

Standard Operating Procedure for eGramSwaraj (Online Payment Module)

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RURAL DEVELOPMENT AND PANCHAYATI RAJ
GOVERNMENT OF INDIA
KRISHI BHAWAN, NEW DELHI



MESSAGE

The Ministry of Panchayati Raj has always worked towards improving efficiency and effectiveness of the Panchayats transforming them into symbols of modernity and transparency. Under the Central Finance Commissions, funds are devolved to the Panchayats for delivering essential basic services to the rural populace. One of the key factors while delivering services is the timely payments to the service provider. Ministry of Panchayati Raj has endeavoured to harness the digital technology, towards its vision to enhance the end-to-end experience of public services—Government and non-government.

The Online Payment Module developed by the Ministry of Panchayati Raj will ensure a sound financial management system in the Panchayats thereby fostering increased accountability and transparency.

(Narendra Singh Tomar)

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SECRETARY
GOVERNMENT OF INDIA
MINISTRY OF PANCHAYATI RAJ

Online Payment Module

Message from Secretary, Panchayati Raj

One of the key focus areas of M/o Panchayati Raj over the last few years has been to track the fund flow of the Central Finance Commission grants and also to ensure timely payments on real-time basis to the service providers in the Panchayats. The Online Payment Module (erstwhile PRIASoft-PFMS Interface (PPI)) is one of its kind whereby Gram Panchayats are carrying out online payments to the vendors and service providers. The main objective of introducing such a module is to have a sound financial management system in the Panchayats leading to their greater credibility and image. This endeavour is also congruent to that of Digital India programme which is to transform India into a digitally empowered society and knowledge economy - "Faceless, Paperless, Cashless".

This exercise undertaken by the Ministry of Panchayati Raj along with its stakeholders for Panchayats to make real time payments is a step in the direction of assuring complete transparency and accountability

(Sunil Kumar)

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Standard Operating Procedure (SOP) for Online Payment Interface

1. Introduction

The Ministry of Panchayati Raj, in partnership the States, has been striving to transform the governance landscape in rural India. **e-Panchayat is one of the Mission Mode Project (MMP)** under the Digital India programme of Govt. of India. The project seeks to completely transform the functioning of Panchayati Raj Institutions (PRIs), making them more transparent, accountable and effective as organs of decentralized self-governing institutions. This will make democracy truly decentralized. The project is aimed at automating internal workflow processes of all the nearly 2.5 Lakh Panchayats across the country benefitting over 30 lakh elected members and about 10 lakhs PRI functionaries and improve local governance and make democracy work effectively at grassroots level.

With the enormous amount of funds under the Central Finance Commission being given to over 2.5 lakhs Panchayats; it is necessary to have a robust system for effective monitoring of public expenditure by means of a holistic system capturing the entire gamut of activity right from the stage of planning to monitor the various stages of work, recording the expenditure incurred for the works to providing a complete details of the asset created. In this regard, MoPR has undertaken an initiative of providing an **online digital payment mechanism** for the Gram Panchayats (GPs). In addition to this, it has also been decided that GPs would have to make real time digital payments to the service providers/vendors for the works carried out.

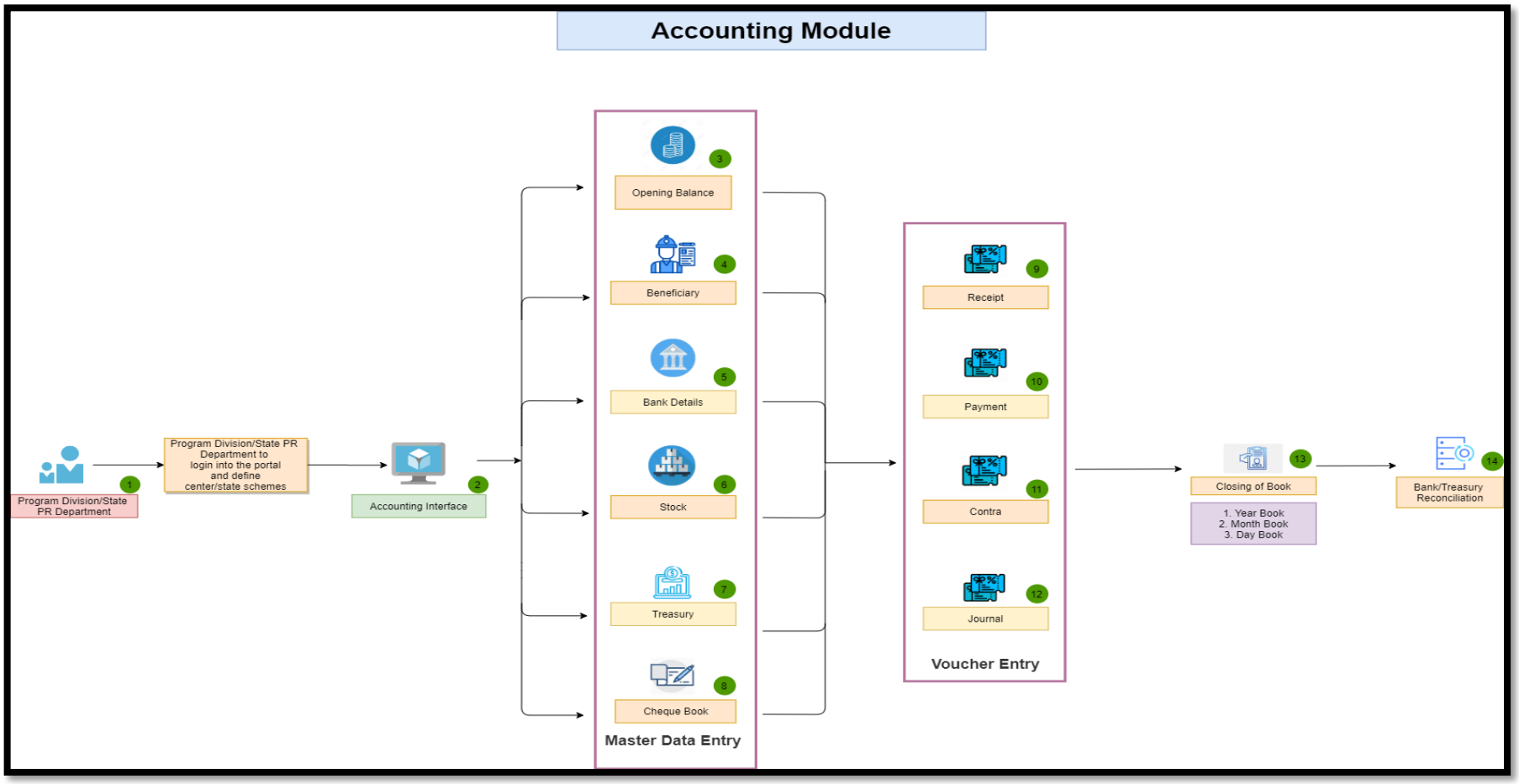
2. Document Overview

This document details the various steps to on-board Financial Module and Online Payment Interface in *eGramSwaraj*. The main aim of the document is to make the methodology as transparent as possible with a practitioner's approach. With this exercise, the aim is to attain 100% onboarding of Panchayats and ensure timely payments to the service providers/vendors.

3. Key Stakeholders

S.No.	Stakeholders	Roles & Responsibilities
a	C&AG/Admin	Responsible for handling central level administration, define and map central government schemes to accounting heads and define nationalized banks.
b	State AG/Admin	Responsible for handling state level administration, define and map state government schemes to accounting heads, map central and state schemes to ZP/BP/GP and define state level banks, define stock, approving user profile and DSC of District Admin
c	Accounting Entity (District Admin)	Responsible for handling district level administration, define district level administration of national/state banks and treasuries. Define bank branches approving user profile and DSCs of Maker and Checker
d	Village Admin (Panchayat Secretary)	Responsible for Master entries, Scheme mapping, Bank/Treasury branch mapping, creation of PO, account creation (Bank/PO/Treasury), Define Opening Balance, stock OB, reconciliation of accounts.
e	Maker (Panchayat Secretary)	Responsible for vendor registration, daily transaction booking, closing the day books, generating payment FTOs. Define Bank Accounts
f	Checker (Panchayat Sarpanch)	Responsible for validating and approving the records entered by the maker through digital signature.
g	BDO (Will act as checker in mapped Panchayats)	Primary responsibility of the BDO is to approve the DSCs registered by maker and checker. In case there is no Checker (Sarpanch), then BDO will responsible for handling checker roles.
h	PFMS	Responsible for handling technical support for trouble shooting operational challenges. Ensure synchronization of Database between eGramSwaraj & PFMS, enhancement in PPI, ensuring smooth FTOs processing between various systems
i	DSC Enabled Banks	Responsible for ensuring payments within the pre-defined T-A-T. Corresponding with NIC-PFMS for processing pending FTOs

4. Flowcharts - Existing Accounting Module



5. Panchayat Accounting Onboard

a. Defining schemes in PFMS

i. Central schemes:

1. Central Scheme registration to be done by Program Division.
2. Allocation of unique central scheme code by PFMS.
3. Mapping of hierarchy to be done by Program Division in PFMS.
4. Mapping of different sectors of the scheme to be done by Program Division.
5. Mapping of Payment purpose id i.e. mapping of scheme components with Major and Minor Heads to be done by Program Division.

ii. State schemes:

1. State Scheme registration to be done by State PR Department.
2. Allocation of unique state scheme code by PFMS.
3. Mapping of hierarchy to be done by State PR Department in PFMS.
4. Mapping of different sectors of the scheme to be done by State PR Department.
5. Mapping of Payment purpose id i.e. mapping of scheme components with Major and Minor Heads to be done by State PR Department.

b. Defining schemes in eGramSwaraj

i. Central Schemes:

To add the central specific schemes/ components, user must be logged in to the system as CAG Administrator.

