Comprehensive Financial Management System (CFMS) is launched on 02.04.2018 and currently being stabilized. One of the main objectives of CFMS, in addition to establishing a Single Source of Truth, is to promote efficiency and effectiveness in public financial management activities. APCFSS is the nodal agency for the implementation, sustenance and support of the CFMS program. Towards this, APCFSS aims at providing seamless services to all the users of CFMS in a structured and focused manner. Every effort has been made to address the requirements of all the diversified departments and individuals. However, during the course of operationalization, users have been reporting issues. While some issues require a change to the design, majority of the issues are related to understanding, adoption, data related and above all patience. Attention, of all the HODs and users is invited to GO MS 40, wherein the Help Desk and issue resolution process is explained in detail. Based on the issues reported so far, the following resolutions and clarifications are being provided and all departmental users are required to make sure that they understand and disseminate the information to all users.

<table>
<thead>
<tr>
<th>S. No.</th>
<th>Issue Reported</th>
<th>Requirement/Clarification</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Payroll Process in CFMS</td>
<td><strong>BILL PREPARATION</strong>&lt;br&gt;• DDO prepares bills in HRMS&lt;br&gt;• DDO to generate TBR number&lt;br&gt;• In case of return, cancel the TBR and generate a fresh TBR after required corrections</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>BILL SUBMISSION</strong>&lt;br&gt;• Pulled up bill will be available in DDO (Submitter) inbox in CFMS&lt;br&gt;• DDO to add attachments (under Notax &amp; Documents)&lt;br&gt;• DDO to verify and submit the bill&lt;br&gt;• DDO to apply biometric authentication (in lieu of physical sign) at Submission&lt;br&gt;• DDO can close the bill when issues that can be fixed in HRMS like amounts are noted&lt;br&gt;• Returned/rejected bills will appear in the DDO's inbox and they can either close or resubmit</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>BILL AUDIT</strong>&lt;br&gt;• Submitted bills will be available in the Auditor's inbox at STO/DTO/PAO&lt;br&gt;• STO/DTO/PAO will perform the audit&lt;br&gt;• STO/PAO can return the bill to DDO&lt;br&gt;• At final approval the bill will be sent to payment run&lt;br&gt;• STO/DTO/PAO to apply biometric authentication (in lieu of physical sign) at Approval</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>BILL PAYMENT</strong>&lt;br&gt;• Audited and approved bills will be picked by the payment process and sent to exuber payment&lt;br&gt;• Failure payments will be recorded and made available in the authorized logs assigned to handle return notifications (Mts).</td>
</tr>
</tbody>
</table>

**Pre-requisites:** Workflow configuration of DDO office, Treasury/PAO and for Return Notifications handling by DDO

**KEY ASSUMPTION:** CONFIRMATION OF HRMS DATA IS COMPLETED

Pay bill Submission process - Narration

DDOs shall prepare pay bills in HRMS as usual. Upon submission of bill using DDO Bill Submission option, a TBR number is generated for the bill. The bills so
generated are picked up by CFMS and pushed into the Inbox of the DDO (Submitter).

In about 30 minutes from the time of generation of TBR. The DDO shall attach the required documents and certificates and furnish checklist remarks and then submit to the respective treasury with Bio Metric Authentication.

The said submitted bill will flow into auditor login of respective treasury. The Treasury Office shall audit the bill as per workflow in CFMS. The bills passed by the Treasury Officers will be scheduled for payment on 1st day of the month.

If the bill is rejected by treasury officer, then the bill will be shown in DDOs login and DDO shall make necessary corrections and resubmit the bill again.

To process Pay bills the following **pre-requisites** should be completed:

@ **HOD Level**: Confirmation of HR Data and Organisation Structure is necessary to create User credentials and also to map the employees to relevant positions in an office. Hence this confirmation is pre-requisite.

@ **HOO Level**: Head of the Office has to configure Maker – Checker (Optional) – Submitter in Bill Submission Workflow. Unless this workflow is maintained, the bills will be rejected at interface level with a message “Submitter Not Found”.

@ **Treasury Level**: Treasury Officer has to configure Auditor – Verifier (Optional) – Approver in Bill Approval Workflow. Unless this workflow is maintained, DDO cannot create or submit the bill and will get the message that “Approver not maintained”.

**2 Failure Transactions handling for the month of March 2018**

The central team of CFMS sends the payment file to RBI for payment to payees’ accounts. The RBI shall communicate the unsuccessful payments list from time to time in the form of Return Notifications. The central team has to re-initiate payment after the DDO furnishes correct the bank account details of payees. Since it is difficult to reach out the DDOs, This office is communicating the RNs to respective DTOs and requesting them to furnish consolidated list of corrected
Upon receipt of such details, the central team of CFMS shall re-initiate the payment to respective payees.

