

प्रधान महालेखाकार (ले व ह) केरल का कार्यालय ,
तिरुवनन्तपुरम -695001



OFFICE OF THE PRINCIPAL ACCOUNTANT
GENERAL (A&E), KERALA,
THIRUVANANTHAPURAM - 695001



Frequently Asked Questions on Gazetted Entitlement Functions

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Introduction

The Office of the Principal Accountant General (A&E), Kerala, discharges its core entitlement service delivery functions through three major functional wings, namely the Gazetted Entitlement (GE) Wing, the General Provident Fund (GPF) Wing and the Pension Wing. The GE Wing is responsible for the authorisation of pay and allowances, maintenance of service records and leave accounts, issue of special authorisations, settlement of service-related claims, and processing of pension papers in respect of all categories of Gazetted Officers of the State Government, including All India Service Officers of the Kerala Cadre, Judicial Officers, Ministers and their Personal Staff, Chairman and Members of the Kerala Public Service Commission, Gazetted Officers under UGC/AICTE, and other Gazetted Officers of the Government of Kerala.

This FAQ document has been prepared as a stakeholder-sensitisation initiative to serve as a common reference on frequently raised procedural and service-related issues, enabling stakeholders to quickly identify their queries, understand the prescribed processes and resolve matters at the earliest thereby improving stakeholder centric service delivery.

For any queries and clarification regarding this FAQ please contact [0471-2776501](tel:0471-2776501) or email at ge01.ker.ae@cag.gov.in

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Gazetted Entitlement

1. Entry into Gazetted Cadre

1. I have joined as a Gazetted Officer through direct recruitment. What should I do to get my first pay slip?

After joining as Gazetted Officer through direct recruitment, in order to receive your first payslip for processing salary, the following **nine documents** are to be forwarded to O/o the PAG(A&E), through the Head of Office after completing departmental joining formalities:

- i. Advice Memo issued by **KPSC**
- ii. Appointment proceedings
- iii. Order permitting you to join duty
- iv. Orders extending joining time, if any
- v. Report of Transfer of Charge – (Joining CTC specifying the joining session (FN/AN)
- vi. Property Statement as per GO(P) No.171/2016/Fin dated 15-11-2016
- vii. Undertaking as per GO(P) No.169/2019/Fin dated 13-12-2019)

In addition to the above documents, mobile number and official email ID registered in SPARK may also be communicated to O/o the PAG(A&E) for ensuring proper communication from this office.

2. I am promoted to the Gazetted Cadre. How can I get my first pay slip?

In case of officers promoted from Non-Gazetted Post to Gazetted Post on or after 01.04.2026, **online application** needs to be submitted to O/o the PAG(A&E) by the DDO concerned through SPARK for getting the first payslip. It may please be ensured that the following documents are invariably attached along with the online application.

- i. Promotion Order
- ii. Service Book

- iii. Report of Transfer of Charge (joining)
- iv. Last Pay Certificate

2. Increment-related

3. I am a direct Gazetted Officer, and my first increment is due, but I have not received the pay slip. What should I do?

For authorizing **first increment** to a direct gazetted officer, this office requires the SLI and GIS enrolment certificates showing date of enrolment, account number specifying the subscription amount, PRAN registration number and undertaking of excess pay as per the format specified in GO(P) No.169/2019/Fin dated 13-12-2019. Please make sure that these documents are submitted to this office well in advance to avoid delay in authorizing increment payslip.

4. My annual increment is due, but it is not shown in my pay slip. What could be the reason

Some reasons why an annual increment may be withheld or postponed are as follows

- i. Non-declaration of probation
- ii. Increment bar
- iii. Leave Without Allowance
- iv. Suspension
- v. Change in increment date due to promotion
- vi. Non-submission of required documents such as SLI / GIS enrolment certificates, PRAN registration number – in case of direct Gazetted Officers

An enquiry in this regard may be initiated with this office, only after ensuring that none of the above conditions exist and that no communication from your office relating to the above events is pending.

