

## Frequently asked questions with their solutions.

### **1. Particular employee is not visible in paybill.**

A) Check first 'Date of Service Expiry' in 'Employee Statistic' Report screen.

**Path:-** Reports > Payroll > Employee Statistics.

B) You can also fill up the WEF(With Effect From) Date from 'Change Pay/Office Details' screen.

**Path:-** Worklist > Payroll > Changes > Change Pay/Office Details.

### **2. TA/HRA is not visible in Paybill.**

A) Check whether these components are checked or not. Put the proper 'Effective from date'.

B) As TA/HRA have been made dependent on 'Percentage Of Basic' field, so save the Basic details with proper WEF date from 'Change basic Details' screen.

**Path :-** Worklist > Payroll > Changes > Change basic Details.

### **3. Deduction part is not visible in the paybill or only half page of paybill is visible.**

A) Check all the Employee attached in the billgroup in Employee Statistics. Some Of the Employees may be DCPS but their DCPS Id field is blank. So detach such type of employees from the bill group and generate the paybill. Get appropriate correction done for these employees.

**Path:-** Reports > Payroll > Employee Statistics.

**B) For Consolidated pay employee DCPS and GPF details will be not Applicable. So select DCPS radio button as 'No' and the PF Detail option as 'Not Applicable'.**

**Path:-**Worklist > Payroll > Employee Configuration Form for Shalarth > New Employee Configuration Form for Shalarth > Bank/DCPS/GPF Details

### **4. Employee is not getting approved at level2/ level3/ level4.**

A) Get the post name from office details page and check the same post in view created post screen. If this post name is attached with some other employee, then reject the form and change the post,as this post is already occupied.

**Path:-** Reports > Payroll > View Created Post

B) Also check the “Date of Joining current Post(in the current Institution)” field . It should be filled properly.

**Path:-** Worklist > Payroll > Employee Configuration Form for Shalarth > New Employee Configuration Form for Shalarth > Institution Details

### **5. School name is not populated in level 2/ level3 master entries.**

A) Only those school will be populated in these field which is approved at syatem approval and also “Approve DDO Office” screen. So check the same.

**Path:-** Worklist > Payroll > Master Screens > Approve DDO Office.

### **6. No data available in inner and page wise report.**

A) Check “type of post” and “group” option in “Bill Group Maintenance” screen for that bill group. It should be saved correctly.

**Path:-** Worklist > Payroll > Organization/Office Profile > Bill Group Maintenance.

B) Once paybill is generated, don't detach the employee from the bill group,otherwise inner will display no data available.

**7. Particular employee name does not appear in Bank Statement and Acquittance Roll.**

A) Update the amount of Non-Government deduction of the concerned employee once again after generating paybill.

**Path:-** Worklist > Payroll > Employee Information > Non Government.

**8. Loan Installment No. is not changed automatically after generating next month paybill.**

A) For the resolution of this issue update loan installment no. of the concerned employee manually from Employee Loan Details screenw1 and regenerate the paybill.

**Path:-** Worklist > Payroll > Employee Information > Employee Loan Details.

B) Also for automatic change in Installment No. current paybill status should display as 'Approved' and for this voucher entry process must be done.

**Path:-** Worklist > Payroll > Payroll Generation/View > View / Approve / Delete Bill.

**9. Employees are unable to joined from 'Joining of Employee' screen to the particular institution.**

A) Check for vacant post in institute login. Make sure there will be always a vacant post available for newly joining employee.

**Path:-** Reports > Payroll > View Created Post.

B) Attach vacant post to the sub bill group from 'Attach/Detach Employee' screen and join the employee to that vacant post.

**Path:-** Worklist > Payroll > Organization/Office Profile > Attach/Deatch Employee.

**10. Employees are unable to joined in Increment Order.**

A) Check post and designation of the concerned employees from 'Change Pay/ Office Details' screen.'Designation' and 'Designation of Post' should always be same.If it is different then these employees will not be joined in Increment Order.

**Path:-** Worklist > Payroll > Changes > Change Pay/Office Details.

**11. If any deductions and allowances pay item is not displayed at institution level.**

A) Check the type of components pay item is ticked or not in below screen.

**Path:-** Worklist > Payroll > Emp. Eligibility for Allowances and Deductions.(Level-1)

B) Check the type of components pay item, whether it is ticked or not from below screen by the Level-2/Level-3 officer.

**Path:-** Worklist > Payroll > Master Screens > Dept. Eligibility for Allowances and Deductions.(Level-2/Level-3)

**12. TA and HRA amount is wrongly calculated for paybill of institution.**

A) Click on 'Know About the city class' link and confirm the city class for the institution from below screen.

**Path:-** Worklist > Payroll > Organization/Office Profile > Organization/Office.(Level-1)

B) Select the 'City' from below screen.

**Path:-** Worklist > Payroll > Organization/Office Profile > Organization/Office.(Level-1)

**13. Employee are unable to search at the time of relieving process.**

- A) Detach the employee from bill group with help of below screen before starting the relieving process.

**Path:-** Worklist > Payroll > Organization/Office Profile > Attach Employee to Bill Group.(Level-1)

**14. Steps for generating the supplementary paybill.**

- A) Enter the amount of pending months salary in below screen only for the respective employees.

**Path:-** Worklist > Payroll > Employee Information > Broken Period.(Level-1).

- B) Select the bill type from dropdown as 'Supplementary Paybill' while generating the paybill from below screen.

**Path:-** Worklist > Payroll > Payroll Generation/View > Generate/Regenerate Pay Bill.(Level-1)

**15. As per New Sanction Order, if No. of posts are decreases then follow the below steps.**

- A) Create New Order from below screen.

**Path:-** Worklist > Payroll > Master Screens > Order Master(Level-2/Level-3).

- B) Relieve the employees whose posts are exceeded as per new sanction order and join these employees in new institution from using below screen functionality.

**Path:-** Worklist > Payroll > Joining / Relieving of Employee > Relieving of Employee. (Level-2)

**Path:-** Worklist > Payroll > Joining / Relieving of Employee > Joining of Employee.(Level-2)

- C) Delete extra or exceeded vacant posts from using below screen functionanlity.

**Path:-** Worklist > Payroll > Post Deletion.(Level-2)

**16. As per New Sanction Order, if No. of posts are increases then follow the below steps.**

- A) Create New Order from below screen.

**Path:-** Worklist > Payroll > Master Screens > Order Master(Level-2/Level-3).

- B) Create new required posts from below screen.

**Path:-** Worklist > Payroll > Master Screens > Entry of post(Level-2/Level-3).

**17. GIS amount is wrongly calculated for ZP school employees.**

- A) Check the 'Date of Joining' of the concerned employee from below screen.

**Path:-** Reports > Payroll > Employee Statistics (Level-1)

- B) If employee is joined in 'Current Year' then GIS will be deducted as per premium rate and after completing one year GIS will be deducted as per composite rate.(e.g If employee is joined in institution on 01.02.2014 and his GIS group is C then GIS will deduct Rs.40 as per premium rate and after completing one year i.e.01.01.2015 in such case GIS will deduct Rs.120 as per composite rate.)

**Please contact Support Staff for any further assistance.**