1. Visit the eGramSwaraj website (http://egramswaraj.panchayat.gov.in) and click on Add Scheme tab.
2. Select the Add Scheme from the radio button and enter the Scheme Name/Component, Scheme Name (Abbreviation) and Scheme Name/Component (Local Language).
3. Click on Save button to submit the master entry of central scheme/component.
4. Only CAG Admin can edit the schemes entered in the system, to modify the same login into the eGramSwaraj portal and select Update Scheme/Component tabs.
5. Select the scheme from the dropdown, enter the Scheme Name/Component and Scheme Name (Abbreviation).
6. Click on Update button to modify the scheme name/component.

ii. State Schemes:

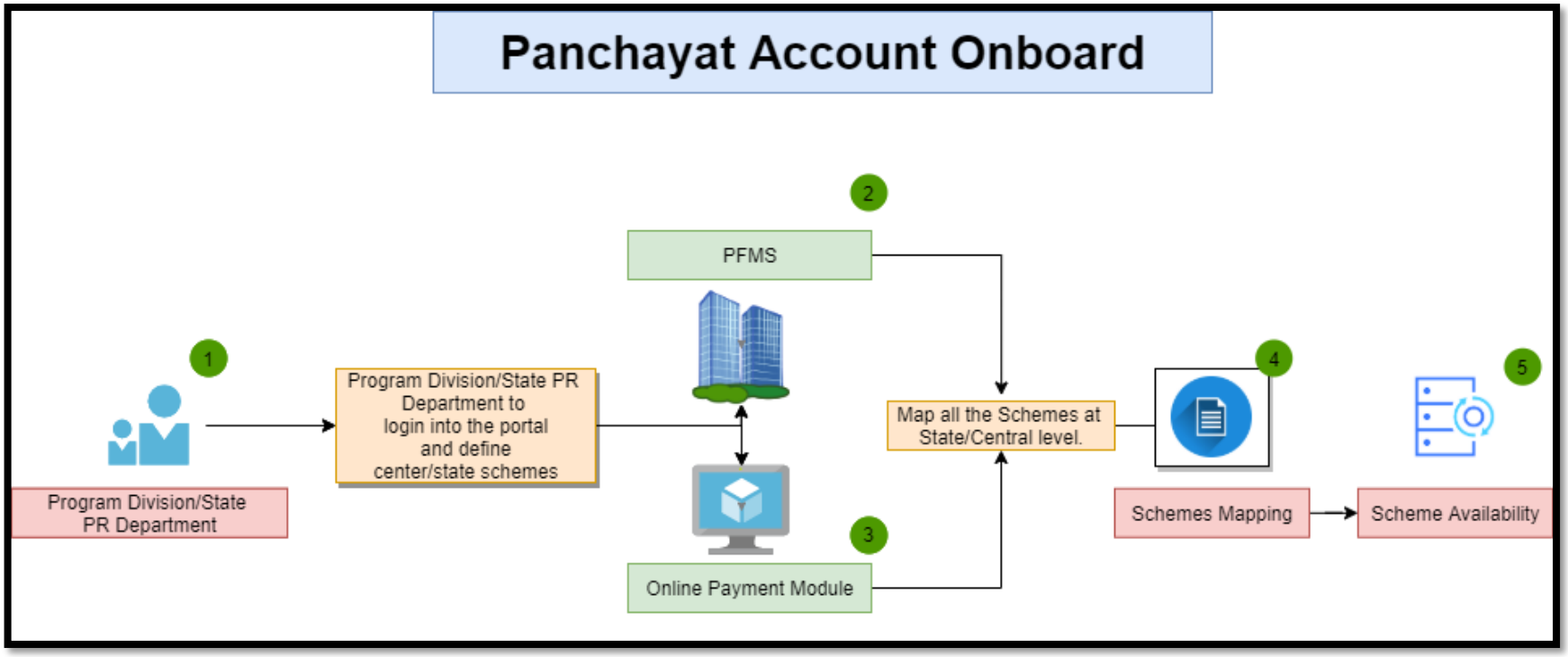
To add the State specific schemes/ components, user must be logged in to the system as State AG Administrator.

1. Visit the site eGramSwaraj (http://egramswaraj.panchayat.gov.in) and click on Add Scheme tab.
2. Select the Add Scheme from the radio button and enter the Scheme Name/Component, Scheme Name (Abbreviation) and Scheme Name/Component (Local Language).
3. Click on Save button to submit the master entry of state scheme/component.
4. Only State AG Admin can edit the schemes entered in the system, to modify the same login into the eGramSwaraj and select Update Scheme/Component tabs.

5. Select the scheme from the dropdown, enter the Scheme Name/Component and Scheme Name (Abbreviation).
6. Click on Update button to modify the scheme name/component.

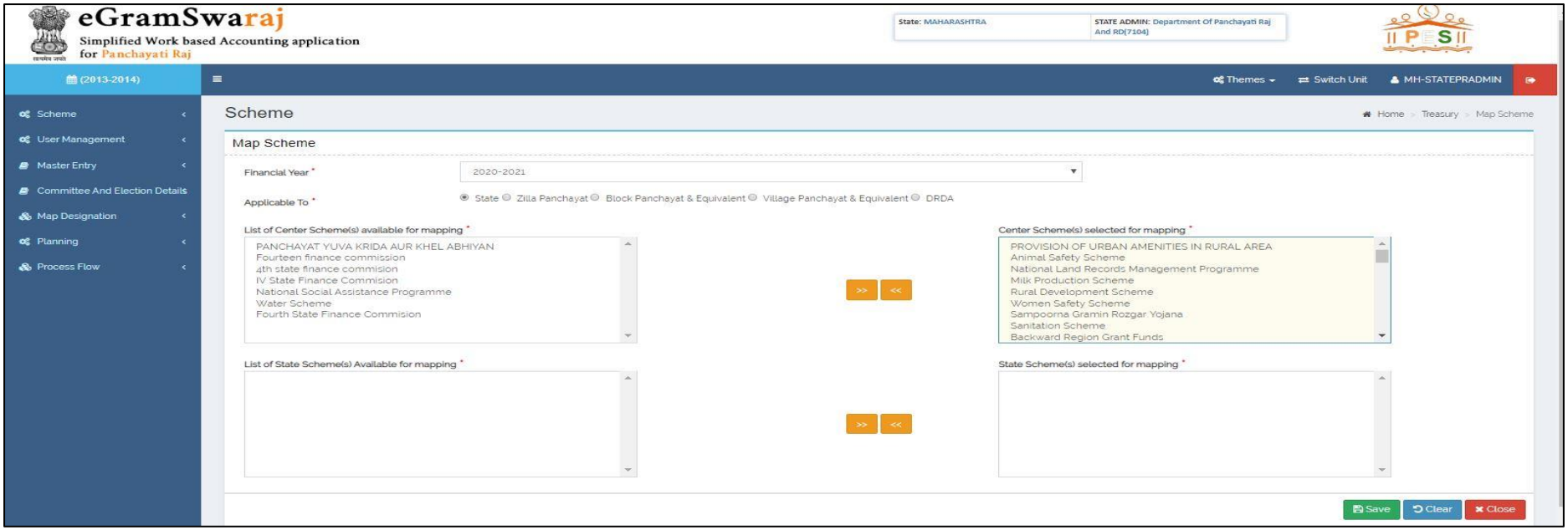
c. Mapping of schemes at state/central level:

Mapping of all the schemes to be done at State/Central level.



d. Availability of scheme at State level:

State will select the type of users (like State, ZP, BP, GP). List of all the Central/State schemes will be available in the box for the mapping. User shall drag the schemes to the right side of the box contained list of all the already mapped schemes and click on save button as shown in below screenshot.



e. Master Data entry:

Master data entry like treasury, bank name, branch name, bank account, Post Office details, opening balance (OB) Entries etc. needs to be entered into the system.

f. Account closure:

All the Gram Panchayats must ensure that their accounts in eGramSwaraj are up-to-date and their year-books closed. For e.g. if a Gram Panchayat is to carry out real time payment say, on April 12, 2020, it needs to ensure that the yearbook for FY 2019-20 is closed and day-book accounts upto April 11, 2020 are closed as well.

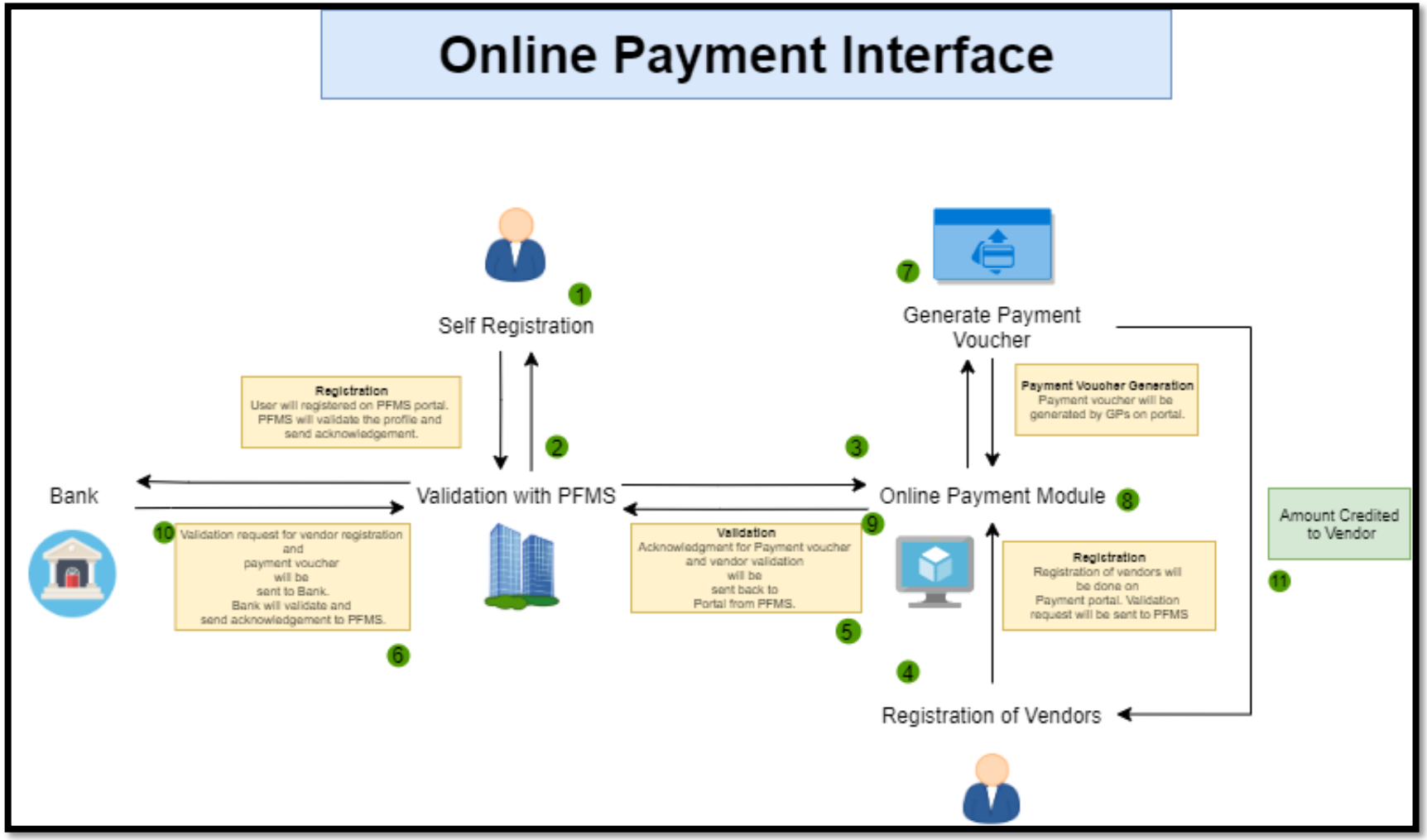
g. Maker / Admin user ID:

Before the GPs initiate the process of real-time payments, they will have to close their account books through the normal 'Admin' login ID upto the day preceding the real-time payments. Thereafter, through the 'Maker' login ID, Panchayats would have to maintain the accounts. For example, if a payment is to be made (say on April 12, 2020); the GPs would have to close the yearbook of 2019-20 as well as the daybooks and month books for 2020-21, upto the preceding day (i.e. April 11, 2020) of making real time payments. Thereafter, the account keeping shall be done through the 'Maker login ID' only.

h. Record Voucher entries:

To add the voucher entries, user will enter all the mandatory fields and click on save button.

