

## FREQUENTLY ASKED QUESTIONS ON PAYMENT, ACCOUNTING & RECONCILIATION 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)

### PROGRAM DIVISION USER (PD)

1. **Question:** As A PD user on PFMS, I am not able to edit the details in respect of vendor which was not created by me, but was mapped. How to deal with such situation?

**Answer:** On PFMS portal, the power of editing is vested with that PD user only who initially 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.

2. **Question:** I am not able to register a vendor as system is not allowing to create a vendor with same bank account number?

**Answer:** There is a validation of same Bank Account Number in Vendor Registration form. System will not allow to create a new vendor with the same bank account number with which some vendor is already registered on PFMS. Such kind of vendors can only be mapped through the option:

**“USER MASTER” > USER MAPPING” > “VENDOR DETAILS”**

Search field for Bank Account number may be used to trace the particular record.

3. **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 pertaining to the financial year 2017-2018:

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.

4. **Question:** No data is available in drop down menu of 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 detailed procedure is required for finalization of the same.**

**Answer:**

**EXISTING SYSEM**

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.

## **DRAWING & DISBURSING OFFICER (DDO) LEVEL**

### **7. Question: How the status of a payment can 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.

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

**Answer:** A vendor can view his payments by entering the details of his Aadhaar number 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 Aadhaar 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.

**9. Question: 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?**

**Answer:** At present, since “RTGS” is not available under the field “Payment Mode”, user can select the option “Cash”.

## **PAO USER**

**10. Question: As a DH user in PAO, I enter data in “Challan Entry” form on the basis of copy of Challan received along with Receipt Scroll. Is this the correct way to enter the Challan?**

**Answer:** 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 receipt of Receipt Scroll) cannot be known.

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. Print out of the challan can be taken from the following link for depositing the same into bank:

**CAM Reports → Bank Reconciliation → BR03-Challan Printing.**

**11. Question: What is the process to enter the receipt scroll received against a challan issued in previous financial year?**

**Answer:** While making entry of Receipt Scroll, 'Log in' to PFMS in previous financial year. If it pertains to Grants 800 and 900, it will be taken by system as it is. But in case of Expenditure head, for example 2058 00 105 01 01 01 system will demand for following head:

2058 00 911 00 00 object Head 70 and category should be taken 4 (for charged expenditure) and 5 (for voted expenditure) under the current year grant.

-This head will be automatically displayed by system, if it is already mapped on e-Lekha/PFMS.

-If the head is not available on e-Lekha, then contact your PrAO Office to get the head opened from Monthly Accounts section of O/o CGA. Once the head is opened it needs to be mapped in PFMS DDO wise. After that, this head will be available in PFMS against the desired DDO.

-Please also Enter the "0" (Zero) budget at PAO level.

**12. Question: Challan/Cheques pertaining to Pre-PFMS but settled in PFMS are still being shown as outstanding in COMPACT. How to settle them in COMPACT?**

**Answer:** Challans/Cheques issued from COMPACT but settled in PFMS can be settled in COMPACT by using the provisions "**Settlement of Outstanding Challans/Cheques**" given under the option "**COMPILATION**" > "**SCROLL**"

-No accounting will be done by the system for above action.

-Effect will be reflected only in Report "List of Outstanding Cheques/Challans"

**13. Question: Is it required to enter Budget on PFMS in respect of following Grants:**

- a. 037 - INTEREST PAYMENTS
- b. 039 - PENSIONS
- c. 800 - PUBLIC ACCOUNT
- d. 900 - RECEIPT

**Answer:** No. Budget is not required to be entered in above Grants. Only DDO wise Functional Head Mapping is required.

**14. Question: Is it required to enter Budget for Loan and Advances in respect of Grant 029 – Department of Economic Affairs?**

**Answer:** YES.

Besides Loans & Advances, 029 Grant is also being used by Department of Economic Affairs, hence it is no more a composite grant. Thus, budget is required to be entered in PFMS for the functional heads pertaining to this grant.

Scheme is also required to be mapped for "LOAN AND ADVANCES" through the following option:

USER>USER MAPPING>GRANT DETAILS  
-MAP 029 GRANT AND ABOVE MENTIONED SCHEME.

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

**Answer:**

**TRANSFER FROM:**

GRANT - 039(PENSIONS)(FOR 2017-18)

(GRANT MAY BE CHANGED IN NEXT FIN. YEAR, PLEASE REFER following websites FOR CHANGES)

**pao2000.nic.in**

or

**budget.nic.in**

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 FOR GOVERNMENT SERVANT)

OBJECT HEAD - 00 (DEFAULT)

CATEGORY - 1 (RECEIPT)

**16. 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

**17. Question: Sanction is not appearing for digital signatures?**

**Answer:** Check the following status in respect of following:

- a. Enrollment of DSC is approved by Pr.AO
- b. Signatory configuration in respect of Signatory has been approved by Pr.AO.
- c. Validity of DSC
- d. Validity of Signature configuration period
- e. In case of payment ( net payment to single beneficiary) amounting to Rupees 10 lakhs and above, Sanction will be available at signatory 2 level only if the same has been digitally signed by Signatory 1.
- f. Login as per the user ids configured in signatory configuration

**18. Question: A failed payment was reissued and transaction id also got generated. But the same payment has not yet been credited into beneficiary's account.**

**Answer:** Check the status of the transaction of "Track PFMS transaction Id" link provided under sanction module or ascertain the delay from the Bank (e-FPB) as delay may be on the part of Bank.

