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### NOTIFICATION

GPMS Software has been instrumental in financial management and citizen centric public service delivery like birth and death certificate, income certificate, trade registration, residential certificate etc in all Gram Panchayats since 2003.

Panchayats and Rural Development Department has been providing on-site training and capacity building support to Gram Panchayat employees with the objective to strengthen the Gram Panchayat as an institution for improved financial management and public service delivery. It has always been a challenge of providing on-site support to as many as 3347 Gram Panchayats with 60 trained personnel deployed state-wide. With the objective to cater the learning need and reinforce the on-field support, a state level toll-free GPMS helpline has been set up by the Panchayats and Rural Development Department.  The number of this toll-free helpline is 1800 200 0864. Though the helpline has been designed to remain operative 24 hours but the callers (Gram Panchayats) would get to talk to helpline operators and domain experts between 10 AM to 6 PM during Monday to Friday (other than Government holidays). In case the toll-free number called before 10 AM or after 6 PM or on holidays, the call would be automatically recorded in the system along with phone number of the caller. The helpline call operators would call back the caller on the next working day to collect relevant information on the problem faced and take necessary initiative to resolve the same.

This helpline will fulfil long feet need for technical assistance to all Gram Panchayats across the state on GPMS software. It is worth mentioning that the helpline will offer assistance to Gram Panchayats and other end users on the process of viewing various financial reports on receipt and expenditure using the online GPMS portal. Block, District and State level administrators would be able to monitor the activities.

Enclosed:
1) Annexure-1 (Operational Guideline)
2) Annexure-2 (IVR Menu Description)

(Soumya Purkait)
Joint Secretary

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Copy forwarded for information and necessary action to:

1. Smt. Nilanjana Dasgupta, Joint Secretary in Charge, Computerization Cell, P&RD Department
2. Additional Executive Officer – Zilla Parishad (All)
3. Additional District Magistrate (Panchayats) (All)
4. District Panchayats & Rural Development Officer (All) – S/he is requested to send a copy of this notification to all BDOs within the district
5. Block Development Officer (All) – S/he is requested to send a copy of this notification to all Gram Panchayat Pradhans

(Soumya Purkait)
Joint Secretary

# GPMS Helpline User Manual
## Toll-free Helpline Number: 1800 200 0864

Select language after dialing GPMS Helpline. 1 for Bengali, 2 for Hindi. After selecting language option, following main menu option would be available to the caller:

1. Main Menu Options

| No to be dialed | Menu Description |
|---|---|
| 1 | Accounts related information |
| 2 | Public Service related information |
| 3 | GPMS related other information |

2. Dial 1 from above menu options to get **ACCOUNTS** related main menu
(Accounts>Main Menu)

| No to be dialed | Menu Description |
|---|---|
| 1 | General Operation |
| 2 | Troubleshooting |
| 3 | Back to previous menu |

3. Dial 1 from menu options to get **GENERAL OPERATION** related main menu
(Accounts>General Operations>Main Menu)

| No to be dialed | Menu Description |
|---|---|
| 1 | New Entry |
| 2 | Customization |
| 3 | Wrong Entry |
| 4 | Report preparation through GPMS |
| 5 | XML preparation and upload in GPMS portal |
| 6 | Uses of GPMS portal and its usefulness |
| 7 | Issues related to other wrong entry |
| 8 | Repeat menu options |
| 9 | Back to previous menu |

4. Dial 1 from above table to get **NEW ENTRY** related options
(Accounts>General Operations>New Entry>Main Menu)

| No to be dialed | Menu Description |
|---|---|
| 1 | Collection event |
| 2 | Payment event |
| 3 | Fund transfer (bank to bank) |
| 4 | Fund transfer (ledger to ledger) |
| 5 | Bank withdrawal |
| 6 | Month end Procedure |
| 7 | Year-end Procedure |
| 8 | Repeat menu options |
| 9 | Back to previous menu |

Annexure-1
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Lake City, Kolkata 700 106