6. Online Payment Interface (erstwhile PRIASoft-PFMS Interface)



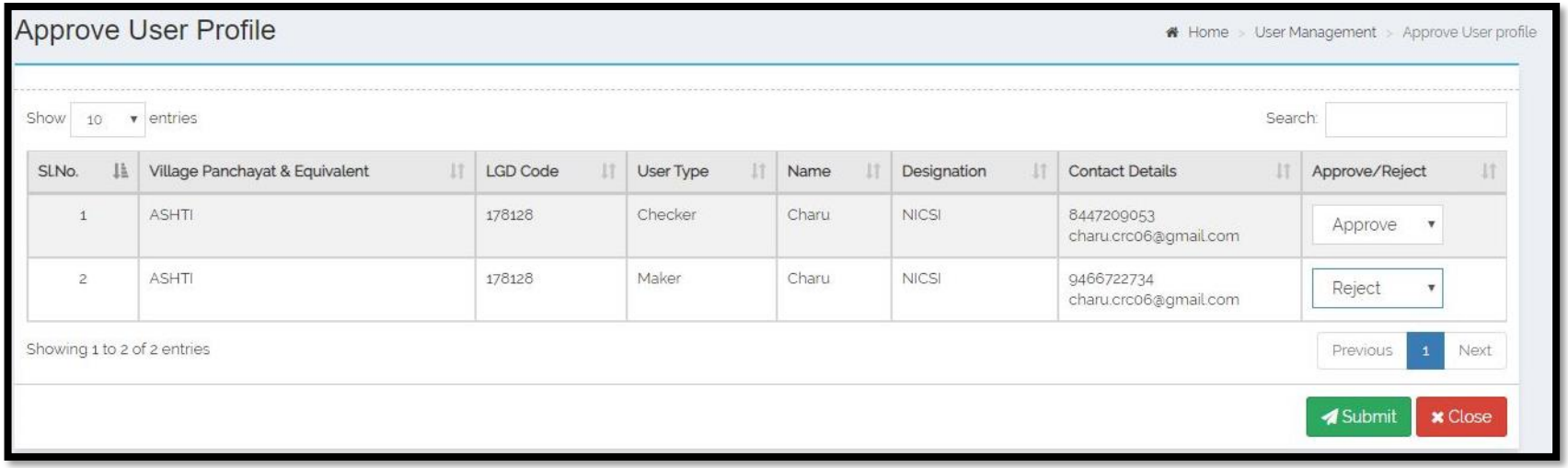
a. Creation of Maker/Checker, District/Block Admin login:

i. **Maker Login:**
State admin will create a maker login. Admin will select the role and account entity viz. GP and map the scheme (14th Finance Commission, FFC) for which maker login is created. List of all the schemes available for mapping to the maker ID shall be visible. After selecting the scheme, the user shall click on save button.

ii. Checker Login:
State admin will create a checker login. Admin will select the role and account entity viz. GP and map the scheme (14th Finance Commission, FFC) for which the checker login is created. List of all the schemes available for mapping to the checker ID is shown. After selecting the scheme, the user shall click on save button.

iii. District/Block Admin:
State admin will create a District/Block login. Admin will select the role, accounting entity viz. district and block from the dropdown and click on save button.

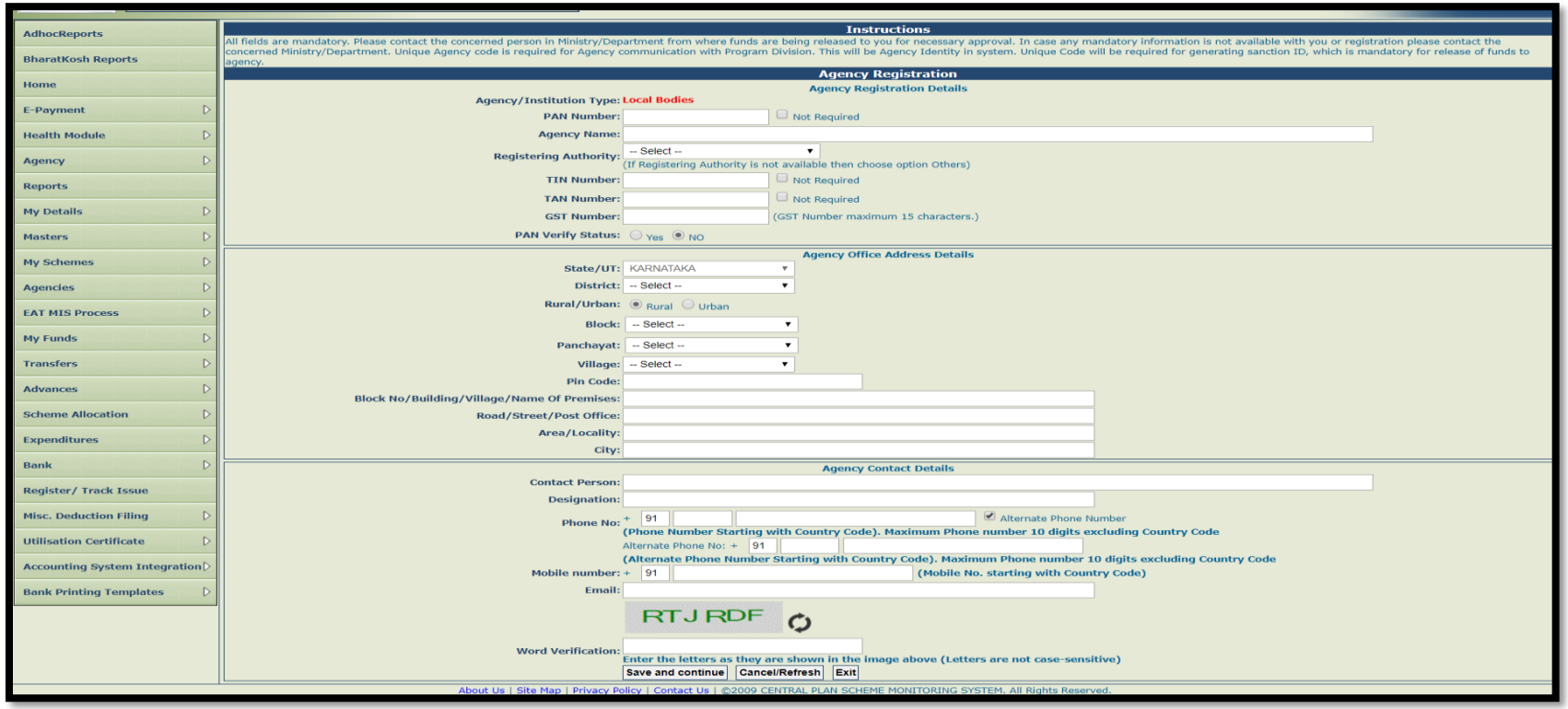
Admin can view the users and approve/reject the same as shown in screenshot below:



b. Registration of Panchayats in PFMS incl. registration of Panchayat accounts:

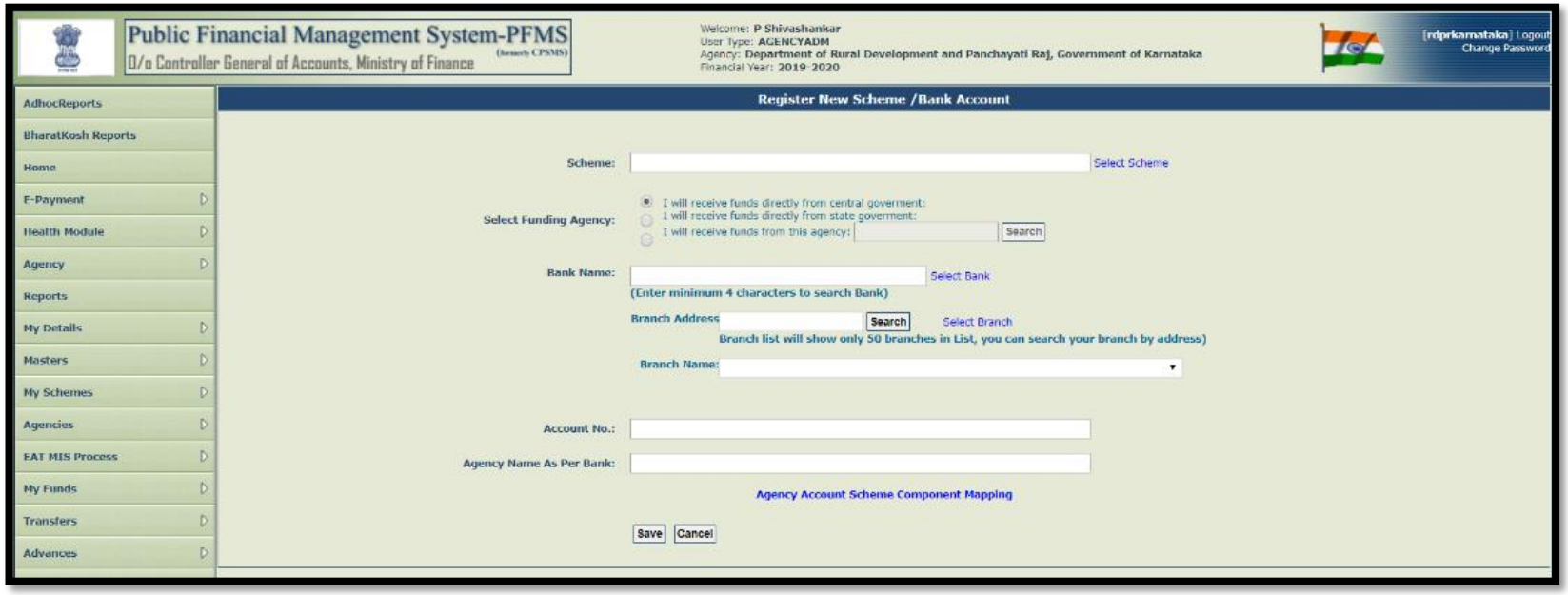
i. Registration of Agencies with bank details for that scheme (to be done by Agencies):

State User needs to login into the PFMS portal and enter the details like Agency Registration Details, Agency Office Address Details, Agency Contact Details and click on Save and Continue button. Detailed fields are shown in screenshot below:



ii. Register New Scheme/Bank Account:

To register new schemes/bank accounts into PFMS, state needs to enter fields mentioned in screenshot below and click on Save button.



iii. Porting of Unique Agency codes from PFMS to eGramSwaraj:

Once the agency registration is completed, unique agency code will be automatically ported to eGramSwaraj.

iv. Activation of GP accounts in PFMS:

Gram Panchayats needs to activate their account. Post registration, agency details will be forwarded to bank for validation. Bank will validate the details and send the acknowledgement to eGramSwaraj. After acknowledgement, agency account will be activated.

