




USER MANUAL - eKYC verification for Pensioners

- ✓ Government in GO Ms. No.7, Dated 11/01/2023 of Finance (Budget.II) Department, has adopted the additional security layer of two-factor authentication in CFMS transactions to protect the interest of the citizens and the employees.
- ✓ As per these Orders, Two-factor authentication is mandatory for accessing CFMS and HERB Applications; and One Time Password (OTP) on an AADHAAR linked mobile number is made mandatory for secure login of CFMS and HERB applications.
- ✓ In terms of these Orders, every Employee / Pensioner shall link their CFMS ID to AADHAAR and Mobile No., for availing Government and employees services securely.
- ✓ The AADHAAR verification to be carried-out in HERB Web Portal / HERB Mobile App is made through a simple process.
- ✓ **eKYC process can be done in the following two ways:-**
 - a.) Self Updation by Pensioner through HERB Mobile App; and
 - b.) Updation by Pension Disbursing authority through HERB Web Portal on request of Pensioner.
- ✓ Steps to be followed by Pensioners / Treasury Officers along with Snapshots is shown hereunder:-
 - a.) **Self-updation by Pensioner through HERB Mobile App:-**
(Request creation by Pensioner)
 - ✧ Download **HERB App** which is available for both **Android and IOS** users, which can able to download from the following link <https://appstore.herb.apcfss.in/>.
 - ✧ **Login the App** using **CFMS credentials** (Username & Password).
 - ✧ From the Pensioner Dashboard screen, select '**Verify Aadhaar and Update Mobile Number**'.
 - ✧ Key-in **Aadhaar Number** and Click on **EKYC-OTP**.
 - ✧ After clicking on **EKYC-OTP** button, an OTP will be generated and that will be sent to Aadhaar linked mobile number.
 - ✧ Key-in generated OTP in **Enter EKYC OTP** field and click on **Submit** button (If pensioner didn't receive, click on **Resend OTP** button).
 - ✧ Verify the details and **key-in Aadhaar linked Mobile Number** and **present address**; then click on **Submit** button.
 - ✧ Check the status of E-KYC verification.
 - ✧ Then the Pension Disbursing authority (Treasury Officer) will get the request and Treasury Officer will approve as per the details available.



Sign in to
HERB



14

OTP


OTP has been sent to 98765 43210

Resend OTP

→

Know Your CFMS ID

Powered By
apcress

 **HERB**

Hello I
CFMS I

Regular Employee

> HOME


Payslip

APGLI

Employee Services

Verify Aadhaar and Update Mobile Number

Back Home Settings

 **HERB**

Hello I
CFMS I


Regular Employee

> Aadhaar EKYC

Aadhaar Number

EKYC-OTP

Back Home Settings

 **HERB**

Hello I
CFMS I

Regular Employee

> Aadhaar EKYC

Aadhaar Number

Otp has been sent to aadhaar linked mobile number

Enter EKYC Otp

RESEND OTP

SUBMIT

Back Home Settings



11:54 92%

HERB

Hello ! PADMAVATHI PINAPALA
CFMS ID: 14408546

Pensioners

> Aadhaar EKYC

DOB as per EKYC
1962-03-15

Address as per EKYC

Photo As per EKYC

Enter Aadhaar Linked Mobile Number

State
Telangana

Back Home Settings

11:54 92%

HERB

Hello ! PADMAVATHI PINAPALA
CFMS ID: 14408546

Pensioners

> Aadhaar EKYC

SAROOR NAGAR

Enter Village Name

Careof
W/O

House No

Address 1
CHAITANYA HILLS COLONY

Address 2
MEERPET

Nearest Airport
SHAMSHABAD

Nearest RailwayStation
KACHIGUDA

Pin Code
500097

SUBMIT

Back Home Settings

12:38

HERB

Hello ! PADMAVATHI PINAPALA
CFMS ID: 14408546

Pensioners

> Aadhaar EKYC

Alert

EKYC Completed And Successfully
forward to DDO(14408746)

OK

Back Home Settings

12:39

HERB

Hello ! PADMAVATHI PINAPALA
CFMS ID: 14408546

Pensioners

> Aadhaar EKYC

1991-06-10

Address

Aadhaar linked mobile number

EKYC Holder

Status
Your Request Pending At DDO

Back Home Settings



a.) **Self-updation by Pensioner through HERB Mobile App:-**
(Approval by Pension Disbursing authority / Treasury Officer)

FINANCE DEPARTMENT
GOVT. OF ANDHRA PRADESH

Know Your CFMS ID GOs, Circulars, Memos Budget 2023-24

Login

User ID: 144

Password: *****

Sign in

Forgot Password ?

