



F. No. V-11/1/2020-PFMS-Part (4)/C.No.12495/ 2729-2726  
Government of India, Ministry of Finance  
Department of Expenditure  
O/o the Controller General of Accounts  
Public Financial Management System

DDG

4th Floor, Annexe,  
Shivaji Stadium, New Delhi  
Dated :27/08/2025


Office Memorandum

**Subject: Updation of Mobile No. and Email Id of MIS User – By MIS User - regarding.**

The undersigned is directed to inform that the functionality for updation of mobile no. and email id of MIS User by MIS User has been made live.

An SOP depicting the complete process of each activity involved in updation of mobile no. and email id of MIS User is available at user level (after Login) under tab - Manuals in PFMS.

This issues with the approval of the Competent Authority.

  
28/08/2025

(RUSHIKESH M. KODGI)

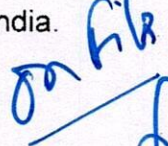
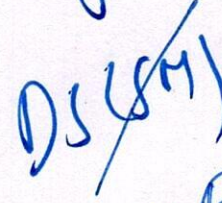
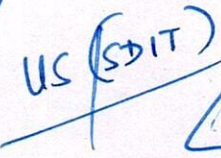
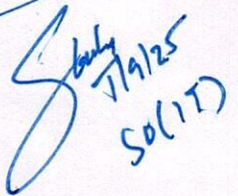
Dy. Controller General of Accounts

To

1. The Secretaries of all Ministries / Departments of Govt. of India.
2. All Pr. CCAs/CCAs/CAs (IC) of Ministries / Departments.
3. All PFMS State Directorates.

Copy to:

1. Sr. PS to the Controller General of Accounts
2. PS to the Additional CGA, PFMS
3. PS to Joint CGAs (Rollout/TBRM/Reports/GIFMIS/Admin)
4. Director (PFS), Department of Expenditure
5. Sr.AO/AOs (Rollout/TBRM/Reports/GIFMIS/Admin)



# **STANDARD OPERATING PROCEDURE**

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## **UPDATING MOBILE NUMBER AND EMAIL ID FOR ALL MIS USERS**

**Public Financial Management System  
Office of Controller General of Accounts  
Ministry of Finance, Department of Expenditure  
Government of India**



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## 1. INTRODUCTION

This document outlines the process for updating the **Mobile Number** and **Email ID** of user category "ALL MIS". The updation will be done by the user having role of **MIS & Root User**. In case the MIS User is unable to login into the PFMS then the MIS User may send formal request through State Directorate/Ministry for updating their mobile number & Email ID.

The purpose of this functionality to maintaining accurate and up-to-date contact information is critical for ensuring secure system access, proper user authentication, and uninterrupted communication.

This SOP provides step by step process for initiating, validating, approving new mobile number and Email id of user. It ensures consistency, accountability, and compliance with internal security and data management policies.

## 2. Update Profile (Email-Id & Mobile Number) By MIS User (State Govt. /MIS Audit/Jt.CGA etc.)

The MIS User Login to the system with their authorised username and password.


The screenshot shows a 'Log In' page with the following elements:

- Log In** header
- Year selection: 2025-2026
- Username field: ajaudit
- Password field: masked with dots
- QR code: eSbBsN
- QR code icon: eSbBsN
- QR code input field: eSbBsN
- Log In button
- Forgot Password link
- Footer links:
  - Get Password By Unique Agency Code
  - Sanctioning Authority Code Creation Form
  - Ministry User Registration Form
  - Claimant User Registration Form

After successfully logging into the system, the MIS User navigates to the Profile section, shown in the top right corner of the Home Page. This will allow users to update some of their preliminary details, such as their Mobile Number & Email.



Welcome: **Ajay K**  
User Type: **MISBudgetDivision**  
Financial Year: **2025-2026**

  
**02:55:56 PM**

**[AjMISBudgetDiv]** Logout  
**Profile** | Change Password  
**Login History**  
English ▾

Access to this page or be able to perform the action, please contact us.  
Sorry for any inconvenience caused

When a user clicks on the Profile section, they will see a form displaying their last saved data along with an option to update their profile.

