

GPF Management FAQ

Sr.	FAQs	ID to be used	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 define AMA (Authority Mapping Administration) Levels by using the following option:</p> <p>Path: <i>AMA → Set AMA Level</i></p> <p>Three types of AMA levels can be set:</p> <p>a. Department Level – The AMA settings will apply to the entire department.</p> <p>b. DDO Level – AMA settings will apply to all employees under a specific DDO.</p> <p>c. Customized Level – AMA settings can be applied to selected offices or specific employee groups as required.</p> <p>Assigning Permissions for GPF Module (DDO Login)</p> <p>Path: <i>DDO Login → Administrator → Assign Permissions to Employee → Module Name: GPF</i></p> <ul style="list-style-type: none"> • The DDO can assign or modify permissions for employees to access and operate the GPF Module, based on their role and responsibilities. 	<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?	AMA ID	<p>Path: <i>Login with AMA → Create GPF Register</i></p> <p>Steps:</p> <ol style="list-style-type: none"> 1. Login using your AMA credentials. 2. Go to Create GPF Register. 3. Enter a Register Name as per your requirement. 4. Click Save to create the register. 	<p>Important Points</p> <p>Multiple GPF Registers can be created based on departmental needs.</p> <p>For example: If the department maintains separate registers for Group A / B / C / D employees in manual system, the same can be created in iHRMS.</p> <p>If registers are maintained designation-wise (e.g., Teachers, Clerks, Officers), the same pattern can also be followed while creating registers in the system.</p>
4.	How to map Employees with the AMA ID?	AMA ID	<p>Process:</p> <ol style="list-style-type: none"> 1. Login using the AMA Account. 2. Navigate to: Services → MAP HRMS Code with Login ID 3. Search the employee using any of the following options: <ul style="list-style-type: none"> ○ HRMS Code ○ Employee Name ○ Help button (advanced search) 4. Click Search. 5. The employee details will be displayed on the same screen. <ul style="list-style-type: none"> ○ If any information appears incorrect, click Generate OTP. 6. An OTP will be sent to the employee's registered mobile number shown on the screen. 	<p>Important Notes</p> <ul style="list-style-type: none"> ● Ensure the employee's mobile number is correctly updated in iHRMS before generating OTP. ● OTP verification is mandatory for successful mapping. ● Once mapped, the AMA will be able to perform all authorized actions related to the employee's GPF / AMA workflows.

			<p>7. Enter the OTP to verify.</p> <p>8. After successful OTP verification, the Employee HRMS Code will be successfully mapped with the AMA Login ID in the iHRMS system.</p>	
--	--	--	---	--

5.	Will only AMA work on GPF module he can assign permissions to employee for the working on GPF?	AMA ID	<ul style="list-style-type: none"> • Access to the GPF Module is controlled by the AMA (Authority Mapping Administrator). • The AMA has the authority to grant permission to any eligible employee to work on the GPF module. <p>Path: <i>AMA Login → Application Management → Module Wise Menu Permission</i></p> <p>Steps:</p> <ol style="list-style-type: none"> 1. Login using your AMA credentials. 2. Go to Application Management → Module Wise Menu Permission. 3. Select the Employee to whom you want to assign the permission. 4. From the Module List, select “GPF”. 5. Click Save to assign the permission. 	<p>Important Note</p> <p>Only those employees who have been assigned to a GPF Register by the AMA can be designated as GPF Dealing Hand.</p> <p>The AMA can assign GPF module permissions to multiple employees as per departmental requirements and convenience.</p>
----	--	--------	--	---

6.	What is Work Allotment to the Employee who have Permission of GPF?	AMA ID	<p>Work Allotment After Assigning GPF Permissions</p> <p>After the AMA assigns permission to a user to work on the GPF Module, the AMA can further allot specific GPF Registers to each employee who has been granted permission. This ensures that each GPF Dealing Hand is responsible for only the registers assigned to them.</p> <p>Example of Work Allotment</p> <p>If the AMA wants to:</p> <ul style="list-style-type: none"> • Assign 2 registers to Employee A, and • Assign 2 different registers to Employee B, <p>this can be done using the Work Allotment option under the</p>	
----	--	--------	---	--