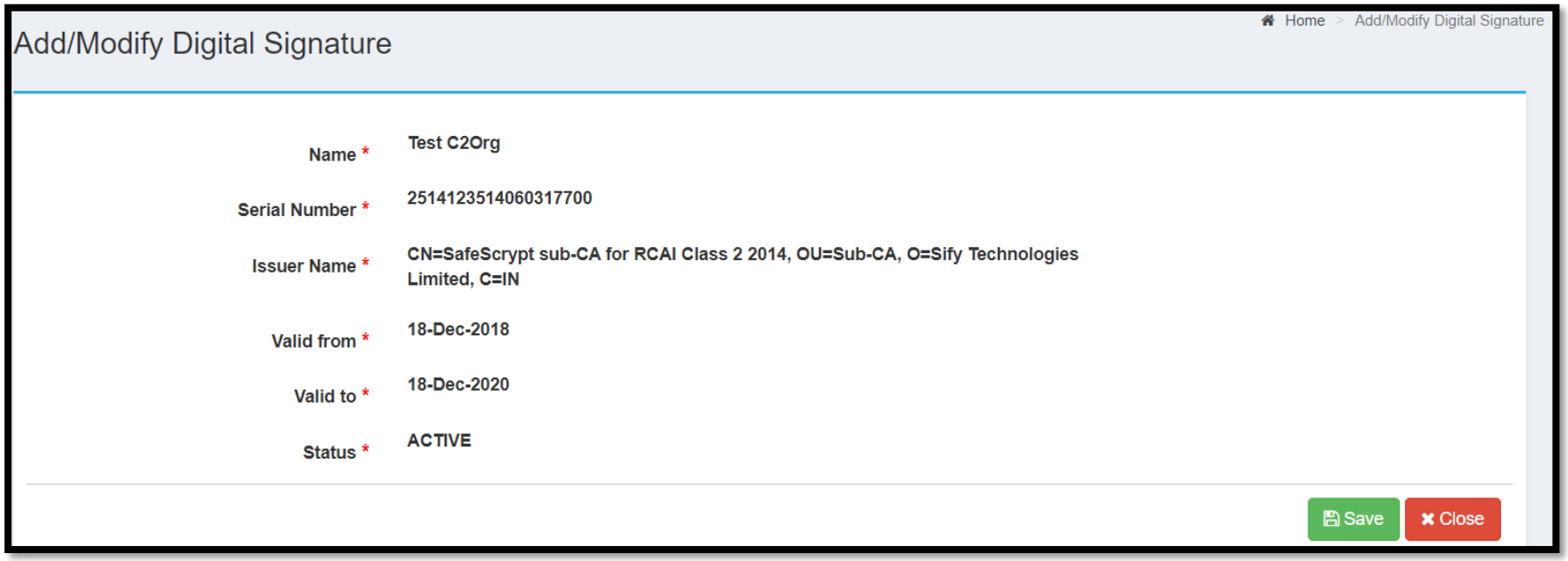
v. GP Porting in PFMS:

In case the GPs details are updated in LGD portal, then the list of GPs with LGD code will be sent to PFMS for porting it to eGramSwaraj.

c. Digital Signature Certificates (DSCs)

i. Registration Process:

DSC registration and approval process will be performed by State Admin, District Admin, Block Admin and at GP level. There shall be two DSCs at the GP level for Panchayat Secretary (Maker) and Sarpanch (Checker) and one DSCs each at State, District and Block level. State admin can self-register their DSC, and no approval for the same is required. District admin can self-register with valid DSC and requires State admin`s approval. Block admin can register themselves with valid DSC and requires District admin`s approval. Admin will have to click on the "Register your DSC", enter the token password and click on save button. After entering the token password, following screen will appear with the DSC details, admin can click on save DSC button. On clicking save DSC button, admin has to enter the OTP received in the registered mobile number to validate the DSC registration process.



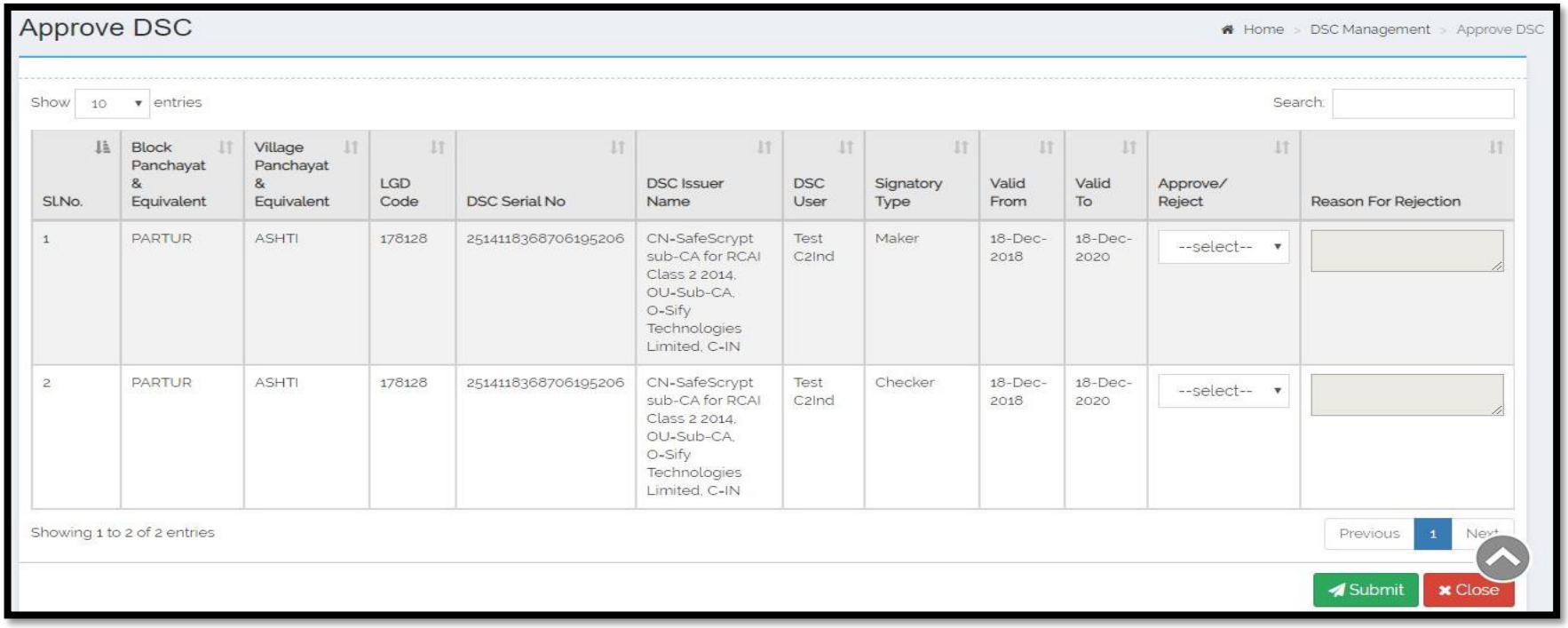
ii. DSC Specification:

DSCs of Grade 2 with signing and encryption facilities (for maker & checker) need to be procured.

iii. DSC Approval:

On registration of the DSCs at the individual level, following screen would appear in the login of their corresponding approving authority to either approve or reject. To perform

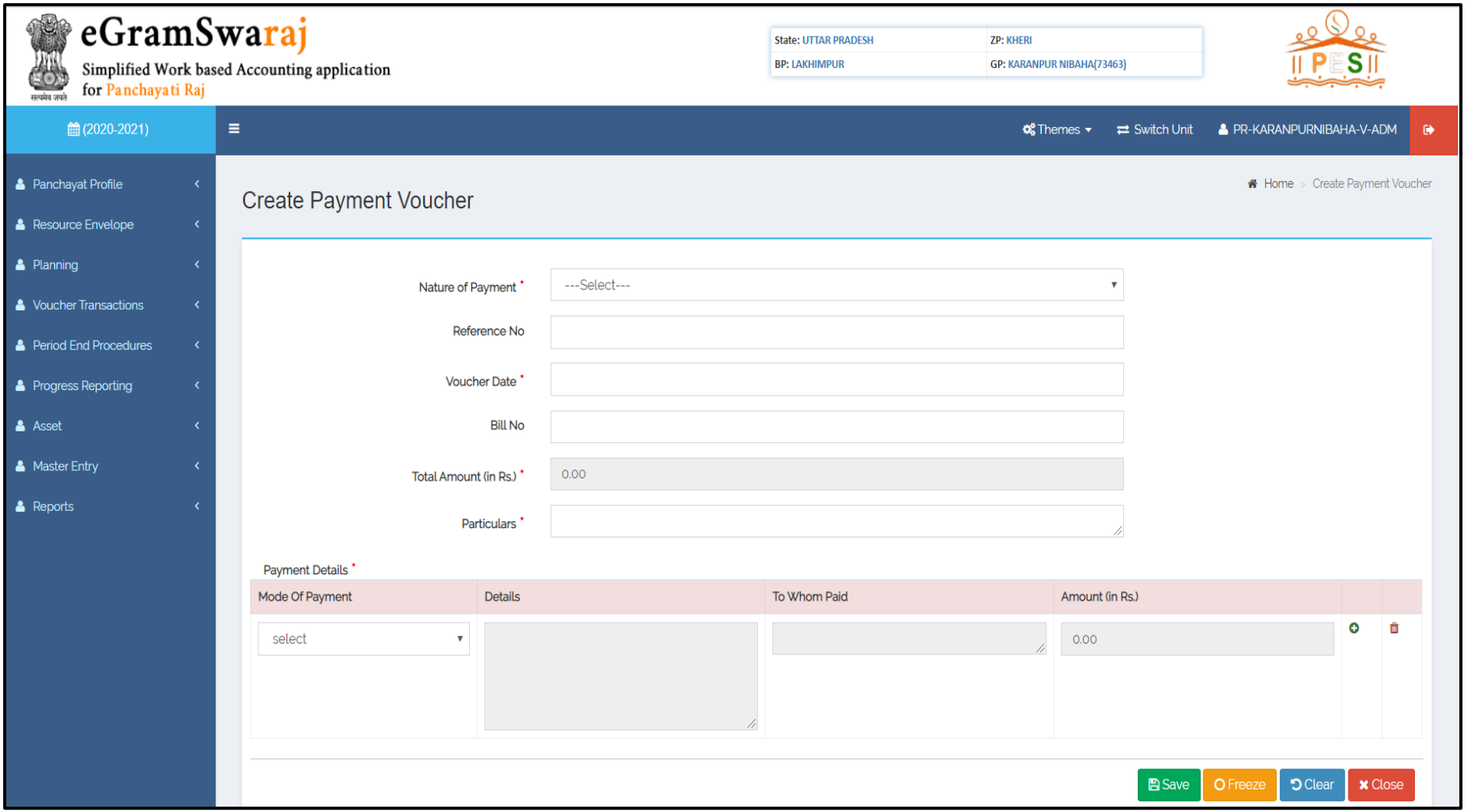
the same, list of records will be displayed in grid format as shown below:



Admin can select the approved DSC from the list and click on Apply Digital Signature button. Screen will appear to enter the token password; Admin will enter the same and confirm the certificate by clicking on Confirm signing button

