

HUMAN RESOURCE MANAGEMENT SYSTEM

FAQ for Pay Roll Processing sub module

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◆ **User administration related queries.**

1. *Who will provide me HRMS roles?*

Ans. The role for the “HRMS Approver” will be provided by the Treasury and the approver will provide the role for “HRMS Operator”.

2. *Is it mandatory to create an operator for HRMS Operator related work.*

Ans. It is not mandatory to create a operator , and if the DDO wants to do the work as an approver himself without any operators help, then he may not create an operator.

◆ **DDO Level Master Creation related queries**

1. *I don't have section in my office, do I need to create an section for HRMS.*

Ans. Yes you have to create atleast one section, other wise employees cannot be assigned for processing. In that case you can give your office name as section

2. *How can I provide multiple sections to a single operator?*

Ans. You cannot provide multiple sections to a particular operator a single operator can be mapped with a single section only.

3. *How can I map an operator with section?*

Ans. Go to master> Section user map> Select the user from LOV> Click on Search button> Click on the Radio button by the side of he section with which you want to tag the operator> Save.

4. *In DDO details page, what shall I put in “Office Order No.”?*

Ans. Please provide the Order no., by which the charge was taken.

5. *Can the DDO details Master be updated after approving an employee?*

Ans. Although its possible to update the DDO details but it is advised to first insert the details of the DDO in the Masters and then approve the employee details, otherwise all the details of the office may not come correctly in the employee details.

◆ **Employee Master related queries.**

1. *I cannot find the names of the employees uploaded from the COSA file under “COSA own employee list” after I have accepted them as my employee.*

Ans. Once a name is accepted as the employee of the office, the name can no longer be found under “COSA own employee list”, it can be found under “Employee list Pending for approval” for approver and “Unapproved list” for operator.

2. *Do I need to upload the COSA files every month?*

Ans. No. COSA files needs to be uploaded only once when the HRMS starts at your office.

3. *There is no specific cadre exists to which employee belongs to. What should be the next course of action?*

Ans. For this case you may specify “Others” as cadre. But if you feel that employee belongs to a particular cadre which does not exists in the Cadre LOV, then please contact HRMS Cell at hrms.ifms@gmail.com.

4. *While selecting Cadre/ Designation/ Post/ Department etc, I cannot find my Designation/ Post/ Department.*

Ans. Please contact iFMS-HRMS for inclusion in the masters by sending a mail to hrms.ifms@mail.com. It will be included without any delay.

5. *What is the Procedure for entering GPF No. of a Group D employee?*

Ans. In case of Gr- D employee put the GPF No. in the first field of the three fields which you see for GPF No. entry.

6. *What will happen if the employee has not been allotted GPF No. till now?*

Ans. Do not select anything from the Drop Down of GPF in general information page of the employee.

7. *The operator cannot make any modifications in the employee master data since my employee is not coming in operator log in.*

Ans. The operator must click on masters , then my employee , then put the employee no. in the employee no. field and then press the tab key on key board. Then Click on search.. Now click on the respective section to be updated and save and forward to approver.

8. *What shall I enter in previous employee no?*

Ans. You will be required to enter this option only After your Employee no. is generated in HRMS and after that your leave this service to join a new service under this Govt.

9. *When will my employee no be generated?*

Ans. An employee no is generated after all the details of an employee are entered in the system and the "Approver" of the office approves the details.

10. *I have mistakenly entered some employee data. How can I rectify it?*

Ans. Navigate to the details page by clicking the "Update" button and modify and correct it.

11. *At the time of filling up the "Pay Information", I cannot find my Grade Pay.*

Ans. Please check whether you have selected the correct Service type, Cadre, Employee Group . After that select the correct pay band as grade pay is validated with pay band in the system as per Govt. Orders.

12. *I am staying in my spouse Govt. accommodation. What shall I enter?*

Ans. Select "Govt. accommodation allotted to spouse" from drop down menu.

13. *My spouse is employed in Govt service, do I need to provide the details?*

Ans. Yes to get the benefits you have to fill up the details.