5. I was on leave during my increment period. Will my increment be affected?

Annual increment due to you is not affected by leave, except in cases of **Leave Without Allowance**. (Add Type of LWA (As per Appendix XII A, XII B, and XII C)

6. My increment was due in a particular month but was granted later. Why did this happen?

This may happen due to postponement of increment date because of one or more of the following reasons

- i. LWA without medical certificate
- ii. Increment bar
- iii. Delay in probation declaration
- iv. Change in increment date due to promotion

3. Promotion & Pay Fixation

7. I have been promoted, but my revised pay has not yet been fixed. What should I do?

Request for payslip on Promotion are processed online with effect from 01-11-2022. The online application for promotion must be submitted to the AG office by Drawing and Disbursing Officer. Please ensure that DDO has sent the promotion order and online application through SPARK. Normally, pay slips are authorised within 20 working days on receipt of the online application.

8. I think my pay has not been fixed correctly after promotion. What should I do?

In general, the Pay fixation is carried out on the basis of the existing rules and regulations. In case of doubts/errors with the authorised pay, kindly intimate the issue to this office via designated email ID of the section concerned for further clarifications/corrections.

9. After promotion, some of my service details are not updated correctly. What should I do?

The service details available in Kerala State Employees Management Portal (KSEMP) is system generated and having the details of digital payslips issued since 2016. In case of discrepancy noticed in the Service details, the same may brought to the notice of this office through the designated email address of section concerned along with the supporting documents for making necessary modifications wherever required.

4. Transfer / Posting

10. I was transferred to another office, but my pay slip has not been issued after transfer. What should I do?

Transfer applications are processed online with effect from 01-11-2022. The transfer order along with connected Report of Transfer of Charge must be submitted to the AG office online by Drawing and Disbursing Officer through SPARK. Pay slips are issued within 20 working days of receipt of all the required details through SPARK .

11. After transfer, my service details are incorrect. How can this be corrected?

The service details available in Kerala State Employees Management Portal (KSEMP) is system generated and having the details of digital payslips issued since 2016. In case of discrepancy noticed in the Service details, the same may brought to the notice of this office through the designated email address of section concerned along with the supporting documents for making necessary modifications wherever required.

12. I was transferred to a new office, but my earlier leave applications are still pending. What should I do?

The new Drawing and Disbursing Officer may be asked to submit the previous leave applications. After receipt of complete details, leave salary and duty pay will be authorised by AG office.

5. Leave-related Matters

13. I availed Earned Leave / Half Pay Leave / Commuted Leave. How can I get my leave salary slip?

Kindly submit the **online Leave application** along with the relieving CTC to this office through your Drawing and Disbursing Officer for issuance of leave salary payslip. Joining CTC may be submitted to this office immediately on return from the leave to avoid delay in issuance of duty payslip.

14. I am proceeding on Leave Preparatory to Retirement. What should I do?

Leave preparatory to Retirement (LPR) shall be sanctioned by the competent authority prior to the date of retirement, subject to availability of eligible leave.

The **online leave application** along with sanction orders and relieving CTC should be submitted to AG office through the Drawing and Disbursing Officer for authorisation of leave salary.

15. I availed Maternity Leave / Paternity Leave / Child Care Leave. How will my pay be processed?

The online leave application along with sanction order and relieving CTC should be submitted through the Drawing and Disbursing Officer. Joining CTC should be submitted immediately through SPARK after joining for issuance of duty pay.

16. Is a medical certificate required for LWA taken after maternity leave?

Regular leave (EL, HPL, LND and LWA) in continuation of maternity leave requires medical certificate. However, no medical certificate is required for any leave for a period not exceeding 60 days in continuation of maternity leave.

17. I rejoined duty before the end of sanctioned leave. How will duty pay be regulated?

In cases of premature rejoining, your Drawing and Disbursing Officer should submit the online leave joining CTC through SPARK to AG office. No revised order sanctioning the leave for reduced period is necessary.

