

PFMS- FREQUENTLY ASKED QUESTIONS

Frequently asked questions by the States/UTs have been complied in this document.

By- NHM-Finance.

PFMS- Frequently Asked Questions

Sr. No.	ISSUE	SOLUTION
AGENCY		
1	The Implementing Agency has an account with a bank that is not integrated with PFMS. How to make payments using this Account?	You can't as the Bank is not integrated with PFMS. Suggest Agency to open account in a Bank Integrated with PFMS.
2	I have registered my agency from home page of PFMS. Who will approve my agency? And How to know whether my agency has got approved or not?	You have registered your agency as State level agency. You need to get it removed from PFMS Technical Team. In case it is not a State level agency. If it is a State level agency then it will get approved by the PD in ministry
3	Can I create multiple maker/checker users for my agency?	Yes.
4	I have registered my agency for one scheme and Now I want to add one more schemes. What is the process for the same?	After login go to My Scheme>Register New Scheme.
5	Can I register my agency with Account in India Post?	Yes.
6	Can I use same bank account for multiple Schemes?	Yes, One Agency & Multiple Schemes Allowed.
7	There is a mismatch of "agencies to be registered" data as per the State officials and as per the PFMS Portal, what needs to be done?	A district wise list will be forwarded to the State, where DAM's will fill in details of list of Facilities under their relevant District. After which data regarding Agencies to be registered will be fed in PFMS and correct Status w.r.t the same can be seen.
8	Location of some health villages is not mapped on the PFMS System due to which I am unable to register many the VHSNC present there.	The State is asked to provide a list of Villages which are not appearing in the PFMS portal. So that same can be get mapped from PFMS Technical Team.
9	Some VHSNCs have bank accounts in non-CBS bank branches, due to which I am unable to register such VHSNCs.	The State needs to provide to the Ministry with the list of all such Banks which are not yet integrated with the PFMS portal, so that the same can be provided to the PFMS Technical Team, and the accounts can be integrated resulting in registration of agencies up to root level.
10	I am unable to delete some of the wrongly created agencies as transactions have been performed in the past in those agencies. What shall I do to sought the same?	You need to provide the details of such agencies. So that technical help on the same can be sought from the PFMS team.
11	When I am trying to register agency, system display error related to Duplicate Bank Account? How to deal with this situation?	"Search the existing Account Holder Details, on the Home page, Click on ""REGISTERING AGENCIES PLEASE CHECK HERE IF AGENCY IS ALREADY REGISTERED"" link using your Account Number".
12	I have not received user name and password on my email. How to get the same?	Use the "Forget Password" Link on Home page to retrieve your login details.
13	I have added new scheme and bank account details. Who will approve the same?	The PD Approves this.
14	There is some spelling mistake in the name of agency. How to correct the same?	You can't, Maker of the Agency can edit the same.
15	Can I change my agency details later on like Contact Number, Email etc.?	Yes, Agency Admin can updated details from Masters>Agency profile.
16	How do I retrieve my password in case I lost my password?	Use Forget Password Link on Home page, Log In Section. You can also get password by Unique

