

Salary FAQ

SALARY MODULE				
Sr.	HRMS FAQs	ID to be used	Solution of Issue	Remarks
1.	How to create new DDO	Office admin ID	<p>Path: <i>Office Administrator</i> → <i>Payroll Master</i> → <i>Create DDO Account</i></p> <p>Steps:</p> <ol style="list-style-type: none"> 1. Navigate to Payroll Master → Create DDO Account under your Office Administrator login. 2. Enter the required details: <ul style="list-style-type: none"> ○ Treasury Code ○ DDO Code ○ Stamp Details ○ TAN Number, etc 3. After filling in all fields, click Save to record the details. 4. Once verified, Lock the entry. <ul style="list-style-type: none"> ○ A DDO Account will be created with a default password. 	<p>Note: Ensure that the DDO Code entered here is exactly the same as the one assigned in the IFMS Portal to maintain data consistency and integration</p>

2.	How to create Account Head?	DDO ID	<p>Path: <i>DDO Account → Administrator → Payroll Master → Create Account Head</i></p> <p>Steps:</p> <ol style="list-style-type: none"> 1. Open Create Account Head. 2. Enter the following details exactly as allotted: <ul style="list-style-type: none"> ○ Major Head ○ Sub-Major Head ○ Minor Head ○ Sub-Minor Head ○ SOE (Schedule of Expenditure) 3. Click Save to create the head. <p>Validation / Match with IFMS:</p> <ul style="list-style-type: none"> ● Ensure all head details match the entries allotted in the IFMS portal. 	<p>Notes:</p> <p>Before creating the Account Head, carefully verify all head codes.</p> <p>If any Major / Sub-Major / Minor / Sub-Minor / SOE code is not available in the list, please email T&A with the exact code and description.</p> <p>After confirming non-availability, the desired code will be added and an intimation will be sent.</p>
3	How to create/update salary templet	DDO ID	<p>Path: <i>Application Management → Create Salary Template</i></p> <p>Steps:</p> <ol style="list-style-type: none"> 1. Open the Create Salary Template screen. 2. In the upper section, you will see a list of Allowances. <ul style="list-style-type: none"> ○ Select the required allowances from the left list and move them to the right (<i>Allowed List</i>) to include them in the template. 3. In the lower section (left side), you will find a list of Deductions. <ul style="list-style-type: none"> ○ Select the required deductions and move them to the right to add them to the template. 4. After selecting all applicable Allowances and Deductions, click Save. <ul style="list-style-type: none"> ○ The descriptions and selected heads from the right side will now be part of the Salary Template. 	<p>Note:</p> <p>Once an amount has been assigned to any Allowance or Deduction, it cannot be removed from the template.</p>

4.	How to create a Salary Bill?	Bill Clerk	<p>Path: <i>DDO Account → Administrator → Payroll Master → Create Category-Wise Bill</i></p> <p>Steps:</p> <ol style="list-style-type: none"> 1. Search for the employee by entering the required details. 2. Enter the Salary From Date and Salary To Date. 3. If you are generating the salary for the first time, select the Mode as Manual. 4. fill in the allowance/deduction details, and click process salary to generate the bill. 5. select the active bill date and click OK 	<p>Note:</p> <p>If you wish to create a salary for specific dates (not the full month), select the custom date range and manually calculate the salary according to the number of days. Always verify the entered period and calculations before saving.</p>
5.	How to map a bill with designations?	DDO ID	<p>Path: <i>Application Management → Payroll Master → Bill Designation Mapping</i></p> <p>Steps:</p> <ol style="list-style-type: none"> 1. Open the Bill Designation Mapping screen. 2. Select the appropriate details: <ul style="list-style-type: none"> ○ Bill Name ○ Pay Commission ○ Pay Scale ○ Designation ○ Technical / Non-Technical category 3. After selecting all fields, click Save to map the designation with the selected bill. 	<p>Note:</p> <p>Each designation or pay scale must be individually mapped with the specific bill under which that designation or pay scale is to be included. in some cases, there is no bill showing it may be due to non-mapping</p>
6.	Procedure for Employee Registration for Salary	bill Clerk	<p>Path: <i>Login as Bill Clerk → Payroll → Salary Master → Employee Registration for Salary</i></p> <p>Steps:</p> <ol style="list-style-type: none"> 1. Login using your Bill Clerk credentials. 2. Navigate to Payroll → Salary Master → Employee Registration for Salary. 	<p>Note:</p> <p>Ensure that all details (Pay Scale, Service Type, Bank Information, HRA) are correct before saving, as these affect payroll calculation and bill preparation.</p>

