Frequently Asked Questions (FAQs)

APT

FOR

Payroll System and PAO Module of Head Post Offices

Document version 1.0 Dated 28.03.2025

Document version 2.0 Dated 30.09.2025

DISCLAIMER:

The Operational procedure provided in this Operational Guide is just an illustration for the user for using the IT 2.0 Software in an effective manner. If the Reader is having any doubt in the department Rulings and guidelines, he/she should refer to the respective manuals and volumes only. The IT 2.0 Operational Guide should not be sighted as Rulings.

Frequently Asked Questions (FAQs) : PAO Module for HO

1. What is the PAO Module?

The PAO Module facilitates the handling of objections raised by the PAO (Postal Accounts Office). It allows the DDO user or Accountant to respond to these objections and track status of the objections. The module also provides a Tax Collection Report feature.

2. How does a DDO user respond to an objection?

- ❖ Click on 'PAO Objections' from the PAO Module.
- ❖ Select the relevant status ('Pending at PAO' or 'Pending at DDO').
- ❖ Click on 'Show Objection' to view details.
- ❖ Enter remarks in the provided field.
- ❖ Attach supporting documents (if any).
- ❖ Click 'Submit Remarks' and confirm.

3. Can a DDO user submit additional remarks after an initial submission?

Yes, even if an objection is pending at PAO, the DDO user can submit additional remarks by clicking on 'Show Objection' and adding remarks in the provided field.

4. What is the PAO Objections Report?

The PAO Objections Report provides details of all objections based on their status. Users can generate reports by selecting a date range and filtering by status (Closed, Pending, Approval Pending, or Rejected). Reports can be downloaded in PDF format.

5. How can a user generate a Tax Collection Report?

- ❖ Click on 'Tax Collection Report' in the PAO Module.
- ❖ Select the desired month.
- ❖ Choose the type of report (IT-TDS, GST-Receipts, or GST-Payments).
- ❖ Click 'Fetch' to generate the report.
- ❖ Download the report in PDF format.

6. Can objections be tracked after submission?

Yes, objections can be tracked using the PAO Module. The status of objections can be checked under 'PAO Objections' by selecting the appropriate filter (Pending at PAO, Pending at DDO, or All Pending).

7. What happens when an objection is resolved?

Once an objection is resolved, its status will be updated to 'Closed.' Users can verify it in the 'PAO Objections Report' by selecting 'Closed' status and generating a report.

8. Can a DDO user modify an objection response after submission?

No, once remarks are submitted, they cannot be modified. However, additional remarks can be added if the objection is still pending at PAO.

9. How can a user download supporting documents attached to an objection?

When viewing an objection in the PAO Module, any attached files can be downloaded by clicking on the 'Download' button available in the pop-up screen.

10. What should a DDO user do if an objection is wrongly raised?

If an objection is incorrectly raised, the DDO user can provide remarks justifying the issue and submit it back to PAO for reconsideration.

11. What kind of deductions are managed by the HO Accountant?

The HO Accountant manages salary deductions such as Provident Fund (PF), Income Tax (TDS), Loan Repayments, and other statutory deductions.

12. Can the Tax Collection Report be generated for multiple months at once?

No, the Tax Collection Report is generated month-wise. Users need to select a specific month and type of report (IT-TDS, GST-Receipts, or GST-Payments) before fetching the data.

13. How can a DDO ensure compliance with PAO objections?

A DDO should:

- ❖ Regularly monitor objections in the PAO Module.
- ❖ Respond promptly with accurate remarks and supporting documents.
- ❖ Keep track of the 'Pending at DDO' section to address unresolved issues.

14. What should a user do if they cannot access the PAO Module?

If access to the PAO Module is restricted, the user should verify their assigned role in the 'Role Management' module and contact Role Designating Authority for necessary role assignment.

15. Can objections be filtered based on specific criteria?

Yes, objections can be filtered based on status (Pending at PAO, Pending at DDO, All Pending) and searched by Objection ID, DDO Code, or Created Date for better tracking.

16. Can a DDO user reopen a closed objection?

No, once an objection is closed, it cannot be reopened. If required, a new objection can be raised with updated details.

17. What is the significance of 'Pending at PAO' status?

'Pending at PAO' means that the DDO has submitted remarks for an objection, but PAO has not yet reviewed or taken action on it.

18. What does 'Pending at DDO' indicate?

'Pending at DDO' means the PAO has raised an objection, and the DDO needs to provide remarks or compliance for further processing.

19. Can multiple objections be resolved at once?

No, each objection must be handled individually.

20. What are the possible statuses of an objection?

An objection can have the following statuses:

- ❖ **Pending at DDO** – Awaiting response from DDO.
- ❖ **Pending at PAO** – Awaiting action from PAO.
- ❖ **Closed** – Resolved and finalized.
- ❖ **Approval Pending** – Awaiting higher authority's approval.
- ❖ **Rejected** – DDO's response was not accepted by PAO.

21. Can users access past objections and resolutions?

Yes, past objections and resolutions can be accessed via the PAO Objections Report by selecting the required date range and filtering by status.

