

## FREQUENTLY ASKED QUESTIONS

Sr.	FAQs	Solution	Remarks
<b>SERVICE BOOK ENTRY MODULE</b>			
1.	How to register new employee in HRMS?	In Data Entry User→ Employee Enrollment→ Register New Employee	When you will Save Registration details, an unique employee code will be Generated for the employee registered which will be unique throughout his service carrier.
2.	How to Enter the Detail of an Employee in Service Book?	In Data Entry→ Employee Service Book Detail→ Service Book Detail	Here You can fill all details regarding employee
3.	How to Verify Service Book in HRMS?	In Data Entry→ Employee Service Book Detail→ Submit Service Book For Verification?	Select Verifying Officer Name from the list and Submit Service Book For Verification
4.	How to recover password of any user id?	<ol style="list-style-type: none"> <li>1. Use Forgot Password option on login window.</li> <li>2. Enter date of birth and mobile number</li> <li>3. You will get OTP on registered mobile number</li> <li>4. Reset password</li> </ol>	If employee's mobile number is not updated/entered correct in service book then please get it updated through your establishment office.
5.	How to solve issue if you will create salary after the retirement date, (if anyone gets extension after retirement)?	<ol style="list-style-type: none"> <li>1. Make an entry of extension after retirement in online service transaction.</li> <li>2. And verify service book</li> </ol>	One entry of extension after retirement will extend one year of the retirement date.
6.	How to transfer employee service book?	<ol style="list-style-type: none"> <li>1. Enter transfer entry in online service transaction</li> <li>2. Verify service book</li> <li>3. In transfer promotion→ do online relieving and save and lock it.</li> </ol>	If joining entry of employee had not done in current office, enter backlog joining entry for that employee e.g. If Employee Initial Joining was office O1 but now he is in office O2 And Office O2 registered him in

			HRMS. When transfer of that employee takes place from officer O2 to Office O3, then Office O2 will have do its backlog Joining entry of that employee even in Office O1.
7.	How to unlock wrong entry of relieving of an Employee	<ol style="list-style-type: none"> <li>1. Select Transfer/Promotion option</li> <li>2. Select Unlock online relieving</li> </ol>	<p>With this step employee will come back to your establishment</p> <p>But Unlock relieving is only possible if employee is has not joined in other office.</p>
8.	How to enter Service History of an Employee?	<ol style="list-style-type: none"> <li>1. Employee Service Book Detail → Online Service Transaction</li> <li>2. Verify Service book</li> </ol>	<p>Current entries should be done in online Service Transaction.</p> <p>All old service related entries should be done in Old service entries.</p>
9.	How to retrieve/ know employee code?	Go to <a href="https://hrms.punjab.gov.in">https://hrms.punjab.gov.in</a> and select option 'Get HRMS Code' and fill required information and get your code.	<p>To retrieve employee code, Mobile number should be updated by office correctly OTP will be sent on that mobile number.</p> <p>In case you do not get OTP, contact your office administrator or establishment officer for the needful.</p>
10.	How to change the role of an employee?	Open Office administrator account → Employee Enrollment → Assign Role to Employee → Select Employee from list and update desired Role for that employee.	You can assign data entry or verify role to multiple persons but one type role can be assigned to one employee only.

## SALARY MODULE

Sr.	HRMS FAQs	Solution of Issue	Remarks
1.	How to create or update DDO in HRMS?	<ol style="list-style-type: none"> <li>1. In office administrator → Payroll Master → create DDO Account</li> <li>2. This can be done by Office Administrator only.</li> </ol>	Information related to enrolled DDOe.g. Mobile number, DDO description etc. can be changed afterward too.
2.	How to create Account Head?	In DDO Account → Administrator → Payroll Master → Create Account Head and fill detail.	<p>Before Create account Head check all heads codes carefully.</p> <p>In case any Major / Sub-Major / Minor / Sub-Minor Code or SOE code is not found in the list, pls. send a mail to <a href="mailto:support-hrmspb@nic.in">support-hrmspb@nic.in</a> mentioning exact code and description etc. and after checking its non-availability, the desired code may be added and intimation will be sent.</p>
3.	How to create Salary Bill?	In DDO Account → Administrator → Payroll Master → Create Category Wise Bill	Pls. note Bill active date will be the date from which salary is to be paid.
4.	How to map bill with designations?	Select DDO Account → Administrator → Payroll Master → Bill Designation Mapping	Every different designation or pay scale have to be mapped with the bill in which that designation/pay scale is to be added.
5.	How to register an Employee for Salary purpose?	Login with bill clerk → Payroll → Salary master → Employee registration	Fill all details of an employee regarding salary e.g. bank account number, bank IFSC code etc.
6.	How to Update information in Employee Registration for salary?	You can update any information against an Employee registration till the bill is not sent for verification or have not been not approved.	

