

PROPOSED SYSTEM (will be deployed on live server shortly)

1. The PD of Functional Ministry will select sanction type *"IntraGovernmentalAuthorization"* to create a sanction for LOA indicating the Agent Controller, PAO and DDO code.

2. PD will approve the LOA Sanction.

3. PAO (Pay & Accounts Officer) user in PAO of Functional Ministry will receive the sanction. He will pass and forward the same to Pr.A.O. Upon issuing the LOA by the PAO of the functional ministry the 'available budget' under the concerned functional head(s) will be reduced for the LOA amount.

4. DH in Pr.A.O. of Functional Ministry will receive the LOA sanction. He will enter the 'Authorization Number' and 'Authorization Date'.

5. Thereafter it will be passed by AAO and PAO in Pr.A.O.

6. Upon acceptance of LOA by Pr.AO of Functional Ministry, it will be available in Pr.AO of Agent Ministry. The LOA in Agent Ministry will be processed at all the three levels viz DH, AAO and Pr.A.O.

7. The DH in Pr.A.O. of Agent Ministry will receive the LOA forwarded by the Functional Ministry. PAO code and DDO code entered by the PD of the functional ministry can be edited by the DH user in the Pr.AO. However, LOA number, date and its amount can't be edited.

8. DH in Pr.AO will pass IGA to AAO, who further Pass IGA to Pr.AO.

9. If required, PrAO of Agent Ministry can return IGA to issuing Pr.A.O.

10. Upon accepting the LOA by the user type 'Pr.A.O.' the said LOA will be forward to the concerned PAO of Agent Ministry.

11. If required, PAO can edit the DDO code but cannot edit the LOA number, date and its amount. On finalization of IGA by PAO of Agent Ministry, DDO wise budget allocation, for the selected DDO for the amount authorized in LOA in concerned head, will be done.

12. Upon acceptance of LOA by PAO it will be visible to all PDs mapped with the concerned DDO under whom budget has been allocated.

7. **Question: As a PD user on PFMS, I am not able to edit the details in respect of a vendor which was not created by me, but was mapped through the option "User Master" > "User Mapping" > "Vendor Details".**

   Answer: On PFMS portal, the power of editing is vested with that PD user only who created the record. Hence details of a mapped vendors can be edited by that PD user only who had registered (created) that vendor on PFMS portal.

8. **Question: Recently it was made mandatory for PD to map the scheme even for creating a normal sanction for "Expenditure" type in favour of vendors. What are the Grants for which scheme mapping is not required?**

   Answer: Scheme is not required to be mapped by PD user in respect of following Grants:

   037   - INTEREST PAYMENT
   039   -PENSIONS
   800   - PUBLIC
   900   -RECEIPT

   Note: While generating sanction under above mentioned grants, user has to unselect the scheme in case any scheme is appearing by default.

9. **Question: What is the use of option "Pre-sanction Process"?**

   Answer: In order to create a claim, **"Pre-Sanction Process"** is mandatory to be used by **Divisions of CPWD under Ministry of Urban Development** for making a sanction related to Project oriented activities. This claim will be available under the hyperlink **"Add Invoice/Claim"** while creating a sanction by PD.

DRAWING & DISBURSING OFFICER (DDO) LEVEL

DIGITAL SIGNATURE CERTIFICATES (DSCs)

10. **Question:What are the pre-requisites to enroll and use DSCs (Digital Signature Certificates) on PFMS portal?**

11. **Question:** **What are the pre-requisites to enroll and use DSCs (Digital Signature Certificates) on PFMS portal?**
    Answer: Following are the Pre-requisite activities to enroll and use DSC (Digital Signature Certificate):-

    a. -Confirm that updated JAVA is installed on to your machine.

    b. –Confirm that Driver of DSC is installed on to your machine. Check the brand name of DSC and go to site of concerned company to download driver.

    c. -Go to Java Control panel > Security Tab > Edit Site List enter https://pfms.nic.in.

    d. -Go to Java Control Panel > Advance Tab > Java Console option Enable "Show - Console".

