

# Beneficiary and Benefit Rejection Reason with Action Items

## 1. Beneficiary Rejection Reason with Action Items

Rejection Code	Rejection Reason	Diagnosis	Action by	Remarks
CBE0008	Duplicate Beneficiary Name, Bank Account No and Bank Name not allowed for the same scheme	Most likely episodes whose beneficiary was registered separately from the first episodes.	Nikshay	User needs to raise an NSD ticket to highlight the problem
CBE0009	Rejected by Bank, As per Bank Account Number is Invalid.	Bank account level problem	User	map a different bank account, or talk with the bank or lead bank manager to ensure that the account is activated
CBE0010	Bank Name is not as per PFMS Bank Master.,	Bank master problem	User	Edit beneficiary details and map the bank branch again
CBE0025	Invalid IFSCCode.,	Bank master problem	User	Edit beneficiary details and map the bank branch again
CBE0047	IFSC Code either not present or currently inactive in tblBankBranch	Bank master problem	User	Edit beneficiary details and map the bank branch again

CBE0030	Rejected by Bank, Account No does not exist in Bank	Bank account level problem	User	Check bank account details again/ Use a different account
CBE0032	Rejected by Bank, Account status is closed.	Bank account level problem	User	Check bank account details again/ Use a different account
CBE0034	Duplicate Beneficiary Details [BeneficiaryAccountNo, BeneficiaryBICFI, BeneficiaryName, BeneficiaryType, SchemeCode, BeneficiaryBranchId] Found In The File	Batch creation error	Nikshay	User needs to raise an NSD ticket to highlight the problem
CBE0047	IFSC Code either not present or currently inactive in tblBankBranch	Bank master problem	User	Edit beneficiary details and map the bank branch again
CBE0051	Bank Name And IFSC Code are not related to each other	Bank master problem	User	Edit beneficiary details and map the bank branch again
CBE0054	Rejected due to no response received from banks within specified days	Bank branch problem	User	talk with the bank or lead bank manager to ensure that the account is activated

## 2. Benefit Rejection Reason with Action Items

Rejection Code	Narration	Action by	Action
CPE0001	Duplicate Batch ID (Check will be applied after ignoring Rejected Batches)	Nikshay	Trigger email for investigation. Batch creation error
CPE0002	Batch Id not as per defined format	Nikshay	Trigger email for investigation. Batch creation error
CPE0006	Payment From or Payment To date format is incorrect	Nikshay	Trigger email for investigation. Batch creation error
CPE0007	Payment From Date is not <= Payment To Date	Nikshay	Trigger email for investigation. Batch creation error
CPE0009	PFMS Beneficiary code does not exist in PFMS or does not correspond to provided Scheme and Beneficiary Type	Nikshay	Trigger email for investigation. Batch creation error
CPE0012	Duplicate payment check based on PFMS Beneficiary Code + Scheme +Beneficiary Type + Payment Period fails	Nikshay	Trigger email for investigation. Batch creation error
CPE0013	Mandatory fields value missing	Nikshay	Trigger email for investigation. Batch creation error
CPE0014	Incorrect District Census Code	Nikshay	Trigger email for investigation. Batch creation error

CPE0015	Incorrect State Census Code	Nikshay	Trigger email for investigation. Batch creation error
CPE0026	Control Sum should be more than Zero	Nikshay	Trigger email for investigation. Batch creation error
CPE0027	Institution ID/Initiating Party Code should be PFMS Agency Code,	Nikshay	Trigger email for investigation. Batch creation error
CPE0030	Invalid Bank/Post Office Name,	Nikshay/ User	Bank master problem. Edit and Re-link beneficiary and bank branch
CPE0031	Invalid Bank/Post Office Branch	Nikshay/ User	Bank master problem. Edit and Re-link beneficiary and bank branch
CPE0033	Wrong Data Type/Data Length/Data Type Format	Nikshay	Trigger email for investigation. Batch creation error
CPE0036	Beneficiary Account number does not belong to beneficiary code and scheme,	Nikshay	Change beneficiary status to entered and retrigger beneficiary for update
CPE0039	Control Sum should be the same as the total payment amount	Nikshay	Trigger email for investigation. Batch creation error
CPE0041	Multiple Transaction for the same beneficiary and period not allowed	Nikshay/ User	User: Repeat payment request. Users need to check that they have not already paid this benefit using an external method. Nikshay: Flag this to the user, that PFMS says that the same payment has already been completed in PFMS.