View Mis User Details

Login Id:	Ajaudit
First Name:	Aj
Last Name:	K
Phone:	2250352
Mobile No:	7834567987 ✓ Verified
Email:	eat17-pfms@supportgov.in ✓ Verified
Designation:	QA
Status:	Enabled
Created By:	Ajaudit
CreatedTime:	5/13/2025 12:37:25 PM
Modified By:	root
Last Modified:	7/4/2025 5:17:00 PM

Update Profile

Upon clicking the "**Update Profile**" button, users will see a form with all the editable options they can modify.



## Update Mis User Details

Login Id: Ajaudit

First Name: Aj

Last Name: K

Phone: 2250352

Mobile No: + 91 7834567987

(Mobile Number Starting with Country Code)

Email: eat17-pfms@supportgov.ii

Status: Enabled

Created By: Ajaudit

Created Time: 5/13/2025 12:37:25 PM

Modified By: root

Last Modified: 7/4/2025 5:17:00 PM

The country code will be set to India (+91) and will not be editable for now. Users can update their mobile number in the provided field and can also update the authorized email ID, as shown in the image above.

To validate their new mobile number, users will receive an OTP on the new number through SANDES app.

[Users](#) → [Update MIS User Profile](#)

## Update Mis User Details

Login Id: Ajaudit

First Name: Aj

Last Name: K

Phone: 2250352

Mobile No: + 91 9627073395

(Mobile Number Starting with Country Code)

Email: eat17-pfms@supportgov.ii

Status: Enabled

Created By: Ajaudit

Created Time: 5/13/2025 12:37:25 PM

Modified By: Ajaudit

Last Modified: 7/9/2025 10:09:38 AM

By clicking "**Send OTP by SMS**" a dialog box will appear where they can enter the OTP to verify the new number.



Login Id: Ajaudit  
 First Name: Aj  
 Last Name: K  
 Phone: 2250352  
 Mobile No: + 91 9627073395 Send OTP by SMS  
(Mobile Number Starting with Country Code)  
 Email: eat17-pfms@supportgov.in Send OTP on Email  
 Status: Enabled  
 Created By: Ajaudit  
 Created Time: 5/13/2025  
 Modified By: Ajaudit  
 Last Modified: 7/9/2025

**Verify OTP**

OTP Sent on your registered Mobile number 9627073395

Enter OTP

OTP expires in :3 Minutes, 44 Seconds

Verify OTP
Resend OTP
Close

Save
Cancel

Update Mra User Details

Mobile OTP Verified Successfully

Login Id: Ajaudit  
 First Name: Aj  
 Last Name: K  
 Phone: 2250352  
 Mobile No: + 91 9627073395 Send OTP on Email  
(Mobile Number Starting with Country Code)  
 Email: eat17-pfms@supportgov.in  
 Status: Enabled  
 Created By: Ajaudit  
 Created Time: 5/13/2025 12:37:25 PM  
 Modified By: Ajaudit  
 Last Modified: 7/9/2025 10:39:38 AM

Save
Cancel

**Note:** - A warning message stating, ***"Your registered mobile number (Old Mobile No) with PFMS has been updated to a new mobile number (New Mobile No). If you do not authorize this change, please contact PFMS immediately."*** will be sent to the user on their old number for validation. However, OTP verification will be completed only through the new mobile number.

If they update their email ID, they must verify it with an OTP to validate the new address.



Users → Update MIS User Profile

### Update Mis User Details

Login Id: Ajaudit

First Name: Aj

Last Name: K

Phone: 2250352

Mobile No: + 91 9627073395 Send OTP by SMS

(Mobile Number Starting with Country Code)

Email: maneesh.rohilla89@gmail.com Send OTP on Email

Status: Enabled

Created By: Ajaudit

Created Time: 5/13/2025 12:37:25 PM

Modified By: Ajaudit

Last Modified: 7/9/2025 11:16:37 AM

Save Cancel

By clicking "**Send OTP on Email**" a dialog box will appear where they can enter the OTP to verify the new E-mail address.

