

(A)Format for Implementing Agencies to send PFMS issues to PD/PFMS helpdesk

1	Sender's name	Mention full name
2	Login ID	PFMS Login ID of the person who is facing problem
3	Mobile number	User's mobile number so that one can contact from Helpdesk.
4	Email	Sender's email ID
5	Implementing Agency Name	Name of registered Implementing Agency on PFMS
6	Unique ID	Unique ID of Implementing agency on PFMS
7	Bank account number	Bank account number of the Implementing agency mapped on PFMS for the concern Scheme
8	District	District of the Implementing agency
9	Address	Contact address of the Implementing agency
10	Scheme name	Name of the Scheme for which the user is facing issue in processing
11	Scheme code	PFMS Scheme Code
12	Issue	Brief description of the problem
13	Whether Screen shot attached	Enclosed screenshot of PFMS page showing error message.

Signature with date
Sender's Name
Designation
Tel/Mob No.
Email ID

(B)Format for forward the issues to PFMS Help-Desk

Remarks of ASO/SO/US/DS/Director of Program Division			
Analysis of issue by ASO/SO/US/DS/Director of program Division	Reason due to which the issue cannot be resolved at Program Division level	Contact person of PD (Name and Designation)	Contact Person Mobile number and email ID

Signature with date
Sender's Name
Designation
Tel/Mob No.
Email ID