Upon receipt of joining CTC, duty pay from the date of rejoining will be authorised accordingly.

18. I extended my leave, how will leave salary be processed?

In cases where leave is extended, a **fresh sanction order** is required to be issued by the competent authority. Leave salary can be authorised only after the sanction order for the extended leave is received in AG Office via online through SPARK.

19. How can I check my leave balance?

Conditional Leave balance is available in the [KSEM Portal](#) under the Gazetted Entitlement tab. You can also view the same through SPARK.

20. I availed Leave Without Allowance. How does it affect my pay and increment?

No pay or allowances are admissible during LWA. Except LWA on medical certificate, all other LWAs generally postpone the next increment by the period of LWA availed. Such LWA periods will not be considered as duty for Pension and Time bound higher grade promotions.

6. Probation & Confirmation

21. My probation has not yet been declared. What should I do?

The procedures related to Probation declaration is handled by your department. Follow up with your controlling authority or Head of Office. Financial benefits eligible up on declaration of probation can be authorised only after receipt of probation declaration orders from your office.

22. My probation has been declared, but related financial benefits are not reflected. What should I check?

The probation declaration order should be forwarded to the O/o the PAG (A&E) through the Head of Office. Upon receipt of the said order, financial benefits will be regulated as per rules and payslip will be issued from AG office.

23. Does delay in probation declaration affect pay or increment?

Yes, Delay in declaration of probation will result in withholding/extension of authorization of increment.

7. Deputation & Repatriation

24. I am on deputation to a foreign service organisation. How will my pay and allowances be handled?

For officers under foreign service deputation, the foreign employer is liable for the payment of pay and allowances to the officer. The pay is fixed as per the pay intimation issued by the AG. Following documents are required for issuance of Pay Intimation:

- i. Sanction Order
- ii. Posting order of foreign employer specifying the date of joining
- iii. Relieving CTC

iv. Last Pay Certificate

Upon receipt of these documents, AG office shall issue a nil payslip to parent department and a pay intimation indicating eligible pay for the period of deputation as sanctioned in the order, to the foreign organisation along with leave balance as on the date of relinquishment of charge from parent department.

25. I am on foreign service deputation. How will my increment be handled?

Increment as and when it becomes due is intimated by this office to the foreign employer through a pay intimation.

26. My deputation period has been extended. What should I do?

Kindly submit the deputation extension order to this office. This office shall issue a pay intimation for the revised tenure to the foreign employer

27. I have been repatriated to my parent department. How will my salary be authorised?

For authorising pay after repatriation to parent department, this office requires the following documents.

- i. Repatriation order
- ii. Joining CTC
- iii. Last Pay Certificate
- iv. Details of leaves availed including surrender of earned leave, if any, during the deputation period.

Kindly submit the above documents to this office through Head of Office or DDO via offline mode. Upon receipt of the documents, the payslip will be issued from AG office.

8. Allowances

28. My eligible allowances are not shown in the pay slip. What should I do?

Allowances attached to post are authorised based on the latest Pay revision order. Allowances attached to location are authorised as per eligibility of the location. In case of any

discrepancy, kindly bring the issue to the notice of this office along with concerned order sanctioning said allowance through the official email id of the section concerned.

29. An allowance that was earlier admissible has stopped appearing. Why?

Discontinuation of allowances may occur due to change in eligibility, posting, leave, or non-receipt of continuation certificates in case of special allowances.

The officer may verify eligibility conditions and intimate this office through the official email id of the section concerned if any eligible allowances are not authorised.

9. House Rent Allowance (HRA)

30. I have occupied or vacated government quarters. How will my HRA be revised?

Changes in quarters occupation should be reported to this office through the DDO concerned with Quarters occupation or relinquishment certificate for revision of HRA. Kindly make sure that the same has been updated in SPARK too.