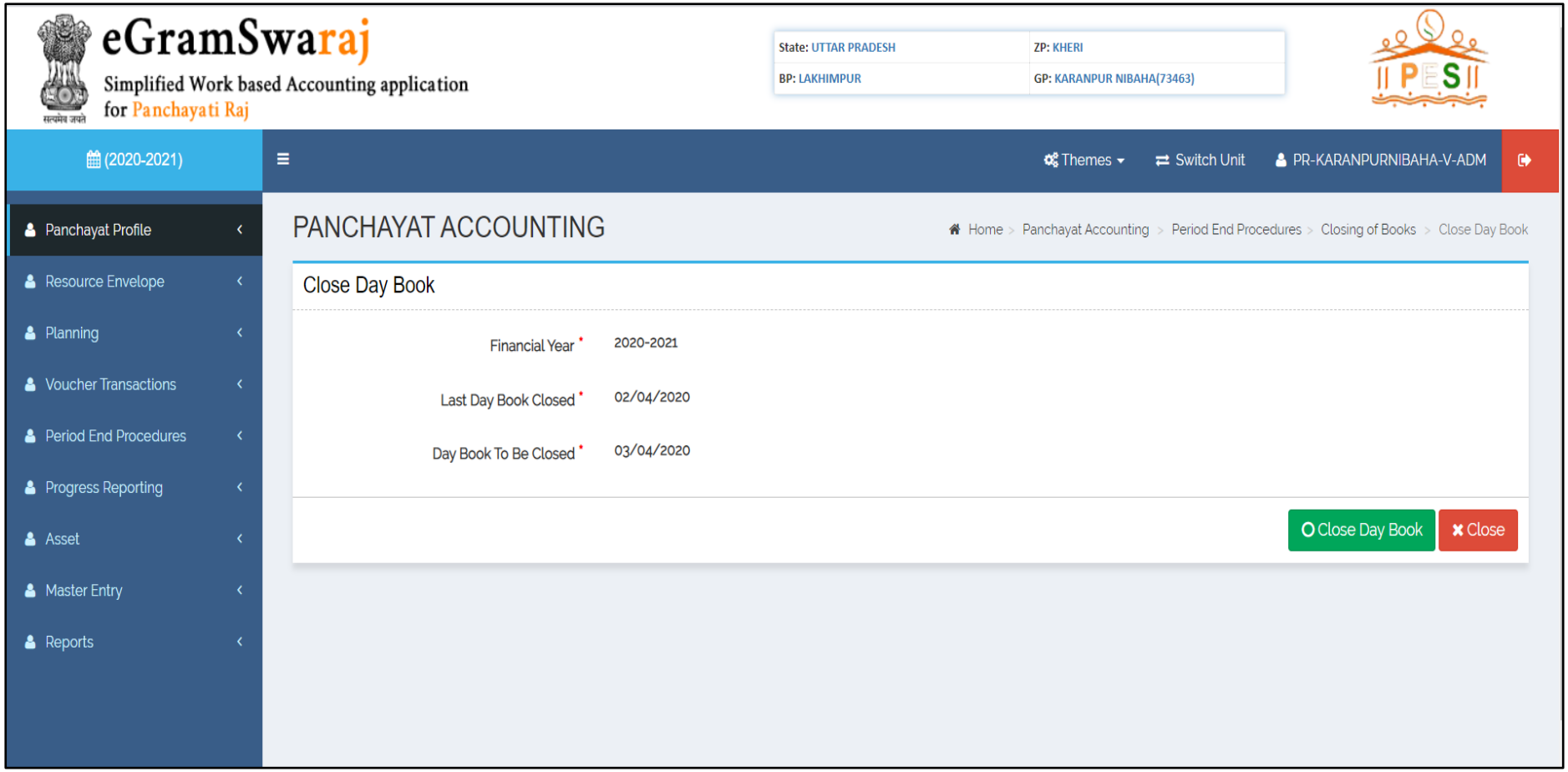
d. Add Payment Voucher:

GPs can make payments to those vendors that have been validated both by Bank and PFMS. Makers (Panchayat Secretary) will click on Add Payment Voucher and enter the required fields as shown in the screenshot below. Maker then shall click on save button.


eGramSwaraj
Simplified Work based Accounting application for Panchayati Raj
State: UTTAR PRADESH
ZP: KHERI
BP: LAKHIMPUR
GP: KARANPUR NIBAHA(73463)
(2020-2021)
Themes
Switch Unit
PR-KARANPURNIBAHA-V-ADM
Panchayat Profile
Resource Envelope
Planning
Voucher Transactions
Period End Procedures
Progress Reporting
Asset
Master Entry
Reports
Create Payment Voucher
Home > Create Payment Voucher
Nature of Payment *
---Select---
Reference No
Voucher Date *
Bill No
Total Amount (in Rs.) *
0.00
Particulars *
Payment Details *
Mode Of Payment
Details
To Whom Paid
Amount (in Rs.)
select
0.00
Save
Freeze
Clear
Close

e. Closure of Account books:

After adding the payment voucher details, maker will have to close the daybook. Maker will access the tab – Close Day Book, and click on the Close Day Book button as shown in screenshot below:



f. PFMS Integrated Bank Accounts for DSC Enable payments:

For GPs to be able to carry out online payment transactions, one of the pre-requisites is to have the Fourteenth Finance Commission account of GP in any one of the PFMS empanelled Banks that allow for DSC payments. Currently, there are 77 such Banks (as on date) that allow DSC enabled payments. (Listed below). Any Bank, that are not featured in the list, may contact the Central Team of PFMS for the procedure to be followed.

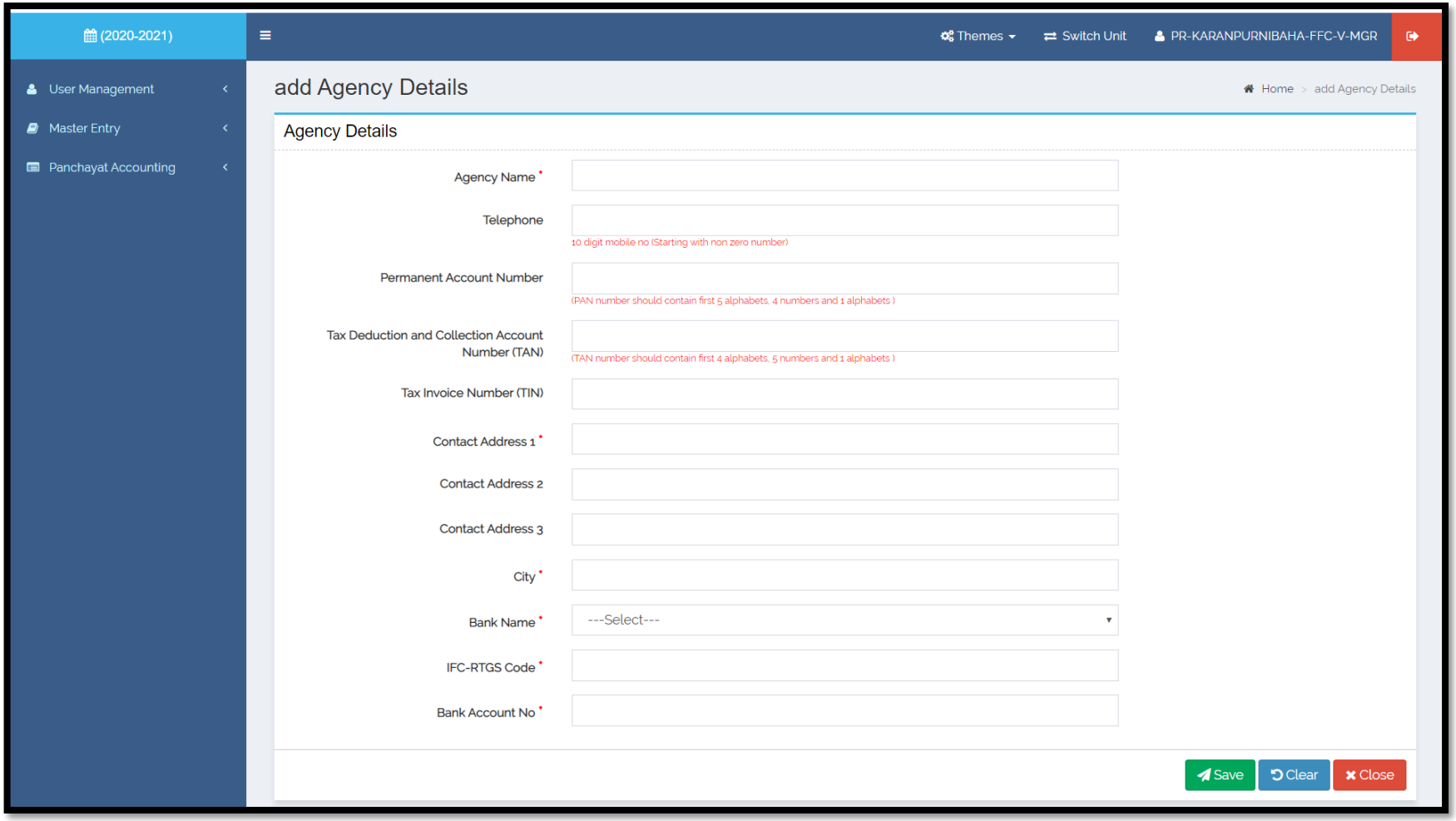
S.No.	Banks	S.No.	Banks
1	Allahabad Bank	40	Jila Sahakari Kendriya Bank Maryadit, Raipur (C.G.)
2	Andhra Bank	41	Jila Sahakari Kendriya Bank Maryadit, Rajnandgaon (C.G.)
3	Andhra Pradesh Grameena Vikas Bank	42	Kangra Central Co-Operative Bank Ltd.
4	Andhra Pragathi Grameena Bank	43	Karnataka Vikas Grameena Bank
5	Assam Co-Op. Apex Bank Ltd.	44	Kaveri Grameena Bank
6	Assam Gramin Vikash Bank	45	Kerala Gramin Bank
7	Au Small Finance Bank Limited	46	Kotak Mahindra Bank
8	Axis Bank	47	Madhyanchal Gramin Bank
9	Bangiya Gramin Vikash Bank	48	Manipur Rural Bank
10	Bank of Baroda	49	Meghalaya Rural Bank
11	Bank of India	50	Mizoram Rural Bank
12	Bank of Maharashtra	51	Odisha Gramya Bank
13	Baroda Rajasthan Kshetriya Gramin Bank	52	Oriental Bank of Commerce
14	Bhavnagar District Co-Operative Bank Ltd	53	Paschim Banga Gramin Bank
15	C. G. Rajya Sahakari Bank Mydt.	54	Pragathi Krishna Gramin Bank
16	Canara Bank	55	Punjab And Sind Bank
17	Central Bank of India	56	Punjab National Bank
18	Chhattisgarh Rajya Gramin Bank	57	Purvanchal Bank
19	Corporation Bank	58	Rajasthan Marudhara Gramin Bank
20	DCB Bank Limited	59	RBL Bank
21	Dena Bank	60	Satara Dist. Central Co-Op. Bank Ltd.
22	Ellaquai Dehati Bank	61	Saurashtra Gramin Bank
23	Equitas Small Finance Bank Limited	62	State Bank of India

