

FREQUENTLY ASKED QUESTIONS ON PAYMENT, ACCOUNTING & RECONCILIATION ON PFMS PLATFORM

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

1. **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 being provided under sanction module or ascertain the delay from the Bank (e-FPB) as delay may be on the part of Bank. If still issue is not resolved then contact the helpdesk with the 'transaction id'.

2. **Question:** User is not able to enter payment scrolls in PFMS in respect of failed electronic transactions.

Answer: No action is to be taken on scrolls received (even if received physically) in respect of electronic payments 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.

3. **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.

4. **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: OT-33 Reports (Classified Abstract) shows the data when date range is selected. REG-01 – Compilation sheet can also be referred to for this purpose.

5. **Question:** Report (OT33 –Classified Abstract) was showing fluctuation in figure of SuspenseAccountswhen viewed at two different times. For consolidated month of "October", fluctuation was noticed in the data when the same report for same month (or period) was again viewed after an interval of 10-15 days.

Answer: The difference may be due to delayed receipt of e-scrolls, which participated in the same month for which the account has already been consolidated.

6. **Question:**Challan entry is available at DH level only. Once a Challan has been saved, DH is not able to carry out any corrections in it.

Answer: Form for “Unreconciled Challan” is available at AAO level for editing amount in case of variance. Facility to change even classification by AAO is under development and will be provided shortly.

7. **Question:**In case of Challan (on account of Transfer of GPF Balance) entered on PFMS, file downloaded from PFMS does not contain challan details. Therefore, Challan cannot be incorporated in COMPACT and hence Transfer in Advice details cannot be captured in COMPACT against that particular challan.

Answer: The text file downloaded from PFMS and thereafter to be incorporated in COMPACT, contains only Vouchers and not the Challans. To resolve this issue, A TE can be prepared in COMPACT and Transfer in Advice details can be captured in COMPACT against this TE.

8. **Question:** Facility for clubbing of cheques has not been provided in PFMS.

Answer: Facility not provided to discourage cheque payment

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

Answer: NDMC will have to be first registered or mapped as a vendor, thereafter user will be able to proceed further.

10. **Question:**An electronic payment was issued in the month of Sept. 2015 through COMPACT/GePG This transaction failed and intimation thereof was received on 02.10 (after implementation of PFMS in October, 2015). Same payment was again made on PFMS by generating fresh sanction.

Answer: In such case, that the first transaction (of GePG) may be cancelled permanently in COMPACT (Download Hash 14 upgrade) and make a TE in PFMS for incorporating the accounting of permanent cancellation done in COMPACT for that transaction.

11. **Question:** The PAOs still facing problems in cheque printing though this issue has been resolved by NIC.

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

12. **Question:** Whether CDDOs can enter LoPs and Challans at their end.

Answer : Yes

13. **Question:** Whether LoPs and Challans will automatically be incorporated in Monthly Account.

Answer: Yes. However challans will be incorporated in monthly account only after their realisation i.e. after entering their respective receipt scrolls in PFMS.

14. **Question:** One authorization 'X' dated dd-mm-yyyy failed after success 'status' RTGS failure (A/C Closed) on 01/10/2015.. Now this authorization has to be issued, but we are unable to do it in Compact as well as in PFMS.

Answer: Cancel the authorisation in compact permanently and then process the same in PFMS as afresh case.

15. **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 SBI may be issued. For this purpose a vendor (Departmental officer) may be prepared in the name of 'SBI'.

16. **Question:** What action has to be taken for the NIL amount bill, ie the adjustment bill. Will it be dealt with COMPACT only.

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.

17. **Question:** How the Authorization of Fund to other ministry will be handled in PFMS / Compact, detail procedure is required for finalization of the same.

Answer: At present at the time of creating sanction, the type of expenditure option 'Inter Governmental Advice' has to be opted & the controller code of agent ministry is to be given. 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 insert the authorisation no etc. Thereafter the said authorisation is available to all PDs of agent ministry for creating 'sanction against the LOA' option under sanction module. The LOA functional head is also available under the transfer entry form.

18. **Question:** Kindly see the enclosed OT26 E-payment Authorization Status & Issue Register Report, Where in column UTR No. is blank.

Answer: Authorization no is updated on the basis of scroll, after receiving the scroll the same will be updated accordingly

19. **Question:** Whether TE for transactions made in Compact can be made in PFMS.

Answer: Yes

20. **Question:** After consolidation of account whether uploading in e-lekha has to be done or not?

Answer: No. The daily data as well as monthly account data will be automatically made available to e-lekha on regular basis.

21. **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.

22. **Question:** The user manual page 58 shows that the DH may return bill to DDO but presently this option is not available at DH level.

Answer: Bill cannot be returned by DH without the PAO taking action on it. The bill has to be processed up to the level of PAO for returning too. User Manual is accordingly being updated.

23. **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 form 'PFMS Data text file Generation' available in Utility Module.
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. On successful upload a message like "File validated and ready for digital sign or 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 at DH level in PFMS.
6. After voucher has been created, download the voucher information from PFMS=>Sanction =>Voucher information download.
7. 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 rightly with the debits withdrawn.
 - b. If Credits are available for Schedule Entry or not.
8. Before incorporation, pl check the latest version of COMPACT must at least be of Rel date 20150930 #14 on primary server and all clients.

24. 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.

25. 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 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. After that 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.

26. Question: Any credit head not available for selection in Deduction columns while generating bills at DDO level?

Answer: Credits heads under grant no 900 can be mapped through the option –Budget –Function Head Mapping

27. Question: Can DMS and Scroll once approved by AAO be reverted back to DH for correction?

Answer: No

28. Question: Functional head not available for creation of Sanction to PD

Answer: Budget for such heads must be entered at DH level in PAO and also approved by PAO in the same PAO

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

Answer: Should be downloaded daily and should also be incorporated in COMPACT