			<p>AMA login.</p> <p>Purpose</p> <ul style="list-style-type: none"> • Ensures proper distribution of workload. • Allows multiple employees to manage different GPF registers efficiently. • Helps maintain accountability and clear responsibility of GPF handling. 	
7.	What is opening balance and how to add GPF opening balance?	AMA ID	<p>Path: <i>AMA Login → GPF Opening Balance</i></p> <p>Steps:</p> <ol style="list-style-type: none"> 1. Login using the AMA ID. 2. Go to GPF Opening Balance. 3. Select the Financial Year (FY). 4. Select the Employee. 5. Enter the Opening Balance for the selected FY. 6. Save the details. <p>Important Notes</p> <ul style="list-style-type: none"> • The Opening Balance must be entered manually only once, for the first FY from which GPF is being maintained in AMA. • After the FY is Locked, the next year's Opening Balance will be updated automatically by the system from the previous year's Closing Balance. 	
8	How to enter Backlog GPF Entries?	AMA ID	<p>Path: <i>GPF Clerk Login → GPF → Backlog GPF Entries</i></p> <p>Steps:</p> <ol style="list-style-type: none"> 1. Login using the GPF Clerk credentials. 2. Navigate to GPF → Backlog GPF Entries. 	<p>Instructions / Important Notes</p> <ul style="list-style-type: none"> • If eSalary is already running in the office, the GPF subscription entries will be automatically fetched from the eSalary module and shown in the backlog list.

			<ol style="list-style-type: none"> 3. Select the Employee and the Financial Year (FY). 4. Enter the monthly installment amount, along with the Voucher Number and Voucher Date for each pending month. 5. Click Save to record the backlog GPF entries. 	<ul style="list-style-type: none"> ● These auto-fetched entries can be reviewed and posted into the GPF Ledger as required. ● Manual entry is needed only for months before eSalary began in the office.
9.	How to Calculate GPF Interest?	AMA ID	<p>After the Backlog Entries And opening Balance Entry, calculate interest using option GPF → GPF interest calculation</p> <p>Lock the interest calculated after calculation of interest to show in GPF Ledger.</p>	Lock the interest calculated after calculation of interest to show in GPF Ledger.
10.	How to see the GPF Ledger	AMA ID employee ID	<p>Path: <i>GPF Clerk Login → GPF → GPF Report</i></p> <p>Steps:</p> <ol style="list-style-type: none"> 1. Login using your GPF Clerk credentials. 2. Navigate to GPF → GPF Report. 3. Select the required parameters (Employee, FY, Register, etc.). 4. Click View to display the report. <p>Viewing GPF Ledger (Employee Login) Employees can also view their own GPF details through their personal login: Path: <i>My Services → GPF Services → GPF Ledger</i></p> <ul style="list-style-type: none"> ● Employees can view their GPF Ledger and GPF Annual Report from this menu. 	<p>Important Note</p> <p>Only those Financial Years (FY) will be visible in the GPF Ledger and Annual Report that have been locked by the AMA Authority.</p> <p>FYs not locked by AMA will not display in employee view.</p>

11	How to submit GPF advance request by employee	employee ID	<p>Path: <i>Login with Employee ID → My Services → GPF Services → Apply GPF Advance</i></p> <p>Steps to Apply for GPF Advance</p> <ol style="list-style-type: none"> 1. Login using your Employee ID. 2. Navigate to My Services → GPF Services → Apply GPF Advance. 3. Fill in the required details, including: <ul style="list-style-type: none"> ○ Rule under which the GPF advance is being requested ○ Advance Amount ○ Supporting Documents (if applicable) 4. Click Save as Draft. 5. Submit the request to the current DDO using OTP verification. 	<p>Important Notes</p> <ul style="list-style-type: none"> ● If the GPF Advance form does not open, please check whether the employee's salary has been processed in the portal.
12	How to update GPF advance bill which was directly initiated IFMS but not in iHRMS	bill clerk AMA id	<p>Steps for Offline GPF Entry Through IFMS</p> <p>Step 1: Assign Permission (Salary DDO Login)</p> <ol style="list-style-type: none"> 1. Login using the Salary DDO ID. 2. Navigate to: Application Management → Module-wise Permission 3. Select the Bill Clerk. 4. Tick the option "Offline GPF Entry Through IFMS". 5. Click Save to grant permission. <p>Step 2: Enter GPF Details (Bill Clerk Login)</p> <ol style="list-style-type: none"> 1. Login using the Bill Clerk ID. 2. Go to: Payroll → GPF → Offline GPF Entry Through IFMS 3. Fill in all required parameters as per the bill already passed in IFMS. 4. Click Save. 5. Click Fetch Data from IFMS. 	<p>Important Notes</p> <ol style="list-style-type: none"> 1. Opening Balance cannot be zero. 2. Interest is unlocked only for onward Financial Years. 3. The request must be initiated from the same DDO from which the GPF Advance Bill was approved in IFMS. 4. If the "Offline GPF Entry Through IFMS" option is not visible for the Bill Clerk, please: <ul style="list-style-type: none"> ○ Login with DDO ID, and ○ Assign the permission