7.	How to do entry of LIC policy for deduction in salary?	Payroll→ Salary Master→ Insurance Policy→ And enter Detail	<p>Please enter premium amount and Premium to be paid Up to date carefully as deductions will be made till that date.</p> <p>If LIC policy is closed and deduction is to be stopped before Premium to be paid up to date, then Change Premium Up to Date.</p>
8.	How to do entry of Wheat and Festival loan for deduction?	Payroll→ Salary Master→ Bulk Wheat Festival entry→ Enter Loan Detail	Installments against each type of loan will be deducted from salary as per number of installments.
9.	How to create Salary in HRMS?	Select Payroll→ Salary Preparation → Generate Update Salary→ Select Employee→ Select Period→ And Fill Amounts of Allowances and Deductions	There are various modes are available for salary preparation. Automatic mode for Automatic Calculation, Manual Mode for manually preparing salary where amounts can be edited against allowances and deductions. And Multiple Month Salary (Manual) Mode for multiple month salary preparation.
10.	How to create Next Month Salary?	<p>If you have created Salary Once in HRMS no need to do entry again for all employees again. The process is very simple.</p> <p>Select Payroll→ Salary Preparation→ Initiate Salary For Next Month→ Click 'Process' button against each bill.</p>	<p>With this step it will copy all salary details of previous months to next month amount.</p> <p>if any change is required, then select Payroll→ Salary Preparation→ Generate Update Salary and update the employee salary details. It may be noted that next month salary process would not be initiated if no vouchers numbers are updated in each bill of</p>

			previous month.
11.	What may be reasons if employee name is not showing in the employee registration for salary purpose?	<ol style="list-style-type: none"> <li>1. Employee service book is not verified</li> <li>2. Employee Establishment or Posting office should be of the office where from Salary is to be prepared.</li> </ol>	<p>This has been done as per the directions of the government that no employee who is posted at a place which is different from his/her actual place of posting.</p> <p>For example, employee whose posting is in Amritsar cannot draw salary in Chandigarh.</p>
12.	How to Approve the Salary Bill?	<p>Bill Clerk will Select Payroll→ Select Send Salary Bill For Verification→ Select month→ Click on Send For Verification Button</p> <p>DDO would login from his/her account and select Administrator→ Approval and Cancellation→ Salary bill Approval and then Approve</p>	<p>DDO can also return Back sent salary bill by bill Clerk by adding Remarks in case there are some issues. In that case bill status will be un-approved.</p> <p>Once approved, no changes can be done by Bill Clerk.</p>
13.	How to Un-verify Approved Salary Bill?	<p>If some wrong entry is noticed afterward, DDO should un-approved and send back the bill to Bill clerk who will do the desired changes and then again submit bill for verification to DDO.</p> <p>Select Administrator→ Un-verify Approved Salary Bills</p>	<p>If next higher Month Salary Bill Is Approved then You have to Firstly Un-verify that Higher Month Salary bill.</p>
14.	How to create salary Arrear?	<p>To do so, DDO should assign permission on 'Salary Arrear' option to bill clerk</p> <p>Bill Clerk may login his account and select Salary Arrear→ Create Arrear Bill→ Generate Arrear Bill and enter all amounts followed by 'Send Arrear Bills for verification' which would be then approved by DDO from his login account.</p>	<p>Schedules for Arrear bills can be downloaded from</p> <p>Payroll→Salary Reports (Main)→ Arrear Pay bill Register And Schedules.</p>