Download Employee Mobile APP (HERB)

APFS MOBILE APP :

1. User Manual for DDO's to Assign Locations
2. User Manual for DDO's to Employee Mobile Number Updation

Note:

1. Monthly regular salary bill submissions (including Outsourced in APCOS portal) are allowed from the 16th to the 25th as per schedule.
2. Bill Submission is not permitted after 25th.

(Picture.1)

FINANCE DEPARTMENT
GOVT. OF ANDHRA PRADESH

Welcome: 144

Dashboard

HR & Payroll

ESS

Pensions

APGLI

Master Data

Expenditure

Budget 2023-24

Instructions:

Employee Aadhaar eKYC

Employee Aadhaar eKYC Update

Aadhaar eKYC Request Approve-DDO

Employee Aadhaar eKYC Status Report

Employee Aadhaar & Bank Linking Status Report

Office Address Details Count Report

Basic Pay Change Events

(Picture.2)

Employee Aadhar Ekyc Request Approval

Pending Requests

Search

CFMS ID : 143

Aadhaar Num: 143

Employee Name: 143

Employee Data in the System

Employee Name: 143

Date of Birth: 143

Aadhaar Number: 143

Mobile Number: 143

Gender: Male

Employee Data as per Aadhaar

Employee Name: 143

Aadhaar Number: 143

State: Andhra Pradesh

District: NTR District at Vijayawada

Mandate: IBRAHIMPATNAM

Village: IBRAHIMPATNAM

Address Line1: ANJANEYA TOWERS

Address Line2: IBRAHIMPATNAM

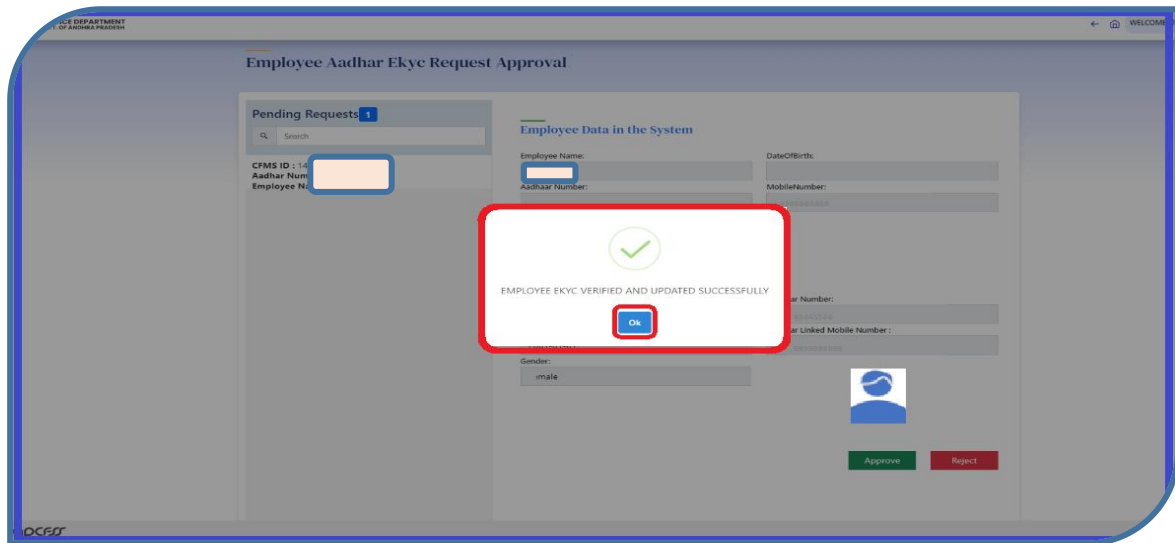
Date of Birth: 2001-01-27

Aadhaar Linked Mobile Number: 143

Gender: Female

Approve **Reject**

(Picture.3)



