

Frequently Raised Issues with Their Solutions.

1. Particular employee is not visible in pay bill.

Solution:

- Please first check whether employee approved or not, employee should be in approved status to generate pay bill.
Path: Level 1 DDO > Reports > Payroll > Employee Statistics
- Please first check the 'Date of service expiry' in Employee Statistic Report.
Path: Level 1 DDO > Reports > Payroll > Employee Statistics
- Please check post end date. If post temporary and post is already ended, kindly go to level 2 DDO and renew the post from level 2 DDO by uploading new GR in order master tab, Then go to Entry of post and click on renewal of post link and select old gr under which post are created and select post showing left hand corner and select newly uploaded GR and enter to and from date and renew the post.
Path: Level 2 DDO > Worklist > Payroll > Master screens > Order master > Entry of post > Renewal of post link
- Please check the cadre of employee, if employee configures under wrong cadre, will not display in pay bill.
Path: Level 1 DDO > Reports > Payroll > Employee Statistics
- Please check whether employee is attach to Bill group or not.
Path: Level 1 DDO > Worklist > Payroll > Organization/Office Profile > Attach Employee to Bill Group
- Fill the w.e.f. (With Effect From) date in Change Pay/Office details carefully. It should not be greater than 1st of the particular month in which you are generating the pay bill. You can also fill up the w.e.f. date from Change details Tab deployed recently.
Path: Level 1 DDO > Worklist > Payroll > Changes > Change Details

2. TA/HRA is not visible in Pay bill.

Solution:

- Please first check whether these component are ticked or not. Put the proper “Effective from” date.
Path: Level 1 DDO > Worklist > Payroll > Employee Eligibility for Allowances and Deductions
- As TA/HRA have been made dependent on “Percentage of Basic” field. So please save the Pay/Office details once again with proper w.e.f. date from “Change Pay/Office Details” screen.
Path: Level 1 DDO > Worklist > Payroll > Changes > Change Percentage of Basic

3. Deduction part is not visible in the pay bill or only half page of pay bill is visible.

Solution:

- Check whether, all the employees attached to the bill group in Employee Statistics.
Path: Level 1 DDO > Worklist > Payroll > Organization/Office Profile > Attach Employee to Bill Group
- Some of the employees may be DCPS but DCPS Id field is blank. So detach this employee from the bill group and generate the pay bill. Get appropriate correction done for that particular employee.

- For Consolidated pay employee GPF details will be not applicable. So please select the PF Detail option as “Not Applicable”. Recently such data entry issues are coming frequently.

Please note that for consolidated pay employees do not tick on DCPS YES button. Select NO and Select not applicable from GPF A/C maintained by dropdown.

4. Employee is not getting approved at DDO level2/ level3/ level4.

Solution:

- Please get the post name from office details page and check the same post in view created post tab. If this post name is attached with some other employee, then please reject the form and change the post, as this post is already occupied.
- Please check the field “Date of Joining current Post in the current Institution”. It should be filled properly.

5. School or Office name is not populated at DDO level 2/ level3 in Level 1 DDO code dropdown.

Solution:

- Only those schools or offices will be populated in this field which is approved by level 2 DDO from “Approve DDO Office” tab. So please check the same. Organization institution details and information should be dully filled at level 1 DDO then only office or school will be visible at level 2 DDO for approval.

Path: Level 2 DDO>Worklist>Payroll>Master screens>Approve DDO office

- Please go to level 2 DDO, Reports>System Approval link and check whether school is approved here or not. Kindly approve here.

Path: Level 2 DDO>Worklist>Payroll>System Approval

Please note that office/school name or code will not be visible in Entry of post, Order Master, Organization/Office scheme and Dept. eligibility for allowances and deductions link till office or school not approved from APPROVE DDO OFFICE and SYSTEM APPROVAL link.

6. No data available in inner and page wise report.

Solution:

- Please check the field “type of post” and “group” in “Bill Group Maintenance” tab for that bill group. It should be saved correctly.