15.	How to correct Loan advance deductions for instance Wheat/ Festival / HBA etc.?	If deduction of any type of loan is not correctly entered, then login through DDO Account and select Administrator→ Loan Advance Correction→ Select Employee and loan type and Use Select change Request Option to Correct Loan deduction.	Try to use Autocorrect installment Option for correcting installment amount correctly. If that is not sufficient, then do the changes manually.
16.	How to create & approve Increment in HRMS?	Login as Data entry Operator Select Employee Enrollment→ Update Date and Detail→ Generate Increment Order and send it for verification to Verifying officer.  Verifying officer may login with his ID Approve Increment Order by selecting option as Approvals→ Approve Increment Order	Increment order can be Un-verified by Verifying officer by login as Verifying officer and selecting option Approval→ Un-verify Approved increment
17.	How to prepare DA-Arrear in HRMS	1. Select Payroll→ DA Arrear→ DA Arrear Calculation (Select NPS & GPF and Bill Name) and date and Save and then send it for verification by selecting Payroll→ Salary Arrear→ Send Arrear bill For Verification 2. DDO will login in his/her account Approve Arrear bill	You Can Create DA Arrear Bill for GPF/CPF employees differently.
18.	How to Download Annual Salary Report?	Use option Payroll→ Salary Report (main) → Annual Salary statement	Annual Salary Statement Can be downloaded for an individual employee or for all employees.
19.	How an employee can download salary slip?	Login with employee ID given by your Office. In case the same is not provided or forgotten, retrieve it through option available in HRMS. Pay Slip can be downloaded from My Services→ My Payroll Services → Pay slip	Under My Services, other facilities are available to Employee for instance Check loan status, GPF Loan request, income tax calculation Sheet.
20.	How to Calculate income tax of an employee salary?	Select option Payroll→ Income tax related→ Income tax calculation Sheet	Income tax statement can be calculated against Actual paid salary or Tentative salary that is projected yearly salary.

21.	How to add Savings under 80C?	To add savings under 80C select Payroll→ income tax related→ Saving Under section 80C	Individual user can also declare savings under 80C from their personal login id also.
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### Additional FAQs on Salary Process

1.	<b>Question</b>	<b>How to retrieve forgotten password in iHRMS?</b>
	Answer	To retrieve password, use option 'Forgot Password' which is displayed in login screen and retrieve the password with OTP received through SMS.
2.	<b>Question</b>	<b>I used Forgot Password option, but I am not getting SMS on my phone.</b>
	Answer	SMS will be received on correct phone number entered in the Personal Information of the employee by Office Administrator in which employee is posted/attached. In case phone number is wrongly entered, no SMS will be received. To get your phone number updated, ask your office administrator to change/update your mobile number. Same procedure is to be adopted by Office Administrator if SMS does not come to mobile number of office administrator. Contact your Department Administrator of iHRMS to change mobile number of Office Head who is responsible for Office Administrator Activities (in iHRMS) of the office concerned.
3.	<b>Question</b>	<b>Official is not appearing during Employee Registration</b>
	Answer	His/her posting office is not correct and would be required to be changed through service books module. OR The employee is exited by mistake from the services by entering date of exit which needs to be corrected. In order to correct this wrong entry, choose option in Service History Module 'Recall Exited Employee' and then employee will be recalled back in service book module.  After either of the above applicable solution is applied by office administrator, select Employee Registration and carry out employee registration.
4.	<b>Question</b>	<b>NPS/CPF Details is not getting entered</b>
	Answer	Pls. check the employee category firstly in the top of Employee Registration form and in case it is GPF but CPF is shown, then it needs to be changed in Service Book Module.
5.	<b>Question</b>	<b>Employee Does not belong to the office but his salary is prepared from the office.</b>
	Answer	When employees from other department are posted in your department, then select the 'View Employee' parameter under Employee Registration

