FAQs for NGOs/VOs

Q.1. I HAVE FORGOTTEN MY PASSWORD FOR NGO APPLICATION. HOW CAN I RETRIEVE OR RE-SET MY PASSWORD?

A. 1. NGO can use Forgot Password option provided on the homepage. An OTP will be sent to the NGO's mobile no. Using this OTP, NGO can re-set the password.

Q2. I HAVE CHANGED MY MOBILE NO HOW TO UPDATE IT?

A2. Please login into your account and go to "MyAccount" then "Edit Profile" after that you can update your mobile number and email id and click "Update".

Q3. WHEN WE ARE TRYING TO REGISTER IT SAYS ALREADY REGISTERED, HOW TO HANDLE SUCH SITUATION?

A3. Please email us your Unique id and name of the organisation, we will help you in recovering your id and password.

Q4. WE ARE UNABLE TO LOGIN AND WE KNOW THAT USERID AND PASSWORD IS CORRECT?

A4. Please email us your unique id and name of NGO, please also check if your NGO is verified or not. If not, then get it verified in NGO Darpan. Also, please do check your userid and password if its correct or not.

Q5. OUR BANK BRANCH IS NOT ON THE LIST?

A5. As per scheme guidelines we give grant only in nationalised bank account. If your nationalised bank branch is not there then, please email the scanned copy of your bank pass book of nationalised bank account.

Q6. WE HAVE MULTIPLE PROJECTS IN DIFFERENT STATES AND DISTRICT, DO WE NEED SEPARATE USER IDS FOR THAT?

A6. You can fill multiple forms separately for all the projects running under same organisation for which you have the NGO Darpan's Unique id.

Q7. DO WE NEED TO REGISTER EVERY YEAR?

A7. No, you just must register once.

Q8. WHAT ALL PROJECTS I CAN APPLY FOR?

A8. Please refer scheme guidelines for that.

Q9. CAN WE APPLY FOR SKILL RELATED PROJECTS?

A9 Ministry has discontinued sanctioning Skill related projects.

Q.10.WHERE DO WE SEND THE DOCUMENTS?

A.10. NGO is supposed to upload the documents in online form only. No need to send the documents anywhere unless asked by Ministry

Q11. IT GIVES ERROR WHILE I TRY TO REGISTER?

A11. Please check and remove all the special characters from the details that you have filled and try again.