SPARK Helpdesk Management System—“Quest”
(Article by Ms. Nazeera Beevi A N, Senior Grade Assistant)

SPARK maintains a sedulous and responsive helpdesk system, which is destined to resolve the queries related to service and payroll activities through SPARK. As part of confining all service and payroll activities through one point and to automate the government procedures, all state government employees’ service and salary related procedures are now being processed through SPARK. With respect to payroll and other benefits, an average of 21,06,213 bills are processed yearly through the SPARK system. Data to be handled is also very huge as system has to manage the data of 5,42,220 regular and 1,60,279 temporary employees from 33199 offices under 119 departments, so obviously, the queries approaching SPARK helpdesk unit would also be very huge. During the project implementation period, SPARK PMU has developed a customized helpdesk management software, ‘Quest’ to manage the helpdesk procedures, and now as part of process reengineering, SPARK PMU redesigned Quest software to make this meet all the necessities of an help desk unit.

SPARK PMU has two frontend help desks system functioning at Thiruvananthapuram and Kannur districts, to deliver support services to its stake holders. SPARK helpdesk unit working under SPARK PMU unit Thiruvananthapuram and its regional unit at Kannur offer services through emails, chats, phone calls, tapal and assist officials who approach PMU as guests. As per the data records for the last financial year, (2017-2018), SPARK helpdesk units operating at these 2 centres together handled an average of 890 cases each day.
SPARK PMU redesigned the ‘Quest’ to equip the software to manage all helpdesk procedures effectively and promptly. Quest enables the SPARK authorities to monitor the calls and the type of queries received at the Help Desk. With the help of ‘Quest’, SPARK PMU can identify from which module the most number of queries are asked and the changes to be made in the module. It also helps to record and quantify the number of queries answered by mail, chat and phone at the Help Desk by each person.

Help desk functions operating through ‘Quest’

- **Email handling**
- **Duty Assigning**
- **Tracking the query status**
- **Forwarding the complaints to software section and communicating with software section**
- **Chat activities**
- **Sending SMS to employees**

**Email Handling**: SPARK PMU has been receiving more than 600 emails each day. Forwarding these emails to helpdesk personals, who have been assigned email duty is done through this ‘Quest’ software. Also the SPARK administer can know the number of emails pending with each helpdesk personnel’s and status of the email query sent by to SPARK’s email id, using this application.

**Duty Assigning**: SPARK authorities can assign duties to help desk personals using this helpdesk software. Also this ‘Quest’ software is helpful in identifying the areas of expertise of each helpdesk personals and assign duties based on their expertise, which is helpful in handling the queries approaching SPARK PMU very efficaciously. This application is worthwhile in managing the helpdesk duties and also expedient to utilise the human resource at SPARK helpdesk.

**Tracking the query status**: This facility is very useful in tracking the status of a query once attended by the SPARK helpdesk unit. The helpdesk personals has to log into the ‘Query’ system using their individual User id and password and on attending each issue the helpdesk person enters the details of attended issue into ‘Quest’ query details page. The details to be updated in the ‘Quest’ query page is PEN of the employee who is having this issue, user code (DDO’s PEN), Email, Contact number, Query type (Salary, promotion, DA arrear, Salary arrear, transfer, part salary….), Communication type, this option is to mark the query is discussed through email, phone, chat, tapal, or as discussed in person when guest visited SPARK PMU).

File uploading option is also provided in this option to upload the supporting documents for future reference. The given replies have to be mentioned through this page so that when they approach us next time, the person attending them can know what solution we suggested earlier and what are the documents we requested to submit to SPARK PMU, when they visited last time. This page has option to mark whether query solved or in progress, if we forwarded to software section that also we can track using this application. On updating the query, Quest system automatically generates a Query No/ID, this Query number can be used to search the previous histories of this issue and track the query details.

