



Frequently Asked Questions : Field Support Section

Q. Unable to login Spine ?

Ans: It may be due to the following reasons

- (a) Due to delay in submission of joining Documents (in the case of New Joinee) with Head Office.
- (b) Due to wrong Password.

Q. I joined on some other date but spine is accepting the reports from some other date why ?

Ans: It is because we received your joining report late than that the date you joined, the spine accepts the date on which we received the joining information.

Q. I have not received my Rolling Imprest ?

Ans: It may be due to pendency of Joining Documents from your end .

Q. Unable to update the working details in Spine ?

Ans: It may be due to the following reasons :

- (a) Due unavailability of the station combination
- (b) Due to unavailability doctor name list in spine .

Q. Why my attendance report is showing Absent ?

Ans: It may be due to the following reasons :

- (a) Due to non-updation of working reports in SPINE by you ;
- (b) Due to non-approval of Leaves / Cancellation of Leave by your reporting officer .

Q. I had applied leave still my salary is deducted and attendance shows as Absent?

Ans : This is because though you entered leave, your manager or regional head didnt approve in well in time before salary was processed, you will get the salary for those days with next month salary.

Q. I have applied leave, where can I see the status of my leave?

Ans: Click on the MAN icon in Spine you will get an option “Applied leave status”. Click on that option, you will come to know how many leaves you have applied and whether they are approved by your ABM/Corporate manager or Headoffice. If one has applied and its pending at some place, it will show “pending”.

Q. My leaves are not yet approved by manager/corporate manager/head office, what shall I do?

Ans: At first contact your manager before 30/31st for approving your leaves, incase that is still not done, mail to him with cc marked to your corporate manager and FSS. We will then get the needful done.

Q. I have received less salary this month ?

Ans: Kindly refer to the EMPLOYEE SALARY SLIP in REPORTS under the head “MAN” in SPINE . In the salary slip , check for the following as one of these may be the reason :

- (a) Day Worked : If the days worked is reflecting less than the standard days in month , some of the reports have not been updated ;
- (b) Due to Leaves : Leaves pending for approval of your senior or leaves availed without Pay or ;
- (c) Due to EMI of Loan taken by you ;
- (d) Due to income tax deduction at source .

Q. Have not received Salary in my bank a/c ?

Ans: It may be due to the following reasons :

- (a) Due to non-receipt of any working Report ;
- (b) Salary is remitted by Cheque due to non communication of SBI Savings Account to HO .

Q. Why my loan request is pending for processing ?

Ans: It may be due to the following reasons

- (a) Due to non receipt of the Undertaking ;
- (b) Due to non receipt of supporting documents like quotation/marriage card and security cheques .

Q. My outgoing calls have been barred on the CUG connection ?

Ans: This may be due to the following reasons :

- (a) Due to the usage exceeding the allowed limits (entitlement) ;
- (b) Due to non payment of previous month dues or partial payment of previous month dues .
- (c) Due to payment of dues after the due date . It takes 48 hours for the server to restore the facility.

Q. Not received the Full & Final settlement dues ?

Ans: It may be due to the following reasons :

- (a) Due to non receipt of NOC and other relevant documents ;
- (b) Due to market outstanding or pending dues towards the Company.

Q. When can I withdraw /transfer my PF balance ?

Ans: After the settlement of full & final dues .

“ For further assistance on the above listed areas , Kindly contact the Field Support Section .”