			<ol style="list-style-type: none"> 3. Select the appropriate Employee Type and search the employee. 4. From the results, select the Bill under which the employee's salary is to be prepared. <ul style="list-style-type: none"> ○ Based on the selected Bill, the corresponding Pay Commission / Pay Scale will be automatically filtered. 5. Choose the correct Service Type according to the applicable Pay Commission. 6. Enter the employee's Bank Details and HRA Details carefully. 7. Click Save to register the employee for salary generation. 	
7.	Process to Update DDO Mobile Number and Map HRMS Code with iHRMS DDO Account	DDO ID	<p>Path: <i>DDO Account → Services → Map HRMS Code with Login ID</i></p> <p>Steps:</p> <ol style="list-style-type: none"> 1. Login using your iHRMS DDO Account credentials. 2. Navigate to Services → Map HRMS Code with Login ID. 3. Search for the employee by entering the HRMS Code, Employee Name, or using the Help button. 4. Click Search — the employee's details will be displayed on the same screen. 5. If any information appears incorrect, click the Generate OTP button. 6. An OTP will be sent to the registered mobile number displayed on the screen. 7. Enter the OTP received on the registered mobile number. 8. After successful OTP verification, the Employee Code will be successfully mapped with the DDO Code in the iHRMS DDO Account. 	<p>Note: Ensure that the employee's mobile number is correctly updated in the system; otherwise, OTP delivery will fail.</p> <p>If the OTP is not received, verify the registered number or contact the Establishment Office for assistance.</p>

8.	Procedure to Enter Insurance Policy Details	Bill Clerk	<p>Path: <i>Login as Bill Clerk → Payroll → Salary Master → Insurance Policy</i></p> <p>Steps:</p> <ol style="list-style-type: none"> 1. Login with your Bill Clerk credentials. 2. Navigate to Payroll → Salary Master → Insurance Policy. 3. Enter the Insurance Policy details for the employee. 4. Carefully fill in the following fields: <ul style="list-style-type: none"> ○ Premium Amount ○ Premium to be Paid Up To Date 5. Deductions will continue to be made automatically until the “Premium to be Paid Up To Date”. 	<p>Note:</p> <p>If the LIC Policy has been closed and the deduction needs to be stopped before the entered date, update the “Premium to be Paid Up To Date” accordingly to end the deduction.</p>
9.	How to do entry of Wheat and Festival loan for deduction?	bill Clerk	<p>Path: <i>Login as Bill Clerk → Payroll → Salary Master → Bulk Wheat / Festival Entry</i></p> <p>Steps:</p> <ol style="list-style-type: none"> 1. Login using your Bill Clerk credentials. Navigate to Payroll → Salary Master → Bulk Wheat / Festival Entry. 2. Select the appropriate Loan Type from the list. 3. Search and select the employee(s) (e.g., <i>Group D employees</i>). 4. Enter the loan details as per the instructions issued by the Finance Department (FD). 5. Click Save to record the entries. 6. Get the entry approved by your DDO login. 7. After approval, update the voucher number against the respective loan entry. <ul style="list-style-type: none"> ● 	<p>Notes:</p> <p>Deductions for the loan will not start in the employee’s salary until the voucher number is updated.</p> <p>The installments for each loan type will be automatically deducted from the salary as per the number of installments specified.</p>

