

F. No. S-11012/e-payment-PFMS/9(4)/TA-II/2016-17/553
Ministry of Finance
Department of Expenditure
Controller General of Accounts
Mahalekha Niyantak Bhawan, GPO Complex
E-Block, INA, New Delhi – 110023

Date: 07.06.2017

OFFICE MEMORANDUM

Subject: Standard Operating Procedure for Engagement of Ministries/Departments of Government of India with PFMS and NTRP.

Reference is invited to this office O.M. No. S-11012/e-payment-PFMS/9(4)/TA-II/2016-17/251 dated 22nd March, 2017 regarding engagement of Ministries/Departments of Government of India with PFMS and NTRP.

2. With reference to above, a Standard Operating Procedure (SoP) containing necessary guidelines / instructions for engagement of Ministries/Departments of Government of India with PFMS and NTRP is enclosed for information and necessary action. All the Ministries/Departments of Central Government are required to go through the SoP in order to submit their proposals for integration with PFMS and NTRP to office of CGA through their Pr. CCAs/CCAs/CAs. O/o CGA, after examining the proposal with respect to the relevant Rules/Provisions of GAR, R&P Rules, GFR, DFPR etc., will forward the same to PFMS for further necessary action. The PFMS will process the proposal in consultation with the concerned Ministry/Department and CGA and implement the same finally under intimation to CGA and Ministries/Departments concerned.

3. The proposal may contain the following:-

- a) The reason for integration – Payment/Receipt/Accounting/Reporting;
- b) The nature of the facility which is to be integrated- Whether manual access needed or portal available
- c) The details regarding portal and integration
 - i. Objective
 - ii. Scope
 - iii. Deliverables
 - iv. Status of development
 - v. The future Phases
 - vi. Timelines
- d) 'AS IS' and 'TO BE' process
- e) Process flows and business rules of the line function
- f) Any Business Process Re-engineering (BPR) envisaged
- g) Timeline envisaged for integration
- h) Resources, if any available to support development

- i) Expectation from PFMS/ office of CGA
- j) Team for integration and nodal officer- coordinates

3. All Pr. CCAs/CCAs/CAs of Ministries/Departments of Central Government may circulate these instructions to various Departments/Wings/Divisions of their ministries for information and necessary action.

4. The Non-Civil Ministries/Departments i.e. Railways, Defence, Posts and Telecommunication, may submit their proposals to this office through their accounting heads.

This issues with the approval of the Controller General of Accounts.

23/07/17
(Dr. Shakuntala)

Joint Controller General of Accounts

Encl: As above.

To

1. All Secretaries of the Civil Ministries/Departments of Government of India
2. Secretary (Defence Finance), Ministry of Defence
3. Controller General of Defence Accounts, Ministry of Defence
4. Financial Commissioner, Ministry of Railways, Railway Board
5. Member (Finance), Department of Telecommunications
6. Financial Advisers of all Civil Ministries/ Departments
7. Joint Secretary & Financial Advisor, Department of Posts
8. All Pr. CCAs/CCAs/CAs (I/c) of Ministries/Departments

Copy to:

1. PPS to CGA
2. PPS to Addl. CGA (GPG)
3. PPS to Addl. CGA (C)

**Standard Operating Procedure
for
Engagement of Ministries / Departments
of
Government of India with PFMS and NTRP**

*With reference to the guidelines issued by
the Controller General of Accounts on 22 March 2017
vide OM No.S-11022/e-Payment-PFMS/9(4)/TA-II/2016-17/251*

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The Standard Operating Procedures as detailed for receipt and processing of proposals received from various Ministries / Departments for on boarding PFMS and NTRP

1 Proposal by Ministries / Departments

Ministries / Departments seeking an access to the payment gateway of PFMS and to NTRP for e-receipts, in consonance with the policy of the Government for digitisation, may submit proposals through the Pr. CCA/CCA/CA of the Ministry/ Department. Structuring in the manner detailed below shall facilitate the assessment of work and a systematic integration of the portal/ other facility of the Ministry/ Department with PFMS and/or NTRP, after evaluating available capacities and given priorities of Government. The proposal may contain the following: -