S.No.	Banks	S.No.	Banks
24	HDFC Bank Ltd	63	Syndicate Bank
25	Himachal Pradesh Gramin Bank	64	Telangana Grameena Bank
26	Himachal Pradesh State Co-Op. Bank Ltd.	65	The Jammu And Kashmir Bank Ltd
27	ICICI Bank Ltd	66	The Nainital Bank Limited
28	IDBI Bank Ltd	67	The Surat District Co-Operative Bank Ltd.
29	IDFC First Bank Limited	68	Tripura Gramin Bank
30	Indian Bank	69	Tripura State Co-Op. Bank Ltd.
31	Indian Overseas Bank	70	UCO Bank
32	IndusInd Bank Limited	71	Union Bank of India
33	Jammu And Kashmir Grameen Bank	72	United Bank of India
34	Jharkhand Rajya Gramin Bank	73	Utkal Grameen Bank
35	Jharkhand State Cooperative Bank Limited	74	Uttar Bihar Gramin Bank
36	Jila Sahakari Kendriya Bank Maryadit, Ambikapur	75	Uttarakhand Gramin Bank
37	Jila Sahakari Kendriya Bank Maryadit, Bilaspur (C.G.)	76	Vijaya Bank
38	Jila Sahakari Kendriya Bank Maryadit, Durg (C.G.)	77	Yes Bank Ltd
39	Jila Sahakari Kendriya Bank Maryadit, Jagdalpur		

g. Vendor registration

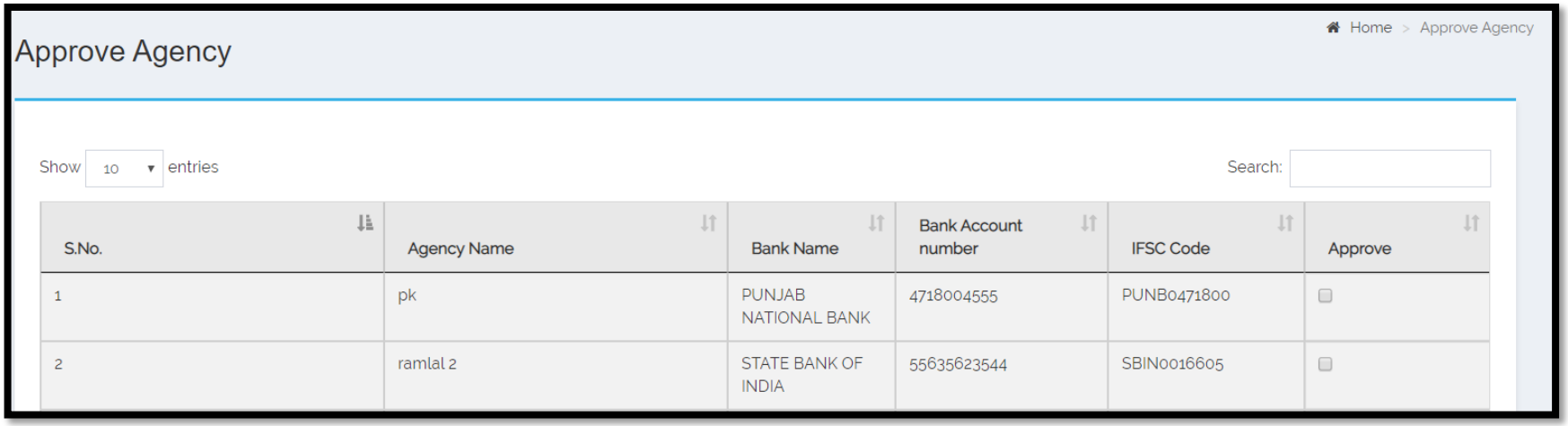
i. Add Vendor file by maker:

Maker will add the details of the vendor in the Add Agency Details tab and click on save button. Screenshot of data fields required for registration of vendor is shown below:

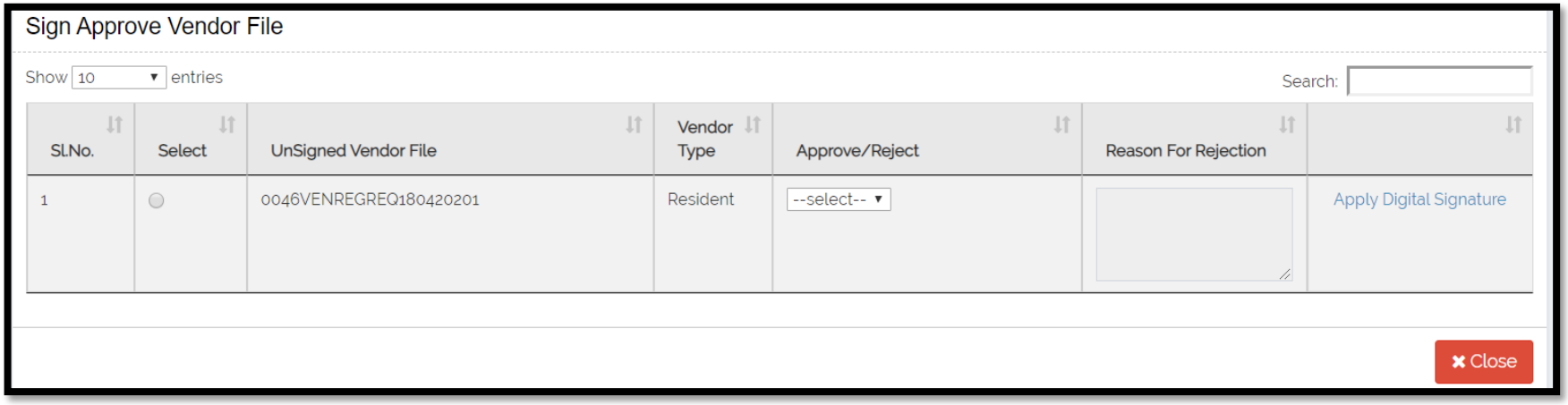


ii. Vendor file Signing by Maker:

To approve the agency details, maker will click on ‘Approve Agency for PFMS’ tab and select multiple agencies for approval in one go and click on Approve button.



Post approval, maker has to digitally sign the approved vendors. Maker shall select the ‘Sign Approve Vendor File’ tab, select the records from the grid as shown below, add token password and click on Confirm Signing button.



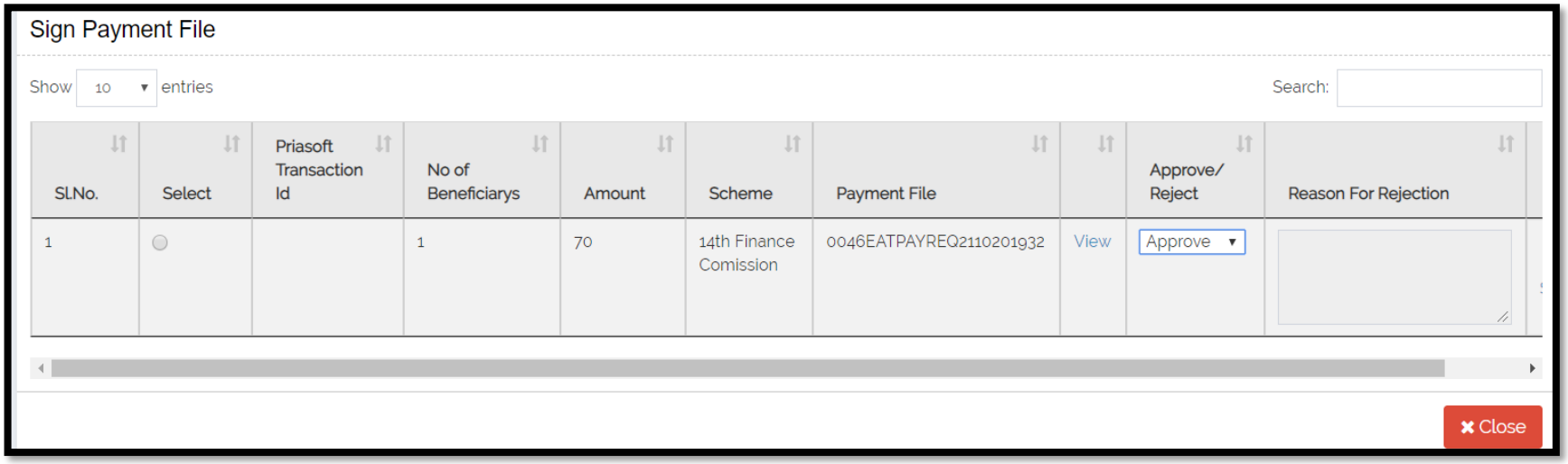
iii. Vendor file Signing by Checker:

The vendor file approved by maker will be sent to Checker for final approval. Checker will access the approved vendor file list from 'Sign Approve Vendor File' tab, select the file, add the token password and click on Confirm Signing button (refer previous screenshot).

h. Fund Transfer Orders, (FTO)

i. FTO Digital Signing by Maker:

FTOs, generated in add payment voucher will be digitally signed by the Maker. Maker will click on 'Sign FTO' tab, select the record(s) from the list, enter the token password and click on 'Confirm Signing button'.



ii. FTO Digital Signing by Checker:

Checker will click on 'Sign FTO' tab, select the record(s) from the list (similar screen as above), enter the token password and click on 'Confirm Signing button' (refer previous screenshot).

iii. Validation by PFMS:

A digitally signed XML file containing all the payment vouchers will be copied to SFTP folder from eGramSwaraj server. PFMS will read and validate this XML file for the payment.

iv. Acknowledgement:

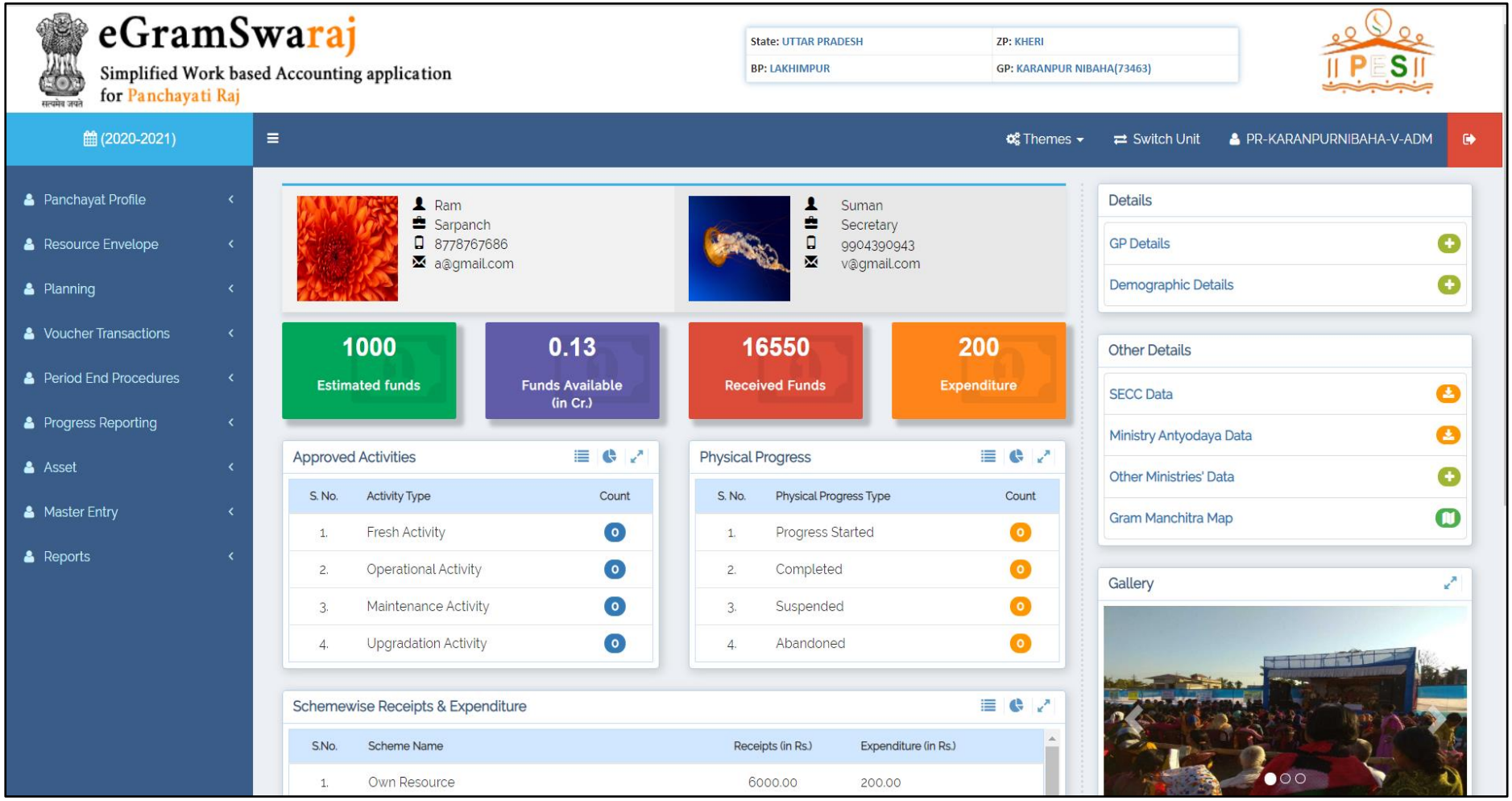
Post validation, PFMS will send an acknowledgement for receipt of the payment file to eGramSwaraj. Makers can view the status of the payment file in View PFMS Status. A File tracking mechanism has also been provided at the State level login wherein it is possible to know the (i) Day on which the payment file was initiated and sent to PFMS and on the (ii) Day on which the payment file was sent from PFMS to the Bank and the corresponding file name. The State, basis the file name, can also follow up with the respective Banks to know of the payment status.

7. Dashboard & Reports

a. Dashboard on Home Page:



b. Homepage of GP Login:



c. DSC Registration Report

DSC Status Report

District Wise DSC Status Report

State: MAHARASHTRA

Zilla Panchayat				Block Panchayat & Equivalent				Village Panchayat & Equivalent					
Sl.No.	Total No of Zilla Panchayats	DSC Registered	Status of DSC	Total No of Block Panchayats	Total No of Block Panchayats with Registered DSC	Total Number of Block Panchayats with approved DSC	Total Number of Block Panchayats with un-approved DSC	Total No of Village Panchayats	No of DSC's Registered	No of DSC's Initiated	No of DSC's Approved	No of DSC's Pending	No of DSC's Rejected
1	JALNA	Yes	Approved	8	1	1	0	779	1	1	1	0	0
Total Count				8	1	1	0	779	1	1	1	0	0

Export To Excel Close

Note :- :2 DSCs can be registered against each Gram Panchayat i.e. Maker and Checker

d. Vendor Registration Report

Vendor Registration & Status Report

District Wise Vendor Summary Report for FFC Scheme

State: MAHARASHTRA

Sl.No.	District Name	Total Number of Gram Panchayats	Total Number of Village Panchayats onboard on PFMS	Total Number of Vendors Initiated	Total Number of Vendors Approved	Total Number of Vendors Pending	Total Number of Vendors Rejected
1	AHMEDNAGAR	1312	0	0	0	0	0
2	AKOLA	535	0	0	0	0	0
3	AMRAVATI	840	0	0	0	0	0
4	AURANGABAD	862	0	0	0	0	0
5	BEED	1031	1	9	7	2	0
6	BHANDARA	541	0	0	0	0	0

e. Payment Status Report

Online Payment Status Report

District Wise Online Payment Summary Report

State: MAHARASHTRA

Sl.No.	District Name	Total Number of Village & Equivalent Panchayats	Total Number of Village Panchayats & Equivalent onboard on PFMS	Total Number of Payments Initiated	Total Number of Payments Approved	Total Number of Payments Pending	Total Number of Payments Rejected	Total Payment Initiate(in Rupees)	Total Payment Approved(in Rupees)	Total Payment Pending(in Rupees)	Total Payment Rejected(in Rupees)
1	AHMEDNAGAR	1312	0	0	0	0	0	0	0	0	0
2	AKOLA	535	1	4	0	4	0	5000	5000	0	0
3	AMRAVATI	840	0	0	0	0	0	0	0	0	0
4	AURANGABAD	862	1	1	0	1	0	500	500	0	0
5	BEED	1031	2	35	0	35	0	294155.77	294155.77	0	0

8. FAQs

Some of the general FAQs on Online Payment Interface and their resolutions are listed below:

S.No.	Question	Answer
1	How can I check the PFMS bank account details for FFC in eGramSwaraj?	Go to Master Entry → Bank Account → View PFMS details
2	How can I check Village Panchayat PFMS registration code in eGramSwaraj?	Go to Master Entry → Bank Account → View PFMS details
3	Details are not appearing when I click on "View PFMS Details"?	There can be 3 reasons for this: a) The details of Panchayats are not yet ported/ received from PFMS end b) The branch of Bank is not created with same IFSC code from District Admin as it was registered in PFMS by the Panchayat. c) The branch of Bank is not mapped with same IFSC code from Maker user as it was registered in PFMS by the Panchayat.
4	How can I register my DSC?	Go to Master Entry → DSC Management → Register your DSC Insert the DSC Token and click on "Register your DSC", enter the token password and click on save button. Then, enter the OTP received and the DSC will be registered and sent to respective approver for approving the file.
5	How can I check the status of my DSC?	Go to Master Entry → DSC Management → My DSC Profile
6	How to generate DSC? Or How to share the details of my DSC with PFMS?	Go to Master Entry → DSC Management → Generate DSC Insert the DSC Token and click on "Generate DSC", the DSC file is generated and need to be signed for sharing with PFMS.

S.No.	Question	Answer
7	I have generated my DSC, but the status says that "DSC is generated but not digitally signed" in My DSC Profile.	Go to Master Entry → DSC Management → Sign Generated DSC Insert the DSC Token and click on "Sign Generated DSC", the signed DSC file will be generated and shared with PFMS.
8	I am generating DSC, but error message is coming "Either PRI is not registered in PFMS or IFSC code of registered account is not available in eGramSwaraj or there is a mismatch in eGramSwaraj and PFMS for registered bank account". What should I do?	Kindly follow below mentioned steps: Please create the Bank Branch (same which was registered in PFMS for your Panchayat) from District Admin a) Please check whether the IFSC code is same in PFMS as well as the branch created in eGramSwaraj. If not, then update the IFSC code from eGramSwaraj. b) Please check whether, bank branch is mapped from Panchayat or not. If not then, map the bank branch from Panchayat login. Then try to generate the DSC again.

9. Error Messages

Error messages like frequent occurring errors, login/Registration related error messages, transaction/Request status etc. Some common error messages are listed below:

S. No	Message/ Notification	Description	Action to be taken	Action by
1	DSC not registered by State Admin	DSC needs to be approved by the State Admin. To approve the DSC of the lower – tier, i.e. District Admin, State Admin needs to register their own DSC first.	State admin need to get the DSC Dongle and register using the procedure mentioned on home site	State Admin

S. No	Message/ Notification	Description	Action to be taken	Action by
2	No panchayat has registered DSC yet	DSC is not registered by any Panchayat and hence, no record is available at Admin login for approving the DSCs of lower tier.	Lower tier Panchayat needs to register the DSC by following the procedure mentioned on the website.	All onboard GPs
3	Data saved successfully. Kindly sign digitally for final Approval/Rejection	Once DSC, vendor or FTO is approved, user needs to digitally sign the generated file for confirmation. After digital signature, it will be saved with PFMS for further processing.	For digital signature, user needs to insert the DSC dongle and click on Digital Signing of file.	Maker and Checker
4	File is already generated.	This error occurs when user clicks on "Generate File" for already generated files. User needs to digitally sign the files which is already generated.	The generated file needs to be signed by inserting DSC dongle and click on Digital Signing of file.	Maker and Checker
5	DSC not registered by BDO Admin or Approved by district admin	The DSC is required to be registered by BDO and then it will be approved and digitally signed by District admin. This message appears if any of the step is not yet completed.	Either BDO or District Admin to check registering in its login.	Block or District Admin
6	DSC is not approved	In such cases the user has registered the DSC, but it is yet not approved and digitally signed by higher tier officials such as BDO, District admin or State admin.	Higher tier Admin need to login and approved the registered DSC of lower tier panchayat	Higher tier admin (State/District/ Block)
7	DSC not registered by District Admin or Approved by state admin	The DSC is required to be registered by District Admin and then it will be approved and digitally signed by State admin. This message appears if any of the step is not yet completed.	District Admin needs to check if the DSC is registered or not in their login. State Admin needs to approve and digitally sign the registered DSC.	District or State admin

S. No	Message/ Notification	Description	Action to be taken	Action by
8	Either DSC details are not valid, or DSC is already registered by another user. Kindly Insert a valid DSC	This issue occurs, either DSC validity of the user is expired, or the same DSC is already registered for Checker user in eGramSwaraj.	User to check the validity or its registration in any other role	All user role
9	Employee Details Verified successfully. Kindly sign digitally for final Approval	This message appears if the generated file is not digitally signed by Maker or Checker. The process is same for Citizen and Agency as well	Once employees are approved, the generated file need to be digitally signed by Maker and later by Checker for approval.	Maker and Checker
10	DSC File has been generated. Please sign the file to initiate the validation process for PFMS.	Once DSC file is generated by Maker or Checker user, then file need to be self-signed and the information is shared automatically with PFMS. If the file is generated but it is yet not self-signed by Maker or checker user then, in that case this message appears.	Maker and checker to check in their login and signed the DSC file.	Maker and Checker
11	Day book cannot be closed as FTO not generated for online scheme yet.	This error occurs when maker tries to close the daybook of previous day for which voucher was saved but FTO was not generated or digitally signed.	User needs to delete the previous voucher and recreate the new voucher, generate and digitally sign the FTO. Then close the daybook.	Maker
12	Invalid payment purpose id	This error occurs when user selects the sector head which is not mapped with FFC sector at the time of booking payment voucher.	NIC-MoPR team will complete head mapping in consultation with MoPR	NIC-MoPR
13	You have selected wrong employee. Please select valid employee	If a user manually tries to select the employee which is not approved by PFMS yet then, this server-side validation returns the message	User need to follow correct process	Maker