Path: Level 1 DDO>Worklist > Payroll > Organization/Institution Profile > Bill Group Maintenance

- Once pay bill is created, don’t detach the employee from the same bill group, otherwise inner will be invisible.

7. Designation is not changing after changing the details.

Solution:

- Please first check whether, there is any vacant post of the same designation. If not first create fresh post.
- From change details link and select new designation, update effect date and no. and forward changes from level 1 DDO to level 2 DDO for approval, once approved designation will change.

Path: Level 1 DDO>Worklist > Payroll > Changes > Change Details

Path: Level 2 DDO>Worklist>Payroll>Master screens>Approve forwarded changes

8. Once increment is rejected by level 2 DDO, not able to give fresh increment or employee not visible in add to list.

Solution:

- While giving new increment, kindly fill new order no., don't use previous order no.

9. Employee is relieved from one school, but not able to join in another school.

Solution:

- There should be one vacant post for joining the employee in new school or office and post should attached to bill group also. Check in Level 1 DDO code where you want to join.
- While joining employee search employee name, select employee name and new post and joining school code and click on select button.
Path: Level 2 DDO> Worklist > Payroll > Joining / Relieving of Employee > Joining of Employee
- Then go to level 1 ddo code of joining school and check in employee statistics, if employee not visible in pay bill after joining the school, go to changes>change pay details and change effect date and generate fresh pay bill.

10. Employee GPF deduction is not displaying in the report.

Solution:

- Please check whether GPF deduction category has been clicked in employee eligibility for allowances and deductions. If not kindly tick as per cadre of employees. (For example if employee comes under cadre A or B or C, tick on GPF_GRP_ABC deduction button, if employee comes under cadre D, tick on GPF_GRP_D deduction button.
- Also please check, cadre of the employee in the employee statistics report, if designation is displaying under wrong cadre, correct from change details link and approve changes from level 2 DDO code.

Path: Level 1 DDO>Worklist > Payroll > Changes > Change Details

11. While generating the pay bill, message displaying “Problem while inserting into Database”.

Solution:

- Please check whether school details (for which you are generating pay bill) has been

approved at Level 2 DDO.

Path: Level 2 DDO>Worklist>Payroll>Master Screens>Approve DDO office link, Approve school or office here.

- Please go to Level 2 DDO>Reports>System Approval link and approve school or office here.
- If still problem persist, contact support staff team.

12. While forwarding form to level 2 DDO for approval, Post is not displaying in Current Post dropdown.

Solution:

- Please check whether there is any vacant post of same designation. If not create new post.
- Please note that post should not be used, check post status from view created post.

Path: Level 1 DDO>Reports>Payroll>View Created Post

13. Voucher Entry button is not working.

Solution:

- Voucher Entry button is only activate once the pay bill has been consolidated at Level 2 DDO.
- Go to Level 1DDO>Worklist>Payroll>Generate Pay bill>View/Approve/Delete pay bill link, check status of pay bill. It should be consolidated.

14. Problem occurring while entering the salary details in broken period the deduction of profession tax showing incorrect.

Solution:

- Professional Tax calculate on **Gross salary (Basic Grade Pay+ DA+ HRA+ TA)** of employee.
- Check all the allowances and deduction has been selected in Employee eligibility for allowances and deduction or not.
- If gross salary more than 10,000 then professional tax will be 200 Rs,
- If gross salary less than 10,000 then professional tax will be 175 Rs,

15. Renewal of Post link is not working.

Solution:

- First upload new GR from Order Master. **Path: Level 2 DDO>Worklist>Payroll>Master screens>Order Master**
- Go to level 2 DDO>Worklist>Payroll>Master Screens>Entry of Post, Renewal of post ,select old GR which you want to renew, posts will reflect then select new uploaded GR and date, renew the post.

16. While giving amount in Broken Period, value of Allowances and Deduction is displaying as Null and not able to edit value here.