		and choose 'Posting in current office but establishment outside' and another department										
		Employee would start showing. However, it may be noted that for this employee, parent office of employee should have shown his/her posting your office. If not done, the employee would not be shown.										
6.	<b>Question</b>	<b>The bill is verified but there are errors into it so needs to be corrected</b>										
	Answer	In this case, DDO can un-verify the bill and this will become available to Bill Assistant and he may correct it and submit it again for verification.										
7.	<b>Question</b>	<b>The Allowances/Deductions are not appearing in the Process Salary form</b>										
	Answer	The DDO while creating the Salary template might have not included the same in template. DDO through his login may choose Create Salary Template and add the required allowance/Deduction and lock it and same would start appearing in the Process Salary form.										
8.	<b>Question</b>	<b>Some Allowance / deduction are required but these are not available while creating salary template.</b>										
	Answer	There may be AG/Treasury deductions or DDO Deductions which are not available, there is need to send the mail to department administrator who will forward the mail to Finance with complete details of such allowance/deduction in the forms:										
		<table border="1"> <thead> <tr> <th><i>Allowance or Deduction Description</i></th> <th><i>Taxable Y/N</i></th> <th><i>Applicable to All Y/N</i></th> <th><i>Percent/ Fixed</i></th> <th><i>AG/TR/DDO Deduction</i></th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	<i>Allowance or Deduction Description</i>	<i>Taxable Y/N</i>	<i>Applicable to All Y/N</i>	<i>Percent/ Fixed</i>	<i>AG/TR/DDO Deduction</i>					
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9.	<b>Question</b>	<b>DDO has forgotten his login id/password</b>										
	Answer	Pls. seek the help of officer Administrator to reset DDO password or use <b>Forgot Password Option</b>										
	<b>Question</b>	<b>Both Husband and Wife are State Government employee and HRA &amp; License Fee is to be collected only from employee in whose name government accommodation is allotted but his/her spouse should not paid HRA.</b>										
	Answer	In this case carry out deductions from employee (either Husband or Wife) as such considering from whom HRA and License Fee is to be collected. And additionally, select HRA category for his/her spouse as 0% in HRA City Category (Z Category) and no HRA will be paid to another partner.										
10.	<b>Question</b>	<b>What is Automatic &amp; Manual Mode in Salary Process Option</b>										



	Answer	Under automated mode, the software will carry out calculations of advances and deductions as per rules fixed in the software and no changes will be allowed.
		IN manual mode, the software will calculate the allowances and deductions applicable as per the rates fixed but will allow changes in the same. Manual mode is relevant in cases where some allowances/deductions are based upon certain pre-conditions which are not fitted in the software or fitted in the software but these are to be calculated otherwise based upon designation or certain conditions peculiar to the case under consideration.
11.	<b>Question</b>	<b>Completed Salary processing for a month, how next month salary process would take place.</b>
	<b>Answer</b>	<i>It is advised that before moving to next month, you need to enter and verify all the bills for all employees and approved by DDO. Once done, then invoke option 'Initiate Salary for Next Month' and all bills would be copied to next month as such and will be ready to approve again if there are no changes then bills can be submitted to DDO for approval for month under consideration. However, if there are changes, carry out necessary changes required against employee(s) and submit the bill(s) to DDO for approval.</i>
12.	<b>Question</b>	<b>How one DDO (especially in Education Department) can prepare salary for other offices which are attached to him/her?</b>
	Answer	After DDO account is created by Office Administrator, DDO can login and attach other offices for which he/she is working as DDO.
13.	<b>Question</b>	DDO has created template for Pay Bill Register by taking all applicable Allowances and Deductions still GPF Advance Recovery, Wheat & Festival Advances are not shown in deductions while entering salary details.
	Answer	These would not appear as such as these are not deductions in normal sense. To make these visible for affecting deductions for LIC, GPF Advance, Wheat/Loan Festival Advance, there is need to enter first details of advances taken by entering the details of such advances/loans as per the options available in the software. Once entered correctly by the bill clerk/assistant, these entries are to be cross checked by the DDO and approved through option available under DDO login with menu option Approval/Cancellation.'.
14.	<b>Question</b>	<b>How to stop/Revoke salary of an employee</b>
	Answer	To stop salary of an employee, Bill Clerk will enter the details available to him and then same entry would have to be approved by DDO. And if an employee whose salary is to be stopped is to be revoked now, same can be done by Bill Assistant but entry would be verified by DDO only. Until DDO verifies the entry, the salary would not be stopped or revoked as desired.
15.	<b>Question</b>	<b>How to remove wrongly included employees in a bill</b>