**Forwarding the complaints to software section and communicating with software section**: This facility included in the ‘Query’ system to report the issues which need software assistance to software section. Software section has also given separate login and provided user id and password to log in to the ‘Quest’ system for viewing the forwarded query details from SPARK help desk, also the software section can communicate with SPARK helpdesk using this option.
Chat activities: SPARK PMU will soon enable the option for incorporating Chat facility to the ‘Quest’ system. This will be useful for managing the chat activities and also to record the chat details and solutions discussed through the chat session. New chat module of the ‘Quest’ will be having default messages saved as canned messages for common queries, so that the chat operators can select such messages from the canned message list and can reply the queries through chat conversation. These canned messages save the typing time and thereby enabling the chat operators to answer more queries coming to their chat box.

There will be ‘Join chat’ option in new chat module, which is intended to facilitate other chat operator to join the chat conversation, this facility will be of great use in rush hours. Also chat queue viewing option will be activated in chat window for viewing the list of employees waiting in chat queue, so that the management team can view the list and assign more helpdesk persons for chat duties on demand.

In the new chat module, there will be option for file uploading, if any supporting documents need to be attached for future reference, those files can be uploaded in the quest system through the chat window itself.

Sending SMS to employees: Helpdesk persons update the query details into ‘Quest’ software after attending the query and the ‘Quest system generates the ‘Query ID’ for the updated query. The ‘Quest’ system will be soon modified in such a way that the Query ID generated on query updation will be sent to the concerned employees/user’s contact number updated through Quest, so that they can approach SPARK PMU with this Query ID for knowing the status of the issue in detail, also if their issue forwarded to software section, the solution will be sent as sms through the proposed sms sending option.

‘Quest’ helpdesk management system facilities the smooth functioning of SPARK helpdesk unit and ensures good working environment. This also acts as a measure to gauge the performances of helpdesk personals and their areas of expertise. ‘Quest’ plays a key role in the effective management and easy functioning of SPARK PMU and this enables the SPARK authorities to grapple the thousands of SPARK related queries coming to SPARK PMU each day with minimum human resource. SPARK PMU has designed the Quest software in such a way that, as project expands SPARK team can scale up the existing facilities and add new options in future. As ‘Quest’ is monitoring and tracking the query reports throughout the query cycle, starting from query reporting to resolution, this helps the project management team to analyse the nature of common queries& issues approaching SPARK PMU and enables the team to identify the bottlenecks of the existing system and pinpoint those modules of software which need improvement and software updation. Re working on such modules will enable the system more efficient and user friendly.
**Recent Software Updates & Improvements**

**CMDRF (Flood 2018) Contribution details option**

SPARK PMU has updated the CMDRF (Flood 2018) Contribution details option for donating govt employee’s one month’s gross salary (amount equivalent to 9/2018 gross salary) to CMDRF fund as per G.O. (P) No.144/2018/Fin dated 11/09/2018. Using this option the concerned DDO/Head of the Department/Establishment user can facilitate employee contribution equivalent to one month gross salary of September 2018 to CMDRF, and this contribution amount can be recovered from employee’s salary, Leave account, Pay Revision arrear, PF account. Employees’ CMDRFRF contribution can be updated through:

**Salary matters --->CMDRF (Flood 2018) contribution details.**

Payment options facilitated under “CMDRF (Flood 2018) contribution details” option are as follows; Salary deduction, 30 days Leave surrender, PR arrear 4th Instalment, NRA withdrawal from PF. DDOs should take utmost care while updating the CMDRF contribution details and preparing the bills and ensure that proper verification is done which include checking of arithmetic accuracy in each bill generated from SPARK as the accuracy of the processed data depends upon the accuracy of data input by processing officials. Data once updated incorrectly and bills get encashed, this cannot be rectified directly through SPARK PMU. You may refer Circular No. 87/2018/Fin dated, 19/09/2018.