- 1.1 The reason for integration – Payment/Receipt/Accounting/Reporting;
- 1.2 The nature of the facility which is to be integrated- Whether manual access needed or portal available
- 1.3 The details regarding portal and integration
 - 1.1.1. Objective
 - 1.1.2. Scope
 - 1.1.3. Deliverables
 - 1.1.4. Status of development
 - 1.1.5. The future Phases
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- 1.4 'AS IS' and 'TO BE' process
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- 1.6 Any Business Process Re-engineering (BPR) envisaged
- 1.7 Timeline envisaged for integration
- 1.8 Resources, if any available to support development
- 1.9 Expectation from PFMS/ office of CGA
- 1.10 Team for integration and nodal officer- coordinates

2 Action in office of CGA

- 2.1 TA Division: Prepare a fresh procedure if needed in consultation with Ministry/Department, PFMS/ other concerned Divisions. After preliminary consultation in TA Division with PFMS and concerned Ministry/ Department , the procedure would be finalised where necessary and not included in this SOP.

2.1.1 Codal provisions vis-à-vis BPR requested

Business Process Re-engineering (BPR) or change in Codal provisions shall be examined and necessary action to examine and initiate with the approval of the competent authorities.

2.1.2 New Processes to be defined

2.1.3 Responsibilities assigned

2.1.4 Approvals to be obtained on procedure/Codal provision and circulated

2.2 PFMS Division: Timelines and resources to be deployed (To be worked out in consultation with concerned Division)

2.2.1 Approval of CGA shall be obtained for development of integration

2.3 During subsequent phase/period of development in case new BPR arises, Para 2.1 above would be followed.

3 Functionality for e-Payment through PFMS:-

PAO module of PFMS is a web-based application for e-payment, accounting and reconciliation of Government transactions and integrates various existing standalone systems. It intends to replace COMPACT which was standalone software for PAO level accounting.

3.1 On-boarding of Ministry/Departments on PFMS for e-Payment purpose:

a) **Generic Procedure to be implemented by PFMS:**

A Ministry on-boarding keeps Pay & Account Office (PAO) in center and functionality is developed around it, linking all the stakeholders through online information flow.

