

# Frequently Asked Questions (FAQs) – CPIS

## 1) How to update DDO AG Code, if you found your DDO AG Code is wrong.

Send a Letter on the official letter head of DDO addressed to Project Co-coordinator IFMS, NIC-J&K. Mention the correct DDO AG Code and the AG Code wrongly in use. You can also send the scan copy of the letter on **E-mail id: cpis-jk@nic.in**

## 2) How to delete Employee Id, if there exist two or more Employee Id's.

E-mail from the official email Id of the DDO should be sent to E-mail Id: **cpis-jk@nic.in**  
Mention both the employee Id's (correct and incorrect) and suggest which one to delete.

## 3) Unable to locate an employee on CPIS portal.

You can search for the employee in **Common Pool or Department option** available in CPIS Portal.

## 4) How to update Bank Branch Code of DDO/Employee in CPIS.

E-mail from the official email Id of the DDO should be sent to E-mail Id: **cpis-jk@nic.in**  
Mention the correct bank branch code of DDO/Employee to update.

## 5) If double entry of Aadhar/PAN number visible for any Employee.

E-mail from official email Id of the DDO should be sent to **E-mail Id: cpis-jk@nic.in** requesting to check the double entry of PAN/Aadhaar. This occurs mainly due to dual employee ID's created.

## 6) How to update DDO designation.

E-mail from the official email Id of the DDO should be sent to **E-mail Id: cpis-jk@nic.in**  
Request to update the DDO designation and mention the correct designation.

## 7) Issue when DDO 'A' wants to transfer his employee to DDO 'B' but unable to trace DDO 'B'.

In this case, **DDO 'A'** should transfer the employee in Common Pool. **DDO 'B'** should search for employee in Common Pool and import the employee to join under it.

## 8) What to do if Employee not found in Common Pool/department.

E-mail from the official email Id of the DDO should be sent to **E-mail Id: cpis-jk@nic.in**  
Mention the Employee name and Employee D.O.B.

## 9) Forget Password.

Click on the option Forget Password. Enter your DDO AG Code as Username and registered E-mail Id then submit. New Password will be sent to your registered email id. If email id not registered then, send email from the official email Id of the DDO to **E-mail Id: cpis-jk@nic.in** for registration.