S. No	Message/ Notification	Description	Action to be taken	Action by
14	You have selected wrong citizen. Please select valid citizen	If a user manually tries to select the employee which is not approved by PFMS yet then, this server-side validation returns the message	User need to follow correct process	Maker
15	You have selected wrong “To Whom Paid type or code”. Please select valid “To Whom Paid type or code”.	If a user manually tries to select the wrong “to whom paid” then, this server-side validation returns the message	User need to follow correct process	Maker
16	Bank Name or IFSC Code Not Valid. Please Select Valid Bank Name or IFSC	This error occurs, if the bank account or IFSC code are not matching in eGramSwaraj and PFMS as defined by the user	User has to make sure that 1- Same bank account number and IFSC code appears in both eGramSwaraj and PFMS. 2- For any changes in bank account number and IFSC code in PFMS, the DSC need to be unregistered 3- DSC cancellation will be done automatically 4- Once DSC cancellation is confirmed from PFMS. 5-Then, DSC enrolment with new or existing DSC need to be done again.	NIC-MoPR and NIC-PFMS
17	Either DSC is not registered by user or approved by Higher tier.	Each user registers the DSC from its login and the DSC is then approved by higher tier admin by digitally signing the file. This message appears if any of the step is missing.	All user needs to login and cross check	All users

S. No	Message/ Notification	Description	Action to be taken	Action by
18	The request for DSC un-registration is still pending with PFMS for your last DSC	If a DSC is un-registered by any user admin/maker/checker, then a DSC cancelled file is automatically generated and sent to PFMS. PFMS need to cancel the existing DSC record. That means DSC cancellation is not yet approved or rejected by the PFMS	The Maker and Checker should wait for 8-10 days and thereafter if the problem is not resolved they may approach to PFMS with DSC cancellation file details.	Users in eGramSwaraj and PFMS
19	DSC is not approved by respective Admin or PFMS	This message occurs, if the user tries to make any transaction however, the DSC is yet not approved by higher tier admin or PFMS.	Maker need to get approved DSC from higher tier	Higher tier admin or PFMS
20	Either PRI is not registered in PFMS or IFSC Code of registered account is not available in eGramSwaraj or there is a mismatch in eGramSwaraj and PFMS for registered bank account.	This is due to either: 1- PRI unique code is not ported in eGramSwaraj using webservice 2- Bank account and IFSC code are different in both systems.	The PRI registration will be due to LGD code missing, or bank account is not DSC enabled integrated bank. Same bank branch /IFSC code should be in eGramSwaraj and PFMS if there are any mismatch then, already registered DSC should be unregistered, and DSC will be cancelled. New account should be updated in PFMS. After that the DSC should be registered again in eGramSwaraj and generated for sharing the DSC info with PFMS	NIC-MoPR or NIC-PFMS
21	You are not authorized checker for this village	This issue occurs, if the sarpanch/BDO is not assigned as checker but tries to login with checker credentials.	Valid checker should follow correct process. OR District Admin need to configure	Checker and District Admin

S. No	Message/ Notification	Description	Action to be taken	Action by
22	The FTO of previous day is yet not signed by "Maker" or "Checker". Please sign it and proceed to close the current day book.	This issue occurs, when any of the following steps are missing: 1. The FTO generated by Maker user on daily basis and signed on the same date. 2. Checker signs the generated FTO and it is shared with PFMS automatically.	1. If FTO of previous day is not signed by Maker then, it is advised to delete the vouchers and rebook the voucher with current date. 2. If FTO is not signed by the Checker then, the checker has to digitally sign it before signing the FTO of next date.	Maker and Checker
23	PRI is either not in current financial year or voucher is in save mode for PFMS Mapped scheme.	To use maker and checker users the PRI should be in current FY and there should not be any saved vouchers with Admin GP user. (the voucher should be in freeze mode).	PRI (with Admin user) should close the previous year's Financial yearbook in eGramSwaraj and modify all the saved vouchers so that they can be freeze and then only system will allow Maker and Checker users to start using FFC	GP's Admin user
24	This user is not authorized to create the voucher for Online mapped scheme(s).	If the user tries to create voucher manually and the user is not registered or approved for making online payment, then this message will appear as per server-side validation.	GP need to check if it is on board in FFC Online.	Maker
25	Either cancellation is not approved by PFMS or files are already generated for mapped PRIs	When user try to generate DSC of BDO user for mapped Panchayats (allocated GPs by District Admin) however, the DSC of existing GP's checker user is yet not approved by PFMS. Or the files are already generated for mapped PRIs.	In such case BDO needs to wait till the cancellation confirmation on mapped PRIs is received from PFMS. In case the files are already generated then, BDO has to digitally sign the file which was previously generated	BDO and PFMS

S. No	Message/ Notification	Description	Action to be taken	Action by
26	No token found matching the registered certificate. Make sure you have plugged in the correct token and try again.	When user inserts wrong DSC and tries to sign with wrong DSC in place of already registered and approved DSC then, this message appears	User should insert correct DSC and sign properly.	
27	No Village exists to generate the DSC. Please map the village at district level and then proceed	If the BDO is assigned as checker and multiple GPs needs to be mapped with the same BDO, then the DSC of the previous BDO will be cancelled automatically and new DSC needs to be registered for each GPs. If user tries to generate the DSC for which no GP is mapped, then is error message occurs.	District admin should first map the GPs to BDO and then the DSCs should be generated	District Admin
28	PFMS agency code is no more available, kindly contact the eGramSwaraj centre admin	1. The agency updation is everyday process. GP has made some changed in PFMS, so next day using webservice the old agency details are updated and hence the mismatch occurred in agency details. 2. The panchayat is no more active in LGD, or PRI is not properly mapped to LGD code, so the LGD code in eGramSwaraj portal will not recognize the GP correctly.	1. GP need to cross check the correct details such as Bank branch, IFSC code active in PFMS. 2. If there is any change in LGD, same should be follow up with LGD team.	NIC-MoPR

S. No	Message/ Notification	Description	Action to be taken	Action by
29	PFMS Registration Status, showing No.	While accessing report “Registered Village Panchayat & Equivalent ported from PFMS” on ePanchayat Report, showing GPs not Registered on PFMS.	User needs to check below mentioned points for successful porting of GPs: 1. Proper LGD code mapped 2. GP has mapped the proper Scheme code 3. Scheme bank Account among DSC enabled Bank 4. Bank account is active in PFMS 5. Bank Branch ID is also enabled If all the points met and still report is showing not registered on PFMS, Kindly contact with MoPR team.	GPs

10. Rejection Codes with reasons

Code	Description	Code	Description
R00	Success transaction	R10	Party's instructions
R01	Account closed	R11	Any other reasons
R02	Account transferred	R12	Credit to NRI account
R03	Account does not exist	R13	Insufficient funds
R04	No such account type	R14	Transaction on hold
R05	Beneficiary name differs	R20	Old Transaction not processed at Bank
R06	Account holder expired	R90	Deemed success
R07	Account under attachment	R98	PPA expired
R08	Garnish order received	R99	Payment initiated
R09	Operations suspended		

11. Grievance Redressal Mechanism

List of some common issues faced in the implementation of PPI and the corresponding Level 1, Level 2 and Level 3 SPOCs are listed below:

S.No.	Issue	L1	L2	L3
1.	GPs Mismatch in PFMS/ LGD Code / Missing GPs	State SPOC	PFMS Name – Aakansha Srivastava Email address - aakansha.epri@gmail.com	NIC Name - Gaurav Nalwa Email address - gauravnalwa.epri@gmail.com Name – Sumit Tyagi Email address – sumittyagi31@gmail.com
2.	Payment related issues like pending payments	PFMS Name – Aakansha Srivastava Email address - aakansha.epri@gmail.com	Bank SPOC	NIC Name - Gaurav Nalwa Email address - gauravnalwa.epri@gmail.com Name – Sumit Tyagi Email address – sumittyagi31@gmail.com
3.	Pending Vendor Registration Approval	MoPR Name – Subodh Gurjar Email address – subodh.gurjar@nic.in Name – Mohit Gupta Email address – mohit.gupta20@nic.in Name – Jeetali Srivastava Email address – Jeetali.s@nic.in	NIC Name - Gaurav Nalwa Email address - gauravnalwa.epri@gmail.com Name – Sumit Tyagi Email address – sumittyagi31@gmail.com	-

S.No.	Issue	L1	L2	L3
4.	DSC Generation	PFMS Name – Aakansha Srivastava Email address - aakansha.epri@gmail.com	MoPR Name – Subodh Gurjar Email address – subodh.gurjar@nic.in Name – Mohit Gupta Email address – mohit.gupta20@nic.in Name – Jeetali Srivastava Email address – Jeetali.s@nic.in	NIC Name - Gaurav Nalwa Email address - gauravnalwa.epri@gmail.com Name – Sumit Tyagi Email address – sumittyagi31@gmail.com
5.	DSC Registration/Un-registration	PFMS Name – Aakansha Srivastava Email address – aakansha.epri@gmail.com	MoPR Name – Subodh Gurjar Email address – subodh.gurjar@nic.in Name – Mohit Gupta Email address – mohit.gupta20@nic.in Name – Jeetali Srivastava Email address – Jeetali.s@nic.in	NIC Name - Gaurav Nalwa Email address - gauravnalwa.epri@gmail.com Name – Sumit Tyagi Email address – sumittyagi31@gmail.com
6.	New Requirement in Profile	MoPR Name – Subodh Gurjar Email address – subodh.gurjar@nic.in Name – Mohit Gupta	PFMS Name – Aakansha Srivastava Email address – aakansha.epri@gmail.com	NIC Name - Gaurav Nalwa Email address – gauravnalwa.epri@gmail.com Name – Sumit Tyagi

S.No.	Issue	L1	L2	L3
		Email address – mohit.gupta20@nic.in Name – Jeetali Srivastava Email address – Jeetali.s@nic.in		Email address – sumittyagi31@gmail.com
7.	Enhancement in Online Payment Interface	MoPR Name – Subodh Gurjar Email address – subodh.gurjar@nic.in Name – Mohit Gupta Email address – mohit.gupta20@nic.in Name – Jeetali Srivastava Email address – jeetali.s@nic.in	NIC Name - Gaurav Nalwa Email address - gauravnalwa.epri@gmail.com Name – Sumit Tyagi Email address – sumittyagi31@gmail.com	-
8.	Wrong Bank account/IFSC Code	MoPR Name – Subodh Gurjar Email address – subodh.gurjar@nic.in Name – Mohit Gupta Email address – mohit.gupta20@nic.in Name – Jeetali Srivastava Email address – Jeetali.s@nic.in	NIC Name - Gaurav Nalwa Email address - gauravnalwa.epri@gmail.com Name – Sumit Tyagi Email address – sumittyagi31@gmail.com	-

12. Online Audit of Panchayat Accounts

With the recommendations of XV Finance Commission emphasizing on availability of audited accounts of individual local bodies; it is imperative that the Panchayati Raj Institutions (PRIs) get their accounts audited. In this regard, MoPR had initiated an Application – AuditOnline for facilitating financial audit of accounts of the Panchayats by Auditors (either State AG or Local Fund Auditors). The Application not only facilitates the auditing of accounts but also provisions for maintaining audit records that have been carried out. The AuditOnline application is also envisaged to streamline the process for audit inquiries, draft local audit reports, draft audit Paras etc. It is therefore pertinent that rural local bodies commence on-boarding on AuditOnline. Going forward, AuditOnline shall be integrated with the Online Payment Interface for facilitating audit of Panchayat accounts.


सत्यमेव जयते
Leading to Digital
Empowered Society
Panchayati Raj