        -Go to Java Control Panel > Advance Tab >In Miscellaneous> enable "Place java icon in System tray" option

    e. Go to Update Tab of Java and confirm Check for "Update Automatically" is enabled.

    f. Close the Java and browser (Internet Explorer).

    g. Open Internet Explorer and login again PFMS to enroll DSC.

    h. Always use Digital Signature On Internet Explorer

12. **Question:What is the process of enrolment and signatory configuration of DSCs (Digital Signature Certificates) on PFMS portal in respect of CDDO users?**

    Answer:

    ENROLMENT OF DSC:-

    Users (Signatory 1 & Signatory 2) in CDDOs, who need to use Digital Signatures for signing e-payments, are first required to log in PFMS portal with their login Id and password and enrol their digital signatures through DSC (Digital Signature Certificate) Enrolments module.

    -"MASTERS" > DSC MANAGEMENT > ENROLL DSC".

    -After enrolment has been done successfully, by CDDO users, their DSC enrolment will be approved by PAO user.

    "MASTER">"DSC MANAGEMENT">"APPROVE DSC"

    SIGNATORY CONFIGURATION

-Signatory Configuration at PFMS is required to authenticate payments by configured signatories to ensure timely payments. DDO user has to specify the users who will act as Signatory 1 and Signatory 2. The payment amounting to Rupees below 10 lakhs will be signed by Signatory 1 only. Payments amounting to Rupees 10 lakhs and above will require signatures of both Signatory 1 and Signatory 2.

This option is available at DDO level user only. He will log in PFMS portal with his login id and password and go to:

"BANK">"SIGNATORY CONFIGURATION".

-<u>**Signatory level, 1 and 2, as specified by DDO user also need to be approved by PAO user.**</u>

13. **Question: Who can update the details of DSC?**

<u>**Answer**</u>: Details can be updated by the user who enrolled the digital signatures. The updated details also need to be approved by PAO.

<u>**CHALLAN ENTRY**</u>

14. <u>**Question:**</u>**While making entry in Challan form, "RTGS" is not available under the field "Payment Mode". What payment mode is to be selected for RTGS in this case?**

<u>**Answer:**</u> At present, since "RTGS" is not available under the field "Payment Mode", user can select the option "Cash".

15. <u>**Question:**</u> **The challan deposited by us as a DDO are entered by DH user in PAOin "Challan Entry" form PFMS on the basis of copy of Challan received along with Receipt Scroll. Is this the correct way to enter the Challan?**

<u>**Answer**</u>: No, Entry of Challan details on the basis of copy of Challan received along with Receipt Scroll is not the correct way. The status of Outstanding Challan (pending for receiving of Receipt Scroll) cannot be known.

After depositing the Challan in Bank, DDO should send a copy of same to PAO. Challan Entry on PFMS can be done either by DDO himself or by DH user of PAO. In either case, it should be done in advance to receiving of Receipt Scroll so that the track of outstanding challans can be made.

<u>**PAYMENT PROCESS**</u>

16. **Question: What is the process of entry of LOC in CDDO Payment module?**

<u>**Answer**</u>: LOC is to be entered in PFMS through following options:
<u>**AT DDO MAKER USER LEVEL:-**</u>

Step-I
"BUDGET" > "LOC" > "CREATE LOC"
Step-II
"BUDGET" > "LOC"> "GENERATE PROPOSAL"

AT DDO CHECKER USER LEVEL:
"BUDGET" > "LOC"> "GENERATE PROPOSAL"

AT DDO(Admin) USER LEVEL:
"BUDGET" > "LOC"> "GENERATE PROPOSAL"

AT DH USER LEVEL IN PAO
"BUDGET" > "LOC">> "APPROVE PROPOSAL"

AT AAO USER LEVEL IN PAO
"BUDGET" > "LOC" "APPROVE PROPOSAL"

AT PAO USER LEVEL IN PAO
"BUDGET" > "LOC" "APPROVE PROPOSAL"

17. **Question:At what stages Sanction can be returned to PD?**

    Answer: At DDO MAKER – At the time of receiving of Sanction
    At DDO Level - At the time of Passing of Bill

18. **Question: At what stages "Bill required to be passed by PAO" is forwarded to PAO?**