(Picture.4)

b.) **Updation by Pension Disbursing authority (Treasury Officer) through HERB Web Portal on request of Pensioner:-**

- ✧ Treasury Officer need to visit the HERB Web Portal (<https://herb.apcfss.in/>) and login to using their CFMS credentials.
- ✧ From the DDO Dashboard, Treasury Officer need to select '**Pensioner Aadhaar Update by eKYC**' under **HR & Payroll**.
- ✧ Select the **STO Code** from the drop-down button and click on **Submit**.
- ✧ After submitting, the Treasury Officer will get the **Pensioners list** who are Updated / Not-updated their E-KYC and the Treasury Officer can also be able to select the Pensioner either by searching by **Pensioner name / CFMS ID**.
- ✧ After selecting the respective Pensioner from that list, in the next page the Treasury Officer have to update the Pensioner Aadhaar number and need to click on **e-KYC button** followed by clicking mark in the **Declaration Checkbox**.
- ✧ After clicking on e-KYC, Treasury Officer will redirect to **e-KYC** page. Here the Treasury Officer has to process e-KYC either through **Biometric** or **AADHAAR OTP**.
- ✧ If the Treasury Officer selects Biometric, need to authenticate Biometric via **Biometric device**.
- ✧ If the Treasury Officer selects **Aadhaar OTP**, then have to **validate the OTP** which is generated and sent to **Pensioners' Aadhaar registered mobile number**.
- ✧ After Verifying the OTP, click on the **Confirm** button for successful authentication.
- ✧ For a successful Authentication, click on **Yes** button to move forward.
- ✧ To complete the e-KYC process, the Treasury Officer need to click on **"Save"** button, followed by providing **Pensioner's AADHAAR linked Mobile number** and **present Communication address**. Then the Treasury Officer will get the popup screen like '**Successfully Authenticated**'.



FINANCE DEPARTMENT
GOVT. OF ANDHRA PRADESH

Know Your CFMS ID GOs, Circulars, Memos Budget 2023-24

Login

144

.....

Sign in

Forgot Password ?

Download Employee Mobile APP (HERB)

APFRS MOBILE APP :

1. User Manual for DDO's to Assign Locations.
2. User Manual for DDO's to Employee Mobile Number Update

Note:

1. Monthly regular salary bill submissions (including Outsourced in APFOS portal) are allowed from the 16th to the 25th as per schedule.
2. Bill Submission is not permitted after 25th.

apcrr

(Picture.5)

Dashboard

ESS HR & Payroll

Instructions:

Employee Aadhaar eKYC

Employee Aadhaar eKYC Update

Aadhaar eKYC Request Approve-DDO

Employee Aadhaar eKYC Status Report

Outsourced/Contract Employees Aadhaar eKYC Update

Pensioner Aadhaar eKYC

Pensioner Aadhaar update by eKYC

Update Pensioner Mobile

Others

(Picture.6)

RAJU PENUMAKA (14408746)

Pensioners EKYC Status

STO Code:*

Select...

2703----AP State Capital Region Treasury

Submit

(Picture.7)



Pensioners EKYC Status

STO Code:*

2703---AP State Capital Region Treasury

Submit

Total Employees

Search

S.No	Cfms Id	Hrms Id	Employee Name	E-KYC Status	e-KYC
1	14482576	2529716	. REMATA VENKATESWARAMMA	Pending	
2	80416821	2587814	. K.SATYANARAYANA SASTRY	Pending	
3	80415699	2518284	. INDIRA DEVI B	Pending	
4	80415972	1139574	. SIVA NAIK D	Pending	

(Picture.8)

Pensioner Details

Back

Employee Name: . REMATA VENKATESWARAMMA

CFMS Id: 14482576

Mobile No: 9701098787

Aadhaar No:*

☒ Declaration : I hereby declare that I have obtained consent from the employee/pensioner for authenticating his/her Aadhaar for his Identity.

e-KYC

(Picture.9)

e-KYC

Select e-KYC Mode :

☐ Bio-Metric ☒ Aadhaar OTP

Back

Employee Name: . REMATA VENKATESWARAMMA

Aadhaar No:*

910944103795

☒ Declaration : I hereby declare that I have obtained consent from the employee/pensioner for authenticating his/her Aadhaar for his Identity.

e-KYC

Close

*** Please Click on Close Button for Further Process ***

(Picture.10)



e-KYC

* Select e-KYC Mode :

☐ Bio-Metric ☒ Aadhaar OTP

Please Click on Generate OTP to receive OTP to your Aadhaar registered mobile number

Generate-OTP

*** Please Click on Close Button for Further Process ***

Close

(Picture.11)

e-KYC

OTP Validation

Check your Phone

Please enter Aadhaar OTP received on your Aadhaar registered mobile number.