22. What is the role of 'Created By' and 'Updated By' fields in objections?

- ❖ **Created By** – Indicates who initially raised the objection (PAO).
- ❖ **Updated By** – Indicates who last provided remarks (DDO or PAO).

23. How is an objection closed in the PAO Module?

An objection is closed when the PAO accepts the DDO's remarks and finalizes the case. The status will then change to 'Closed.'

24. How does the PAO handle objections that require further clarification?

If more clarification is needed, the PAO can send the objection back to the DDO with comments, keeping it in 'Pending at DDO' status.

FAQs on Payroll System for HO

1. What does 'Bulk Payroll Data Upload' mean?

Bulk Payroll Data Upload refers to the process of uploading multiple employee salary details at once, instead of processing them individually.

2. Can the HO Accountant make changes to salary details after processing?

Yes, even after confirmation of Paybill, during Payment interface, payment can be stopped, but for this Permission for Circle office required. Please refer PAYROLL-SOP-2_Marking of Paybill Generated & Confirmed by DDO for Cancelation at Circle Office._Dated 25-09-2025.

3. What is the 'Payroll Reconciliation Report'?

The Payroll Reconciliation Report provides a detailed summary of salaries processed, deductions, recoveries, and discrepancies.

4. What is the Payroll System in this application?

The Payroll System facilitates processing employee requests, payments, and reporting. Users can access it through the 'Payroll System' card, where various payroll-related services are available.

5. How can I check pending payroll requests?

Click on the 'Payroll System' card → Open 'Payroll Services' → Click on 'Pending Requests' to see all employee disbursement requests.

6. How do I forward a payroll request for approval?

❖ Open the 'Payroll Services' screen.
❖ Click on 'Pending Requests' and select the relevant 'Request ID'.
❖ Review the request details, enter remarks, and click the 'Forward' button.
❖ A confirmation message will appear once the request is forwarded.

7. How do I verify a payroll request?

❖ Open 'Verification' under 'Forwarding and Verification'.
❖ Select the 'Request ID' and review the details.
❖ Enter the verified amount and remarks.
❖ Click 'Verify' and confirm the approval in the popup message.

8. How can I view an employee's payroll details?

❖ Click on 'Know Your Employee' under 'Drawings and Disbursements'.
❖ Enter the 'Employee ID' and click 'View Details' to see salary, bank, and approval information.

9. How do I process payments through the Payroll System?

❖ Open 'Payment Interface'.
❖ Select 'Request for CQ Disbursal' or 'POSB Disbursal'.
❖ Review requests, select the transaction, and click 'Submit CQ Drawl'.
❖ Confirm the payment request in the popup message.

10. How can I approve salary disbursements?

❖ Go to 'Confirm Pay Transactions' under 'Drawings and Disbursements'.
❖ Select a transaction ID and review the details.
❖ Add remarks and click 'Approve'.

11. How do I approve non-payment requests like tax declarations?

❖ Click on 'Approve Misc. Requests'.
❖ Select a 'Request ID', review the details, and download any attached files.
❖ Enter remarks and click 'Approve'.

12. What is GDS TRCA Fixation?

This feature updates the pay details for Gramin Dak Sevaks (GDS). It supports both individual and bulk updates via templates.

13. How to make Earnings and Deductions entries in payroll of an Employee?

❖ Click on 'DOP Earnings & Deduction Data' for Departmental Employees or 'GDS Earnings & Deduction Data' for GDS Officials.
❖ Select Pay type, Wage type, and Sub-wage type.
❖ Enter employee ID and verify the transaction.
❖ Bulk upload can also be made using the excel template files.

14. How can I initiate a recovery process for advances?

❖ Click on 'Initiate New Recovery'.
❖ Select the employee type and wage type.
❖ Enter details and remarks, and then submit the recovery request.
❖ The request will be forwarded for approval by the Postmaster.

15. How can I track payroll transactions?

Click on 'Track Transaction ID' under 'Drawings and Disbursements' to view details of processed payments and recoveries.

16. What are Supplementary Bills?

These are additional payments made outside the regular payroll cycle, such as arrears or special allowances. They can be processed under 'Supplementary Bills' in 'Drawings and Disbursements'.

17. What is the role of a Postmaster in the Payroll System?

The Postmaster is responsible for verifying, and approving payroll requests, including salary payments, deductions, and recoveries.

18. How can I check the status of a forwarded payroll request?

- ❖ Click on 'Payroll Services'.
- ❖ Select 'Track Request Status'.
- ❖ Enter the 'Request ID' or filter by date to view the request status.

19. Can I process payroll for multiple employees at once?

Yes, bulk processing is available for pay fixation, earnings, deductions, and arrears. You can upload a file with multiple employee details to process transactions at once.

20. How do I generate salary slips for employees?

- ❖ Go to Payroll System → Drawing and Disbursements → Forms.
- ❖ Select the form 'Pay Slip' option from the drop down list.
- ❖ Enter the Employee ID and Select the month & year.
- ❖ Download individual employees Pay slip in PDF format.
- ❖ No provision to download Salary slips in bulk.