10.	Procedure to Initiate Salary for Next Month	Bill clerk	<p>Scenario: If salary has already been created once in HRMS, there is no need to re-enter all employee details each month. The system allows you to easily carry forward the previous month's data.</p> <p>Steps:</p> <ol style="list-style-type: none"> 1. Login using your Bill Clerk credentials. 2. Go to Payroll → Salary Preparation → Initiate Salary for Next Month. 3. A list of bills will be displayed. 4. Click the 'Process' button against each bill. <ul style="list-style-type: none"> ○ This action will copy all salary details (allowances, deductions, etc.) from the previous month to the next month automatically. <p>To make any changes:</p> <ul style="list-style-type: none"> ● Navigate to Payroll → Salary Preparation → Generate/Update Salary. ● Select the employee and update salary details as required (e.g., changes in allowances, deductions, or service status). 	<p>Important Note: The salary process for the next month cannot be initiated unless voucher numbers have been updated for each bill of the previous month.</p> <p>Always ensure that all previous month vouchers are entered and locked before proceeding to the next month's salary processing.</p>
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11.	What may be reasons if employee name is not showing in the employee registration for salary purpose?	bill clerk	<p>Important Instructions for Bill Clerk</p> <ol style="list-style-type: none"> 1. The Employee Service Book must be verified before salary can be prepared. 2. The employee's Establishment Office and Posting Office must match the office from which the salary is being prepared. <p>This rule has been implemented as per Government directions stating that no employee can draw salary from an office other than their actual place of posting.</p>	
12.	How to Approve the Salary Bill?	Bill Clerk DDO	<p>Steps for Bill Clerk:</p> <ol style="list-style-type: none"> 1. Login with your Bill Clerk credentials. 2. Navigate to Payroll → Send Salary Bill for Verification. 3. Select the Month for which the salary is prepared. 4. Click on "Send for Verification" to forward the salary bill to the DDO for approval. <p>Steps for DDO (Approving Officer):</p> <ol style="list-style-type: none"> 1. Login using your DDO Account. 2. Go to Administrator → Approval and Cancellation → Salary Bill Approval. 3. Select the bill and click Approve. <p>Return / Rejection Option:</p> <ul style="list-style-type: none"> • The DDO can return the salary bill to the Bill Clerk by adding Remarks if any correction or issue is found. • In this case, the bill status will be marked as "Un-approved", and the Bill Clerk must correct and resend it. 	<p>Note: Once the bill is approved by the DDO, no changes can be made by the Bill Clerk.</p>

13	How to Un-verify Approved Salary Bill?	DDO	<p>If any incorrect entry is noticed after the salary bill has already been approved, the DDO must un-approve the bill and return it to the Bill Clerk for correction.</p> <p>Steps:</p> <p>For DDO:</p> <ol style="list-style-type: none"> 1. Login using your DDO account. 2. Navigate to Administrator → Un-verify Approved Salary Bills. 3. Select the bill that contains the incorrect entry. 4. Un-approve the bill. 5. Add remarks if required and send it back to the Bill Clerk. <p>For Bill Clerk:</p> <ul style="list-style-type: none"> • After the bill is returned, the Bill Clerk must make the necessary corrections and then resubmit the salary bill for verification to the DDO. 	
14.	How to create salary arrear?	Bill clerk	<p>Step 1: DDO Assigns Permission</p> <ul style="list-style-type: none"> • The DDO must assign permission for the “Arrear Module” option to the Bill Clerk. (application management → module wise menu permission) <p>Step 2: Bill Clerk Creates Arrear Bill</p> <ol style="list-style-type: none"> 1. Login using Bill Clerk credentials. 2. Go to Arrear → Create Arrear Bill → Generate/update Arrear Bill. 3. select the employee / paid month and arrear type and GO 4. now select the bill name and arrear period and enter the allowance and deduction and save the arrear bill 5. now submit the bill for verification , arrear >> submit arrear bill for verification <p>Step 3: DDO Approves Arrear Bill</p> <ol style="list-style-type: none"> 1. Login using your DDO account. 2. Navigate to Administrator → Approval and Cancellation 	<p>Downloading Arrear Schedules</p> <ul style="list-style-type: none"> • After approval, schedules can be downloaded from: Payroll → Salary Reports → Arrear Pay Bill Register and Schedules

