

**FINANCE DEPARTMENT  
(PFMS-BUDGET DIVISION)  
Government of National Capital Territory of Delhi  
4<sup>th</sup> Level, B-Wing, Delhi Secretariat, I.P. Estate, New Delhi**


F.No.47/3/2021-AC (Part File)/1015-1018

Dated: 12 / 04 / 2024

**ENDORSEMENT**

The copy of under mentioned Office Memorandum is forwarded herewith for information and necessary action to the following:

1. All Head of Department, Govt. of NCT of Delhi
2. Dy. Controller of Accounts (Accounts), Principal Accounts Office, Govt. of NCT of Delhi.
3. Guard File
4. System Analyst with the request to upload the same on Website of Finance Department.



**(D.B.GUPTA)  
DIRECTOR (BUDGET)**

NAME OF MINISTRY/ DEPARTMENT	OM NO. & DATE	SUBJECT
PFMS (HQ), Controller General of Accounts, Department of Expenditure, Ministry of Finance, Government of India	V-12018/1/2024-PFMS/ C.No.15931/11442 Dated 22.03.2024	Implementation of 'Know Your User' functionality for users' identification- reg.

55/c



Marathon Runner &lt;kishoredevendra@gmail.com&gt;

**Fw: Fwd: OM-Implementation of 'Know Your User' Functionality for user identification-reg.**

1 message

sanjeev <sanjeevbg@rediffmail.com>  
To: Kishoredevendra <kishoredevendra@gmail.com>

3 April 2024 at 03:21


From: Alka Bhayana <alka@dcpw.gov.in>  
Sent: Wed, 27 Mar 2024 13:09:25  
To: "sanjeevbg" <sanjeevbg@rediffmail.com>  
Subject: Fwd: OM-Implementation of 'Know Your User' Functionality for user identification-reg.

Sir,

Please find attach OM No. V-12018/1/2024-PFMS/C.No.15931/11442 dated 22.03.2024 regarding Implementation of 'Know Your User' Functionality for user identification. As per the O.M. all the users have to update their mobile No. and email ID credential, who have not updated yet on PFMS before 15.04.2024 to avoid any inconvenience at a later stage. It is requested to circulate the O.M. to all concerned.

Regards,

Alka Bhayana  
Senior Accounts Officer,  
PFMS, State Directorate,  
Delhi

 OM\_No.\_11442\_dated\_22\_03\_2024.pdf  
1111K

57/c

V-12018/1/2024-PFMS/C.No.15931/11442  
Government of India  
Ministry of Finance  
Department of Expenditure  
Controller General of Accounts  
Public Financial Management System (HQ)  
3rd Floor Shivaji Stadium Annexe  
New Delhi-110001  
Dated: 22/03/2024

**Office Memorandum**

**Subject: Implementation of 'Know Your User' functionality for users' identification-reg.**

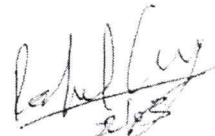
With reference to this office O.M dated 02.08.2023 on the above-cited subject (Copy enclosed), it is decided that the 'know your user' facility will be implemented concerning all Agency users of PFMS at all levels from 15th April 2024. The functionality will affect those users who have not updated their email IDs and Mobile Numbers during the last six months.

2. Therefore, all the users i.e. Apex Implementing Agency/Child Agency/Data Operator /Data Approver, etc. have to update their mobile and email ID credentials on PFMS before 15th April 2024 to avoid any inconvenience at a later stage.

3. In this regard, all Pr.CCAs/CCAs/CAs (with independent charge) may sensitize the Program Divisions and Agencies pertaining to them regarding the functionality. The Point of Contact (POC) from the PFMS end will be Shri Sachin Jain, Business Analyst (BA). His email id is bizanalyst3-pfms@supportgov.in and his contact number is 011-23343860/349.

4. A copy of the SOP is also enclosed for ready reference.

This issues with the approval of competent authority, PFMS Division.

  
(Rahul Garg)  
ACGA, PFMS

Encl. As above

To,

All Pr. CCAs / CCAs/ CAs of all Ministries / Departments

Copy for information to: -

- 1) Sr.PS to Addl. CGA, PFMS Division
- 2) PS to Jt. CGA (CV/HS/RD/SS/AV), PFMS Division
- 3) DDG/Sr. TDs/TDs, NIC PFMS Division
- 4) All Dy. CGAs /ACGAs / ACAs, PFMS Division
- 5) All Sr. AOs /AOs PFMS Division

53/c

No-V-11/1/2020/ 4760  
GOVERNMENT OF INDIA  
MINISTRY OF FINANCE  
DEPT. OF EXPENDITURE  
CONTROLLER GENERAL OF ACCOUNTS  
PUBLIC FINANCIAL MANAGEMENT SYSTEM (HQ)

3<sup>rd</sup> Floor Shivaji Stadium Annexe-  
New Delhi 110001  
Dated: 02-08-2023.