5. Dial 2 from table 3 to get **CUSTOMIZATION** related options
   (Accounts>General Operations>Customization>Main Menu)

| No to be dialed | Menu Description |
|---|---|
| 1 | To create new ledger |
| 2 | To create new bank account |
| 3 | Enable Bank adjustment ledger |
| 4 | Opening Cheque in transit |
| 5 | Checking customization |
| 6 | Process to take backup |
| 7 | Repeat menu options |
| 8 | Back to previous menu |

6. Dial 3 from table 3 to get **WRONG ENTRY** related options
   (Accounts>General Operations>Wrong Entry>Main Menu)

| No to be dialed | Menu Description |
|---|---|
| 1 | If entry is omitted |
| 2 | General entry related mistakes |
| 3 | Procedural mistakes |
| 4 | Other wrong entry related problems |
| 5 | Repeat menu options |
| 6 | Back to previous menu |

7. Dial 1 from above table to get options if any **ENTRY IS OMITTED**
   (Accounts>>General Operation>>Wrong Entry>>If any entry is omitted-IVRS Audio)

8. Dial 2 from table 6 to get options on **GENERAL ENTRY RELATED MISTAKES**
   (Accounts>>General Operation>>Wrong Entry>>General entry related mistakes-Main Menu)

| No to be dialed | Menu Description |
|---|---|
| 1 | If wrong amount entered in collection/payment sections-IVRS Audio |
| 2 | If wrong amount entered in bank interest/charge section-IVRS Audio |
| 3 | Cancelled Cheque-IVRS Audio |

9. Dial 3 from table 6 if any **PROCEDURAL MISTAKES** occurs
   (Accounts>>General Operation>>If any procedural mistakes occurs-Main Menu)

| No to be dialed | Menu Description |
|---|---|
| 1 | If any entry made in wrong bank account-IVRS Audio |
| 2 | If any entry made in wrong ledger-IVRS Audio |
| 3 | If any dishonored check is entered in GPMS-IVRS Audio |

10. Dial 4 from table 3 to get options related to **REPORT PREPARATION THROUGH GPMS**
    (Accounts>>General Operation>>Report preparation through GPMS-Main Menu)

| No to be dialed | Menu Description |
|---|---|
| 1 | Report preparation through GPMS-IVRS Audio |
| 2 | Back to previous menu |

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11. Dial 5 from table 3 to get options related to **XML PREPARATION THROUGH GPMS** and **PROCEDURE FOR UPLOADING XML** in GPMS and PRIASoft (accountingonline.gov.in) portal (Accounts>>General Operation>>xml preparation and upload in GPMs portal-Main Menu)

| No to be dialed | Menu Description |
|---|---|
| 1 | Form 26-xml preparation and upload in GPMS portal-IVRS Audio |
| 2 | Bank adjustment- -xml preparation and upload in GPMS portal-IVRS Audio |
| 3 | Vouchers--xml preparation and upload in PRIA Soft-Call will go to Helpline Operator |
| 4 | Repeat menu options |
| 5 | Back to previous menu |

12. Dial 6 from table 3 to get options related view the **UPLOADED REPORTS IN GPMS PORTAL AND THEIR UTILITIES**
(Accounts>>General Operation>> view the uploaded reports in GPMS portal and their utilities-Main Menu)

| No to be dialed | Menu Description |
|---|---|
| 1 | Form 26 & Form-27-IVRS Audio |
| 2 | Percentage of expenditure of untied funds-IVRS Audio |
| 3 | Fund analysis-IVRS Audio |
| 4 | Block/Sub-Division/District wise report-IVRS Audio |
| 5 | GP wise information-IVRS Audio |
| 6 | Support Official's report-IVRS Audio |
| 7 | Repeat menu options |
| 8 | Back to previous menu |

13. Dial 7 from table 3 to get options related view the **ISSUES RELATED TO OTHER WRONG ENTRY** (Accounts>>General Operation>>Issus Related to other Wrong Entry-Main Menu) – Call goes to Helpline Operator