Enter the OTP :

Verify-OTP

Required

OTP expires in 09:57 min. 3 Attempts remaining

Resend OTP Available in 00:58 min.

*** Please Click on Close Button for Further Process ***

Close

(Picture.12)

e-KYC

Aadhar Details

Name	<input type="text"/>
DOB (yyyy-mm-dd)	<input type="text"/>
Gender	Male

Successfully Authenticated!

*** Please Click on Confirm or Close Button for Further Process ***

Confirm **Close**

(Picture.13)

e-KYC

Aadhaar Details

Name: [Redacted]
 DOB (yyyy-mm-dd): [Redacted]
 Gender: Male

Successfully Authenticated!

Are you sure Want to confirm

Yes **Cancel**

Confirm **Close**

e-KYC

(Picture.14)

Pensioner Details

Employee Name: [Redacted] CFMS Id: [Redacted] Mobile No: [Redacted]

Aadhaar No: [Redacted]

☒ Declaration : I hereby declare that I have obtained consent from the employee/pensioner for authenticating his/her Aadhaar for his Identity.

Name: [Redacted] Gender: Male Date of Birth: [Redacted]

Address: [Redacted] *Aadhaar Linked Mobile Number: [Redacted]

Communication Address

Care Of: [Redacted] State: [Redacted] District: [Redacted]

Mandal: [Redacted] Village/Ward: [Redacted] House/Flat No: [Redacted]

Address Line1: [Redacted] Address Line2: [Redacted] Nearest Airport: [Redacted]

Nearest Railway Station: [Redacted] Pin Code: [Redacted]

Save

(Picture.15)

Person Details As Per e-KYC

Aadhaar Details

Name: [Redacted]
 DOB (yyyy-mm-dd): [Redacted]
 Gender: Male

Successfully Authenticated!

*** Please Click on Close Button for Further Process ***

Close

(Picture.16)



Updation of Pensioners' Mobile Number by Treasury Officer / Pension Disbursing Authority:-

FINANCE DEPARTMENT
GOVT. OF ANDHRA PRADESH

Know Your CFMS ID GOs, Circulars, Memos Budget 2023-24

Login

144

Sign in

Forgot Password ?

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apcoss

(Picture.17)

ESS HR & Payroll

Instructions:

Employee Aadhaar eKYC

Employee Aadhaar eKYC Update Aadhaar eKYC Request Approve-DDO Employee Aadhaar eKYC Status Report Outsourced/Contract Employees Aadhaar eKYC Update

Pensioner Aadhaar eKYC

Pensioner Aadhaar update by eKYC **Update Pensioner Mobile**

Others

Contract Employees Mobile Number Updation

(Picture.18)

Update Pensioner Mobile Number

STOCODE:*
2703---AP State Capital Region Treasury

Submit

Search

S.No	Cfmsid	Name	Mobile No	Update
1	80412721		Mobile Number	Update
2	80412148		Mobile Number	Update
3	80412390		Mobile Number	Update
4	80412706		Mobile Number	Update
5	80412549		Mobile Number	Update
6	15095945		0000000000	Update
7	15091698		0000000000	Update
8	15062808		0000000000	Update
9	15039668		0000000000	Update
10	15023196		0000000000	Update

Rows per page: 10 1-10 of 1000

(Picture.19)

Update Pensioner Mobile Number

STOCODE:*

2703---AP State Capital Region Treasury

Submit

Search

S.No	CfmsId	Name	Mobile No	Update
1	80412721		Mobile Number	Update
2	80412148		Mobile Number	Update
3	80412390		Mobile Number	Update
4	80412706		Mobile Number	Update
5	80412549		Mobile Number	Update
6	15095945	SATTA DEVIKANTA MUKHTY R	Mobile Number	Update
7	15091698	K SARITHA RANI	<input type="text"/>	Update

(Picture.20)

-THE END-