

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

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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:

- I. User type Agency Admin **My details > My profile > 'My profile'** page opens.
- II. 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.
- III. User enter the received OTP, clicks on verify OTP, and then clicks on the 'Update' button on the Edit agency user page.
- IV. User redirects to the **'My Profile'** page with updated user details and the **'Search approver'** button is enabled for submitting it for further approval.
- V. 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
- VI. User clicks on the **'Submit'** button for approval request.

#### User details - Approval

The following tasks are to be performed:

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

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

- 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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