			<p>/ Salary Arrear Approval (as applicable).</p> <ol style="list-style-type: none"> 3. Review the arrear bill details. 4. Click Approve to finalize the arrear bill. <ul style="list-style-type: none"> • 	
15.	How to correct Loan advance deductions for instance Wheat/ Festival / HBA etc.?	DDO	<p>If the deduction for any type of loan has been entered incorrectly, the correction must be made through the DDO Login.</p> <p>Steps:</p> <ol style="list-style-type: none"> 1. Login using your DDO Account. 2. Navigate to Administrator → Loan Advance Correction. 3. Select the Employee and choose the relevant Loan Type. 4. Use the “Select Change Request” option to correct the loan deduction details. 	<p>Note:</p> <ul style="list-style-type: none"> • First, try using the “Auto-Correct Installment” option. <ul style="list-style-type: none"> ○ This will automatically correct the installment amount based on loan rules. • If the auto-correction does not fully resolve the issue, then manually update the required fields.

16.	How to create & approve Increment in HRMS?	establishment data entry Establishment verifier	<p>Procedure for Generating and Approving Increment Order</p> <p>Steps for Establishment Data Entry Operator</p> <ol style="list-style-type: none"> 1. Login using your <i>Establishment Data Entry Operator</i> credentials. 2. navigate to employee 3. Navigate to Employee Enrollment → Update Date and Detail → Generate Increment Order. 4. Enter the required increment details. 5. Click Send for Verification to forward the Increment Order to the Verifying Officer. <p>Steps for Verifying Officer</p> <ol style="list-style-type: none"> 1. Login using your Verifying Officer account. 2. Navigate to Approvals → Approve Increment Order. 3. Select the Increment Order and click Approve. <p>Un-verification (If Correction is Required)</p>	<p>Increment order can be Un verified by Verifying officer by login as Verifying officer and selecting option Approval→ Un-verify Approved increment</p>
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17.	How to prepare DA Arrear in HRMS	Bill clerk DDO	<p>Step 1: Bill Clerk – Create and Send DA Arrear Bill</p> <ol style="list-style-type: none"> 1. Login using your Bill Clerk credentials. Go to Arrear → DA Arrear Calculation. Select the following: <ul style="list-style-type: none"> ○ Employee Type: NPS or GPF ○ Bill Name 2. Enter the From Date and To Date for arrear calculation. 3. Click Save to calculate the DA arrear. 4. Once saved, navigate to: Arrear → Send Arrear Bill for Verification 5. Select the Paid Month for which the arrear bill is to be submitted. 6. Click Send for Verification to forward the arrear bill to the DDO. <p>Note:</p> <ul style="list-style-type: none"> • DA Arrear Bills for GPF and CPF/NPS employees can be created separately if required. <p>Step 2: DDO – Approve DA Arrear Bill</p> <ol style="list-style-type: none"> 1. Login using your DDO credentials. 2. Navigate to: Arrear → Bill Management → Salary Arrear Bill Approve 3. Search for the DA Arrear Bill using Bill Name, Month, or other filters. 4. Select the bill and click Approve. 5. Enter the Approval Date and confirm. 	

