

Guidelines for using MSF Estate Services Portal

1. This web portal can be used by MSF Estate Residents, Service Providers and Nodal Admin of MSF, RFI and allied establishments.
2. Visit **www.msf.gov.in** for guidelines for using the online portal.
3. Visit **<https://isha.000webhostapp.com/>** to register your complain, check status and provide feedback about services. The link for services portal can be reached by clicking MSF Estate Service on www.msf.gov.in web page.
4. **Select** User Type to login into the portal. **Users are divided into three groups.**
 - a. Residents
 - b. Service Provider
 - c. Nodal Office for each establishment
5. **Login Instructions for Residents:** Enter your personal number and Date of Birth (YYYY-MM-DD) to register your complain, check status of your complain and provide feedback about the service. It is noticed that Date of Birth for many Qtr. residents are not available in the database. Users are requested to contact Nodal office(Y&E for MSF, Nodal office of other establishment)
6. **Login Instructions for Service Provider/Nodal Office:** Login Id for service providers is listed below

Section Name	User name	Password
Yard & Estate	YE49	Contact MSF ITC for a password.
Electrical Maintenance	EM09	
Civil Works	CW28	
Township Services	TS74	

Nodal Office	User Name	Password
MSF Y&E	MSF	Contact MSF ITC for a password.
RFI	RFI	
CQA(Met)	CQAM	
CQA(SA)	CQASA	
SQAE(Met)	SQAEM	
SQAE(SA)	SQAESA	
MES	MES	
DSC(RFI&MSF)	DSC	

7. **The Role of Nodal Admin:** A nodal admin login has been created for each of the establishments. Nodal admin are responsible to maintain quarter allotment database updated. In case of allotment/vacation, it

is responsibility of nodal officer to update details for quarter pool under that establishment.

- a. It is noticed that date of birth for many quarter occupants are not available with MSF Y&E, therefore Nodal Admin is requested to update DOB of residents in the database to enable residents to login into the system. Quarter details can be updated using **Update Quarter Master** Tab. At present, default date of birth has been set to 1900-01-01 for users whose date of birth is not updated with MSF Y&E.
- b. Nodal admin may also register complain on behalf of occupants under their pool.

For admin password, please contact MSF, ITC.

8. For any suggestion/improvement in the portal, please write to MSF, ITC.


JWM/ITC