

## Management Information System (MIS) - Frequently Asked Questions (FAQs)

(Version 1.0)

**1. The Bank's IFSC code cannot be found on the MIS. How should we enter the Bank Account in Salary Bank Account Details section?**

Please ensure that you are entering correct IFSC number. There is a difference between 0 (zero) and O (*Orange*). Even after entering correct values for IFSC or bank/branch name, if you do not find your required bank, then please send scanned copy of Passbook with Branch Name, Branch Code, IFSC Code, Full address i.e. District, Sub District (Tehsil), City/Village/Town and Pincode, and Bank Name of the concerned bank to hrymis@gmail.com. The bank will be added to the list of available banks after verification.

**2. My city/village/town name is not present in the drop-down in the MIS. How do I complete the address details?**

Please send an e-mail to hrymis@gmail.com with your address details in the format below. The missing information will be updated in the MIS after verification.

State	District	Sub District(Tehsil)	CD Block	City/Village/Town	Rural/Urban

**3. My service details shown in “My Service Book” section is shown wrong? What to do.**

If your service book details are shown wrong, please delete the wrong record by clicking on “Delete” button and enter valid records by clicking on “Add Appointment” button.

**4. My current appointment details in “My Service Book” section are shown wrong? It is un-editable.**

The user can change the “current appointment” to “previous appointment” by selecting the field “Is this your current posting” in the posting detail as NO. Once current appointment is changed to “Previous Appointment”, it can be edited or deleted.

**5. I have sent “My Profile” for approval. But I want to edit some details. What to do?**

In this case, editing can only be done by “Profile Correction Request” which can be done only when your “Profile” is rejected or approved.

**6. “My Profile” has been approved but I am unable to edit details. What to do?**

Kindly submit Profile Correction Request by clicking on “Profile Correction Request” section on MIS Portal. After approval of higher authority, you will be able to edit the details.

**7. I have sent “My Service Book” for approval. But I want to edit some details. What to do?**

After sending My Service Book for approval, only senior authority has the right to edit the details.

**8. I haven’t got my login username and password for MIS Portal?**

Kindly contact your concerned DEO for login username and password.

**9. My username and password is not working. What to do?**

Kindly contact your concerned DEO/DEEO for resetting the password. The facility to reset password is provided in DEO/DEEO Login.