	Answer	Use Stop/Revoke Salary option available to DDO and select the employee who
		is to be removed, then choose option ' <b>wrong entry</b> ' and save the details, then that employee entry would be removed from the bill. <b>Caution:</b> Pls. Use this option carefully as employee removed would not be recoverable.
16.	<b>Question</b>	<b>IR / NPA / RA are appearing in the process salary form which is wrong and how to correct this?</b>
	Answer	If IR or NPA or RA is appearing when not required or alternatively they are required but are not appearing, then choose option Employee Registration and if any allowance (IR/NPA/RA) is required but is not coming, then select those applicable or if not required but appearing in Salary Process form, then uncheck / un-select the allowance.
17.	<b>Question</b>	<b>What is DDO Deductions and how these are to be calculated in eSalary</b>
	Answer	Beside, AG and Treasury Deductions, there are deductions which are cut by DDO e.g. for local level welfare, union funds, monthly maintenance funds etc., then choose 'DDO Deductions' option under DDO login and enter the details as asked and these deductions would start appearing in 'Process Salary' for further action by the DDO.

## LEAVE MANAGEMENT

Sr.	FAQs	Solution	Remarks
1.	Who will Define State Level Leave Rules in HRMS?	State Level Leave Rules are defined by State Administrator as per government rules.	Similarly department specific leave rules can be added/ updated by Department Administrator.
2.	What is Opening Balance in Regular and Special leaves? And who can fill Opening Balance against each employee?	Add/Update Current Leave Balance Under Leave Management → Set Leave Opening balance Menu.  Without entering Opening Balance for an employee, leave cannot be taken by the employee whose balance is not updated.	Office admin may enter leave for all employees or may assign Permission to any employee who can then enter Opening balance against an employee.
3.	What are the reason if Employee not Shown in Leave Management in case of employee Transfer.	Upon transfer when employee joins other office, select Transfer Promotion/ Joining Relieving index card option and click on Online Joining and fill Employee Online Joining Detail and lock data.	Transfer Entry required to be Updated and Verified by Verifying Officer Service book entry in HRMS.  Establishment Data Entry makes an Online Relieving against Transfer Order and fill details of the office where Service Book will be updated after transfer.
4.	Can Office Admin Map Reporting Officer from Other Departments in Leave Management?	Yes! you can map reporting Officer from Other Departments through Office Administrator Login with following steps: Firstly Select Employees having their posting in current office and then Select Establishment Department, Select Office level, Select District, Select Establishment Office, Select Designation and then Select Employee Name who will be reporting officer for said employee.	Only Reporting Officer can forward leave request to Other Department/Officer/Employee

5.	Who can Set Min-Max leave Limits in Regular and special Leave in Leave Management	Only State Admin set Minimum and Maximum leave limits in Special and regular Leaves. State Admin can also set whether Leaves will be carry-forwarded to next year or not.	
6.	If Department have Own Leave Management Rules Can they set the same in leave Management?	Department Administrator can set leave Rule which are only Applicable to that Department Employees only.	Even if there is need to set specific rules for certain designations, same can be done too. In additions to general leave rules, specific designations rules will be enjoyed by the employees whose designations are marked with special leave rules.
7.	How Can employee Apply for Leave?	Employee registered on HRMS can apply leave through Apply Leave Online.  Upon taking leave, the Leave Opening Balance will be automatically updated by the software.	Before Applying leave Employee can see All leave balance.
8.	Can I cancel Leave?	An employee can cancel Leave Approved (but not availed) through My Services option.	Employee may cancel leave any Leave even before it is approved.  Reporting Officer can also cancel leave.
9.	How Can Leave joining Report and leave early joining report after or before leave?	Use option, My Services → My Leave Services → Leave joining report.	No Need to joining in Casual Leave.  If no leave joining/early joining is entered, new leaves cannot applied by the employee.