14. *During giving approval of Employee Detail data some error message appear which shows "Some Error Occur. Please Select Proper Grade Pay Amount." for the employee and data can't save. When the LOV of Grade Pay portion under the page Employee Pay Information checked no amount of Rs.5400 is found (in fact which is the Grade Pay of the beneficiary concerned).*

Ans. Please note that the pay band for grade pay is Rs. 15600-42000 with pay band no. 4A in terms of G.O. No. 961-F(P) dated 7.2.2011. Please select the correct pay band.

15. *While entering the value of Grade Pay/ Dearness Allowance/ House Rent Allowance, what shall I enter in the "To Date"?*

Ans. Please keep it blank, if the employee is entitled to get the same allowance in the coming months. If you enter the "To Date", then the employee wont get the allowance after the to date.

16. *When is an Employee No. generated?*

Ans. An Employee No. is generated after an employee is approved using DSC.

17. *While filling up the Pay Information details, the bank details is not getting populated.*

Ans. Please check whether the employee is approved in Beneficiary Master of e-Pradan. If approved beneficiary please check whether the account type is “employee” or not in e-pradan. Please note that no other type of beneficiary except Employee will be taken.

18. *My operator has changed the details of an employee, how can I approve it?*

Ans. You will receive a message in your inbox, open the message and approve the changes.

19. *One of my employee has retired, what changes do I need to make?*

Ans. You don't have make any changes, system will carry out the changes itself.

20. *What should I enter as PTAX and NPS in salary element component?*

Ans. PTAX and NPS component should be entered in salary element form for each respective employee, to whom it is applicable. The final amount will be calculated based on the Salary components at the time of bill generation.

21. *Approve button at the time of generating employee number or Submit button at the time of bill submission to treasury is not appearing.*

Ans. Please check you have logged into the system with approver login and with DSC verification

22. *I have entered the WBHS as yes but I cannot save the page.*

Ans. Please confirm that the WBHS Card no./ Registration no. field has not been left blank.

23. *I have entered the spouse details but the system is not allowing me to save the data.*

Ans. Check whether the marital status entered in the General information page of the employee is single or married.

24. *We have one staff who is divorced from his first wife and every month his wife gets 1000/- only from his salary through bank as per the Court Verdict . Is it possible to breakup his salary through HRMS.*

Ans. Simply enter the wife's bank a/c in case of ECS or name of the payee in case of cheque through out of account deduction master. Put the name of the payee in out of

account deduction master and the ECS/Cheque option. Then put the out of account deduction amount in salary component page for the employee.

25. *Dilip Roy, permanent member of this board whose re employment pay is Rs. 11392, NPP Rs 13395, HRA Rs 6000, Dearness Relief Rs 25,115, Grade pay Rs 8700. Can not make entry of re-employed pay.*

Ans. Please select re-employed from employee type and permanent from service type. Then go to pay information page and enter components. Always note that if any of the fields for Basic Pay, DA, Grade Pay, HRA is nil then you shall have to put 'zero'. You cannot leave any field for pay component in Pay information page as blank.

26. *Some of my employee draws an allowance which I cannot find in the pay & allowance LOV.*

Ans. Check that the correct service type , Employee type, employment type, cadre is Given. If still the problem remains please send a mail to hrms.ifms@gmail.com giving the copy of Govt. order allowing such allowance.

27. *Is providing mobile no. mandatory?*

Ans. Provide mobile no. since in future all the employee related SMS related to HRMS will be sent to this email id. The Employee log in facility is coming very soon.

28. *How can I enter the payments which I made as out of account deduction for some of my employees like SBI House Building Loan tie up, LIC premium etc.*

Ans. Create the out of account deduction master. Then go to Out of deduction in salary component for the employee and make the entry.

29. *When I approve the employee, an ORACLE Error comes which ends with "Pay Structure 4". What does it mean?*

Ans. The bank a/c of the employee for whom you are doing the approval process is tagged with another employee. Search it and then put the correct bank a/c no. either ofr this employee or correct the bank a/c no of that employee for whom you have entered the wrong bank a/c no.

30. *An employee retired on 31.1.2016. How will I deactivate the employee?*

Ans. Check whether the date of retirement has been inserted correctly or not. If the date of retirement is showing 31.1.2016 in general information page for that employee, Then the salary for next months onward will automatically stop. No need to do any deactivation.

