1. How to get user Id and password in SPARK?

   For getting user ID and password, the service book details have to be entered into SPARK. This can be done by the help of three agencies (Keltron, Akshya and Kudumbasree). After the data is entered inform KSITM with the details (Department and number of employees required Training). KSITM will schedule the training in the particular district if slot is available or to the near by district. The training is for 2 days and given to Establishment and Bill Clerk. During the training the User ID and Password is issued.
   The User ID and password for SDO can be issued by contacting the Department Master User.

2. How to sanction increment?

   - Go to Service Matters → Increment Sanction
   - Select bill type then select month and then click proceed. Select the employee eligible for increment click update data
   - Generate report can be used to take the proceedings

3. How to sanction promotion?

   - Go to Service Matters → Promotion,
   - Select employee, then current details will be displayed and verify the details.
   - Enter new details, designation, basic pay, with effect date, order no and order date.
   - Click 'confirm and update'.
   - For entering part salary select yes in the part salary option (if service category changes)

4. How to create a transfer order?

    - Go to Service Matters → Transfer → Generate Transfer Order
    - Enter designation (when designation is selected the employees under that designation will be displayed) and select the employee who is to be transferred
    - Select the type of transfer (promotion with transfer, Inter department transfer and general transfer) according to the selection the details to be filled varies
    - Enter the order number, order date.
    - Select district and office to which the employee is to be transferred
    - Then confirm and update data

5. How to create relieve on transfer?

    - Go to Service Matters → Transfer → Relieve On Transfer
    - Then the list of employees who has already created the transfer order will list.
    - Select the employee then the type of transfer we already given while created the transfer order will display. Verify the details.
    - Then enter relieving details like reliving date, relieving order number (put joining time blank).
    - Confirm and update date
    - Note: If part salary has to be given then select yes.

6. How to join an employee who is transferred from another office?

    - Go to Service Matters → Transfer → Join On Transfer
    - Select office then the employees who is to be joined will be displayed.
    - Click the 'select' link against that employee the details will be displayed
    - Enter the date of joining, new section, new bill type then click confirm.

7. How to enter leave account?

- Go to Service Matters → Leave → Leave Account
- Select employee then select leave type (EL or HPL).
- Choose an option heading click opening Balance. On clicking that option as on date and number of days text box will be displayed. In as on date text box enter a previous date from which the employee requires leave. Then in the number text box enter the balance leave from the as on date entered.
- Click proceed then account will be set.
- Service Matters → Leave → Leave Entry we can enter leave

8. How to upload photo and signature?

The photo can be uploaded from the Administration → Edit Employee → Employee Details page. The size of photo should not be more than 25 kb with dimension 1.2 inch (width) X 1.5 inch (height) and scan with true colour and 100 dpi and save in jpeg format. This image file 1.2 inch (width) X 1.5 inch (height)) may be uploaded.

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Signature can also upload from Administration → Edit Employee → Employee details page. The signature should be 3 cm long and 0.7cm wide on a white paper and scan with true colour and 100 dpi and save in jpeg format. This image file (size 3cm x 0.7cm) may be uploaded.