21. How do I generate an employee's last pay certificate (LPC)?

- ❖ Navigate to 'Payroll System' → 'Drawings and Disbursements' → 'Forms'.
- ❖ Select the form type 'Last Pay Certificate' and enter the Employee ID.
- ❖ Download the last Pay Certificate in PDF format.

22. How to process bonuses and special allowances?

- ❖ Click on 'Supplementary Bills'.
- ❖ Select 'Bonus/Allowance'.

❖ Enter employee details and submit for approval.

23. How to make Increment entry for employees getting increment?

❖ Open 'Pay Fixation' under 'Payroll Services'.
❖ Enter new pay details and update the salary structure.
❖ Submit for approval and implement from the applicable month.

24. How can I recover an amount from an employee's advance?

To recover an amount from an advance:

❖ Click on 'Recover from Advances'.
❖ Enter the 'Employee ID' or 'Office ID' and click 'View'.
❖ Select the relevant 'Request ID'.
❖ A pop-up will appear displaying the Approved Amount and Balance Amount.
❖ Modify the number of instalments if required.
❖ Click 'Submit' to complete the process.
❖ A confirmation message will appear.

25. How is DA Arrear processed?

❖ Click on 'DA Arrear'.
❖ Select 'DOP' or 'GDS' as applicable.
❖ Choose the month and year from which arrears are to be paid.
❖ Click 'Get Data' to calculate the arrear amount.
❖ Click 'Submit' to generate a transaction ID for verification by the DDO.

26. How to process Substitute Payments?

❖ Click on 'Substitute Payments'.
❖ Enter 'New Office ID', 'Resource ID', and 'Arrangement from/to' dates.
❖ Click 'View Details'.
❖ For bulk uploads, select the checkbox and upload an Excel file.
❖ Click 'Process' to proceed with the payment.

28. How can I track a Transaction ID?

❖ Click on 'Track Transaction ID'.
❖ Enter the transaction ID and click 'Submit'.
❖ The system will display transaction details and status.

29. How do I upload Pay data of GPF Interest and Increments in bulk?

❖ Click on 'Bulk Upload'.
❖ Select 'GPF Interest' or 'Increment'.

❖ Download the Excel template and fill in the details.
❖ Upload the completed file and verify the data.
❖ Click 'Submit' to finalize the process.

30. Can the reports of multiple Offices be generated in the option 'Other Reports & Schedules'?

❖ Yes, multiple Office IDs can be entered using commas (,) in the 'Office ID' field.
❖ Selecting the 'Reporting Office' checkbox includes all offices under the entered Office ID.

31. How can I process payments for temporary substitute employees?

❖ Use the 'Substitute Payments' option.
❖ Enter the required details, or upload a bulk file for multiple payments.

32. How do I download a Pay Summary Report?

❖ Navigate to 'Payroll System' → 'Drawings and Disbursements' → 'Pay Reports'.
❖ Select 'Pay Summary' from the list.
❖ Choose the applicable time period and download the report.

33. How can I disable/Modify the already configured Pay Components?

Provision available in DDO Login--- Pay Reports--- Pay Components Configured.

34. Is there any provision to update the Income from Other Source of employees including Pensioners?

Yes, Provision available in DDO Login --- Pay Configuration --- Other Configuration --- Income and Tax from other Source.

35. What is the importance of mapping Establishment Key?

Correct Mapping of Establishment Key to all the Post IDs will ensure the charging of expenditure on Salaries to proper HOA (Head of Account).

If establishment key is not mapped, salaries will be credited by default to Account Head 3201027001 (Existing Post Offices-Salaries).

36. Is there any provision to correct the GPF opening balance by DDO itself?

Yes, Provision available in DDO Login --- Pay Configuration --- Other Configuration --- Update GPF Balance.

37. Is there any provision to effect payment of Third Party Deductions in Cash mode?

Yes, Provision available in DDO Login --- Payment Interface --- Cheque Request --- Out of Account.

38. How to configure Third Party Deductions, which should not be appeared for payment?

Please configure such deductions under in DDO Login --- Deductions --- Other Deductions --- select the proper head.

39. How salary will be calculated for GDS officiating as POSTMAN/MTS?

- ❖ Officiating salary will be processed during GDS pay generation itself,
- ❖ Basic pay will be shown for GDS officiating as Postman/MTS in Pay slip.
- ❖ TRCA deducted if:
  - ○ Leave affecting previous month's pay processed now
  - ○ Current month leave affects pay

40. How to rectify the POSB Errors available in Payment Interface?

- ❖ POSB Account number to be corrected in PIS module.
- ❖ Submit the Record in Payment Interface --- POSB Errors.

41. How to modify the GPF Monthly Subscription amount of employee by DDO ?

Provision available in DDO Login --- Pay bill and Other Payments --- Update employee Details --- GPF Subscription update.

42. How to modify LTC EL Encashment Balance of employee by DDO ?

Provision available in DDO Login --- Pay Configuration --- Other Configuration --- Update LTC EL Encashment balance.