14. Dial 2 from table 2 to get **TROUBLESHOOTING** related options (Accounts>>Troubleshooting-Main Menu) Call goes to Helpline Operator

15. Dial 2 from table 1 to get information related to **SERVICE DELIVERY** (Service Delivery-Main Menu)

| No to be dialed | Menu Description |
|---|---|
| 1 | General Operation |
| 2 | Trouble Shooting |
| 3 | Back to previous menu |

16. Dial 1 from table 15 to get information related to **GENERAL OPERATION** on Service Delivery (Service Delivery>>General Operation-Main Menu)

| No to be dialed | Menu Description |
|---|---|
| 1 | New Entry |
| 2 | Customization |
| 3 | Wrong Entry |
| 4 | Back to previous menu |

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17. Dial 1 from table 16 to get options related to **NEW ENTRY** on service delivery
(Service Delivery>>General Operation>>New Entry (registration & issue)-Main Menu)

| No to be dialed | Menu Description |
|---|---|
| 1 | Birth/Death Certificate-IVRS Audio |
| 2 | Trade Certificate-IVRS Audio |
| 3 | Income/Caste/Residential Certificate-IVRS Audio |
| 4 | Repeat menu options |
| 5 | Back to previous menu |

18. Dial 2 from table 16 to get information related to **CUSTOMIZATION** for public service
(Service Delivery>>General Operation>>Customization-Main Menu)

| No to be dialed | Menu Description |
|---|---|
| 1 | Staff Details |
| 2 | Mouza Master |
| 3 | Part Details |
| 4 | Para Master |
| 5 | Trade Master |
| 6 | Repeat Menu |
| 7 | Back to previous menu |

19. Dial 3 from table 16 to get information related to wrong entry in service delivery
(Service Delivery>>General Operation>>Wrong Entry-Main Menu) - IVRS Audio

20. Dial 2 from table 15 to get information related to **TROUBLESHOOTING** for public service
(Service Delivery>>Troubleshooting-Main Menu)  - Call goes to Helpline Operator

21. Dial 3 from table 1 to get information related to **problems other that ACCOUNTS** and public
service (*Information other that accounts and public service-Main Menu*) - Call goes to Helpline
Operator

**Bengali IVRS**

**① Acounts**

**① General Operation**

**① New Entry**
- ① Collection event — IVRS Recorded Audio (1-Repeat, 2-Back to previous)
- ② Expenditure event — IVRS Recorded Audio (1-Repeat, 2-Back to previous)
- ③ Fund transfer(bank) — IVRS Recorded Audio (1-Repeat, 2-Back to previous)
- ④ Fund transfers(ledger) — IVRS Recorded Audio (1-Repeat, 2-Back to previous)
- ⑤ Bank Withdrawal — IVRS Recorded Audio (1-Repeat, 2-Back to previous)
- ⑥ Month End Process — IVRS Recorded Audio (1-Repeat, 2-Back to previous)
- ⑦ Year End Process — IVRS Recorded Audio (1-Repeat, 2-Back to previous)
- ⑧ Repeat Menu Options
- ⑨ Back to Previous Menu

**② Customization**
- ① Ledger Creation — IVRS Recorded Audio (1-Repeat, 2-Back to previous)
- ② Bank Account Creation — IVRS Recorded Audio (1-Repeat, 2-Back to previous)
- ③ Bank Ajustment Ledger — IVRS Recorded Audio (1-Repeat, 2-Back to previous)
- ④ Opening Cheque in Transit — IVRS Recorded Audio (1-Repeat, 2-Back to previous)
- ⑤ Proper customization check — IVRS Recorded Audio (1-Repeat, 2-Back to previous)
- ⑥ Backup process — IVRS Recorded Audio (1-Repeat, 2-Back to previous)
- ⑦ Repeat Menu Options
- ⑧ Back to Previous Menu

