

S NO	MODULE	FREQUENT ASKED QUESTIONS	ANSWER
1	LMS	Not able to apply leaves other than CL,RH,EL,HPL	DDO to update leave balance of the specific leave type
2	LMS	Even after the leave credit is given not able apply for leave special leave type	Updated leave balance to be approved by DDO
3	LMS	Eventhough leave balance is updated could not able to apply paternity leave, Maternity leave	Marital status of the employee to be updated as married in PIS
4	LMS	Not able to allot substitute from other offices from sub office	Currently Substitute to be arranged from the Division/sub divisional login. Sub office does not have the provision to allot substitutes.
5	LMS	While approving the leave by selecting the substitute "caller function error" occurs	The substitute selected was already done arrangement for the same dates to different office
6	LMS	Before the applied leave is approved the leave sanctioning authority is goes on transfer leave is lying with same post id and not reflecting to the new leave sanctioning authority post id	Before transfer all the leaves to be approved by the concerned LSA
7	Exit management	Change/correction of name of pensioner	Ticket to be raised by attaching letter from competent authority
8	Exit management	Inter circle transfer of Pension ID	Ticket to be raised by attaching supporting document
9	PAYROLL	Cancellation of LTC	Ticket to be raised with letter from competent authority mentioning recovery details of LTC advance, EL Encashment w.r.t the sanctioned LTC
10	PAYROLL	Unable to update supplementary bank account	Proof of bank account document uploaded should be less than 2 MB
11	PAYROLL	TA advacne is reflecting in LPC, when the claim is settled through off cycle payment	Provision made under DDO card - Manage employee recoveries
12	PAYROLL	Subsistence allowance/put off duty allowance is not being calculated during paybill generation	Substitute allowance/Ex gratia allowance to be configured under Earnings and deduction option