**Return from Deputation**

SPARK has modified the ‘Return from Deputation’ option under Deputation module, so as to handle the cases of employees relieved from parent office through deputation and part salary processed from parent office, earlier system was inept in processing the re-joining procedures from parent office, Now this has been corrected and parent office can re-join the employees relieved through deputation option through ‘Return from Deputation’ option.

**Generation of promotion order with same ‘From’ and ‘To’ department and office and to same designation has been restricted**

As part of fine tuning the system SPARK PMU is in the process of correcting the minutest of system level issues, and it has been noted that SPARK PMU has been receiving so many request on part correction. One of the major part salary correction needed case is employee joining to new office and then new user mistakenly generates promotion order with same ‘From’ and ‘To’ department and office and to same from and to designation and now SPARK software section has made updation on this option to restrict the generation of promotion in the above said manner.

**Refund option for excess remittance of HBA/Personal Computer Advance/Motor Conveyance Advance**

Refund options for excess remittance of HBA/Personal Computer Advance/Motor Conveyance Advance has been added in the interface of claim entry under the option **Accounts--> Claim entry.** Select the refund options from claim nature selection list, process the claim and proceed to claim submission procedures to refund the excess remittance of HBA/Personal Computer Advance/Motor Conveyance Advance.

**Retired employee search option**

Retired employees’ PEN search option has enabled in ‘U’ access user login through the option **Queries---- > Employee Search** option. Using this option retired employee’s details can be easily fetched from the SPARK Database.
Option for 4th Instalment of Pay revision arrear
SPARK PMU will soon enable the option for preparing the 4th instalment of Pay Revision arrears in accordance with the G.O. (P) No.146/2018/Fin dated 16/09/2018. As per this order fourth instalment of pay Revision arrears and interest @ 7.6% per annum for the period from 01.04.2018 to 30.09.2018 will be paid in cash to the employees.

Family members and nominees’ Aadhar updation option
Option for updating Aadhar details of Family members and nominees will soon be added in SPARK under the personal details tabs ‘Family details’ and ‘Nominee’.

Module updation for Manual Bill preparation (Pre 2/2011)
Module Modification on be Manual Bill preparation (pre 2/2011) option will soon be done for handling cases of salary arrear bill preparation for the period prior to 2000. Also SPARK PMU will soon activate the option ‘Claim w.r.t employees not having PEN’ for preparing the manual bills prior to 2/2011 for the employees not having PEN.

Latest Events

Meeting to discuss SPARK Business Process Reengineering, conducted on 14/09/2018
SPARK PMU has arranged a second level working group meeting on 14/09/2018, 3PM at Centre for Training in Financial Management to discuss business process reengineering procedures that could be implemented in SPARK system. Technical Committee members proposed many innovative points and also suggested changes in the format of Forms included in SPARK modules. In the meeting, it was decided to redesign the reports like joining and relieving reports and various Forms included SPARK system. Changes suggested in leave forms and Charge Transfer Certificate (CTC) have been approved with slight modifications.
One day training programme on Income Tax, arranged for SPARK PMU staffs

SPARK PMU has arranged a one day training session for the staffs at SPARK PMU to make them aware of income tax topics. The training was conducted on 08/09/2018 at CTFM, A total of 32 participants attended the training. Speaker for the session was Mr. Deepu P, Senior Accountant, Treasuries, Directorate of Treasuries, Thiruvananthapuram, an expert of income tax related topics. Mr. Girish Parakkat, Manager, SPARK, introduced the speaker to the participants. Many topics were discussed in the session like Gross income, various income tax deductions, Taxable income, Tax deducted at source, Responsibility of deductors, calculation of taxes, standard deductions, TA, PAN, TDS return filing, Individual return filing. The session was very interactive and information packed one, and speaker answered all the queries raised by the participants. This one day training on income tax went as a very successful event and everyone attended got very much benefited from the session.

