

### AISHE Remuneration Troubleshooting Manual

| Problem   | Cause  | Action   |
|---|--|--|
| Institute officer not able to enter bank account details  | DCF for the survey year is not uploaded.   | Fill and upload the DCF.   |
|   | DCF for the survey year is not uploaded by the institute officer's own user id.  | Remuneration can be either paid to University / State who has uploaded the DCF. Or the institute officer can re-upload the DCF by his own user id. |
|   | Remuneration for the institute for the survey year has been already processed externally.  | Remuneration has been already paid to University / State. No further action is required.   |
|   | Remuneration for the institute for the survey year has been already processed via system statement to previous institute officer.                      | Remuneration has been already paid to previous officer (who is disapproved). No further action is required.  |
|   | Remuneration for the institute for the survey year has been already processed via system statement to nodal officer and the transaction is successful. | Remuneration has been already transferred in the given bank account. No further action is required.  |
|   | Remuneration for the institute for the survey year has been already processed via system statement to nodal officer and the transaction is pending.    | Remuneration transaction is under process. No further action is required.  |
| Report 91: Institute is not listed  | DCF for the survey year is not uploaded.   | Fill and upload the DCF.   |
| Report 91: Bank account details are not displayed   | Bank account details are not submitted by the institute officer.   | Institute officer should submit the bank account details.  |
|   | DCF is currently uploaded by a higher authority instead of institute officer.  | Remuneration can be either paid to University / State who has uploaded the DCF. Or the institute officer can re-upload the DCF by his own user id. |
| Report 91: "No. of Programmes" and "Remuneration Amount" is not as per the data uploaded in the DCF | DCF is re-uploaded with modified data after the processing of remuneration. The data displayed in report is as per the processed remuneration.         | Remuneration is already paid, no further action is required.   |
| Institute is not listed in the statement approval dashboard   | DCF for the survey year is not uploaded.   | Fill and upload the DCF.   |
|   | DCF for the survey year is not uploaded by the institute officer and uploaded by a higher authority.   | Remuneration can be either paid to University / State who has uploaded the DCF. Or the institute officer can re-upload the DCF by his own user id. |
|   | Institute officer has not entered the bank account details for the survey year.  | Institute officer should enter the bank details.   |

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| <b>Problem</b>   | <b>Cause</b>  | <b>Action</b>  |
|--|---|--|
|  | Remuneration for the institute for the survey year has been already processed (externally or internally). | Remuneration has been already paid. No further action is required. |
| Institute is not listed in the external remuneration dashboard | DCF for the survey year is not uploaded.  | Fill and upload the DCF.   |
|  | DCF for the survey year is uploaded by the institute officer and not uploaded by a higher authority.      | Remuneration should be done internally.                            |
|  | Remuneration for the institute for the survey year has been already processed (externally or internally). | Remuneration has been already paid. No further action is required. |