18.	How to Download Annual Salary Report?	Bill Clerk employee self ID	<p>For Bill Clerk</p> <ol style="list-style-type: none"> 1. Login using your Bill Clerk credentials. 2. Navigate to Payroll → Salary Report → Annual Salary Statement. Select the employee and download the Annual Salary Statement for the required Financial Year (FY). <p>For Employees (Self-Service Option) Employees can also view or download their own Annual Salary Statement from their personal iHRMS login:</p> <ol style="list-style-type: none"> 1. Login to your Personal ID. 2. Go to My Service → Payroll Services → Annual Statement. 3. Select the Financial Year (FY) to view or download the statement 	
19.	How can an employee download a salary slip?	employee self ID	<ol style="list-style-type: none"> 1. Login using the Employee ID provided by your office. <ul style="list-style-type: none"> ○ If the Employee ID is not provided or has been forgotten, you may retrieve it using the “Get HRMS Code” option available on the HRMS portal. 2. Navigate to: My Services → My Payroll Services → Pay Slip 3. Select the Month and Year to download your Pay Slip. 	<p>Important Note:</p> <ul style="list-style-type: none"> ● The voucher must be applied against the salary for that month. ● Pay Slip will not be generated unless the salary voucher has been updated and applied by the office.
20.	How to Calculate income tax of an employee salary?	Bill clerk	<p>Path: <i>Payroll → Income Tax Related → Income Tax Calculation Sheet</i></p> <p>Instructions:</p> <ul style="list-style-type: none"> ● Using this option, the Income Tax Statement can be generated based on either: <ol style="list-style-type: none"> 1. Actual Paid Salary, or 2. Tentative Salary, which is the projected yearly salary for the financial year. <p>This allows employees and offices to calculate income tax both on the basis of actual earnings and expected annual income.</p>	

21.	How to add Savings under 80C?	employee self ID	<p>Path: <i>Payroll</i> → <i>Income Tax Related</i> → <i>Saving Under Section 80C</i></p> <p>Instruction:</p> <ul style="list-style-type: none"> ● Use this option to enter and update savings/investments under Section 80C such as LIC, PPF, GPF, NSC, tuition fees, housing loan principal, etc. ● The entered savings will be considered while calculating Income Tax liability for the financial year. 	
22	I used the Forgot Password option, but I am not getting SMS on my phone.	establishment data entry	<p>SMS will be delivered only to the correct mobile number entered in the Personal Information section of the employee by the establishment data entry of Office Administrator of the office where the employee is posted or attached. If the mobile number is entered incorrectly, no SMS will be received.</p>	
23	NPS/CPF Details is not getting entered	establishment data entry	<p>Please check the Employee Category at the top of the Employee Registration Form. If the employee is GPF, but CPF is displayed, the category must be corrected in the Service Book Module.</p>	
24	Employee establishment Does not belong to the office but his salary is prepared from the office.	Bill Clerk	<p>When employees from another establishment office are posted in your department, you can view them in the Employee Registration module by following these steps:</p> <ol style="list-style-type: none"> 1. Select the “View Employee” option under register employee for salary. 2. Choose the parameter “Posting in current office but establishment outside”. 3. Employees from other departments who are posted in your office will now be displayed. <p>Important Note:</p>	

			<ul style="list-style-type: none"> • The parent office of the employee must have updated the employee's posting office as your office in their system. • If the parent office has not updated this posting, the employee will not appear in your list. 	
25	The bill is verified but there are errors into it so needs to be corrected	DDO id	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.	
26	The Allowances/Deductions are not appearing in the Process Salary form	DDO id	<p>If an allowance or deduction is not appearing in the <i>Process Salary</i> form, it is likely that the DDO did not include it in the Salary Template during creation.</p> <p>Solution:</p> <p>The DDO must:</p> <ol style="list-style-type: none"> 1. Login using the DDO Account. 2. Navigate to Create Salary Template. 3. Add the required Allowance/Deduction to the salary template. 4. Lock the template after updating it. <p>Once the template is locked, the newly added allowance/deduction will start appearing automatically in the <i>Process Salary</i> form for salary preparation.</p>	
27	DDO has forgotten his login id/password	office admin id	Pls. seek the help of officer Administrator to reset DDO password or use Forgot Password Option	