When a payment is processed in CFMS, it will be submitted to eKuber @ RBI to process the same and remit the payment to the beneficiary account. In this process, sometimes there could be failures due to many reasons like incorrect bank account details, inoperative accounts etc. Such transactions need to be reviewed for re-processing and the following diagram illustrates the same.

### Failed Transactions Process in CFMS

<table>
<thead>
<tr>
<th>RBI eKuber process</th>
<th>Beneficiary wise failed transactions are displayed for DDOs in their logins under Failed Payment Tile</th>
</tr>
</thead>
<tbody>
<tr>
<td>rejected transactions will be sent as Return Notifications (RNs)</td>
<td>DDO wise submitted items for the Failed Transactions will fall in the queue of respective treasuries</td>
</tr>
<tr>
<td>Reconciliation of the RNs will occur systemically and will be sorted DDO wise</td>
<td>Process: Configure workflow to define the Maker/Checker/Submitter to create a bill and submit for payment of these failed items</td>
</tr>
<tr>
<td>Process: Configure workflow to authorize one person to process these items as a Bill Submitter</td>
<td>Treasury will create a bill for all the available items related to Failed Transactions submitted by the DDOs and create one bills Dr 865B – Suspense A/c.</td>
</tr>
<tr>
<td>Bill Submitter to correct the Bank Account and/or IFSC code in the screen for one time payees and for regular beneficiaries under the Vendor Master</td>
<td>Bill Audit will be carried out by such users who are assigned to audit HoA 865B and submit for payment process</td>
</tr>
</tbody>
</table>

### @ DDO Level:-

HOO shall configure the workflow to authorise one person for failed payment request access in OTHERS tab under BLM Submitter Workflow. This configuration is pre-requisite to get the display of failure transactions.

In case of regular vendors i.e. employees / DDO vendors / some third party vendors who were registered, the corrections to the Bank Account number and IFSC code are to be carried out first in Beneficiary Master through Beneficiary creation request and Master Records have to be updated first. In case of Other one time vendors who were not registered, e.g. Scholarship Beneficiaries, corrections can be made in the screen available to
authorised person who has access to failed payment request function.

Once Bank account number and IFSC code details are updated, authorised person will submit these details to the treasury.

@ Treasury Level:-

HOO of the treasury will configure workflow for Failed Payment Bill creation and submission by assigning Maker – Checker (Optional) – Submitter to his/her own treasury DDO code and 8658 HOA and He/ She also configure the workflow for Bill Approval by assigning Auditor – Verifier (Optional) – Approver. These steps are pre-requisites to start failure transactions payment process.

Once workflow is configured, Maker will have access to the creation of Failed Payment Bill under Non HR Bill category. Maker will create a bill for all the available line items related to failure transactions submitted by DDOs in the jurisdiction of that treasury on that day and the bill will go through the process of Bill submission and Bill approval as usual.

In reference to the U.O. Note No. 43027/199/2017, Fin Dept. Dt.15.09.2017, No DDO Code shall be assigned to the Corporations as these corporations are not supposed to draw the funds directly from Consolidated fund.

In the past, there has been a practice that HoDs distribute the budget to the corporations and these organisations preferred the bills and directly tapped the consolidated fund which is irregular and on no. of occasions, AG has raised objections to that effect. Consequent to this and in compliance with the orders issued by Finance department, DDO codes assigned to the Corporations are hereby withdrawn.

However various corporations are rendering service to the government departments, for this the government departments either been providing funds as Grant in Aid or entering into 3rd party agreement to deliver the services .Since the practice of assigning DDO codes is withdrawn and to facilitate the departments to continue
to engage corporations, the following process is proposed in CFMS.

Grant in Aid: The Government departments who are the budget owners have to draw the funds on their DDO code as per the needs of the work / activities and adjust to PD Account of respective offices, such funds will be maintained in deposit works.

Funds related to expenditure other than works will be adjusted to existing PD account of the Corporations. Funds related to works are adjusted to 8443 – Deposit Works and the government has granted permission to treat deposit work accounts as PD Accounts in Memo No. 21025/2/E-File/CM/2018 of Fin. Dept. Dt.29.03.2018. In case of 3rd party agreement with the institutions – shall be treated as any other third party vendors.

Employees and Pensioners bank details obtained from the Legacy system and registered as beneficiaries in CFMS system.

To register third party / Non-employee beneficiaries provision has been made in CFMS.

HOO shall configure the workflow for Beneficiary creation by clicking on Authorised Beneficiary create request access which can be found in OTHERS tab under Workflow configurator Bill Submit.

The authorized person will get access to the Beneficiary Create Request tile, through which HOO can make request for 3rd party / Non – employee beneficiaries’ registration by providing beneficiary basic details and bank details and beneficiary create request number shall be generated and later beneficiary vendor code is created in CFMS.

5 Beneficiary Creation

PRINCIPAL FINANCE SECRETARY TO GOVT. (FAC)