Update Mis User Details

Login Id: Ajaudit

First Name: Aj

Last Name: K

Phone: 2250352

Mobile No: + 91 9627073395 Send OTP by SMS

(Mobile Number Starting with Country Code)

Email: maneesh.rohilla89@gmail.com Send OTP on Email

Status: Enabled

Created By: Ajaudit

Created Time: 5/13/2025 12:37:25 PM

Modified By: Ajaudit

Last Modified: 7/9/2025 11:16:37 AM

Save Cancel

**Verify OTP**

OTP Sent on your registered eMail Id maneesh.rohilla89@gmail.com

Enter OTP

OTP expires in :4 Minutes, 43 Seconds

Verify OTP Resend OTP Close



## Update MIS User Details

Email OTP-verified successfully

Login Id: Ajaudit  
First Name: Aj  
Last Name: K  
Phone: 2250352  
Mobile No: + 91 9627073395  
(Mobile Number Starting with Country Code)  
Email: manesh.rohilla89@gmail  
Status: Enabled  
Created By: Ajaudit  
Created Time: 5/13/2025 12:37:25 PM  
Modified By: Ajaudit  
Last Modified: 7/9/2025 11:16:37 AM

[Save](#) [Cancel](#)

Both the mobile number and email ID must be successfully verified through OTP. Once the **"Save"** button is clicked, the updated details will be reflected in the list, along with the **"Modified By"** (username) and the accurately recorded **"Modified Date."**

The Profile ***Update History Section*** displays only the 10 most recent records. Users can view these updates in the list shown in the image below:-

## View MIS User Details

Profile Details Updated Successfully

Login Id: Ajaudit  
First Name: Aj  
Last Name: K  
Phone: 2250352  
Mobile No: 9627073395 - Verified  
Email: manesh.rohilla89@gmail.com - Verified  
Designation: QA  
Status: Enabled  
Created By: Ajaudit  
Created Time: 5/13/2025 12:37:25 PM  
Modified By: Ajaudit  
Last Modified: 7/9/2025 11:29:27 AM

[Update Profile](#)

## Profile Update History

Login Name	Login Id	First Name	Last Name	Phone No	Mobile No	Email	Designation	Division	User Type	Created Date	Created By	Modified Date	Modified By	Verified
Ajaudit	Ajaudit	Aj	K	2250352	9627073395	manesh.rohilla89@gmail.com	QA	MISALUDIT	MISALUDIT	13/05/2025	Ajaudit	9/07/2025	Ajaudit	Mobile No, Email Id

MIS users have the option to update their Email ID, Mobile Number, or Both.