10.	Office admin can Update leave opening balance?	Yes! Office Admin Can update at once for each employees Leave Opening Balance under Leave Management/ Set Leave Opening Balance Module	<p>1. Without opening balance employees cannot take any leave.</p> <p>2. Assign permission to user can also Update Leave Opening Balance under <b>Leave Management/ Set Leave Opening Balance Module.</b></p> <p>3. If Employees take leave as per leave balance and approved by reporting officer it cannot be Updated/Edited after that.</p>
11.	What activities can be performed by reporting officer under leave management	<p>When Reporting officer logs in He/she will have following options:</p> <ol style="list-style-type: none"> <li>1. Leave Detail</li> <li>2. Leave Requests</li> <li>3. Approved Leave Cancellation</li> <li>4. Joining Requests</li> <li>5. Leave Conversion Requests</li> </ol>	Reporting officer receives an SMS for information when leave is applied.
12.	How to add a Leave Reporting Officer?	Office Admin can map any employee as reporting officer for any employee.	Without mapped Reporting Officer Employees Cannot take any leave.
13.	How to Change a Leave Reporting Officer?	Office Admin can change Reporting officer by selecting Leave Management → Change Mapped Reporting officer for Employees.	
14.	Is it mandatory to fill Employee Absent Detail?	This is required if any employee is absent from office without intimation to the office for a long time.	
15.	How Office Admin Can Update Employee Leave Detail if leave is not applied online by the employee?	Office Admin or any employee having permission to fill the leave details offline can do the entry on behalf of the employee.	However, it is better to advice official to apply leave online preferably.

16.	How the Gazetted and Restricted holidays will be available in HRMS?	Government Announced Yearly Holiday would be updated by State Admin as per list of Government Holidays every year as these holidays will be available in Leave Management for leave purposes.	
17.	How it is possible to set reporting officer other than the employee in HRMS?	Department Admin can set Leave Approving Authority Other than Employee also.	Such Reporting officer (other than employee say Chairman of the board) account will be created by Department admin. Department Admin can also make this type of account for non-employee reporting officer Active or Non-Active.
18.	Is EL Encashment option available in Leave Management?	EL Encashment form is available Under Leave Management/ EL Encashment details	

## GPF Module

Sr.	FAQs	Solution	Remarks
1.	What is the meaning of AMA?	Account Maintenance Agency	
2.	How to set AMA level?	<p>Department administrators have the authority to set the Level by selecting the option            AMA→ Set AMA Level and at three levels            AMA can be set that is</p> <ol style="list-style-type: none"> <li>a. Department Level</li> <li>b. DDO Level</li> <li>c. Customized Level</li> </ol>	<p>For the Class IV employees permissions are needed to be given from DDO Login → Administrator→ Assign Permissions to Employee→ Module name GPF</p>
3.	How to Create GPF Register?	Login With AMA→ Create GPF Register	<p>Here multiple registers can be created according to need.</p> <p>For instance if Department is maintaining register for Group A/B/C/D employee separately then registers can be created according to system followed in the manual system. Still if registers are maintained designation wise, then same can be done while creating registers.</p>
4.	How to map Employees with the register?	Login with AMA login ID and select option Administrator→ Map Employees with Register	<p>In the beginning all employees will be available for mapping. Upon mapping few employees out of the list shown, next time, the list will not show all such employees who have been mapped already.</p> <p>If employees are mapped wrongly, then same can be done and un-mapped employees would again start appearing in the list.</p>

5.	Will only AMA work on GPF module he can assign permissions to employee for the working on GPF?	It is dependent upon AMA however, AMA has power to assign permission to work on GPF module to any employee by selecting option Administrator → Assign permission to Employee	AMA can assign permission to multiple employees as per convenience.
6.	What is Work Allotment to the Employee who have Permission of GPF?	After assigning permission to the user, the work allotment can also be done to each employee who have been assigned permission to work on GPF module.	Say AMA wants to assign work allotment of two registers to employee A and 2 registers to employee B then same can be done using Work Allotment option.
7.	What is opening balance and how to add GPF opening balance?	Whenever GPF module is started, enter opening balance for each employee from the beginning of the financial year from which GPF module is started. Further, if salary process has started in the department, the subscriptions would be automatically made available in employee ledger from eSalary module of HRMS. If for example opening balance of 2019-20 has been entered but eSalary started in the office say in June 2019, then through backlog option, the subscription would have to be entered manually through Backlog option.	
8	How to enter Backlog GPF Entries?	GPF Clerk Login → GPF → Backlog GPF Entries	If eSalary has been running in the office, then entries would be shown from eSalary automatically.
9.	How to Calculate GPF Interest?	After the Backlog Entries And opening Balance Entry, calculate interest using option GPF→ Calculate interest	Lock the interest calculated after calculation of interest to show in GPF Ledger.
10.	How to see the GPF Ledger	GPF Clerk Login→ GPF→ GPF Report	Employee can see GPF ledger and GPF annual report also from my Services option.