Meeting on DSC Implementation held on 03/09/2018

As part of implementing DSC for e submission of salary bills in all departments, SPARK PMU had conducted a meeting on 03/09/2018 3 PM at Centre for Training in Financial Management with 11 departments to discuss and explain the importance of DSC implementation in. A total of 36 employees including Finance officers attended the meeting. DSC based e submission already enabled in Finance Department and Treasury Department as first phase of DSC implementation in Government departments. In the meeting it was also decided to extend the DSC based e-submission in some other departments as second phase implementation.
DMT training scheduled to be held on 15th & 16th of October 2018
As part of process reengineering, SPARK PMU has done many module updations in the system, so to make all the DMTs acquainted with new options, SPARK PMU has been arranging trainings to DMTs of all departments. SPARK PMU has earlier given DMT training sessions to DMTs at southern districts including Thiruvananthapuram, Kollam, Pathanmthitta, and Alappuzha and now DMT trainings have scheduled to DMT’s of rest of the districts covering mid and northern Kerala. The venue will be CDIT center, Royal Educational Charitable Trust, Second Floor, Bethel Building, Opposite Private Bus Stand, Thripunithura and Mr. Sanoj Soman, SPARK Master Trainer will be handling the training session.

SPARK Training for Irinjalakkuda Edn District postponed to October 2018
On receiving so many training requests from Irinjalakkuda Educational District, SPARK PMU is planning to arrange a SPARK Training session for the employees of various schools working under Irinjalakkuda Edn Dist, on second week of October 2018, in coordination with HSS, Panangad.

SPARK Training for the DDO’s and DEO’s of Palakkad District postponed to October 2018
As per the requests of District Educational Officers from Palakkad district, to arrange training sessions on SPARK to get familiarize with SPARK system, SPARK PMU is planning to schedule a training session for the DDO”s and DEO”s of Palakkad district, on second week of October 2018.

Vital Statistics of volume of transactions and the bills processed through SPARK
As per SPARK database records, 98465 salary bills, 17671 arrear bills (including DA arrear, Salary arrears and Pay revision arrear), 574 other allowances bill and 34630 claim bills were processed through SPARK during the month of August 2018.

Empanelment of Department Master Trainers of SPARK
As per G.O. (P) No. 3/2017/Fin dated 05/01/2017 SPARK PMU invites application for empanelment of Department Master Trainers from Government officials who have expertise in dealing with establishment matters as well as SPARK software operations. Application form is available on the website www.info.spark.gov.in. The filled applications have to be sent to the email id: info@spark.gov.in with DMT Application as subject.
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Important Circulars & Govt Orders

G.O. (P) No.146/2018/Fin dated 16/09/2018 Pay and Pension Revision 2014- Payment of fourth Instalment of Arrears- Orders Issued
As per this order fourth instalment of pay Revision arrears and interest there on will fall due for payment on 01.10.2018 will be paid in cash to the employees as per the guidelines mentioned in the order. Order also mentions that Interest @ 7.6% per annum for the period from 01.04.2018 to 30.09.2018 will be admissible for the remaining 25% of the undrawn arrear as on 1.10.2018 and the total amount of principal and interest will be paid in cash to the employees.

G.O. (P) No.144/2018/Fin dated 11/09/2018 Finance Department- Devastating floods-Guidelines for recovering government employee’s one month salary to CMDRF- orders issued
Government has issued guidelines for recovering employee's one month's gross salary to CMDRF fund, this mentions clear instructions for recovering the one month salary to CMDRF fund, Guidelines are summarised as follows;