Email

Samir Kumar Sinha

**Updation of Mobile No. and Email id of MIS User- By MIS User-regarding.****From :** VIKRAM KUMAR <vikram.90@gov.in>

Fri, Aug 29, 2025 01:33 PM

**Subject :** Updation of Mobile No. and Email id of MIS User- By MIS User-regarding.

1 attachment

**To :** Shri Sanjai Singh <pcca-cbdt@gov.in>, SHRI PADMA LOCHAN SAHU <prcca-cbic@gov.in>, Suman Bala <meapcca@mea.gov.in>, Pr CCA Home <prcca@mha.gov.in>, Bhupal Nanda <bhupal.nanda@nic.in>, Padma Lochan Sahu <plsahu.icas@nic.in>, MS.Chandan Mishra Dwivedi <cca-agri@gov.in>, Ca Agri <ca-agri@gov.in>, Devesh Chaturvedi <secy-agri@gov.in>, cca@isro.gov.in, cca@dae.gov.in, chairman@dae.gov.in, RAJESH KOTECHEA <secy-ayush@nic.in>, Vanlaldina Fanai <vfanai@nic.in>, Charu Gupta <gupta.charu@gov.in>, Revenue Secretary <rsecy@nic.in>, ChiefController Accounts <cca-mocf@gov.in>, Office of Seceratry CPC <sec.cpc@nic.in>, Sh. Praveen Nandwana <cfc.moca@gov.in>, Samir Kumar Sinha <secy.moca@nic.in>, s.patel <s.patel@nic.in>, Sh. Vikram Dev Dutt <secy.moc@nic.in>, njha@gov.in, Commerce Secretary Office <csoffice@nic.in>, cca-ca <cca-ca@nic.in>, Nidhi Khare <Secy-ca@nic.in>, Harprit K Singh <harprit.singh@gov.in>, Dr. Ashish Kumar Bhutani <secy-coop@gov.in>, Vivek Aggarwal <secy-culture@nic.in>, Chanchal Kumar <secydoner@nic.in>, Controller of Accounts <ca-moes@nic.in>, Dr M Ravichandran <secretary@moes.gov.in>, Chief Controller of Accounts <cca.meity@gov.in>, Secretary Meity <secretary@meity.gov.in>, SakeshPrasadSingh ContollerofAccount <sakesh.singh69@nic.in>, Shri R P Gupta <secy-moef@nic.in>, Shahid Kamal Ansari <meacoa@mea.gov.in>, Vinay Kwatra <psfs@mea.gov.in>, CCA Finance <cca-finance@nic.in>, Shri V. Vualnam <secyexp@nic.in>, Ms. Alka Upadhyaya <secyahd@nic.in>, Dr. Subrata Gupta <secy.mofpi@nic.in>, Smt. Jaspal Kaur <cca-mohfw@nic.in>, Apurva Chandra <secyhfw@nic.in>, Rokhum Lalremruata <rokhum.l@nic.in>, Govind Mohan <hshso@nic.in>, SOFIA DAHIYA <cca-mohua@gov.in>, Sh. Narinder Pal Singh <ca-mud@nic.in>, Srinivas Katikithala <secyurban@nic.in>, ssharan <ssharan@nic.in>, AMITA JAIN <amitajain.icas@gov.in>, Sanjay Kumar <secy.sel@nic.in>, Vineet Joshi <secy.dhe@nic.in>, Rajesh Kumar MHA GOI <r\_kumar@nic.in>, Shri Kamran Rizvi <shioff@nic.in>, Dr. Ajay Shanker Singh <cca.inb@nic.in>, Dr Ranjeeta <ranjeeta.83@gov.in>, Sanjay Jaju <secy.inb@nic.in>, camowr41@gmail.com, Debashree Mukherjee <secy-mowr@nic.in>, Santosh Kumar <cca-mole@gov.in>, Secy Labour Employment <secy-labour@nic.in>, Dhruva Singh <dhruvakumar.1973@gov.in>, Dr Anju Rathi Rana <secylaw-dla@nic.in>, Dr. Rajiv Mani <secyoffice-ld@gov.in>, Shri Raj Kumar Goyal <secy-jus@gov.in>, Dr.Sachin Bhadane <sachin.bhadane@gov.in>, Shri S. C. L. Das (Secy-MSME) <secretary-msme@nic.in>, Mr.Arvind Kumar <ccasteel@nic.in>, V. L. Kantha Rao <secy-mines@nic.in>, Shashi Bhushan <shashi.bhushan73@gov.in>, AMITA JAIN <amitajain.icas@nic.in>, Secretary, Minority Affairs <secy-mma@nic.in>, Chief Controller of Accounts <cca.mnre@gov.in>, Santosh Kumar Sarangi <secy-mnre@nic.in>, Sh. Akhilesh JHA <cca-mord@nic.in>, NK Sharma ICAS CoA MoRD GoI Delhi <neerajs.icas@gov.in>, Vivek Bharadwaj <secy-mopr@nic.in>, Laboni Das <laboni.d@nic.in>, Office of Secretary, Personnel <secy\_mop@nic.in>, Mr Ajay Shankar Singh <a\_singh@nic.in>, Secy PNG <sec.png@nic.in>, Nimisha Jha <nimisha.jha@gov.in>, bk agrawal <bk.agrawal@nic.in>, Satyendra Kumar <satyendra.kumar61@gov.in>, Pankaj Agarwal <secy-power@nic.in>, Shailesh Kumar Singh <secyrd@nic.in>, Shri. Avtar Singh Sandhu <cca1.dst@nic.in>, SECRETARY DST <dstsec@nic.in>, Chinmay Patil. DCA MoHFW <chinmay.patil@gov.in>, Shri T.K. Ramachandran <secyship@nic.in>, Rajit Punhani <secy-msde@nic.in>, Gautam Talukdar



I am directed to forward the OM along with SOP Please find attached herewith this OM No. F.No.V-11/1/2020-PFMS-Part(4)/C.No.12495/2719-2726 dated 27/08/2025 on the subject mentioned above.

Thanks & regards,

Vikram Kumar Meena  
Assistant Accounts Officer  
M/o Finance, Department of Expenditure  
Public Financial Management System  
O/o Controller General of Accounts

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 **MIS User SOP and OM.pdf**  
2 MB

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