		Agency Code.
17	In the Status, what does Pending Approval from PD means? What is PD? Etc. Whom to contact in this case?	Program Division (PD). The approval will be granted by the Central Ministry concerned who is releasing the funds to the state.
18	How to rectify Agency Details, before approval in PFMS?	The Agency Creator can update details from Agencies>Manage.
19	All my scheme components are not reflecting while account registration. How to get them added?	Agency Administrator can add same from My Schemes>Scheme Components.
20	Can the agency be registered without Bank Account?	No.
21	What is Unique Agency Code? I forgot my unique agency code. How to retrieve the same?	Unique Agency Code is a system generated Code to uniquely Identify an agency. This is visible to Agency Administrator login in My Details>Agency Profile.
22	Who will approve the Agency?	The Principal Accounts Office of the concerned Ministry will approve the agency for incorporation into the database.
23	Who is the contact person in Agency Registration?	Contact person could be the (i) Head of organisations or (ii) Officer-in-charge of Finance/Accounts responsible for the scheme implementation in the Agency.
24	Whose bank details are required while registering Agencies?	Details of the Bank account of the concerned agency (not of individual) where funds under the Plan Schemes are received.
25	Agency does not appear while generating sanction. ?	This will happen when while mapping the user the agency details have not been selected / added. (i) Go to user mapping again. Select the Contain option in agency name. Press search button and all the relevant agencies will appear, tick the relevant check box against the Agency name. (ii) Click on Add more button. (iii) Click "Save" button on top right.
26	Functional head of account not appearing in sanction generation. ?	Ask your Pr. Accounts Office to map the scheme with the concerned Head of Account.
27	If user is transferred / changed then how does the detail of another user get updated?	Go to change profile and click below the log out or change password on the left side of screen, then fill new user name, designation, e mail and phone number and submit. Each new user and his / her profile would have to be approved by your Pr. Accounts Office.
28	What to do if the bank account that needs to be mapped is not reflecting in PFMS portal?	Regarding non reflection of banks in PFMS, States are advised to send the details of such banks to the PFMS technical team.
29	Can I select VHSNC as Vendor and make payment or advance funds?	No. you must register VHSNCs as agency instead of vendor while transferring funds through PFMS.
BENEFICIARY MANAGEMENT		
30	What is new in New Common Beneficiary Data format.xls file?	Earlier there was only Payment Amount, now you can enter Center Share Payment Amount, State Share Payment Amount for the beneficiary.
31	Whether PFMS support Post Office accounts?	Yes.
32	We want to upload beneficiaries with Post office accounts. What should we enter in the Field "Bank name"?	INDIA POST.
33	How to know the IFSC code for Post office Branches?	From PFMS Home Page, Got to Menu Bank/Post office>Bank Branch Post Office Listing.
34	How can I know whether Banks IFSC Code is registered	From PFMS Home Page, Got to Menu Bank/Post

	in PFMS?	office>Bank Branch Post Office Listing.
35	What to Do when a system rejects the beneficiaries with error description Beneficiaries IFSC Code is not Valid?	Edit with Correct IFSC Code otherwise remove the Beneficiary from Beneficiary Data Excel file so that Beneficiaries with correct data may be uploaded in PFMS.
36	I have uploaded the beneficiary but Status of my beneficiary is "Not approved "from Bank. What could be the reason?	"The individual beneficiary bank may not be integrated with Bank hence it is showing pending Approval from Bank. You may view the list of Banks integrated with PFMS from Home Page>User Support> Bank Account Validation Time ".
37	Where can I view the uploaded beneficiary after Uploading beneficiaries Excel file?	Masters>Beneficiary Management>Edit Beneficiaries.
38	We have provided both Aadhaar Number and Bank Account details for beneficiaries. Whether PFMS will do the seeding of Aadhaar number with Bank Account?	No, PFMS does not carry out seeding of Aadhaar Number with Bank Account at NPCI.
39	In edit beneficiary, for last so many days, system is showing bank account status as status "sent to bank", what to do in this case?	"The individual beneficiary bank may not be integrated with Bank hence it is showing pending Approval from Bank. You may view the list of Banks integrated with PFMS from Home Page>User Support> Bank Account Validation Time ".
40	We have uploaded the beneficiaries with both Bank account details and Aadhaar Number and we will make Aadhaar based payment to the beneficiaries but PFMS is still showing status as 'Sent to Bank' in Edit beneficiary. Why is PFMS sending the details to banks for account validation when we are going to make Aadhaar based payment?	First Priority is given to Aadhaar based payment, in case the Aadhaar based payment is rejected for the beneficiary, the Beneficiary is now automatically available for Account Based Payment. Hence Account Number of Beneficiary is also validated.
41	Can I update the beneficiary details in PFMS after importing it? If Yes, Do I need to update the same details in MCTS also?	Yes. Further, you don't need to Update Beneficiaries details in MCTS. PFMS sends updated Beneficiaries details to MCTS once payment is made to a Beneficiary.
42	We are not able to add 'Mother' type JSY beneficiaries using this option. What should we do?	You can add Beneficiaries using "Import Beneficiary Data" for Beneficiary type "Mother".
43	When we upload beneficiaries through excel file, some beneficiaries become immediately available in the approval screen where as some become available after so many days? Why is it so?	Beneficiaries having Accounts in Non Integrated Banks are visible immediately in approval Screen. Beneficiaries having account in Banks that are integrated with PFMS are sent for approval from Bank.
E-Payment		
44	What should I do in case there is a huge time lag by Banks in the approval of Bank a/cs?	You need to bring forward such instances to the Ministry and technical Team.
45	What needs to be done in case I face non cooperation from Banking personnel?	For the orientation of the Bank personal the State may advice the bank to contact with the head office regarding the orientation of the staffs in remote areas. In this regard Economic Adviser has also advised that letter should be written from the Ministry of Health and Family Welfare to the chair persons of Bank and Secretary Finance
46	All the States are facing an issue, as per RBI guidelines PAN is mandatory document for bank a/c however PFMS doesn't mandate PAN for processing transactions. Therefore bank are unable to process the transactions.	The States are advised to apply for PAN for all the Rogi Kalyan Samities registered under society's registration Act and use this PAN for PFMS transactions
47	All the Components approved in the PIP are yet to be fully mapped on the PFMS System – expenditures	All the activities approved are not available in PFMS but the activities in FMR, finalised by the