- One month salary calculation has to be done based on employee’s September 2018 gross salary.
- Employees can give amount equivalent to one month salary as 10 equal instalments.
- In the case of employees who have been already made donations to CMDRF, for such cases, the donated amount can be deducted from employees one month's salary and remaining amount can be accepted as donation to CMDRF. For this, employees should submit application to DDO's along with receipt details.
- The concerned DDO's may consider the contribution amount to CMDRF as tax exempted amount as per Income Tax rule 80G, and tax exemptions may be given in the respective financial year itself for the amount contributed to CMDRF.
- Recovery to CMDRF from employee salary should be started from the month of 9/2018.
- Employee can make contribution equivalent to one month salary to CMDRF, from their PF account, for such cases, employees have to be submit applications immediately without any delay.
- Instead of giving one month salary to CMDRF, If employees wish to contribute their 30 days Earned leave surrender amount (based on 9/2018 pay), they can donate the earned leave surrender amount, In the case of employees who have already taken earned leave surrenders and again 30 days earned leaves are in their account, such employees has been given special permission to process that 30 days leave surrender again and can be given to CMDRF, but employee's has to submit request for this urgently
- In the case of employees, who can't donate their gross salary within 10 months, such employees are exempted from PF loan repayments for 10 months starting from September 2018. If employee retired before recovering the balance amount, then the balance amount will be adjusted from their DCRG. Orders were issued for the same.
- Employee’s eligible for pay revision arrears can donate their pay revision arrear amount to CMDRF, balance amount after this, can be given as one instalment or through maximum of 10 instalments.
- All employees may be given their one month salary to CMDRF, except those who are not willing to make contribution to CMDRF. Employees who are not willing to donate their one month salary may submit the declaration form annexed with the GO to the concerned DDO before 22nd September 2018.
- The concerned DDO's should deduct the employee CMDRF contribution through SPARK and should be remitted this contribution amount to concerned account.
Circular No 79/2018/Fin dated 29/08/2018

Government have noticed engaging unauthorized persons for conducting training on SPARK by some offices, and giving payments to them, circulation of unauthorized training materials by unauthorized persons through internet and other media, obtaining paid help from unauthorized persons for providing SPARK processing support etc. This will lead to the spread of incorrect information, bad processing practices and make the system vulnerable. For avoiding the above mentioned issues, Govt has issued some clarifications and instructions to all Heads of Departments and other officers for strict compliance for making SPARK a flawless system.

Circular No 83/2018/Fin dated 07/09/2018
Sub: - Finance Department— SPARK PMU - Standard Operating Procedure (SOP) for Establishing Connectivity between SPARK and other Software Applications of Government Departments / Agencies - Guidelines Issued - reg.

SPARK being the principal Employee Management Information System of the Government of Kerala, it necessitates connectivity between SPARK and many other software applications of various departments of Government / Agencies to share services and data. The Standard Operating Procedure (SOP) to be followed by a Government Department, Agency, State or Central, that approaches SPARK PMU for connecting their software applications with SPARK for data sharing, in an effective and secured manner, has detailed in this circular. This circular also instructs all the applicant Departments/Agencies to strictly adhere to the guidelines mentioned in the circular for establishing connectivity between SPARK and their software applications. Circular warns If any violation noticed on the matters instructed in it, the Heads of Departments should take immediate preventive and, disciplinary actions and report the same to Finance (IT SF) Department.

Circular No.88/2018/Fin dated 25/09/2018

As per this circular "Contribution to CMDRF (Flood 2018)” option has enabled in SPARK, for facilitating the donation of government employees one month's salary to CMDRF Flood relief fund. This also mentions the payment types for contribution to CMDRF through SPARK and details the instructions to be followed in using the options. This circular cautions the users that once the bills with CMDRF contribution were encashed no changes could be done in Salary challenge option. So DDDs must be very careful while preparing and submitting these bills to treasury for encashment. Any Proposal for refund from CMDRF due to the mistake from the part of DDO will not be entertained in SPARK PMU, and the same needs to be addressed to Fin (Funds) Department.
SPARK PMU has updated the **CMDRF (Flood 2018) Contribution details** option for donating govt employee's one month's gross salary (amount equivalent to 9/2018 gross salary) to CMDRF fund as per G.O. (P) No.144/2018/Fin dated 11/09/2018. Using this option the concerned DDO/Head of the Department/Establishment user can facilitate employee contribution equivalent to one month gross salary of September 2018 to CMDRF, and this contribution amount can be recovered from employee's salary, Leave account, Pay Revision arrear, PF account. Employees' CMDRF contribution can be updated through:

**Salary matters --->CMDRF (Flood 2018) contribution details**

Payment options facilitated under “CMDRF (Flood 2018) contribution details” option are as follows;
1. Salary deduction
2. Leave surrender + remaining from Salary
3. PR arrear 4th Instalment + remaining from Salary
4. NRA withdrawal + remaining from Salary

DDOs should take utmost care while updating the CMDRF contribution details and preparing the bills and ensure that proper verification is done which include checking of arithmetic accuracy in each bill generated from SPARK as the accuracy of the processed data depends upon the accuracy of data input by processing officials. Data once updated incorrectly and bills get encashed, this cannot be rectified directly through SPARK PMU. You may refer Circular No. 87/2018/Fin dated, 19/09/2018.

**Figure 1: Screen shot showing CMDRF (Flood 2018) contribution details option**
Processing steps:
Go to the option Salary Matters --- > CMDRF (Flood 2018) contribution details.

Figure 2: Screen shot of CMDRF (Flood 2018) contribution details page

Select office, DDO code, Bill type and then click on 'Click here to get the Employee Details' button to make the CMDRF deduction updations. On clicking the button a default message will be displayed on the screen, after reading the message click on 'OK' button to continue, then user can view the employee list under the selected bill type. All the employees in the selected bill are assumed to contribute the salary of September 2018 towards CMDRF. However, before processing the salary of 9/2018, this can be changed by the DDO, by changing the Willingness (Y/N) or by changing the Payment option. After opting the payment type and making the necessary entries, click 'Update' button to effect the changes.

In addition to that there is an option to update the employees’ earlier made CMDRF contribution details with reference number (this earlier remitted amount details should be inserted by the DDO only after verifying the receipt produced by the employee), on updating the earlier contributed amount details system will auto calculate the amount payable to CMDRF, deducting the previously given contribution from gross salary of September 2018.

Let us see each payment option in detail;

Figure 3: Payment options in CMDRF (Flood 2018) contribution details
Salary deduction:
If employee wishes to make contribution from salary, choose the payment type as ‘Salary deduction’, make necessary edits/entries (like employee already made any contribution toward CMDRF, user can update the remittance amount details here with its reference details, no of instalments can also be edited, default instalment number set in the system is 10 instalments) and click on ‘update’ button to reflect the deduction while processing employee’s salary. If not opted anything system will take default option, payment type as ‘salary deduction’ and ‘Number of instalments’ as 10.

Steps to be followed:
Step 1: Update CMDRF (Flood 2018) contribution details by selecting payment type as ‘Salary Deduction’ through Salary Matters--- > CMDRF (Flood 2018) contribution details
Step 2: Process Salary Bill
Salary processing can be done through the option; Salary Matters-- > Processing-- > Salary, and generate the bill, Employees’ contribution amount towards CMDRF will be displayed in the inner and outer bills with respective Treasury codes. Additional Schedule for CMDRF will also be generated along with other schedules.

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<td>Inner Bill - Abstract</td>
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<tr>
<td>Outer Bill</td>
<td>Select</td>
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<td>Statement for Bank</td>
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</table>

Figure 4: Bill description

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<tr>
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<td>CMDRF(Flood 2018) contribution</td>
<td>4583</td>
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<tr>
<td>3</td>
<td>000000</td>
<td>xxxxxxxxxxxxx</td>
<td>CMDRF(Flood 2018) contribution</td>
<td>4465</td>
</tr>
</tbody>
</table>

Total: 13927

Ruppes Thirteen Thousand Nine Hundred And Twenty Seven only.

Figure 5: Schedule for CMDRF Flood Relief
Leave surrender+ remaining from Salary:
If employee opted to contribute leave surrender to CMDRF, follow the below mentioned procedures.