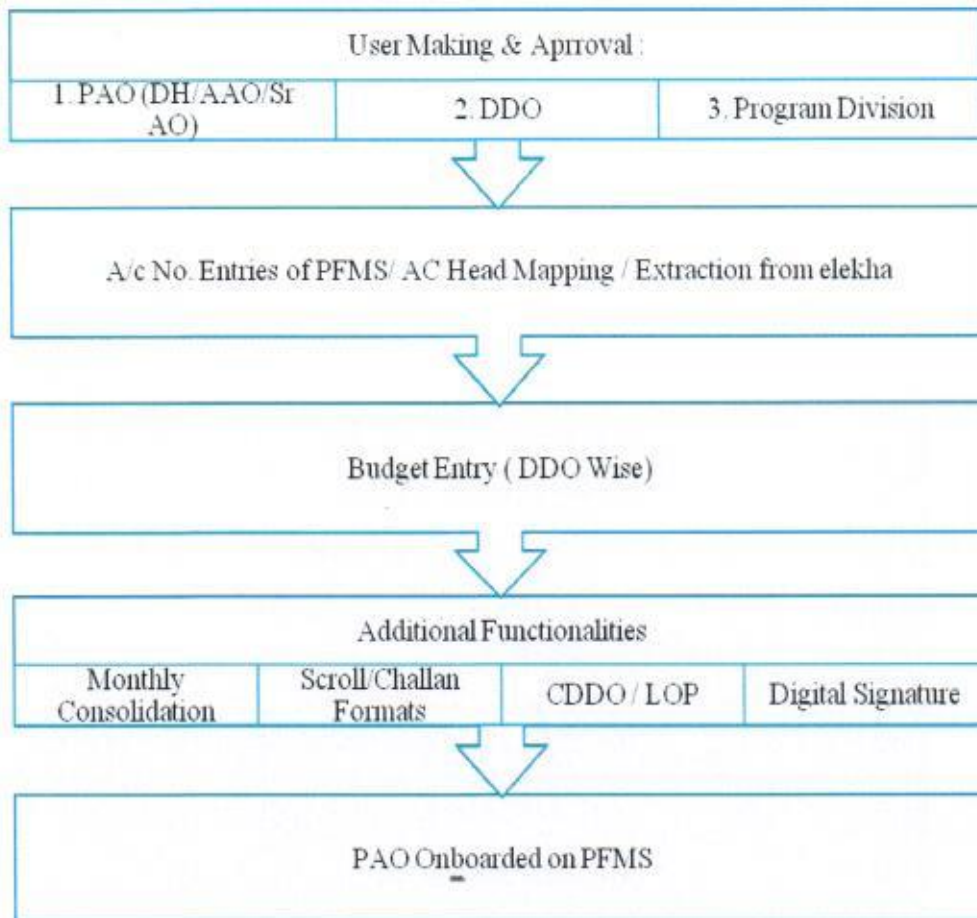
Major stakeholders are

- 1) Program Division of Ministry/Department (PD)
- 2) Drawing and Disbursing Officer (DDO)
- 3) Pay & Accounts Office (PAO)
- 4) Principal Accounts Officer (Pr AO)
- 5) Vendor /Beneficiary

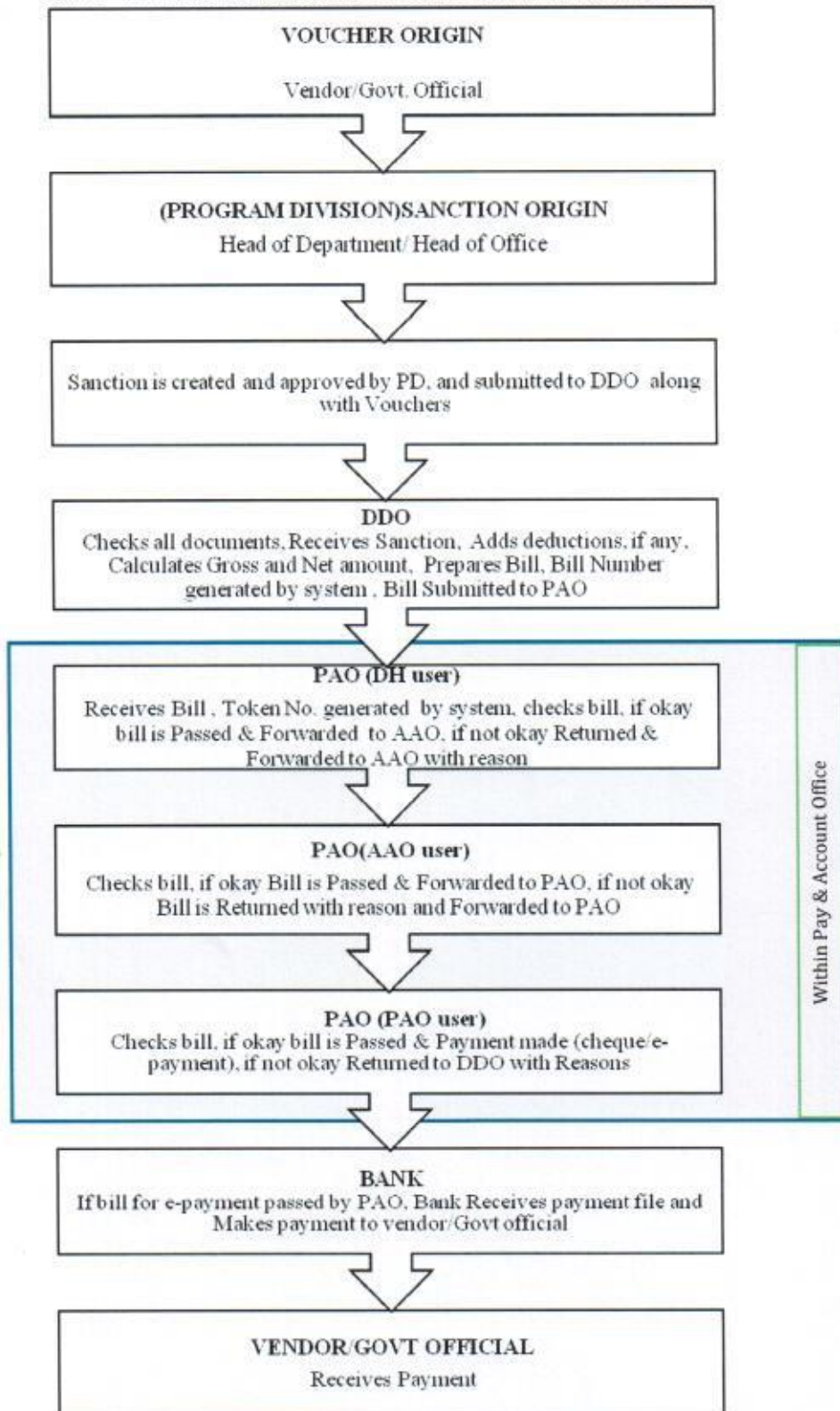
Activity	Process adopted
On-boarding of PAO	Once a decision about on-boarding of PAO is taken, functionality of the PAO will be accessed.
Discussion with stake holders	Discussions will be held with group of target users/stake holders. Based on the identified activities, discussions are being taken place with group of target users/stake holders for assessing the