If success acknowledgment received from bank then contact to bank for delay if status is showing other than success acknowledgment then write with screen shot/transaction id on the given e-mail ids [pao2000@nic.in](mailto:pao2000@nic.in) and [kvhamza@gmail.com](mailto:kvhamza@gmail.com).

**19.. Question: For bills passed in Compact what is the payment Gate-way.**

**Answer:** After migration from Compact to PFMS all payments has to be processed through PFMS only.

**20. Question: Why the facility for clubbing of cheques has not been provided in PFMS.**

**Answer:** Facility has not been provided to discourage cheque payment.

**21. Question: The PAO is still facing problems in cheque printing.**

**Answer:** Draft mode on Laser Printer should be used while printing cheques. Cheque stationery issued by ISP Nasik may be used (CTS compliant).

**22. Question: The provision of Demand draft in PFMS portal is not available presently. It may be confirmed that how this type of matter submitted by DDO may be sorted out.**

**Answer:** In place of Demand Draft a Cheque in favour of Bank, say SBI, may be issued. For this purpose, a cheque type vendor (Departmental officer/Govt. Official – Imprest Advance) may be created in the name of 'SBI'.

**23. Question: What action has to be taken for the NIL amount bill, i.e. the adjustment Bill and NIL bill of NPS?**

**Answer:** The NIL bill will be processed in COMPACT and a Transfer Entry giving effect to the transaction has to be proposed on PFMS otherwise its accounting won't get incorporated in the monthly account. The NPS Nil bill in this regard may also be referred to.

**24. Question: Question: User is not able to enter payment scrolls in PFMS in respect of E-Payment/failed electronic transactions/NTRP.**

**Answer:** No action is to be taken in respect of scrolls received (even if received physically) in respect of all electronic payments **E-Payment/failed electronic transactions/NTRP** as these are automatically incorporated on PFMS.

In PFMS, only the Payment scrolls in respect of cheque payments, and also the Receipts Scrolls are to be entered manually.

**25. Question: In case of PAO Suspense, list of only AGs are available for selection. In case Payment is to be made to NDMC, how it will be done?**

**Answer:** PAO Suspense is used only for payment made to other PAO. However in case of NDMC/Any other Autonomous bodies RAT Head should be used i.e. 00710150000 (Grant No. 900 and category 1).

**26. Question: Whether all LOPs will automatically be incorporated in Monthly Account?**



**Answer:** LOPs which have been passed by AAO, will only be incorporated in Monthly Account.

**27. Question: Prior to implementation of PFMS, an electronic payment was issued through COMPACT/GePG. This transaction has failed and intimation thereof was received after implementation of PFMS. Same payment was again made on PFMS by generating fresh sanction.**

**Answer:** In such case, the first transaction (of GePG) may be cancelled permanently in COMPACT and a TE is to be prepared in PFMS for incorporating the accounting of permanent cancellation done in COMPACT for that transaction, so that the budget is updated for concerned expenditure head.

**28. Question: What provision is available for Adjustment of Foreign LC in PFMS?**

**Answer:** The module is under development till then the FLC/SLC amount may be incorporated in the PFMS in the form of Transfer Entry.

Dr  
Functional Head in which expenditure occurred

Cr  
865800108 (PSB Bank)/138 (PVT. Bank) as the case may be.

**29. Question: Whether TE for transactions made in COMPACT can be made in PFMS.**

**Answer:** YES if they have any accounting effect e.g. Nil bill of NPS.

**30. Question: After implementation of PFMS, will COMPACT allow to prepare Transfer Entries?**

**Answer:** In COMPACT, Transfer Entries related to GPF module can only be prepared after implementation of PFMS.

**31. Question: After consolidation of account whether uploading on e-lekha is required or not?**

**Answer:** No. The daily data as well as monthly account data is shared by the system to e-lekha on regular basis. The job to share PFMS data with e-Lekha is scheduled to run at 1.00 PM and 1.00 AM on daily basis.

However, the same may be required if pension module of COMPACT is being used.

**32. Question: Can Scroll once approved by AAO be reverted back to DH for correction?**

**Answer:** No

**33. Question: Can DMS once approved by AAO be reverted back to DH for correction?**

**Answer:** DMS can be got redirected from PAO level user to DH level user for editing till monthly consolidation is done.