Steps to be followed:
Step 1: Choose the payment type as 'Leave surrender + remaining from Salary'
**Salary Matters--- > CMDRF (Flood 2018) contribution details**
Step 2: Generate leave surrender order generation
**Service Matters-➔ Leave/COff/OD Processing----- > Leave surrender Order (CMDRF)**
Employees opted the payment type as 'Leave surrender + remaining from Salary' through CMDRF (Flood 2018) contribution details page, will be listed in "Leave surrender Order (CMDRF)" page for generating leave surrender order.

![Figure 6: Option for generating leave surrender order for CMDRF Flood Relief](image)

Step 3: Leave surrender processing through Leave surrender to CMDRF

**Service Matters-➔ Processing-➔ Leave surrender to CMDRF**

Processing of leave surrender for CMDRF can be done through this option, Employee’s Leave surrender order generated through Leave surrender Order (CMDRF) will be listed in processing page ‘Leave surrender to CMDRF’.
If an employee had already encashed a leave surrender in this financial year and this employee wishes to contribute the EL balance available in leave account, then this employee can process and contribute that leave surrender to CMDRF, and the remaining amount can be deducted from Salary bills.

For Gazetted officers leave surrender processing, leave surrender slip should be updated from Accountant General Office. After slip gets updated from Accountant General Office, leave surrender order can be generated and proceed to leave surrender processing procedures as discussed in the previous session. The processed leave surrender bills can be generated through Salary Matters → Bills & Schedules → Leave surrender Bill.
PR arrear IV inst + remaining from salary

4th instalment PR arrear can be contributed to CMDRF through SPARK, by selecting the payment type as “PR-4 Inst + remaining from salary”. In this case, 4th instalment of pay revision arrear alone may not meet employee’s one month gross salary, so on opting this option, system will display the 4th instalment PR arrear amount (including interest amount) in “Amount remitted/ PR-4 Inst proposed” column and reference no column will be filled with text “PR-IV Inst”. Also system will deduct the 4th instalment pay revision arrear amount from employee’s Sept 2018 gross salary and this total amount payable will be shown in the corresponding column. Here also user can edit the no of instalments or system will update the details with default option as 10 instalments. Salary deduction toward this will be started from Sept 2018 and The PR amount will be credited to CMDRF only at time of e-submission of 4th instalment of PR arrear bills.

This option cannot be used for employees, who haven’t encashed the I, II, & IIIrd instalments of Pay revision arrears yet and user should avoid cases of excess or short withdrawal issues happened in previous Pay revision arrear instalments. In case of an employee with part salary / or any salary affecting leave like HPL / LWA etc., or on Suspension, the decision on the deduction is to be taken by the concerned DDO with the approval of their Controlling officer.
NRA Withdrawal + remaining from Salary

If employee wishes to make contribution from PF account, then user can choose payment type as ‘NRA withdrawal from PF, and can update the same through the option CMDRF (Flood 2018) contribution details.

Steps to be followed:
Step 1: Choose payment type as ‘NRA withdrawal from PF and update the same using the option; Salary Matters ---> CMDRF (Flood 2018) contribution details

Step 2: Claim entry (Accounts ---> Claim entry option, select the nature of claim as PF NRA withdrawal to CMDRF, Sanction order from Accountant General office is needed for processing this claim) ---> Claim approval ---> Make Bill ---> E-submit. (Claim amount details will be displayed in the respective claim entry columns, only if PF sanction order slip from AG gets updated in SPARK, user can check sanction order details through Accounts ---> View PF sanction order from AG.

The above option will be made available as and when the integration with GPF section of AGs office is completed. The ‘Leave surrender to CMDRF’ bills and ‘PF NRA withdrawal to CMDRF’ claim bills will be generated with watermark “CMDRF (Flood 2018). On passing the bills with CMDRF contribution by treasury, the entire CMDRF amount in the processed bills will be automatically credited to the CMRF Flood relief account.