31. *A new employee has joined this office on 11.02.2016 so her salary for the month of February 2016 for 19 days from 11.02.2016 to 29.02.2016 has to be prepared. Please let us know how to prepare the salary for 19 days' only in HRMS.*

Ans. Give the joining date as 11/02/2016. The system would reflect the salary for 19 days from 11.02.2016 to 29.02.2016 in the bill automatically.

32. *How will I enter DA Rate increase.*

Ans. DA Rate will be centrally increased from super admin level effective from the month in which such update has been done . You shall just check whether the updated DA is shown against each employee. But if there is any arrear DA to be paid , that shall be given as Arrear Dearness Allowance component by inserting the component in Salary Component page.

33. *The employee is an AIS employee. What shall be the GI component.*

Ans. Select AIS Group Insurance and AIS Group Insurance Savings component.

34. *The system is showing error in calculation of NPP. What to do?*

Ans For getting NPP you have to select the appropriate medical, dental, ayurvedic, Homeopathic, Veterinary service in cadre field.

35. *We have an officer on deputation from Army. His pay details are not coming?*

Ans. For this type of employee from army, select service type as Central Govt., and then select cadre as Defence Service.

36. *I forgot to deduct the P. Tax in last month. What shall I do.*

Ans. Insert in Arrear P. Tax component in salary component.

37. *37. When I am trying to modify a salary component, an error message is showing "Some Error Occur: From date 1/1/2016 cannot be more than to date 1/2/2016 specified". Approval is not allowed.*

Ans. Bill has been generated in the current month and then you are trying to insert the component from a date of current month. Reject the bill and then do the modification.

38. *We are from EFR Salua and many of our employees also get compensation pay of their deceased spouse who died in action. How can we make entry as because the bank a/c no. of two employees at a time with same bank a/c is not allowed.*

Ans. Enter the compensatory pay and allowance component, enter Pension and Dearness Relief, Basic , DA , HRA as received by the employee in their present post and approve. Hence forth no double bill will be required for these type f employees as was the practice in COSA

39. *What shall we do if COSA file upload error is shown?*

Ans. Though it is very rare but still if it happens send the file as an attachment by email to hrms.ifms@gmail.com for our testing and repair of the file

◆ **Pay bill generation related queries**

1. *One of my employees salary wont be paid in this month, but we have already entered his name. How can I stop the payment?*

Ans. After the “Draft Bill” is generated, click on tagged employee. The names of the employees present in the bill are displayed. Select the check box at the end of the row against the name of the employee and then click on “Exclude”, the name of the employee will be excluded from the bill.

2. *I have left out the name of one of my employees from the current pay bill. How can I include the name.*

Ans. After the “Draft Bill” is generated, click on tagged employee. The names of the employees present in the bill are displayed. Click on the “Include Employee”. Select the name of the employee from the LOV. Click on “Include” button.

3. *I have created a pay bill but the bill does not shows any name of the employees.*

Ans. Please check whether, while generating the bill have you selected the “correct section” name and the “pay head” in which the employee belongs. Also please click the “View Log” button to check for any error occurred at the time of bill generation.

If you are generating bill and a particular employee is not shown there, check whether the employee has been approved in the system or not.

4. *How can stop one of my employees salary?*

Ans. Navigate to the page Employee General Information. In the Active/ Inactive details. Uncheck the active status, select the month and provide a valid reason.

5. *After I have generated a pay bill, the data in the schedules are displaying wrong/no data.*

Ans. Please regenerate the schedules using the “Re-generate schedule button”.

6. *I have already prepared and submitted a bill. Now 2 more employees join my office, how do I prepare salary bill for them?*

Ans. Since a bill has been submitted in Treasury, no further names can be included in the bill. Please generate a fresh bill for those 2 employees.

7. *Can changes be made in a paybill after bill has been submitted in Treasury?*

Ans. No, no changes can be made once a bill has been submitted at the Treasury. The bill can be objected by the Treasury and again resubmitted.

8. *My GPF figure in the outer sheet for Gr-D employees does not match with the schedule of COSA bill of last month.*

Ans. 1) See whether a new employee has been included or not.

2) See whether the GPF subscription of a Group D employee is entered as GPF subscription of Gr. D monthly subscription and GPF arrear of Gr. D employee.

