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No.TRY/2500/2020-ISM C

Directorate of Treasuries  
Thiruvananthapuram  
21/08/2020

**CIRCULAR No. 8/2020**

Sub:- Integrated Financial Management System (IFMS)- Guidelines Prescribing Responsibility and Procedures for Reporting Software Issues and Events Confronting by Treasuries in Treasury Function-Issuing-reg.

As part of revamping the existing reporting matrix for taking up software issues by treasuries, the following detailed guidelines are issued for scrupulous observance by all the officers and staff of Treasury Department. Any laxity in the matter will attract serious and exemplary departmental action against those responsible.

The Reports on software issues in IFMS are classified into three, viz, Red Report, Yellow Report and White Report, in the order of importance of software issues and the urgency for remedial action.

- i. **Red Report**- Software issues of serious nature or issues relating to financial transaction that demand immediate corrective and preventive action or there will be damage.
- ii. **Yellow Report**- Important software issue both in financial non-financial and require appropriate software intervention, but demand no immediate corrective and preventive action as no immediate damage due to the existence of the issue.
- iii. **White Report**- Suggestion for software modification and up-gradation for enhancing system efficiency and quality of service delivery and suggestion and information on best

practices.

The report mails should be prominently superscribed indicating the category of report so as to ensure priority action on such reports.

## **II. Responsibility of Treasury Officers/ Office Heads in general in dealing with software issues.**

Treasury Officers/Office Heads and Staff should take serious note of the software issues of any nature, which they confront while performing their duties of treasury operation in IFMS. Employees should report such issues direct to the treasury officer immediately on noticing the issue. The Treasury Officer should attempt a primary examination of the issue in consultation with his subordinates of experience and confidence and consulting with the District Coordinator/ administrator. The Treasury officer should prepare a brief report on the issue and collect such useful information as screen shots, etc. The treasury officers should classify the issue noticed in any of the report category as per the above given guidelines, after the examination of the issue.

- In the case of **Red Report**, STO/SDO should furnish the report to the DTO concerned with his primary examination report and connected records on same day of noticing of the issue. The DTO, in turn should re-transmit the same to ISMC in the Directorate on the very same day after taking an effort to delineate the issue further and with his observations and suggestion if any on correction and prevention. The DTO, STO/SDO and District Coordinator will be jointly and severely responsible for ensuring the successful implementation of the Corrective and Preventive Action reporting from ISMC, Directorate.
- In the case of **Yellow Report**, STO should furnish the report to the DTO concerned on the next day of noticing the issue with a brief report of the issue and other records for revealing the issue. The DTO should attempt an examination of the issue and send the report to ISMC in the Directorate on the next of receiving report from STO.
- In the case of **White Report**, STO should furnish the report to

the DTO within three days of noticing the issue. DTO should examine the issue in detail and forward the same to ISMC in the Directorate with his suggestions, within seven days of receiving the report from STO.

The Reports to ISMC in the Directorate should be to the mail id, ismctreasury@kerala.gov.in. The report mails should be prominently super scribed indicating the category of report so as to ensure priority action on such reports. The reports should be in the template given as Proforma-I

Treasury Officers/Office Heads should maintain a register in the form given as Profrma-II for recording the reported software issues and review and monitor its follow up and remedial action. The register should be securely kept in the safe custody of the Treasury Officer and should be subjected to inspection in the treasury inspection conducting by Deputy Directors and District Treasury Officers.

### **III. Additional Responsibility of Sub Treasury Officers/Stamp Depot Officers.**

Sub Treasury Officers should submit a monthly report detailing all software issues in category wise ( Viz, Red Report, Yellow Report and White Report)to the District Treasury Officer before 10<sup>th</sup> of every month. He should keenly watch the performance of IFMS software in the treasury function and should always welcome complaints and suggestions from employees. All such issues can be included in the report to the DTO. He should also ensure that the administrator is playing a proactive role in dealing with the software issues at sub treasury level.

### **IV. Additional Responsibility of District Treasury Officers.**

#### **a. Issues Reported by STOs/SDOs**

District Treasury Officer should examine the software issues reported from Sub Treasuries in detail and special care should be given that the classification of the issues by the STO is correct and no serious issue has been omitted from including in the Red Report category. If he found that a software issue reported by STO under

Yellow Report is need to be genuinely included in the Red Report category, he should correct the classification and report the same to ISMC as Red Report for immediate necessary action.

b. Software issues noticed in the functioning of District Treasuries.

The District Treasury Officer should deal with the software issues noticed in the functioning of district treasury as per the responsibility given for treasury officers in general under Para II above.

District Treasury Officers should ensure that all serious software issues that noticed in his office and those reported by STOs/SDOs are immediately brought to the notice of Director of Treasuries and ISMC in the Directorate. In normal course, the DTO should report the software issue to ISMC in the Directorate and should ensure that the corrective and preventive action plan advised by ISMC is successfully implemented in top priority. They should arrange a dedicated session for discussing the software issues noticed in District Treasuries and those reported by the STOs/Stamp Depot Officers, in every month preferably with the monthly AMC meeting, involving all STOs, SDOs and District Coordinator. In this session, all reported software issues should be discussed in detail. The DTOs should prepare a consolidated report of the software issues noticed and incorporating the suggestion of the Committee and should furnish the same to the Director of Treasuries, before 20<sup>th</sup> of every month. DTOs should ensure that the District Coordinators are actively involved in discharging the responsibility of District Treasuries in the matter.