Solution:

- Please select all the mandatory deductions that are applicable.
- In order to generate salary through broken period, all the mentioned field in broken

period should be marked in employee eligibility for allowances and deductions. PT should be marked.

- Broken period will take automatic value now in order to avoid malpractices.
- Please do not generate salary of employee through broken period if employee were present at service whole month.

17. Not able to stop Employee Loan amount.

Solution:

- Please go to Level 1 DDO>Worklist>Payroll>Employee information>Employee loan details link, click on active button, marked on No button and save the details, User can stop the Loan from here in future.

18. Allowances and Deductions are not displaying in Non-Computational Dues and Deductions.

Solution:

- Please go to Level 1 DDO>Worklist>Payroll>Employee eligibility for Allowances and Deductions link and check whether all given allowances and deductions has been ticked here or not. Kindly tick if unticked.

19. Some of the Allowances and Deduction are not displaying in Employee eligibility for Allowances and Deduction link at level 1 DDO.

Solution:

- Please go to Level 2 DDO>Worklist>Payroll>Master Screens>Dept. eligibility for Allowances and Deductions link and select your institute and check whether missing allowances and deductions name at level 1 DDO has been ticked here or not. Kindly tick if unticked.

20. Employee is DCPS, But DCPS I.D. not generated.

Solution:

- Please go to Level 1 DDO>Reports>Payroll>Employee Statistics, check whether employee GPF/DCPS account no. generated against the employee name.
- If DCPS employee wrongly configured under GPF category, kindly go to Level 1 DDO>Worklist>Payroll>Employee Information>Employee service end, end the service of employee and again configure the employee details, kindly tick on DCPS employee button (Level 1 DDO>Worklist>Payroll>Employee Configuration form>Employee Configuration>Bank/DCPS/GPF details) and after approving employee details, DCPS ID. will generate.

21. How DA is calculated for 5th Pay commission employees.

Solution: $((\text{Basic}) \times 50\% \text{ of the (basic)}) \times 183\% = \text{DA}$

- Kindly calculate value according to above mentioned formula.

22. How to change DDO name on screen.

Solution:

- Go to Level 1/2/3 DDO> Reports > Maintain DDO History and change name here.

23. How to generate separate bill of 4-5 months at one time.

Solution:

- Kindly generate supplementary bill.
- Select employee name from broken period link and current month and pay year, then first enter current month from and to date and then click on add and then of previous month, after entering details of all months, click on SAVE button, please click on SAVE button after checking details 2-3 times, saved details from broken period cannot be deleted from front end, it is only possible from back end.

Path: Level 1 DDO>Worklist>Payroll>Employee Information>Broken period

From Date *	To Date *	No. Of Days *	Pay+GP *	DA Arrears *	DA *	HRA *	TA *	Gross Amount	GPF_GRP_ABC *	PT *	Total Deduction *	Net Pa
01/11/2014	30/11/2014	30	19990	250	19990	1999	400	42629	0	200.0	200	42429
01/10/2014	31/10/2014	31	19990	250	19990	1999	400	42629	0	200.0	200	42429
01/09/2014	30/09/2014	30	19990	250	19990	1999	400	42629	0	200.0	200	42429

• Fields marked with * are mandatory.
• All amounts are in INR.
• All the dates are in DD/MM/YYYY format.

- Go at Level 1 DDO> Worklist > Payroll > Payroll Generation/View > Generate/Regenerate Pay Bill and select pay bill type, supplementary bill and generate pay bill.

Year: 2014 Month: November

Bill-No: -----Select-----

Bill Type: Paybill *
Select
Paybill
Supplementary Paybill

Scheme Name: -----Select-----

Demand No: -----Select----- *

Sub Major Head: -----Select----- *

Sub Head: -----Select----- *

Major Head: -----Select----- *

Minor Head: -----Select----- *

Detail Head: -----Select----- *

Bill Desc: ----- *

- You can view report at Level 1DDO>Reports>Payroll>All Reports>Select current month and bill group and click on all reports then on broken period link and check.