**③ Wrong Entry**
- ① Omission error — IVRS Recorded Audio (1-Repeat, 2-Back to previous)
- ② Entry error
  - ① wrong amount entered in collection/payment field — IVRS Recorded Audio (1-Repeat, 2-Back to previous)
  - ② wrong amount entered in bank interest/bank charge section — IVRS Recorded Audio (1-Repeat, 2-Back to previous)
  - ③ cancelled cheque — IVRS Recorded Audio (1-Repeat, 2-Back to previous)
- ③ Procedural error
  - ① Collected/payment Amount is Booked in wrong ledger under same bank account — IVRS Recorded Audio (1-Repeat, 2-Back to previous)
  - ② Collected/payment Amount is booked in wrong ledger under different bank account — IVRS Recorded Audio (1-Repeat, 2-Back to previous)
  - ③ dishonoured cheque is encashed in GPMS — IVRS Recorded Audio (1-Repeat, 2-Back to previous)
- ④ Other Wrong Entry — Goes to Helpline Operator — May be Referred to Domain Expert
- ⑤ Repeat Menu Options
- ⑥ Back to Previous Menu

**④ Report Generation**
- ① General Cash Book/Ledger/Sub Lecger/Journal/Cheque Reg/CC & ER/F-26 & 27/Bank Book/Sub CB — IVRS Recorded Audio (1-Repeat, 2-Back to previous)
- ② Back to Previous Menu

**⑤ XML Generation & Upload in Web Portal**
- ① F-26 — IVRS Recorded Audio
- ② Bank Adjustment Related XML — IVRS Recorded Audio
- ③ XML in PRIA Soft — Goes to Helpline Operator — May be referred to Domain Expert
- ④ Repeat Menu Options
- ⑤ Back to Previous Menu

**⑥ Viewing Reports in Web Portal and their Utilities**
- ① F-26 & 27 — IVRS Recorded Audio (1-Repeat, 2-Back to previous)
- ② % of Expenditure tracking — IVRS Recorded Audio (1-Repeat, 2-Back to previous)
- ③ Fund Analysis — IVRS Recorded Audio (1-Repeat, 2-Back to previous)
- ④ Block, Sub-Division, District Wise Report — IVRS Recorded Audio (1-Repeat, 2-Back to previous)
- ⑤ Gram Panchayat wise Information — IVRS Recorded Audio (1-Repeat, 2-Back to previous)
- ⑥ Support Officials Report/Individual Report — IVRS Recorded Audio (1-Repeat, 2-Back to previous)
- ⑦ Repeat Menu options
- ⑧ Back to Previous Menu

**⑦ other query** — Goes to Helpline Operator — May be Referred to Domain Expert

**⑧ Repeat menu options**

**⑨ Back to Previous Menu**

**② Trouble Shooting** — Goes to Helpline Operator — May be Referred to Domain Expert

**③ Back to Previous Menu**

**② Public Service**

**① General Operation**

**① New Entry**
- ① Birth/death Certificate — IVRS Recorded Audio (1-Repeat, 2-Back to previous)
- ② Trade Certificate — IVRS Recorded Audio (1-Repeat, 2-Back to previous)
- ③ Income/caste/residential Certificate — IVRS Recorded Audio (1-Repeat, 2-Back to previous)
- ④ Repeat Menu Options
- ⑤ Back to Previous Menu

**② Customization**
- ① Staff Details — IVRS Recorded Audio (1-Repeat, 2-Back to previous)
- ② Mouza Master — IVRS Recorded Audio (1-Repeat, 2-Back to previous)
- ③ Part Details — IVRS Recorded Audio (1-Repeat, 2-Back to previous)
- ④ Para Master — IVRS Recorded Audio (1-Repeat, 2-Back to previous)
- ⑤ Trade Master — IVRS Recorded Audio (1-Repeat, 2-Back to previous)
- ⑥ Repeat Menu Options
- ⑦ Back to Previous Menu

**③ Wrong Entry** — IVRS Recorded audio

**④ Back to Previous Menu**

**② Troubleshooting** — Goes to Helpline Operator — May be Referred to Domain Expert

**③ Back to Previous Menu**

**③ Others** — Goes to Helpline Operator — May be referred to Domain expert