**34. Question: In case of Transfer In of GPF Balance, Challan entered on PFMS, is not contained in the file downloaded from PFMS. Therefore, Challan cannot be incorporated in COMPACT and hence Transfer in Advice details cannot be captured in COMPACT against that particular challan. How to deal with this situation?**

**Answer:** The text file downloaded from PFMS and thereafter to be incorporated in COMPACT, contains only PAOs Vouchers and not the Challans.

To resolve this issue, a TransferEntry (by crediting and minus crediting same GPF head) can be prepared in COMPACT and Transfer in Advice details can be captured in COMPACT against this TE.

**35. Question: What are the steps to be followed for the bills passed in compact and exporting the data to PFMS portal for payment?**

**Answer:** Steps to be followed by PAOs migrated to PFMS for processing Bills of Salary/GPF/Pension:

1. Pass Bills at all three levels in COMPACT
2. Generate PFMS\_Bill\_.....txt (a text file) through the option "PFMS Data text fileGeneration" available in Utility Module of COMPACT.
3. Login in PFMS Portal.
4. Click sub-Menu option "**COMPACT FILE UPLOAD**" in Sanction Module. Select the file through the Browse option and upload the file.
5. In case any error occurs in uploading, rectify the error and regenerate file from COMPACT and again upload on PFMS.
6. On successful uploading, a message like "File validated and ready for digital signor cheque payment" will be populated by the system. In case of digital sign, it will be available at PAO level for creation of Batch file, and for cheque printing available at DH level in PFMS.
7. After voucher has been generated on PFMS, download the voucher information from PFMS=>Sanction =>Voucher information download.
8. Incorporate the file generated at step 6 in COMPACT through form available in Module Utility=>PFMS Data text file incorporation. After successful incorporation, check:

- a. If the relevant reports like Ledger Card of the subscriber has been updated correctly with the debits withdrawn.
- b. If Credits are available for Schedule Entry or not.

**36. Question: What is the procedure for processing Transfer out of GPF for the PAOs migrated to PFMS Portal?**

**Answer:**

- 1 Pass Transfer out Bill at all three levels in COMPACT
- 2 Follow the steps explained above in answer for Question No. 35.

**37. Question: How to process schedule entry/transfer-in/ for challans posted at PFMS and debit entries entered by CDDOs through LOPs?**

**Answer:** For Challans (on receipt of Receipt Scroll) and CDDO's LOPs posted through PFMS, Individual TE's (Salary bill wise in case of credit and sanction wise in case of debit) are required to be prepared in COMPACT through Transfer Entry (by crediting/debiting and minus crediting/debiting the same GPF head) form available in Compilation Module. Transfer entries should be passed at both levels viz. DH and AAO. Thereafter, these Transfer entries will be available in GPF Module for Schedule entry, Debit Detail Entry, Transfer-in Advice details capturing as the case may be.

**38. Question: What frequency should be adopted for Voucher Download Information?**

**Answer:** Vouchers should be downloaded and incorporated in COMPACT on daily basis. Thereafter, check the reports "Details of bill pending" in COMPACT to see the effect of such vouchers. The said report may also be referred to know the status of pending vouchers.

**39. Question: Why are the DDO Codes, being used by PAOs in COMPACT, not available in PFMS?**

**Answer:** Please check the availability of these DDO Codes in the Report "DDO Master Listing" under "Controller Data Processing" module of eLekha. If Codes exist there, please contact IT Division for getting the issue resolved in PFMS.

Else PAOs need to take up the issue through their Principal Accounts Office with

- 1) Codes Section of O/o CGA for delegation of CDDO power and subsequent allotment of new CDDO Codes by IT Division, and
- 2) IT Division of O/o CGA at email [kvhamza@gmail.com](mailto:kvhamza@gmail.com) for allotment of new NCDDO Codes as per the requirement.

**REPORTS**

**40. Question: Report is required to be made available at DDO level showing the details of Vouchers and Challans to facilitate expenditure and receipts reconciliation with PAO.**

**Answer:** CMP-03 - Classified Abstract Report (for compiled figures) shows the data when date range is selected. CMP-02- Compilation sheet (Instrument wise detail) can also be referred to for this purpose.

## **MISCELLANEOUS ISSUES**

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

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

**42. Is there any User Guide available for “PAO Payment & Accounting Module on PFMS”?**

**Answer:** “Manual for Payment & Accounting” is available on website **cga.nic.in** under the link “Contact Us” (and also under the option “Other Books Manuals and Forms” under the link “Publications”) or copy the given link on any browser to get the manual

**<http://www.cga.nic.in/Page/Other-Books-Manuals-and-Forms.aspx>**

**Vol. I - Toolkit for Pr.AO & PAO**

**Vol. II – Toolkit for Program Division & DDO**

**Vol. III – Toolkit for Additional functionalities in PFMS.**

**PFMS-CCA Level User Functionality for Re-appropriation:**

**43. 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” or copy the given link on any browser to get the contact details:

**<http://www.cga.nic.in/Page/Contact-Us-.aspx>**

Users may forward their queries/doubts/issues to IT Division, O/o Controller General of Accounts, by sending an email on [pao2000@nic.in](mailto: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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