			<ol style="list-style-type: none"> 6. A pop-up window will display the IFMS bill details <ul style="list-style-type: none"> ○ (Only if all details match with the entered Bill Number) 7. Verify the displayed details and Forward the entry to AMA. <p>Step 3: Verification (AMA Login)</p> <ol style="list-style-type: none"> 1. Login using the AMA ID. 2. Navigate to: GPF → Offline GPF Entry Through IFMS 3. Verify the record. 4. Complete verification using OTP authentication. 	<p>under Application Management → Module-wise Menu Permission.</p>
13	GPF bill approved by DDO but the documents attached are wrong what to do	DDO bill clerk	<p>Reverting GPF Bill to Bill Clerk (DDO Login)</p> <ul style="list-style-type: none"> ● The DDO has the authority to revert a GPF bill back to the Bill Clerk for correction. <p>Steps (DDO Login):</p> <ol style="list-style-type: none"> 1. Login using the DDO ID. 2. Navigate to Approve GPF Bills. 3. Search the employee / bill details. 4. Under the Action dropdown, select “Revert Back to Bill Clerk”. 5. Enter remarks, if required, and submit. <p>After Reversion</p> <ul style="list-style-type: none"> ● The bill will be sent back to the Bill Clerk. ● The Bill Clerk must: <ul style="list-style-type: none"> ○ Attach the correct supporting documents, and ○ Re-submit the bill to the DDO for approval. 	
14	how to apply employee final GPF settlement bill	DDO, AMA	<p>Steps to Submit GPF Final Settlement Request</p> <ol style="list-style-type: none"> 1. Login using the DDO ID. 2. Navigate to Application Management → GPF Management → Final Settlement Request to AMA. 3. Search the employee. 4. By default, the Beneficiary will be selected as Self. 	<p>Note: Error Message: “Opening Balance cannot be zero from the Date of Joining/Maintenance Date set by AMA for applying GPF Final</p>

			<ul style="list-style-type: none"> ○ In case of death, select the beneficiary as Nominee. ○ The system will automatically fetch the nominee mapped in the service book. <ol style="list-style-type: none"> 5. Enter appropriate comments/remarks. 6. Click Save as Draft. 7. The request will be saved in Draft status. 8. Under Action, submit the request to AMA for further processing. 	<p>Settlement”</p> <p>If this message appears instead of Save as Draft, ensure the following:</p> <ul style="list-style-type: none"> ● The employee's GPF start/maintenance date has been correctly entered by AMA. ● All GPF Financial Years (FYs) are locked before submitting the final settlement request. <p>Employee Not Visible in GPF Final Settlement List</p> <p>If the employee does not appear in the employee list for GPF Final Settlement, check that:</p> <ul style="list-style-type: none"> ● The employee is registered in Salary under the concerned DDO. ● Salary details are properly updated so the request can be submitted.
15	how to update mobile details of AMA account	DDO ID	<p>Updating AMA Mobile Number and Mapping HRMS Code with iHRMS AMA Account</p> <p>Steps:</p> <ol style="list-style-type: none"> 1. Login using the AMA Account. 2. Navigate to: Services → MAP HRMS Code with Login ID 3. Search the employee using any of the following options: <ul style="list-style-type: none"> ○ HRMS Code ○ Employee Name ○ Help button (advanced search) 4. Click Search. 5. The employee details will be displayed on the same 	