	cannot be booked under the final Code Sub-activity (eg: many Codes under Routine Immunization are yet to be mapped on PFMS)	Gol, are available in PFMS portal. Therefore, the States are advised to book the expenditure as per the FMR codes.
48	There is a delay in reflection of PPAs on the bank portal – upto 2 to 3 weeks in some cases, due to which Payments are delayed in these cases to beneficiaries/ vendors.	In case of such long delays the matter should be brought to the notice of the PFMS technical Team with complete details of the transaction. However not only the NHM other government schemes are using the PFMS portal for the DBT and non-DBT payments it is due to load in PFMS portal but to improve the processing speed the CGA office steps for the same.
49	How should I make Statutory payments like TDS, ST etc through PFMS?	The integration of Government accounts for the payment of TDS/Service Tax and other government liability through PFMS portal has already been intimated to the CGA and the technical Team is working on it.
50	Can I make one payment for multiple beneficiary types?	No, You can only make payment for a single Beneficiary type at a time.
51	System shows error message that Agency Bank account is not mapped with the component while making payment for purpose How should I correct the same?	Contact Your agency Administrator to so that he/she can correct the component mapping from MYSCHEME>MANAGE> Select Scheme and edit "Agency account scheme component mapping".
52	Beneficiaries Aadhaar based payment got rejected by bank, how can I make Account payment to beneficiaries?	First Priority is given to Aadhaar based payment, in case the Aadhaar based payment is rejected for the beneficiary, the Beneficiary is now automatically available only for Account Based Payment.
53	When should we use Excel Upload Option for Initiating Payment to beneficiaries?	When you have a large number (more than 500) beneficiaries for payment and payment to beneficiaries is dissimilar and you can use default amount option for majority of the beneficiaries.
54	From Where can I download Approved List of Beneficiaries for Payment using excel?	E-Payment>Download payment information File.
55	How can I add more beneficiaries to existing Voucher?	Beneficiaries can be added till the Voucher is not submitted for approval.
56	In Step 2 of Initiate Payment, How the option 'Take Beneficiary From Earlier Paid List:' works. What is to be specified in this field?	You need to enter the "Voucher No." of an already paid list. The same beneficiaries that were paid earlier in earlier list will be available for payment in current payment period.
57	Account based payment to the beneficiary has got rejected. How can I change the account number for a beneficiary?	Update the Account Number of the Beneficiary from Masters>Beneficiary Management>Manage Beneficiary. The new account number shall be sent for verification. After approval from Bank you can make Account Based payment on new Account Number.
58	While approving payment, It has been noticed that some additional beneficiaries are coming. How to remove these beneficiaries from this transaction?	You can't remove additional beneficiaries while approving the Payment. Reject the Payment and ask the "Maker" to make a fresh voucher with correct list of beneficiaries.
59	While approving payment, It has been noticed that wrong amount is being paid to the beneficiaries. How to correct the payment amount in this transaction?	You can't. Reject the Payment and ask the "Maker" to make Voucher with correct amount.

Source:

- PFMS website
- Visit report for NER states, UP and Bihar
- Letters received from States