**V. Directorate-ISMC**

Information System Management Cell (ISMC) under Chief Coordinator in the Directorate has the nodal responsibility to ensure timely action on all software issues that reported to ISMC in the Directorate. ISMC should examine the software issues reported by

all treasury authorities under all report categories and should ensure that no reported issues go unnoticed and timely action are taken on software issues reported to ISMC. The Chief Coordinator should report all serious software issues that come to the notice of ISMC, immediately to the Director of Treasuries.

There should be a committee in the Directorate with the following composition to discuss the software issues on IFMS reported to the Directorate.

- i. Director of Treasuries-Chairperson
- ii. Joint Director I-Member
- iii. Joint Director II-Member
- iv. Deputy Director (HQ)-Member
- v. Chief Coordinator- Convenor.

Chief Coordinator will place all software issues reported by the Treasury Officers before the Committee for discussion on the software change. The Committee will consider the issues and the requirement for software change.

ISMC should examine all reports on issues in detail and the necessity and requirement for software changes and should process the proposals for software changes in file and circulate to Director of Treasuries for decision. As regards the **Red Reports**, the Corrective and Preventive Action Plan should be finalized and implemented immediately. The requirements for software changes finalized should be furnished to SIO, NIC by the Director for initiating appropriate software modification. The proposals for important software changes should be placed before the above mentioned Committee for discussion. ISMC will maintain a register in Proforma-III for recording and monitoring the software changes reported to NIC. If the software issue reported is of serious nature and warrant immediate software changes for avoiding further damages, such proposals will not be placed before the Committee for discussion and will be processed otherwise. In the case of White Report, the views of the Section concerned in the Directorate will be

obtained before finalizing the requirement for change in the software. In the case of routine communication to NIC, the Chief Coordinator will issue the communication via mail. Director of Treasuries will decide whether an issue reported for software change needs the approval of the IFMS Review Committee at the Govt level or the Govt in Finance Dept.

Officers should bring the content of this Circular to his subordinate officers and staff. The Circular should be discussed in the first staff meeting conducting in all offices after the issuance of this Circular.

Signature valid

Digitally signed by AFAR A  
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Date: 2020.09.11 15:48:34  
IST  
Reason: Approved

**DIRECTOR**

To

- All Deputy Directors
- All District Treasury Officers
- All Sub Treasury Officers/Stamp Depot Officer's
- All Officers and Sections in the Directorate
- Stock File/ Office Copy

PROFORMA-I

**Treasury software Bug Reporting Template**

(This template should be communicated through official email (CRU) only)

Name of Application	
Reported by (PEN, Name and Designation)	
Treasury Code: Treasury Name: Office email:	
Submit Date	
Bug Summary	
URL	
Screenshot attached	YES / NO
Platform	Windows / Linux / Mac
Operating System	Windows 7 / 8 / 10 / Ubuntu / Others
Mozilla / Chrome / Edge / Internet Explorer / Others	Browser Version
Severity	Red / Yellow / White
Reported to	District Treasury Officer .....
Priority	High / Medium

**Bug Description**

(Problem Description)

**Steps to reproduce**

(Steps to recreate the problem) Details of problem location in the software)

**Expected result**

(Expected output by the user)

**Actual result**

(Actual out put from the system. i.e bug)

**Notes**

Any other details like screenshots, previous communications etc.

**Findings of DTO / DC**

Findings	Date and time	(DD/MM/YYYY HH:MM)
(DTO / DC may verify the issue and furnish their findings here. If the same issue already reported, the date and time of email may also be mentioned here)	<b>PEN, Name, Designation, Official e-mail</b>	

**Findings of CC / SC**

Findings	Date and time	(DD/MM/YYYY HH:MM)
(CC / SC may examine the issue and furnish their remarks here. If the same issue already reported to NIC and is still unresolved, this report may also be forwarded to NIC in continuation of the previous mail). For critical / major bugs CC / SC may consult departmental review committee )	<b>PEN, Name, Designation, Official e-mail</b>	

**Departmental review committee's decision in the case of Critical / Major bugs**

DRC decision	Date and time of DRC	(DD/MM/YYYY HH:MM)
(DRC meeting details along with decisions taken if any may be furnished here)		

**Details of bug reported to NIC**

Bug reported to	Date and time reported	(DD/MM/YYYY HH:MM)
(Name, Designation, e-Mail ID, Contact number of the officer to whom bugs are reported)	<b>Assigned by PEN, Name, Designation, Official e-mail</b>	

**Status of reported bug**

(Open / Temporarily resolved / Closed)	Date and time of status reported by NIC	(DD/MM/YYYY HH:MM)
Remarks	Communication details	(Email id/ letter no. etc)
(Enter the details of current status of the reported bug)		