24. How we can generate retired employees arrears or any type bills.

Solution:

- Kindly do manual processing.

25. How we can convert temporary post into permanent.

Solution:

- Go to Level 2 DDO>Worklist>Payroll>Post Conversion and convert post from temporary to permanent.

26. Not able to make changes in Loan details.

Solution:

- Loans once saved cannot be updated. To make any changes kindly stop the existing loan and give new loan to the employees with updated fields.

27. Not able to make changes in DCPS delayed contribution.

Solution:

- DCPS delayed contribution once saved cannot be changed.

28. Level 1 DDO code is not working.

Solution:

- Check office or school has been approved from Level 2 DDO.
Path: Level 2 DDO>Reports>System Approval
- Or contact support staff team to reset password.

29. Not able to generate pay bill alert coming “Approve DCPS contribution of previous month”

Solution:

- Please first approve saved DCPS contribution amount from Level 3 DDO.
Path: Level 3 DDO>Worklist > DCPS > DCPS Contribution > View/Approval of Contribution

30. Not able to generate pay bill alert coming “Approve previous month pay bill”.

Solution:

- Please first approve consolidated pay bill of previous month from Level 2 DDO.
Path: Level 2 DDO>Worklist > Payroll > Consolidation of Bill > Approve Consolidated Bill

31. Employee not visible in Bank Statement.

Solution:

- Save non-government recovery amount after pay bill generation.
Path: Level 1 DDO> Worklist > Payroll > Employee Information > Non-Government

32. How employee service end could be done.

Solution:

- Go to Level 1 DDO> Worklist > Payroll > Employee Information > Employee Service End

33. How we can make changes in employee details after approval.

Solution:

- Go to Level 1 DDO> Worklist > Payroll > Changes>Change details and update details here and forward to level 2 DDO for approval.

- Go to Level 2 DDO code>Worklist>Payroll>Master screens>Approve forwarded changes and approve employee details here then only you can view required changes in employee details.

34. How extra post configured in the system can be deleted.

Solution:

- Go to Level 2 DDO> Worklist > Payroll > Post Deletion, select DDO and delete.

35. How we can view how many total post configured under any Level 1 DDO and how many filled and how many vacant against total no. of configured post.

Solution:

- Go to Level 2 DDO> Worklist > Payroll > Post Conversion, select DDO and check details on top of screen here and also Go to Level 2 DDO> Worklist > Payroll >Master Screens> Entry of Post, select DDO and check details here.
- If you want to view at level 1 DDO then go to **Reports > Payroll > View Created Post**

36. How we can check employee configuration and pay bill generation status.

Solution:

- Go to Level 3 DDO> Reports and check.

37. How we can delete view or delete consolidated bill.

Solution:

- Go to Level 2 DDO> Worklist > Payroll > Consolidation Of Bill > View/Delete Consolidated Bill

38. How we can approve consolidated bill.

Solution:

- Go to Level 2 DDO> Worklist > Payroll > Consolidation Of Bill > Approve Consolidated Bill

Please approve consolidated bill once bill is passed from treasury and please note that if bill is rejected from treasury and you have already approved consolidated bill then you will not be allowed to delete approved consolidated bill, users can not delete approved consolidated bill from front end so please cross check 2-3 times before approval.

39. Not able to delete rejected forms from Level 1 DDO.

Solution:

- Please first open the form and update few details and delete.
Path: Worklist > Payroll > Employee Configuration Form for> View Draft Forms

40. Not able to create bill group.

Solution:

- Please first add scheme from level 2 DDO.

Path: Level 2 DDO>Worklist>Payroll>Master Screens>Organization/Office scheme, select office here and add scheme.