Activity	Process adopted
	requirements. Standard procedure of on-boarding or special development requirement will be checked and decision will be taken accordingly. If change in standard functionality is required it will be referred to development team.
Training of functionality/module	PAO staff and other stakeholders will be given training about the functionality.
Authentication of Users	All the stakeholders will register themselves on the PFMS portal (PAO module) and will be authenticated through Digital signatures. Once all the stakeholders are on-boarded and trained to use PFMS, PAO starts using PFMS for e-payment and reconciliation.
Approvals for moving to PFMS	Approvals for shifting to PFMS from COMPACT will be taken.
Intimation of deployment	Intimation is given to all stakeholders through e-mail.
Live deployment	From the 1 st day of the Month, PAO will move to PFMS for e-Payment purpose.
Post deployment Support	Necessary Support from PFMS team will be provided for early days of PFMS deployment.

3.1.1 Steps/ Prerequisites for PAO on-boarding on PFMS-PAO Module



3.1.2 PFMS: Transaction Process Flow for stakeholders:



(Comment: We need to loop back reporting confirmation of payment to PD through DDO and PAO from Bank)

- b) Procedure followed (PAOs with special functionality) which requires change in standard procedure (a).

Activity	Process adopted
Identifying the functionality/module to be developed	Based on the user requirements and development priorities, the items/functionalities need to be developed will be identified.
Discussion with stake holders	Based on the identified activities, discussions will take place with small group of target users/stake holders for assessing the requirements.
Reference to business rules	Constitutional provisions, accounting rules including GAR, Receipt & Payment Rules, GFR, DFPR and relevant manuals/executive orders of GOI shall be referred to.
Advice/Clarification from CGA office	If any clarification or advice is required, the matter will be discussed with or referred to Technical Advice/ Reserve Bank Division of CGA office. Wherever any deviations in defined processes or procedures are involved, or any BPR requested this shall be referred back to TA section as detailed in para2 above.
Preparation of process flow	Based on the above activities, process flows will be prepared and sent to TA Division for vetting. After getting clearance for TA Division, it will be finalized in consultation with PD concerned and sent to NIC-PFMS for development of the functionality/module.
Starting of parallel implementation activity	Along with development, other preparatory activities like opening of e-payment bank account, heads of accounts, digital signatures, training etc. will also be started parallelly.
Testing of functionality/module	After development and placement of identified functionality/module on UAT (User Acceptance Testing) by NIC-PFMS, it will be tested both by NIC-testing team and ITD testing team. 2-3 rounds of testing will be done and errors/bugs

Activity	Process adopted
	noticed will be removed from the module.
Approvals for deployment on live server	Once testing is completed, approvals from the officers will be obtained through e-mail for deployment of the functionality/module on production server.
Deployment on production Server	After receipt of approvals, NIC-PFMS will be asked to deploy the developed functionality/module on production server.
Intimation of deployment	After above deployment, and intimation through e-mail will be given to all Stakeholders through e-mail. Further, the list of deployments will be sent to Controllers from time to time.
Updation in user manual	After deployment of the functionality/module necessary changes in the user manual will also be done simultaneously.