31. Why is my House Rent Allowance (HRA) not changing from the date of my promotion?

As per the latest pay revision orders (PR 2019) issued by the Government of Kerala, House Rent Allowance (HRA) is calculated based on the basic pay as on the first day of the month. Therefore, in cases where promotion takes effect on a date other than the first day of the month, the revised HRA will become admissible only from the succeeding month.

10. Earned Leave Surrender

32. How can I apply for Earned Leave surrender?

For authorization of Earned Leave Surrender, this office requires application and sanction for surrender of earned leave specifying number of days (not exceeding 30), with effective date, and the financial year.

It is to be noted that retrospective earned leave surrenders cannot be permitted i.e., application date cannot be later to the surrender effective date.

33. How many times in a year can Earned Leave surrender be availed?

Earned Leave surrender can be availed **once in a financial year**, subject to a maximum of 30 days.

34. Allowances are missing in my Earned Leave surrender slip. Why?

Only basic pay, DA, HRA, HTA (subject to eligibility), and personal allowances (stagnation increment, personal pay, grade pay etc.) are considered for Earned Leave surrender. Allowances attached to post (permanent travelling allowance, conveyance allowance etc) are not admissible for earned leave surrender.

In case of discrepancies, the officer may verify eligibility and bring the issue to the notice of this office via the dedicated email id of the section concerned.

35. How is terminal surrender of Earned Leave processed?

Terminal surrender of Earned Leave is processed at the time of retirement subjected to a maximum of 300 days.

The sanction orders for Terminal surrender of Earned Leave should be submitted to this office through the DDO concerned for authorisation of terminal surrender of earned leaves.

11. Pay Slip & Service Details

36. From where can I access my payslips and service details?

The Office of the Accountant General (A&E), Kerala authorises electronic payslips to the State HR system SPARK.

In addition, Gazetted Officers can view and download their payslips and service details from the dedicated online portal named KSEMP (<https://ksemp.agker.cag.gov.in/login>).

37. How can I access the KSEM Portal.

The portal may be accessed using the link: <https://ksemp.agker.cag.gov.in/login>. Use “**Create/Forgot Password**” option available on the portal for generation of user credential for accessing the portal. At the time of initial registration, it should be ensured that the mobile number and email ID entered are the same as those registered in the SPARK system.

Upon completion of the registration process, the password will be sent to the registered mobile number and email id. Thereafter, the created password can be used for logging into the portal. Provision to change the password is also available on the portal.

38. I noticed an error in my authorised pay slip. What should I do?

The details of the error may please be brought to the notice of this office through the dedicated email id of the section concerned for making necessary corrections and issue the revised payslip.

39. My service history details appear incorrect/incomplete, how can I get full details?

The service details available in KSEM Portal are accurate only from the changes effecting after 2016. The officer is requested to kindly put up a request via email the section concerned for obtaining full history of service and leave details.

12. Contacting AG's office

40. How can I contact AG's office for queries or clarifications related to Gazetted Entitlement?

Officers are encouraged to use **digital modes of communication** such as official e-mail, [online grievance portals](#), and the [Grievance Cell](#) for queries and clarifications.

13. Delay, Status & General Advisory

41. What can I do to avoid delay in receipt of payslips?

In order to avoid delay in receipt of payslip, you are requested to ensure, timely submission of complete documents, prompt response to queries.

42. When should I raise a grievance regarding delay?

A grievance may be raised after ensuring all required documents have been submitted and **normal processing time has elapsed**. In normal cases up on receipt of the complete application, the payslips will be issued within 20 working days.

43. How do I raise a grievance?

Various grievance redressal channels are available for raising grievances with the **Office of the Principal Accountant General (A&E), Kerala**. A grievance may be submitted through any of the following modes:

1. By email to agaekerala@cag.gov.in or to the dedicated email ID of the section concerned.
2. Through telephonic enquiry using the dedicated landline numbers for handling grievances related to Gazetted Entitlement (Click here for contact numbers of the Grievance Cell).
3. Through the online grievance portal (<https://cag.gov.in/ae/kerala/en/ae-complaint-suggestion>)