41. Non Computational Allowances and deduction not displaying in pay bill.

Solution:

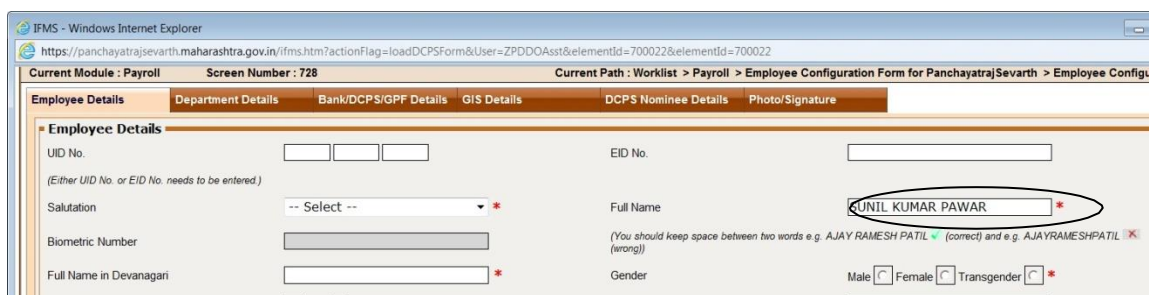
- Please check, you have entered value and saved it properly.

Path: Go to Level 1 DDO> Worklist > Payroll > Employee Information > Non Computational Dues/Deductions

42. Wrong name showing in pay bill.

Solution:

- Enter correct name while configuring employee form at level 1 DDO. for ex. Employee Name; Sunil Kumar Pawar and while configuring forms at Level 1 DDO, in Full name text box you have entered Pawar Kumar Sunil in that case in pay bill, employee name will display like P.K. Sunil, so please enter first name middle name then last name.



43. Saved forms not displaying and automatically deleted from the system.

Solution:

- If forms are pending at level 1 DDO for more than 15 days, forms will be auto deleted from system as per direction of department.

44. Employee retirement date showing wrong in the system.

Solution:

- First check Date of Birth of employee which you entered, retirement date calculates as per entered date of birth, so please enter correct date of birth in the system.
Path: Level 1 DDO>Reports > Payroll > Employee Statistics
- If problem persist, contact support staff team.

45. How we can approve GPF & DCPS employees.

Solution:

- For DCPS employees: go to level 2 DDO, verify details here and forward to level 3 DDO for approval.
Path: At level 2 DDO>Worklist > DCPS > Level 2 Verification of Form I: verify details here
Path: At Level 3 DDO>Worklist > DCPS > Level 3 Approval of Form I: approve details here
- For GPF employees: go to level 2 DDO, check and approve employee details here.
Path: Worklist > Payroll > Employee Configuration Form for > Approval of Form 1

46. If inner and pay bill not displaying.

Solution:

- Check bill group maintainance, whether post type and group saved or not.
Path: Level 1 DDO> Worklist > Payroll > Organization/Office Profile > Bill Group Maintenance
- If problem persist, contact support staff team and please don't forward and consolidate pay bill till problem not resolved.

47. How we can give DCPS Regular contributions.

Solution:

- DCPS Delayed, DCPS DA Arrear, DCPS Pay arrear need to be given from below path if applicable. Monthly DCPS Regular contributions will be automatically calculated in Paybill.
Path: Level 1 DDO>Worklist > DCPS > DCPS Contribution > DCPS Delayed / DA Arrears / Pay Arrears
- Save the contributions carefully. Saved contributions will reflect in Pay bill on generation.
- Saved DCPS contributions need to be approve from level 3 DDO.
Path: Level 3 DDO>Worklist > DCPS > DCPS Contribution > View/Approval of Contribution

48. System Requirements for using application:

- **Operating System:** Windows XP and Above Version
- **Resolution:** 1024x768 x 256 Colour
- **Internet Connection: Minimum:** 256 Kbps and above
- **Browser:** Internet Explorer, Fire Fox, Mozilla Firefox, use IE 10.0 for optimal performance.
- RAM should be of at least 2GB.
- Delete temporary files regularly.

Even after checking all the points, if issues persist please feel free to contact

**Ba.sevaarth@gmail.com
sameer.sutar@nic.in**