9. *How will I see the bill status which I have generated for submission to Treasury?*

Ans. Go to Bill summary, Go to Search and click on the process log hyperlink.

10. *The passed for payment amount in TR 18 outer sheet is showing the Bill gross amount under which the DDO has to sign. In COSA it used to be net amount.*

Ans. The gross amount of bill is supposed to come there and it is totally correct.

11. *The bill is generated but I am not finding an employee in the bill. What shall I do?*

Ans. Check the head of account and section tagged with the employee and match with the head of account and section for which the bill is drawn.

12. *The bill has been objected by Treasury, bt still I cannot see the Submit button for resubmission of the bill.*

Ans. The Treasury has objected the bill but return memo. Delivery is still pending at their end. Approach the Treasury for it.

13. *The employee has been released from old office but still I cannot generate his salary bill. Why?*

Ans. Please ensure that the LPC out has been given by the old office and you have given LPC In in the system. You must approve the joining in and LPC In process through DSC.

14. *A bill was generated but all amount figures show zero. In Error log there is a message called "Error in Chart of Account Sub detailed head" . What to do.*

Ans. This message comes when the DDO has no allotment for one or more subdetail head subordinate to detailed head 01-salaries. In this type of situation the DDO must approach the Department to provide salary in this head and side by side inform us at hrms.ifms@gmail.com

15. *An employee joined in our office in January 2016 after transfer from previous office but she has not drawn salary from July 2015 onwards till date. Can we draw the salary bills of last months in HRMS.*

Ans. No. the previous month's salary bill will not be allowed in HRMS. Do it through e-pradan manually.

16. *The employee belongs to Central Govt, AIS, Higher & Judicial Service and stays in his own residence. I am inserting the House Rent Allowance but an error message is coming that "No data in Master Table".*

Ans. You have not entered the City Grade in the DDO Details Master for the DDO. DDO Details is a DDO level Master and you have to enter the City Grade as per the location of the DDO.

17. *An employee resigned from service/ Died in service/ Voluntary Retirement from service on 15.3.2016. How to stop his salary.*

Ans. Go to "employee termination" link in the left side of the screen and put the reason and Order no. date, end of service and save and approve.

18. *An employee has been transferred from old office. But when generating salary bill in new office, the employee could not be tagged in salary bill.*

Ans. The old office has not issued LPC out , hence the new office is not able to tag in new office, or the old office has done LPC out but new office has not done LPC in, or the bank a/c has not been tagged in e-pradan with the new DDO.

◆ **Loan/advance details Entry of employee related.**

1. *The schedule of my loan shows erroneous data. How can I change?*

Ans. Navigate to Loan/ Advance Master and click on Modify button against the Loan name. Click on view schedule. Select the reschedule type and provide Start Installment No. , End Installment No. and Reschedule Amount and click on Recalculate schedule.

2. *I have entered the Loan details for House Building Loan giving the following details. Total No. of installments = 100, 1st installment = 2000/-. The total amount of loan showing is Rs. 200000/- But the last installment is Rs. 199980?- i.e. the last installment is Rs. 1980/- How will I enter it.*

Ans. Click on View schedule tab. In the view schedule page, you will find a recalculate schedule box. Put Start Installment no. = 100, end installment no. = 100. Put installment amount = 1980/-. Click on Recalculate button. The schedule will change.

3. *Can I insert the in-equal installments of a loan. Example, Out of 100 installments whereas the 1st to 33rd was Rs. 1200/- , 34th to 51st is equal to 1400/- , the 52nd to 58th installment is Rs. 2000/-and 59th to 100th installment is Rs. 2100/-. Total installments already paid before coming to HRMS is 32. How can I insert these variable installments.*

Ans. First of all put the first installment as Rs. 1200/-, Total no. of Installments as 100 and No. of installments paid as 32. Click on view schedule. Go to recalculate schedule box. Put the following

From	To	Amount
1	33	1200
34	51	1400
52	58	2000
59	100	2100

Click on Recalculate schedule. The loan schedule will arranged accordingly.

Important: The Principal Amount of a loan cannot be changed by changing the loan installment numbers and loan installment amounts after a loan has been approved by the approver with DSC.

