Manav Sampada : Frequently Asked Questions (FAQs)

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FOR BLOCK PMIS INCHARGE

Q1) What are the mandatory fields that are required to be filled while updated old records in an employee servicebook?

A) **FORM 1:** All entries marked with #

FORM 2: Phone and Email Id (if any) and all other entries marked with #

FORM 3: All entries marked with #

FORM 7: Joining and Relieving entries of present area of service and of the past two areas of service

FORM 9: Departmental Proceedings (the ones recorded in the servicebook)

Q2) What to do if an employee in my block has retired/expired?

A) Fill **FORM 7 (TUTORIAL 2 & 3)** of employee. Under **SECTION 2-A, COMMONLY USED TRANSACTION,** select **OTHER (CHOOSE TO GET A LIST)** and for trans./Entry Type, select **SERVICE CLOSING>>RETIREMENT/EXPIRED** and then fill the other details.

Q3) What to do if an employee in my block has been promoted as Head Teacher?

A) Fill **FORM 7 (TUTORIAL 2 & 3)** of employee. Under **SECTION 2-A, COMMONLY USED TRANSACTION,** select **PROMOTION** and then fill the other details.

Q4) What to do if an employee in my block has been promoted as TGT/C&V?

1) Do a PROMOTION Entry in Form 7
2) Please email the old PMIS Codes and other relevant detail to Directorate of Higher Education (dir.edu@rediffmail.com)

Q5) What to do an employee in my block has been transferred?

A) Do relieving entry by following **Tutorial 5**.

Q6) What do I do if another teacher has been transferred into my block?

A) Do joining entry by following **Tutorial 5.**

Q7) What do I do if an employee has more than one PMIS Code?

A) Send all the codes to your District Nodal Officer (Elementary) and highlight the code which is mentioned in their servicebook. This code will be retained while the other would be deleted.

Q8) What do I do if there are employees showing my block which do not belong there?

A) Email your District Nodal Officer (Elementary) there PMIS Codes and Names. If possible, also send them their current posting office and Establishment Office.

In case of any other problem, please your PMIS district nodal officer (elementary). If you do not receive a response from them within 1 week, you may whatsapp us or email us at pmis.dee@gmail.com.

FOR DISTRICT PMIS INCHARGE

Q1) What to do if a block says that they are unable to open *any* employee's details from their account?

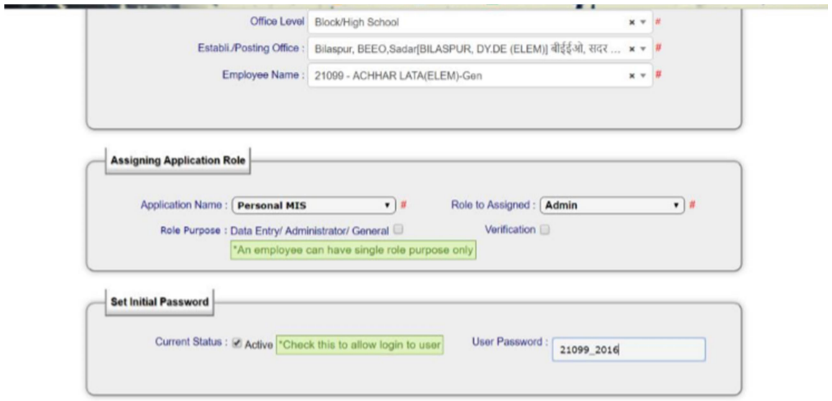
A)

STEP 1: Follow **Tutorial 7** and open PMIS Code which Block uses to log in. Check if the **DESIGNATION** is correct (it should be BEEO), **POSTING AND ESTABLISHMENT OFFICE** (Block Office).

STEP 2:

a) Follow **Tutorial 6** to check if the Block has been given the correct role (Establishment Data Entry)

b) Follow **Tutorial 6** to check if the Block account is active (check picture below)



Q2) What to do if a block says that they are unable to open some employee's details from their account?

