No.: PBS (B&A)/CAS/REQ/ (19-120/   Dated: 1ˢᵗ May, 2020

Subject: Usage of Online-Helpdesk for Centralized Accounting Software (CAS) – reg.

In continuation to earlier issued instructions in respect of the implementation of CAS, it is further informed that an online help desk has been set up for seeking multi-level system monitored resolution of implementation issues being encountered by any office. This online help desk system known as Query Resolution System (QRS) provides timely resolution of issues. All queries are tracked regularly and the entire process of addressing the issues is monitored closely by CAS Project Team of Prasar Bharati to ensure that issues are settled within the set timelines and if necessary the team also provides necessary help in addressing issues.

The brief details of online Help desk known as QRS (Query Resolution System) are as:

1. The Manual help desk system (through emails & Phones) has inherent security risks as CAS deals with sensitive financial details of the organization as well as details of officials. QRS allows categorization of queries, which is not possible in the manual helpdesk system. Thus, QRS is a better and professional option.
2. Thus, CAS Project Team of Prasar Bharati Secretariat has dispensed with emails as well as phones to resolve the queries. However, in case of necessary manual intervention, support will always be provided by M/s Natural software as well as CAS Project Team after identifying such queries in QRS.
3. The users are to log correctly the details of Menu and sub menus, in which they are facing issues through QRS. The manuals of e-Salary, e-Accounts besides FAQ are already available on the CAS portal.
4. The QRS is being handled currently by the support team of the implementing agency M/s Natural Software as well as CAS Project Team of PBS.
5. The primary objective of QRS is not only to resolve the issues logged by users but to track & analyse further to take corrective measures in the application, if needed.
6. QRS is a professional way to manage the Help desk as it eliminates the major concern of security breach and allows only the authorized users to use this facility. Thus, it can be used by only definite set of people with verified credentials.
7. All users are therefore, requested to log their queries in an available fixed structured format of QRS with requisite details for timely resolution of issues. Every Query logged in QRS is tagged with unique Token Number for better monitoring. ***Kindly refer to Annexure enclosed with this order for brief operational details.***

The CAS Project Team of PBS is also operating various Zone wise Whatsapp Groups to promote discussion & interaction among officials of various units. Team monitors & tries to resolve minor issues through these groups but, preferred way of query resolution is QRS only. The objective of such groups is only to give initial driving skills of CAS to users and encourage them to use the CAS & QRS.

The management and operation of QRS will be handed over to the respective directorates after the completion of implementation. Thus, Administration and Finance Wings of both the Directorates should constitute their separate CAS Teams to ensure smooth taking over of the control of the application in due course of time.

All Directorates, NABM, Central Achieve and their offices/officers are requested to ensure compliance in this regard.
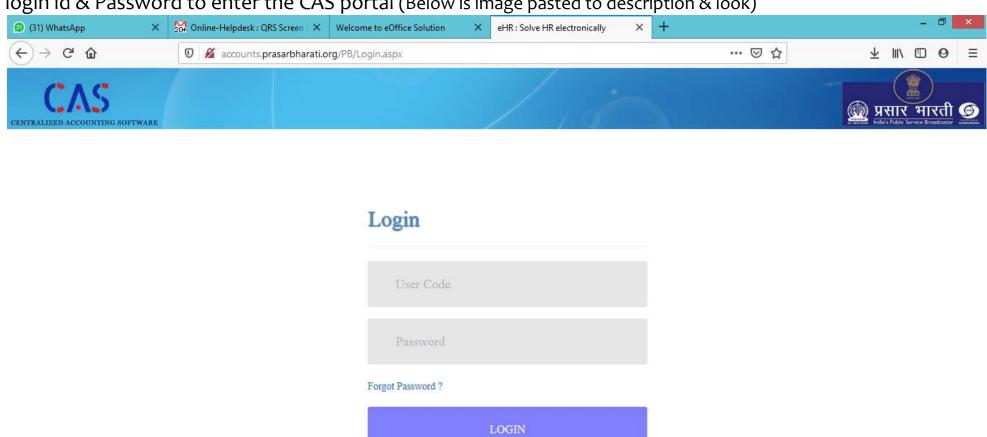
(C. K. Jain)
Deputy Director General (F)

To:

1. DG: AIR/DG: DD/Pr. DG: NSD/DG: DD News
2. ADG (NABM)/ADG (Archives)
3. All ADGs of Prasar Bharati Secretariat, AIR and Doordarshan & CE (CCW)
4. DDG (Admin), AIR/DDG (Admin), DD/DDG (A), PBS
5. SO to CEO/PPS to Member (F)
6. M/s Allied NovaTech Pvt. Ltd. for necessary action.
7. DDG (T): PBS with the request to upload this order on website and e-office.

