

FAQs related to Profile Verification

1: Which profiles needs to be locked after verification?

Ans: LCS>Local Employees/Officials, Legal Advisors, OSD, Daily Wagers.

Note: LGS profiles (CO, MOF, MOI, etc. will be locked by PLGB)

2: How to verify an official profile and which login to be used?

Ans: Verification of profiles will be done through **KPO Logins**.

Step1: You need to take a print of official profile

Step2: Verify it from service book & other record

Step3: Get it signed by LGS Officer

Step4: Upload signed copy & verification officer details

Step5: Lock profile

3. I have verified all the details but profile is not verified?

Ans: Mandatory details of all sections should be properly filled before verification. You need to read carefully, the error prompt in popup window. Please see error messages below & responses;

- **Profile Picture is missing**> Please add picture
- **Service is not added**> add service history if no service history exists please click toggle button “No service history exists”
- **Education is missing**> Add education details, if person is illiterate please mark person as illiterate
- **Add promotion details**> Initial recruitment details are mandatory, official profile is based on promotion tab
- **Current posting details missing**> Please add Current posting details in official tab

4. What to do if Officer name is missing from “verified by” drop down or wrong officer name is showing?

Please share officer details & order copy in LCS data entry group for correction of posting details.

5: How to check profile verification status?

Ans: You can check profile verification status from list view, SOE report & incumbency report from KPO, MOF or CO login. Please enable required column “Verification Status” from column selector.

6. What Will be the size of PDF attachment?

Ans: Less than 1MB.

7: Print option is not working?

Ans: Reason is browser Popups are blocked. You need to click on cross icon in top right corner of address bar > select always allow option and then get prints.

FAQs related to SOE Verification

1: What does SOE Verification means and how it can be verified?

Ans: SOE means Schedule of establishment, all LGs are using 2017 SOE for officials. SOE 2017 has been changed due to upgradation of seats therefore you all are requested to update and verify the SOE updated in system in the light of all upgradation notifications issued by competent authority.

2: Who will verify the SOE?

Ans: SOE will be verified by MOF/CO CNIC based login. Once SOE is verified, it cannot be changed. However, you can change sub office & branches.

3: Can SOE verified before adding any employee against vacant post?

Ans: Yes, you can. But in case of upgradation of seat, if you want to add history in profile of employee, then you need to post that employee on seat before upgradation. Otherwise you have to add upgradation entry manually in profile promotion tab.

5: How to check SOE verification status?

Ans: You can check SOE verification status from SOE report form KPO, MOF or CO login. Please enable required column **“SOE Status”** from column selector.

FAQs related to Data Entry

Personal Tab:

1: What if I get the option of CNIC/number has already been taken while saving profile?

Ans: It means Employee Profile is duplicate and you have to share employee CNIC to PITB team for the deletion of duplicate profile.

2: There is no expiry on CNIC, what date should be written in CNIC Expiry?

Ans: Please select CNIC Lifetime Expiry Applicable, calendar will disappear

3: How to compress size of Service Book?

Ans: It can be from online software i.e. https://www.ilovepdf.com/compress_pdf

Official Tab (General Details):

1: Attached department not selected in KPO logins?

Ans: You are using old KPO logins, please use new KPO logins.

2. If any new employee is having no email id what should we write in that column of employee's basic profile?

Ans: Write complete CNIC of that employee without dashes before @ e.g. 3111111111111@lgcd.com.pk

3: How to change Current BS Scale, it is un-editable in official profile?

Ans: Following fields in official tab is dependent on Promotion tab. For correction of data, you need to update promotion/recruitment entries in promotion tab. Normally, promotion is given one scale up, if there is jump of 2-3 scales, you can use toggle button of update promotion for all scales

- Designation
- Current & Joining Scale
- Employment Mode
- Date of Appointment
- Contract start date & Expiry
- Date of Regularization
- Length of service
- Superannuation date

4. Employee is on BS-2, TSPU promotion is given on BS-7, but Official profile is showing current BS-2?

Ans: TSPU promotion is not regular promotion, it is eligibility only, current scale will remain BS-2 however eligibility also shown in same form.

5. If person is on deputation from other department i.e. PHED and he is retired, which status to be used?

Ans: Repatriated

6. If daily wager contract is expired, how to delete his profile from system?

Ans: You don't need to delete his profile, change his status "Contract Expired"

Current Posting Details: If status is Active, Current posting details are mandatory

6: How to edit Sub Office & Branch in current posting details of Official Tab?

Ans: After creation of Post in SOE from MOF login, you need to assign Sub office and branches from SOE report.

Education & Training Tab:

1: What if I mistakenly select Mark as illiterate option in Education tab of Employee Profile then?

Ans: You have to select unmark as illiterate option

Service History Tab:

1: Which Act to be used?

Ans: Act field is just a flag to keep the SOE in system. You can use 2001 for TMA, 2013 for MC, 2019 for 455 LGs & 2022-A for current.

2.What if no service history exists?

Ans: Select No Service History Exists toggle.

Promotion Tab:

1: Initial recruitment is in BS-2, Regularization scale is BS-5, but drop down is showing BS-2 scale only?

Ans: Regularization is normally given on same scale, if there is jump of 2-3 scales, you can use toggle button of update promotion for all scales. Same is the case with promotion

2. Employee is on BS-2, TSPU promotion is given on BS-7, but Official profile is showing current BS-2?

Ans: TSPU promotion is not regular promotion, it is eligibility only, current scale will remain BS-2 however eligibility also shown in same form.

2.What if no service history exists?

Ans: Select No Service History Exists toggle.

Inquiries & Leaves:

No need to enter inquiries & leaves