			<p>screen.</p> <ul style="list-style-type: none"> ○ If any information appears correct, click Generate OTP. <ol style="list-style-type: none"> 6. An OTP will be sent to the registered mobile number displayed on the screen. 7. Enter the OTP to authenticate. 8. the update the details 9. After successful verification, the Employee Code will be mapped with the AMA Login ID in the iHRMS system. <p>Important Note</p> <ul style="list-style-type: none"> ● Ensure that the mobile number is correctly updated before generating the OTP, as OTP will be sent only to the registered mobile number. 	
16	how to map sanction signing authority in AMA	AMA id	<p>Mapping Sanctioning / Signing Authority (AMA Login) Path: <i>AMA Login → Services → Map Sanctioning / Signing Authority</i></p> <p>Steps to Map Authority</p> <ol style="list-style-type: none"> 1. Login using the AMA ID. 2. Navigate to Services → Map Sanctioning / Signing Authority. 3. Select the required options: <ul style="list-style-type: none"> ○ Authority Type: Sanctioning / Signing ○ Transaction Type: <ul style="list-style-type: none"> ■ Refundable Advance/Non-Refundable Advance ■ Final Settlement 4. Select the applicable GPF Register. 5. In case of Refundable / Non-Refundable Advance, select the relevant Rule. 6. click select 7. Search and select the Authority Officer. 8. Enter the Effective Date. 9. Click Save to map the authority. 	<p>Important Notes</p> <ul style="list-style-type: none"> ● Ensure that all required authorities are mapped for each transaction type and condition. ● The AMA can map different authorities: <ul style="list-style-type: none"> ○ Register-wise, and/or ○ Rule-wise, depending on departmental requirements. ● Incomplete or incorrect authority mapping may lead to approval or workflow issues.

17	Case Sent to Retired GPF Dealing Hand – How to Retrieve	AMA	<p>If the AMA has mistakenly forwarded a case to a GPF Dealing Hand who has retired, the case can be retrieved by following the steps below.</p> <p>Steps to Pull Back the Case (AMA Login)</p> <ol style="list-style-type: none"> 1. Login using the AMA ID. 2. Ensure that the work allocation assigned to the retired dealing hand is removed. <ul style="list-style-type: none"> ○ <i>(This is mandatory; otherwise, the Pull Back option will not appear.)</i> 3. After removing the work allotment, use the Pull Back option to retrieve the case from the retired dealing hand. 4. Reassign the case to the appropriate active GPF Dealing Hand. 	<p>Important Notes</p> <ul style="list-style-type: none"> ● The Pull Back option will be visible only after the work allotment for the retired employee is removed. ● Always verify the status of the dealing hand before forwarding new cases to avoid such issues.
18	employee is not able to view full GPF ledger in his /her account	AMA	<p>Kindly contact your AMA Authority and request them to:</p> <ul style="list-style-type: none"> ● Lock all GPF Ledgers from the beginning FY up to the current year. ● Only the locked FYs will appear in the employee's GPF Ledger. ● Any FY where interest is not locked will not be visible in the ledger. 	
19	DDO want to make GPF due bill but the employee is not showing in generating	DDO	<p>If the DDO wants to generate a GPF Due Bill but the employee is not appearing in the list, please verify the following conditions:</p> <ol style="list-style-type: none"> 1. Check if the First GPF Final Settlement Is Completed in iHRMS 	

	of GPF due		<ul style="list-style-type: none"> • Ensure the employee's First GPF Final Settlement has been processed in the HRMS system. • Confirm that the voucher number and date have been updated properly. • Without final settlement and voucher update, the employee will not appear for GPF due calculation. <p>2. Ensure Employee Is Registered Under the DDO for Salary The employee must be:</p> <ul style="list-style-type: none"> • Registered under the current DDO for Salary, or • Called back to the DDO (if previously relieved) <p>If the employee is not mapped to the DDO, the system will not allow GPF due bill processing.</p> <p>3. If First Settlement Bill Was NOT Generated in iHRMS In such cases:</p> <ul style="list-style-type: none"> • The DDO must create an Offline GPF Final Settlement Entry in HRMS. • This offline entry must include the correct voucher details (voucher number/date) of the settlement processed in IFMS or manually. <p>Once the offline settlement entry is saved and approved, the employee will start showing in the GPF Due Bill Generation screen.</p>	
20	Types of Due Bills That Can Be Generated in iHRMS		<p>The following types of GPF Due Bills can be generated in the iHRMS system:</p> <p>1. Delay Payment Bill Used when the GPF Final Payment was delayed, and interest is payable for the delayed period as per rules.</p> <p>2. Missing Credit Bill Generated when some GPF subscription months are missing in the ledger and need to be credited through a due bill.</p> <p>3. Delay & Missing Credit Bill (Combined) This bill is used when both situations apply:</p> <ul style="list-style-type: none"> • GPF Payment was delayed, and • Some subscription months are missing in the ledger. 	

			<p>This generates a combined due bill covering both components.</p> <p>4. Delay Payment With Court-Specified Interest Rate</p> <p>This type is used only in special cases where:</p> <ul style="list-style-type: none">• A court has ordered a specific interest rate,• The same must be applied to calculate the delay payment interest. <p>Important:</p> <p>This rate must be pre-approved by the Treasury & Accounts (T&A) Department <i>before</i> applying it in the system.</p>	
--	--	--	---	--