**OFFICE MEMORENDUM**

**Subject: Implementation of 'Know Your User' functionality' for users' identification-reg**

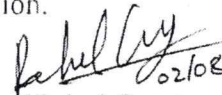
To strengthen the user management process and to create a data base of active and legitimate users working on PFMS portal under Ministries / State / Agencies / institution etc., a new functionality has been developed by the PFMS wherein all users are advised to update their Mobile & Email Id credentials in the user profile database allowing their PFMS login to be validated with OTPs sent on their mobile and email IDs.

2. All the users i.e. Apex agency/ Child agency/ Data operator/ Data approver etc. have to mandatory update their mobile and email id credentials on PFMS and same will be approved by the higher authority in hierarchy.

3. This up-dation of credentials shall be completed by all Users by 30th September, 2023. **After the due date, only updated Valid login shall be permitted in the system and others non updated shall be restricted w.e.f 01/10/2023.**

4. An SOP depicting the process of updating the credentials is enclosed at Annexure.

This issues with the approval of Competent authority, PFMS division.

  
(Rahul Garg)

ACGA (Tech), PFMS

To,

All the PFMS users of Ministries/Departments/States/Agencies

Copy for information to:

1. PPS to CGA, O/o CGA.
2. PS to Addl. Secretary, (PFS) D/o Expenditure, M/o Finance.
3. PS to Financial Advisor of all Central Ministries/Departments.
4. PS to all Pr.CCAs/CCAs of the Ministries.
5. PS to all Jt.CGAs(JKP/CVP/HKS/SS), PFMS Division.
6. PS to Director, D/o Expenditure, M/o Finance.
7. DDG/Sr.TDs/TDs, NIC, PFMS Division.
8. State directorates, PFMS Division to provide further guidance to IAs.
9. Sr.AOs/AAOs, PFMS Division.
10. Sr. AOs(Roll-out/CGA) for uploading on PFMS/CGA website.



Annexure

**PFMS**  
**Standard Operating Procedure**  
For  
Know your User

Public Financial Management System  
Controller General of Accounts  
Department of Expenditure  
Ministry of Finance

## All registered Agency Users have to update their valid Email ID and Mobile Number on the PFMS Website.

This document is prepared to disseminate general guidelines for existing agency users to update their valid Email ID and Mobile Number, and then authenticate the same by entering the One-Time-Password (OTP) shared on their respective Email ID and Mobile number by login the PFMS Website.

### Key Points

- The OTP remains valid for a limit period within which the user has to authenticate agency user details.
- This is a periodic process repeated every six months to validate the mobile number and email ID of agency users. However, whenever the agency user changes the Mobile Number or Email address (agency user details) in their Profile, the OTP authentication process will be repeated to ensure that the particulars provided are correct.
- Agency users are requested to provide the correct MOBILE NUMBER AND EMAIL ID to serve the purpose.

### Scope

- All Agency users – Agency maker/checker/agency admin/apex agency have to update their Mobile Number and email ID and submit it for approval to immediate higher authority after OTP authentication by user.

### Steps – User email ID and Mobile number validation by existing Agency user

#### Edit - User details

The following tasks are to be performed:

- User type Agency Admin **My details > My profile > 'My profile'** page opens.
- User clicks on the '**EDIT**' Button, validates the Mobile number/email ID, and authenticates by sending OTP. Please note- No authentication is required for other user details.
- User enter the received OTP, clicks on verify OTP, and then clicks on the 'Update' button on the Edit agency user page.
- User redirects to the '**My Profile**' page with updated user details and the '**Search approver**' button is enabled for submitting it for further approval.
- Submitting a request for approval
  - Case1.** Agency maker/checker – Approval goes to active agency admin
  - Case2.** Agency Admin (Parent/child/sub-child) – based on the selection of the scheme, approval goes to the active user type/name.
  - Case3.** Apex Agency admin – Approval goes to PD/SSM
- User clicks on the '**Submit**' button for approval request.

#### User details - Approval

The following tasks are to be performed:

##### **Case1. Apex agency approval**

- Login > Agency > Approve agency user details > '**Approve agency details**' page opens.

## Public Financial Management System, Ministry of Finance

- II. User selects agency status as **"PD/SSM submitted"** and click on the **search** button.
- III. User selects the **Edit request** hyperlink to compare the agency user details and approve the request by entering the remarks.

**Case2. Parent/Child/Sub child**

- I. Login > Agency > Approve agency user details > **'Approve agency details'** page opens.
- II. User selects the agency status as **"Funding agency submitted"** and click on the **search** button.
- III. User selects the **Edit request** hyperlink to compare the agency user details and approve the request by entering the remarks.

**Case3. Agency Maker/checker**

- I. Login > master > user > Manage > **'Manage Agency User'** page opens.
- II. User selects the user type – Agency data operator/ Agency data approver and clicks on the **search** button.
- III. User selects the **Edit request** hyperlink to compare the agency user details and approve the request by entering the remarks.

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