4 Non-tax Receipts Portal (e-Receipts)

The objective of the Non-Tax Receipts Portal (NTRP), is to provide a one-stop window to citizens/ corporate/Institutions/other users for making online deposit of Non-Tax receipts (NTR) which are payable to the Government of India (GoI).

The NTRP portal provides an end to end solution for the complete value chain of non-tax receipts, including online user interface, payment at the Payment Gateway Aggregator, and Accounting of the receipts by the Government department/ministry. A depositor can therefore make online payment to the Government using either a Credit Card, Debit Card or through Net Banking of any of the banks integrated with the PGA. NTRP also provides option of NEFT/RTGS facility directly linked with RBI.

The portal uses the back-end system of the robust Public Financial Management System where all data is housed and MIS reports are available on the PFMS portal for both accounting and monitoring purposes.

4.1 On-boarding of Ministry on NTRP for e-receipts purpose:
Major Stakeholders are:

- 1) Pay & Accounts Office of the Ministry (Owner of the receipt accounts)
- 2) DDO/ Program Division (will be responsible for provision of services)
- 3) NTRP, PFMS
- 4) Accredited Bank of the Ministry
- 5) Payment Gateway Aggregator
- 6) NIC/Technical team of the ministry (In case Website-LOBA integration is concerned)

4.1.1 Standard Procedure (Direct/ LOBA):

Activity	Process adopted
On-boarding of Ministry / department	Once decision about on-boarding of Ministry is taken, total universe of Non-Tax receipts pertaining to Ministry will be analyzed. Type of User base will also be analyzed (Citizen/ Corporates/ PSUs).