    Answer: At DDO MAKER –
         "SANCTION">"PASS BILL">"PASS TO PAO FOR PAYMENT FLOW"

19. **Question: Any receipt head not available for selection in Deduction columns while generating bills at DDO level?**

    Answer: Receipt heads under Grant No 900 can be mapped through the option available at any of the user level in PAO:–

    "Budget" > "DDO Function Head Mapping"

    PAYMENT STATUS

20. **Question: How can the status of a payment be viewed on PFMS?**

Answer: A provision for **"TRACK PFMS TRANSACTION"** has been provided in PFMS at every user level under sanction for tracking the transaction. For this purpose following steps may be followed:

-Go to **"CAM REPORTS" > Payments > "PAY02- SANCTION EPAYMENT STATUS DETAILS** "

-Copy **"PFMS Transaction id"**

-Go to **"SANCTION' > "TRACK PFMS TRANSACTION"**

-Paste "PFMS Transaction id" and press "Search" button.

      The details related to Sanction, Acknowledge of Bank (Payment File), Bank Transaction Status (payment), Scroll Status along with UTR number will be displayed.

21. **Question: What is the correct accounting head classification for NIL bill of NPS?**

    Answer:

    TRANSFER FROM:
    GRANT   - 039(PENSIONS)

    FUNCTION HEAD   - 2071.01.117.01.00
                                    (GOVERNMENT CONTRIBUTION)

    OBJECT HEAD   - 04 (PENSIONARY CHARGES)

    CATEGORY   - 4 (CHARGED)/5 (VOTED)

    TRANSFER TO:

    GRANT   -900(RECEIPT)

    FUNCTION HEAD   - 0071.00.500.01.00
                                    (SUBSCRIPTION TOWARDS NPS 2004 FORGOVERNMENT SERVANT)

    OBJECT HEAD   - 00 (DEFAULT)

    CATEGORY   - 1 (RECEIPT)

MISCELLANEOUS ISSUES

22. **Question: A Dash board showing the summary on home page of login screen was available earlier. Why has it been removed?**

Answer: Dash Board was removed due to some performance issues. However, this will be made available again on deployment of new hardware for PFMS.

23. **Question: How can a vendor know the status of his payment made through PFMS?**

Answer: A vendor can view his payments using the details of his Aadhar Card or Bank Account Number. On home page of PFMS, a link **"KNOW YOUR PAYMENTS"** has been provided on the left side. Click this link. Enter your Aadhar Number. Confirm the same. Enter the text shown above and press "Search Button".

A vendor can also know his payment using his bank account details. For this, he has to click the hyperlink given below in blue colour **"KNOW PAYMENTS BY ACCOUNT NUMBER".** Enter first few characters of Bank's Name in the field **"BANK"**. Bank's name will be displayed for selection. Enter your Bank Account Number. Confirm Bank Account Number. Enter the letters shown in the image above and press "Search" Button.

Payment details showing the Beneficiary Name, Scheme Name, Purpose, Agency Name, Amount, UTR No., (Bank Txn ID), Bank Txn, Date, Status, Failure Reason, Credit Transaction ID, Credit date, UIDAsPerBank, AcctNumberAsPerBank, FavoringAsPerBank, BankIINAsPerBank will be displayed to vendor.

24. **I am facing problem in working on PFMS. Whom should I contact to get support?**

Answer: Contact details of the officers of ITD dealing with various modules of PFMS are available on website **cga.nic.in** under the link **"Contact Us"**.

Users may forward their queries/doubts/issues to IT Division, O/o Controller General of Accounts, by sending an email on pao2000@nic.in mentioning therein the description of problem, screenshots if required, and also the contact details of office and official forwarding the query/issue.

DISCLAIMER:-These FAQs are meant to provide general guidance to the users working on various modules of PFMS. The information provided in FAQs is subject to change and modifications at any time. Though utmost care have been taken to provide accurate information (accurate at the time of uploading), users are requested to bring into our notice the error, if they encounter any, so that the same can be rectified instantly. For detailed guidance, users may refer to the User Manuals, and also contact help desk staff.

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