28	Both Husband and Wife are State Government employees and HRA & License Fee is to be collected only from employees in whose name government accommodation is allotted but his/her spouse should not paid HRA.	bill clerk	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.	
29	What is Automatic & Manual Mode in Salary Process Option	bill clerk	<p>Automated Mode:</p> <ul style="list-style-type: none"> ● In <i>Automated Mode</i>, the software automatically calculates all advances, allowances, and deductions strictly as per the rules defined in the system. ● No manual changes are allowed in this mode. ● This ensures uniformity and prevents unauthorized alterations in salary calculations. <p>Manual Mode:</p> <ul style="list-style-type: none"> ● In <i>Manual Mode</i>, the software will calculate allowances and deductions using the standard predefined rates, but manual modifications are permitted. ● Manual Mode is useful in situations where certain allowances or deductions: <ul style="list-style-type: none"> ○ Depend on special conditions, ○ Are designation-specific, ○ Are not covered by the software rules, or ○ Need to be calculated differently due to unique circumstances. 	

30	Completed Salary processing for a month, how next month's salary process would take place.	bill clerk	<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>	
31	DDO has created a 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.	bill clerk	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.'.	
32	How to stop/Revoke salary of an employee	Bill CLerk	Path: <i>Payroll → Salary Master → Stop/Revoke Salary</i> Steps to Stop Salary <ol style="list-style-type: none"> 1. Login with your Bill Clerk/Bill Assistant credentials. 2. Go to Payroll → Salary Master → Stop/Revoke Salary. 3. Search the Employee whose salary is to be stopped. 4. Enter the following details: 	

			<ul style="list-style-type: none"> ○ Reason for stopping the salary ○ Effective From Date ○ Order Number ○ Order Date <p>5. Click Save.</p> <p>6. The entry must then be approved by the DDO for the salary stop to take effect.</p> <p>Steps to Resume (Revoke) Salary</p> <ol style="list-style-type: none"> 1. Search the employee from the same menu: <i>Payroll → Salary Master → Stop/Revoke Salary</i> 2. Select the Reason as “Revoke/Resume”. 3. Enter the required details (if applicable). 4. Click Save. 5. The entry must be verified/approved by the DDO for salary to resume. 	
33	How to remove wrongly included employees in a bill	Bill CLerk	<p>Path: <i>DDO Login → Payroll → Salary Master → Stop/Revoke Salary</i></p> <p>Steps:</p> <ol style="list-style-type: none"> 1. Login using your DDO Account. 2. Open Stop/Revoke Salary. 3. Select the employee whose wrongly initiated salary is to be removed. Choose the option “Delete Wrongly Initiated Salary”. 4. Select the Effective From Date (the date from which salary was incorrectly initiated). 5. Click Save. <p>Important Notes:</p> <ul style="list-style-type: none"> ● The bill must be unverified before deleting a wrongly initiated salary. ● Once saved, the employee’s salary entry for the selected date will be removed from the bill. ● This action ensures that the employee’s regular monthly salary is not generated for the incorrect period. 	

			<ul style="list-style-type: none"> • After deletion, if required, the correct salary can be initiated again. 	
34	IR / NPA / RA are appearing in the process salary form which is wrong and how to correct this?	Bill Clerk	<p>Path: <i>Payroll</i> → <i>Salary Master</i> → <i>Register Employee for Salary</i></p> <ol style="list-style-type: none"> 1. Open Register Employee for Salary. 2. Search and select the employee. 3. Check the list of Allowances assigned to the employee. 4. If an allowance is required but not appearing, <ul style="list-style-type: none"> ○ Select/Enable the applicable allowance (IR / NPA / RA). 5. If an allowance is appearing but not required, <ul style="list-style-type: none"> ○ Uncheck / Un-select the allowance to remove it from the Salary Process form. 6. Save the changes. 	
35	What is DDO Deductions and how these are to be calculated in eSalary	DDO ID Bill CLerk	<p>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 'add/update DDO Deductions ' option under DDO login under menu application maagnement and enter the details as asked save and these deductions would start appearing in 'prepare Salary 'bill clerk may deduct the amount in this deduction</p>	