A)

Step 1: Follow **Tutorial 7** and check if their **POSTING AND ESTABLISHMENT OFFICE** are correct. If they aren't, correct them. Otherwise, email us at pmis.dee@gmail.com

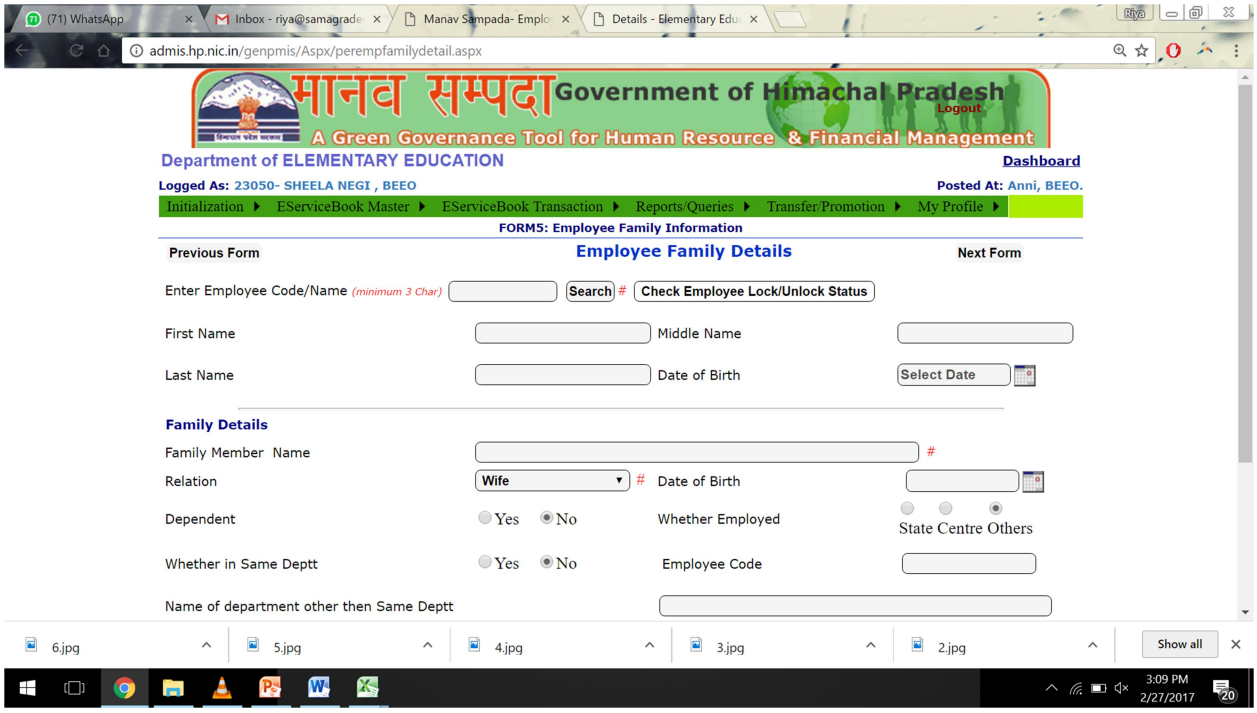
Step 2:

a) Check whether the employee is verified or unverified. Use the Block's PMIS Code to log into their account, open any form (From eServicebook Master or eServicebook Transaction).

b) Type PMIS Code and press on **"Check Lock/Unlock Status".**

c) If the person if verified, the servicebook should open from eServicebook Transaction.

d) If the person is unverified, the servicebook should open from eServicebook Master.



Q3) What to do if there is a spelling mistake for an employee in my district?

A) Follow **Tutorial 7.**

Q4) What to do if the Date of Birth for an employee in my district is wrong?

A) Follow **Tutorial 7.**

Q5) What to do if an employee in my district has a wrong posting office mentioned online?

A) Follow **Tutorial 7.**

Q6) What to do if an employee in my district has a wrong designation mentioned online?

A) Follow **Tutorial 7.**

Q7) What do I do if an employee has more than one PMIS Code?

A) Follow **Tutorial 7.**

Q 8) What to do if a BEEO in my district has been transferred?

A) Use your DATA ENTRY ID to do online Relieving of old BEEO. For the new BEEO, depending on where their establishment was earlier, do online relieving (at block/district level) from old office and do online Joining at new office. **Make sure that the new BEEO has Data Entry role. You can give that using TUTORIAL 6**

Q9) What to do in case a particular school name is not showing on the portal?

A) Email us the school, block name and your phone number at pmis.dee@gmail.com

Q10) What to do in case a particular school has CLOSED?

A) Email us with the school name and code and block name at pmis.dee@gmail.com

Q11) What to do in case there exists two or more schools of the same name?

A) Email us with all the different school names and codes and block name at pmis.dee@gmail.com

Q12) How do I assign – ESERVICEBOOK CORRECTION role to block PMIS officers?

A) Check **Tutorial 6**

In case of any other problem, please you may whatsapp us or email us at pmis.dee@gmail.com.