CPE0043	Scheme Location of Agency is not defined, please contact the Agency Administrator for defining the same in PFMS.	PFMS(Admin-ID)	
CPE0044	Agency Administrator has not defined a bank account to be used for payment of given "Payment Purpose" in PFMS, Please contact the Agency Administrator for defining the same in PFMS.	PFMS(Admin-ID)	
CPE0047	The beneficiary does not belong to provided beneficiary type,	Nikshay	Trigger email for investigation.
CPE0049	Both CentreShareAmount and StateShareAmount can not be zero.	Nikshay	Trigger email for investigation. Batch creation error
CPE0058	The account number is marked as Invalid in PFMS.	User	
CPE0060	Both Account and Aadhar are invalid.	User	
CPE0061	IFSCCode is invalid	Nikshay	
CPE0062	Reason: Root element is missing.	Nikshay	Trigger email for investigation. Batch creation error
CPE0063	Duplicate payment check based on EndToEndID fails	Nikshay	Trigger email for investigation. Batch creation error
CPE0064	DBT Scheme Activity Code not Mapped in component Master	PFMS(Admin-ID)	
1	Account Closed or Transferred	User	Transaction level problem: Link a different account or activate existing account
1	Account closed	User	Transaction level problem: Link a

			different account or activate existing account
2	No Such Account	User	Transaction level problem: Link a different account or activate existing account
3	ACCOUNT DESCRIPTION DOES NOT TALLY	User	Transaction level problem: Link a different account or activate existing account
68	A/c Blocked or Frozen	User	Transaction level problem: Link a different account or activate existing account
71	Invalid account type (NRE/PPF/CC/Loan/FD)	User	Transaction level problem: Link a different account or activate existing account
78	invalid Bank Identifier	User	Transaction level problem: Link a different account or activate existing account
85	Participant not mapped to the product	User	Transaction level problem: Link a different account or activate existing account
R01	R01	User	Transaction level problem: Retrigger Benefit
R11	R11	User	Transaction level problem: Retrigger Benefit

R13	R13	User	Transaction level problem: Retrigger Benefit
R98	R98	User	Transaction level problem: Retrigger Benefit

### 3.Reasons and Actions where Nikshay has not generated benefits

Reasons - Why Nikshay has not generated benefits	Actions to be taken
<b>Scheme I - Nutritional Support Scheme</b>	
If Patient's Diagnosis date is <ul style="list-style-type: none"> <li>- Public Sector Patient (Diagnosis date before October 2017)</li> <li>- Private Sector Patient (Diagnosis date before April 2018)</li> </ul>	No benefits will be generated for these patients. Request you to please pay all such benefits via PFMS directly.
If Patients current Hierarchy TU's PFMS agency code is Null	Please reach out to the Nikshay support team with the PFMS agency code that needs to be mapped to a TU.
If patients duplication status is "System Identified Duplicates"	Please resolve the duplicate status via "Deduplication Module" from DTO Login.
<b>Scheme II - Tribal Support Scheme - If current hierarchy mapping of patients TU is Tribal and</b>	
If Patient's diagnosis date is before 1st March 2019	DBT scheme is active in Nikshay only for those tribal patients which are diagnosed after 1st March 2019.
<b>Scheme III - Treatment Supporter Honorarium</b>	
If there is no "Treatment Supporter" linked to a patient	Please link a Treatment supporter from "Staff/Treatment supporter" tab from patient page  <i>Search &amp; open patient record → Click on "Others" → "Staff / Treatment supporter" tab → "+ Add new Treatment Supporter"</i>
If linked Treatment supporter is not eligible for	Please enable eligibility for honorarium from "Staff Management" module



honorarium	
If linked Treatment supporter bank details has not yet been validated by PFMS	<p>Beneficiary status as Empty, Please enter the bank details in Nikshay</p> <p>Beneficiary status as Entered / Sent to PFMS, Please wait for the PFMS response. PFMS usually takes maximum 10-15 days for validation</p> <p>Beneficiary status as Rejected, Please refer to the <a href="#">Beneficiary Rejection Reason section</a> in this document for further action.</p>
If patient has not successfully completed treatment	Please check if the patients treatment outcome has been declared either as “Cured” or “Treatment Complete”
<b>Scheme IV - Incentive for Notification and Outcome</b>	
If private sector patient diagnosis date is before 30th July 2019.	DBT scheme is active in Nikshay only for those private sector patients which are diagnosed after 30th July 2019.
If private sector patient duplicate status is “System Identified Duplicate”	Please resolve the duplicate status via “Deduplication Module” from DTO Login.
If Private Health facility is marked as “Inactive”	Please mark the private health facility as “Active” from the user management module.
If Benefit is foregone for a private health facility	Please disable the “Forego Benefits” option from “User Management” module and Nikshay will generate all subsequent benefits from next day.
If private patient is enrolled using logins of “DTO/ TU/ PHI/ JEET/ PPSA/ Call Centre” and diagnosed in a government lab	<p>No benefits will be generated, as priority is given to</p> <ol style="list-style-type: none"> <li>1. Informants (i.e only if the “Enrolment Logins in Nikshay” belongs to Private health facility) and then to</li> <li>2. “Diagnostic Health Facility” (If it's not a government lab)</li> </ol>
If private patient is enrolled using logins of private health facility and diagnosed in a government or a private lab of a different district	This is a rare scenario in which Nikshay will not generate benefits. Request you to please proceed manually via PFMS for payment.

