

EFC/SFC/PIB Management Portal

FREQUENTLY ASKED QUESTIONS (FAQs)

- **What should be preferred browser to access EFC portal?**
Preferred browser is **Mozilla Firefox** with pop-up for <https://mofapp.nic/efc> allowed
- **What can be the solution for not able to open the Portal at the address provided in the DoE communication?**
In DoE communication, inadvertently the EFC portal address is mentioned wrong. Please read the same as <https://mofapp.nic.in/efc> and try
- **I have no UserId and Password to open EFC portal. What should I do?**
Each Ministry/Department had to fill a Nodal officer form. On receipt of this duly filled form, credentials to logon to portal is sent on officer e-mail address. In order to get the form, u may send an e-mail to sanjeevm@nic.in
- **EFC/SFC proposals were sent to concerned ministries before 01/Aug/2017. Should these proposals be loaded on portal?**
Yes, all proposals whose approval is after 01/Aug/2017 needs to be uploaded on portal. Initiating ministry/department can upload the initial proposal and mark the same to concerned ministries/department.
- **Initial proposal is uploaded and same is marked to concerned ministry/dept. Now unable to upload the final proposal to DoE. What should be done?**
At least one ministry/dept. should send the comments on portal then only final proposal can be sent to DoE by initiating ministry/dept.
- **What to do if Account is locked?**
In case wrong password is attempted five times, then system automatically locks the account. To unlock the account an e-mail needs to be sent at sanjeevm@nic.in
- **Problem in uploading the PDF file. What should I do?**
The problem may be due to size of PDF file. Please ensure that the size of PDF file should be **less than 10MB**. In case of scanning the large volume of document, please scan at reduced resolution so that the file remains low.
- **What is the solution for not able to open the proposal file?**
The reason for not opening of proposal file is that the pop-up is blocked in your browser. Please allow <https://mofapp.nic.in/efc> to create pop-up.
- **How can I be able to find the proposal details for which comments are required?**
Go to Dashboard ---> Record comments---->then select the proposal row. On clicking **Proposal number**, a pop-up window will open and then u can download the file by clicking the file download **symbol** on right side.

➤ **With regards to meeting schedule/MOM**

Users are requested to kindly contact the concerned officer in DoE, who is looking after the concerned ministry/dept.

➤ **What are Password rules?**

In choosing the password, users should opt for at least 8 characters with at least one capital Alphabet, one special symbol, and one digit.

➤ **I am facing problem in uploading initial Proposal file. What can be the reason?**

Users have to ensure that the Proposal file is PDF of size less than 10MB. **Don't use special characters in comment column.**

➤ **What should I do, if I forgot to miss a ministry/dept. during marking the proposal?**

In case u missed any ministry/dept. while marking the initial proposal, and realized later that some ministry/dept. should also be marked the proposal, it can be done later till the time till final proposal is not sent to DoE.

➤ **How can I mark proposal in case some ministries/depts. are missing in the list?**

The reason for ministry/dept. missing in the list is because the ministry/dept. had not sent their Nodal officer details. Such ministry/dept. should be asked to send the details of Nodal officer to DoE so that their EFC portal account can be created.

➤ **What should I do, if E-mail not received for sending comments?**

It is possible that some time Nodal officer of concerned ministry may not receive e-mail for sending the comments to the proposal marked to them. It is due to some technical problem at e-mail gateway. It is requested that all Nodal officer should check the EFC portal at least once a day on safer side.

➤ **What should I do, in case my problem is not covered above?**

Please drop an e-mail to sanjeevm@nic.in giving the details of your problem. Please write "**Problem in EFC portal**" on e-mail subject.

➤ **How to upload EFC/SFC meeting schedule earlier than today?**

To upload meeting schedule earlier than today, proposal forwarded to the ministries/Depts. should be made physical, Please check the check box **Physically Sent? (Select if proposal is also sent physically to ministries)**.

PhysicallySent? (Select if proposal is also sent physically to ministries)

Note: If you have selected multiple ministries above, then same comment will be forwarded to these ministries. To send different comment to each ministry, mark proposal to one ministry at a time.