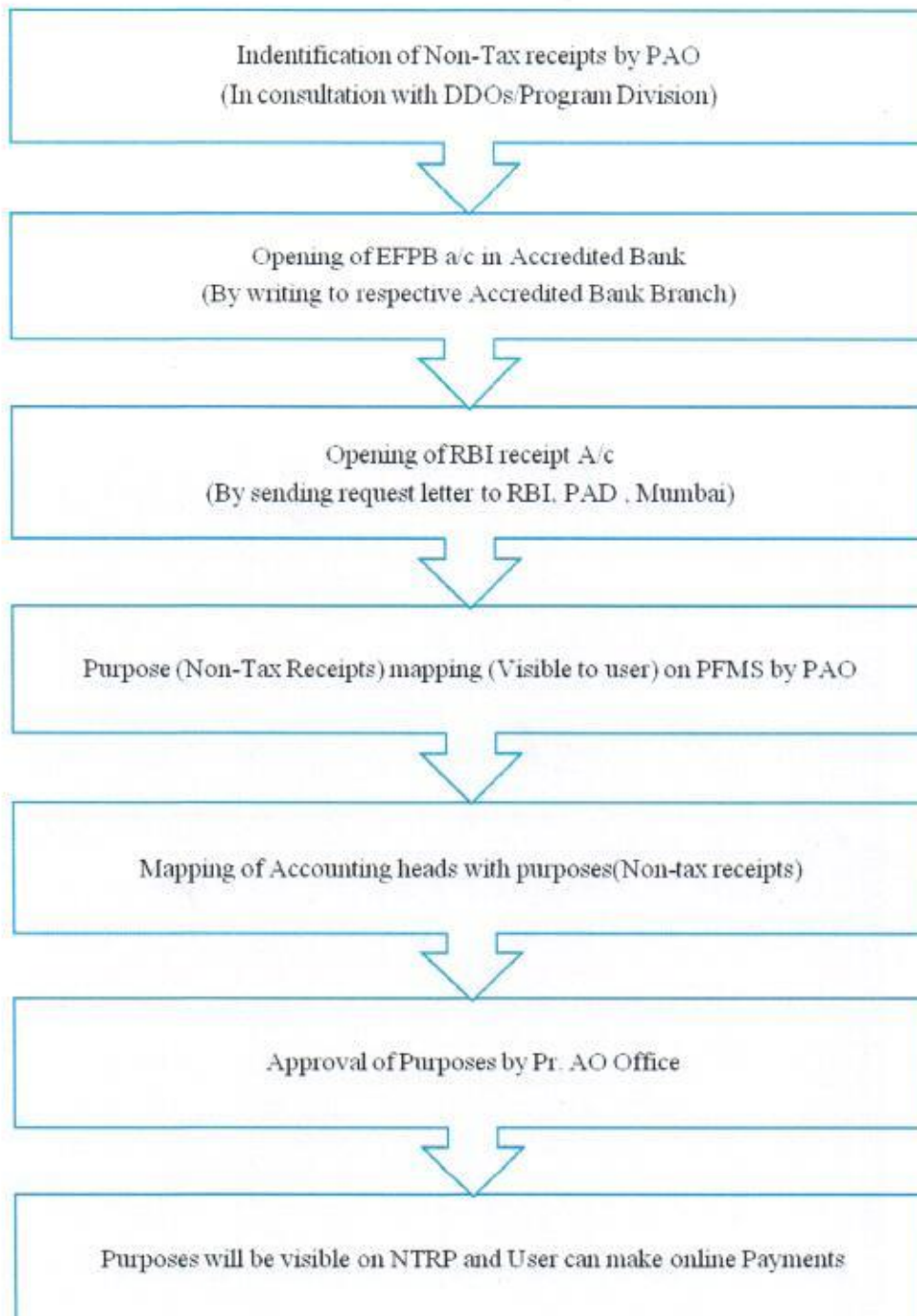
Activity	Process adopted	
	Process Flow of the receipt collection will be studied.	
Analysis of type of Integration.	<p>Option 1: Direct on-boarding on NTRP.</p> <p>Facility of online receipts collection for the Ministries which do not have own websites (With Data exchange capability) will be provided at Bharatkosh.gov.in (NTRP)</p>	<p>Option 2: Integration of Ministry Website with NTRP.</p> <p>Ministries with their own websites (With Data exchange capability) will be integrated with NTRP through LOBA (Line of Business Application) where NTRP will act as payment Gateway and accounting tool. Ex: Vimaan Portal of DGCA, Min of Civil Aviation.</p>
Discussion with stake holders	<p>Discussions will be held with stake holders which will include program Division / DDO/ PAOs and based on the identified receipts, processes will be chalked out. If change in standard functionality is required it will be referred to NTRP Tech team. Ex. Department of telecom receipts</p>	<p>LOBA Integration: Technical document for integration will be shared with NIC (Technical Team handling Ministry Website) and Ministry will have to procure SSL / DSC (Class-II) certificates for secure data exchange. Further discussion will be held for finalizing other protocols like Refund/Escalation matrix.</p>
Training to stakeholders.	<p>PAO staff and other stakeholders will be given training about the Mapping of the receipts on NTRP. Other stakeholders like DDO/ Program division will be sensitized for the use of NTRP reports.</p>	

Activity	Process adopted	
Accredited bank Readiness	Accredited bank of the ministry will be asked to open eFPB a/c (PAO wise) also the readiness to consume online scrolls will be tested. To enable real time remittance of Large volume receipts RBI receipt a/c for PAO will be opened (Enabling NEFT/ RTGS Facility)	
Live testing	Live testing will be carried out once All the receipts are mapped by PAO and Approved by Pr AO.	Integration with Ministry websites will be checked on UAT environment and issues (if any) will be fixed before live testing.
Intimation of opening receipts to public	An intimation through e-mail will be given to all Stakeholders and program division. CCAs/CAs will simultaneously be requested to publish notification to have public awareness about online receipt facility.	
Making receipts live	Online receipts facility will be enabled for users.	
Post deployment Support	Necessary Support from PFMS team will be provided for initial days of NTRP deployment.	

Note:

1. As per Rule 13 of R&P Rules, the DDOs/ PAOs are required to maintain Valuables register in GAR 5 recording therein the details of all instruments received in the office and deposited in the bank.
2. The challan in form GAR-7 or GAR-8 etc. are required to be authenticated by the officer accepting the payment.

4.1.2 Steps / Pre-requisites for PAO on-boarding on NTRP.



NTRP : Standard Transaction Level Process Flow