4. *I have started recovering Interest of a loan, without knowing the actual interest amount and the actual no. of installments, since the approval letter of AGWB has not been received till date. How shall I enter.*

Ans, Since, you donot have the information about actual no. of installments, Put the tentative no. of installments of interest allowed in this type of loan. Put the first installment equal to what you are deducting. Later on, when you get the information for total installments as well as total amount of Interest, Go to View schedule and put the balance interest outstanding / Balance no. of Installments and click on Recalculate schedule.

Ex: Suppose the total installments entered by you is 50, and installment amount is Rs. 500/- . After deduction of 24 installments, you receive the intimation from AGWB that

total interest is Rs. 26000/- and total no. of installments is 48. Then you go to Recalculate schedule option under View Schedule . Then Give installments as

From	To	Amount
25	47	583
48	48	591
49	50	0

Then click on Recalculate schedule.

Important: In case of interest payment, unlike in case of Principal, the Total interest outstanding amount and amount of unpaid installments are allowed to be changed.

5. *It is seen that some employees of Gr. D category have wrongly been entered in “GPF Recovery for Gr. A/B/C category”. As a result GPF schedule for those Gr. D employees are generating in Gr. A/B/C category.*

Ans. DDO can make this wrong component inactive in salary component page of the employee and then insert the right salary component.

6. *A Gr. D employee , deducting his GPF monthly installment of Rs 3750/- and he already paid 20 installment out of 24 installment. Now he has taken additional loan from GPF , and decided to repay the entire amount of GPF loan by paying Rs 4000/- equal installment . total installment is remain same i,e 24.*

Ans. Use the merger of refundable loan facility

7. *A Principal amount for House Building Advance has already been recovered and now the interest is going on. Shall I have to make the entry for Principal and interest both.*

Ans. In case of those loans which has already been recovered, the entry is not mandatory now. Only that loan which is now going on as recovery shall be mandatorily entered.

8. *One loan has converted from refundable to Non refundable loan. How can I do it.*

Ans. Use the Convert GPF facility in loan/advance details.

9. *At the time of data entry we had in haste committed a error regarding the no. of installments paid before coming to HRMS. Whereas , the total no. of installments paid was actually 37, we had given 36 , as a result of which he system is showing one extra installment outstanding. How to tackle this problem.*

Ans. For this type of problem a new menu, schedule modification has been provided. Go to the employee in my employee and then to loan/advance details page. Against the

row of the loan which you want to modify, you will find a loan schedule modification icon. Click on it and change the installments and save and approve.

◆ **Transfer of an employee related issues**

1. *An employee has been transferred to my office. How will I enter him. In COSA we used to make a new entry.*

Ans. No need to make new entry. The employee must be transferred out from the system and you need to make "Joining in " in the system. For the process for making joining in See the manual in the download section of IFMS portal called "Guidelines for Employee Transfer in HRMS ".

2. *The employee has been released from old office but still I cannot generate his salary bill. Why?*

Ans. Please ensure that the LPC out has been given by the old office and you have given LPC In in the system. You must approve the joining in and LPC In process through DSC.

3. *I have done the "LPC In" but still I cannot tag the bank a/c of the employee.*

Ans. The bank must be transferred to your DDO Code in e-pradan module.

4. *I have inserted the employee no. in employee no. field and clicked on search but the page shows Error 404. What shall I do.*

Ans. After inserting the employee no. in the employee no. field , click on tab button , and see that the name of the employee field gets auto populated. Now click on search button.

5. *Shri XYZ (S.A.E) ,Employee no. *2000000000*, SBI Savings a/c. no. XXXXXXXXXX, has been *transferred from* the office of the Director of ABC, . It has been informed by his old office that he has been released and his data has been *already send * by his previous office but it is not yet found at release pool under my DDO Code. So please help us by solving this problem.*

Ans. You have to do the joining in and LPC in process for getting the employee in HRMS at the new DDOs end. You are requested to go through the manual so provided in download section of IFMS portal. The manual is named as "Guidelines for Employee Transfer in HRMS".

6. *The whole battalion of 1900 police employees has been transferred and as is our practice ,most of the employees do not hand over charge. How to enter the charge hand over field.*

Ans. The charge hand over field is non mandatory.