Authorized user to use http://accounts.prasarbharati.org/PB/Login.aspx# in web browser & then enter the login id & Password to enter the CAS portal (Below is image pasted to description & look)
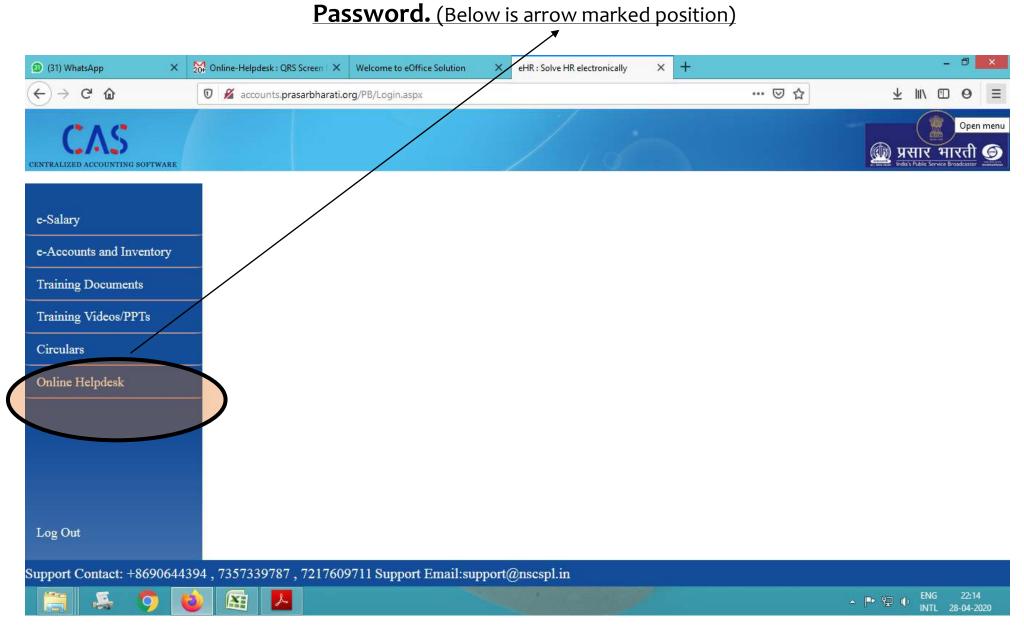
The user has to click on the Online Helpdesk after entering by using login id & Password. (Below is arrow marked position)
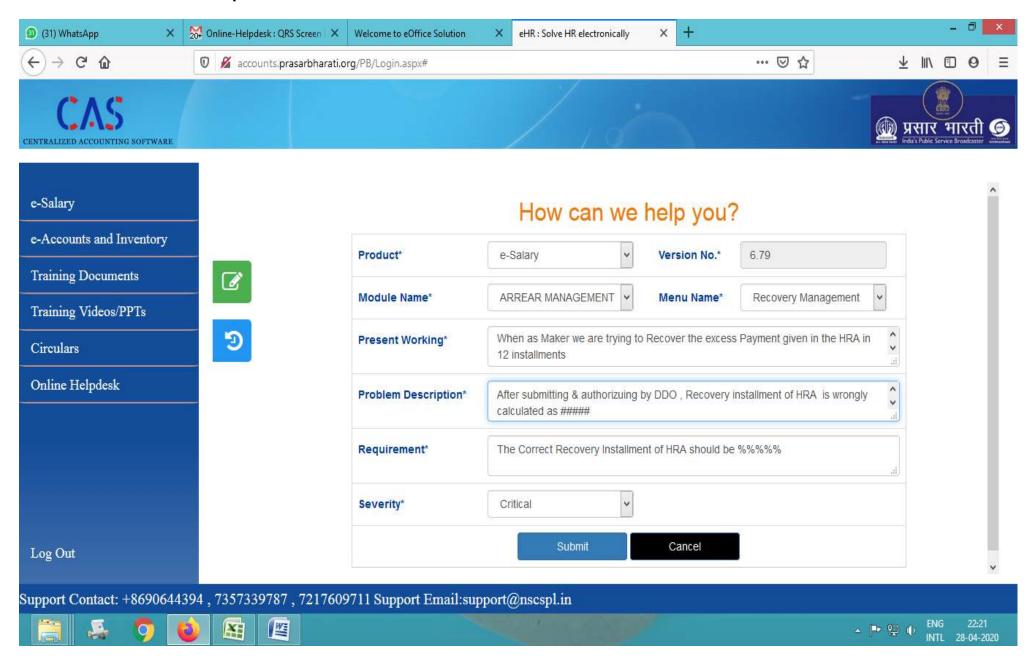

Screen shot as example 1 (for elaboration purpose)

User has to select:

1) **Product** (e-Salary or e-Account), 2). **Version No** : will come automatically,

2) **Module Name** (Select from available options i.e. User managment, Employee managment, Payroll management....) ,

3) **Menu Name** (Select correctly) ,4) **Present Working** : for entering the issue description 5) **Problem Description** : what kind of problem or issue faced by user in the selected Module & selected Menu 6) **Requirement** : Solution as per user 7) **Severity**: Select as per case.

Screen shot as example -2

The user has to click on the Training Documents for Downloading the Manuals & FAQs of e-Salary as well as e-Account Modules(Below is arrow marked position)