

**Frequently Asked Questions (FAQs)**  
**on**  
**Multipurpose Empanelment Form (MEF)**  
**2024-25**



**Professional Development Committee**  
**The Institute of Chartered Accountants of India**  
**(Set up by an Act of Parliament)**  
**New Delhi**

## FREQUENTLY ASKED QUESTIONS (FAQS)

**Ques 1. What is Multipurpose Empanelment Form (MEF)?**

**Ans.** Multipurpose Empanelment Form (MEF) is filled by the CA Firms/ practicing CA's registered with Institute to be able to undertake professional work. Information provided through MEF is shared by ICAI with RBI, NABARD and other authorities for the purpose of empanelment for professional work including Bank Branch Audit.

### APPLICABILITY / ELIGIBILITY

**Ques 2. Who all are eligible to apply for MEF?**

**Ans.** The following are eligible to apply for MEF:

- Partnership/LLP Firms which are in existence as on 1<sup>st</sup> July 2024 **OR**
- Proprietary Firms which are in existence as on 1<sup>st</sup> July 2024 **OR**
- Member holding Full-time Certificate of Practice as on 1<sup>st</sup> July 2024 and practising in individual name.

**Please Note:** The above is the eligibility criteria for filing the MEF only. The eligibility criteria of each auditee for allotment of audit may differ. Please refer to Guidelines available at <https://meficai.org/> of the respective auditees for further information.

**Ques 3. What is cut-off date for considering the constitution of the applicant for Multipurpose Empanelment Form (MEF) 2024-25?**

**Ans.** As per the Council decision, the cut-off date is 1<sup>st</sup> July 2024 with no condonation of delay in submission of Form 18 beyond 31<sup>st</sup> July 2024 is considered for the Constitution Certificate for Proprietary Concern/Partnership Firm/LLP for MEF 2024-25. Please find the relevant announcement at: <https://www.icai.org/post/announ-pdc-bank-branch-auditors-panel>.

### PROCESS

**Ques 4. How should I login in MEF?**

**Ans.** The applicant must note the following:

- If applying for the first time, the applicant must first register for MEF 2024-25 using link <https://app.meficai.org/register>
- If the applicant is already registered for MEF in previous year/(s), the applicant may login directly for MEF 2024-25.

**Ques 5. If I had registered earlier in MEF 2023-2024, do I need to register again?**

**Ans.** No, the applicants who have already registered for MEF 2023-2024 can simply login with the same credentials of MEF.

**Ques 6. I had registered in MEF 2023-24 but unable to login now with the same credentials. What should I do?**

In case the applicant is registered successfully and still unable to login, the applicant must ensure the fulfilment of the eligibility criteria mentioned below:

- Partnership / LLP Firms which are in existence as on 1<sup>st</sup> July 2024 **OR**
- Proprietary Firms which are in existence as on 1<sup>st</sup> July 2024 **OR**
- Member holding Full-time Certificate of Practice as on 1<sup>st</sup> July 2024 and practising in individual name.

**Ques 7. What is to be done in case I have forgotten the password?**

**Ans.** Click on "[Forgot Your Password](#)", the link will be sent to the email id which was used at the time of registration.

**Ques 8. What will happen in case the registered email-id has been changed/ or I have forgotten the password of my email id also?**

**Ans.** Applicant needs to register again instead of login using the below link: <https://app.meficai.org/register>

**Ques 9. What do different background colours of fields signify in MEF?**

**Ans.** There are 3 different colour fields in MEF:

- a) Green Fields are non-editable fields which exhibit the data related to Firms/ Members/ Partners/ Paid Employees which are fetched from the Self-Service Portal (Hereinafter referred to as SSP of ICAI).
- b) White Fields are editable fields which exhibit the data from the last year's MEF which are to be updated by the Applicants as per the actuals.
- c) Any change in the data in green field will be considered in MEF only if the same is reflected in SSP of ICAI. Applicants may indicate such change in Grey colour fields in MEF for information purpose.

**Ques 10. What is the source of pre-filled data in green fields?**

**Ans.** The pre-filled data in MEF is taken from the SSP of ICAI and is reflected in green fields which are non- editable.

**Ques 11. What is the source of pre-filled data in white fields?**

**Ans.** White Fields are editable fields which exhibit the data from the last year's MEF which are to be updated by the Applicants as per the actuals.

**Ques 12. How can I change the pre-filled data in the MEF?**

**Ans.** The pre-filled information in Green Fields can be modified only through change in SSP of ICAI as per due procedure. Applicants may indicate such change in grey colour fields in MEF for information purpose only. The change will be incorporated after due verification with Institute's records and applicable norms of MEF.

Further, the pre-filled information in white fields can be modified by the applicant himself as per actuals.

**Ques 13. If Applicants are willing to register for Appointment/ Re-appointment of Statutory Auditors of State Co-operative Banks and Central Co-operative Banks, what needs to be done?**

**Ans.** Applicant needs to select the option (Y) from the drop-down menu after which they will be able fill further required information. In case the applicant selects the option (N) from the drop-down menu, they will not be able to fill the details required.

**Ques 14. Whether MEF Form can be saved page-wise?**

**Ans.** Yes, data filled by the applicant in MEF can be saved page-wise.

**Ques 15. Whether draft MEF can be printed for verification before its submission?**

**Ans.** Yes, MEF can be printed for verification before submission.

**Ques 16. Whether Applicant can edit the submitted application?**

**Ans.** MEF once submitted CANNOT BE EDITED. However, before submitting the MEF, the applicant may amend or modify the information filled any number of times.

**Ques 17. How can I change the professional address?**

**Ans.** Professional address of the applicant is a Green Field which is non-editable and is fetched from the SSP of ICAI. To change the professional address, the same should be changed by the applicant at SSP of ICAI. However, the applicant may indicate such change in grey colour field in MEF for information purpose only, it will be incorporated after due verification in MEF.

**Ques 18. How can I change the mobile number/email id in MEF?**

**Ans.** **Mobile number/ email id** of the applicant is a Green Field which is non-editable and is fetched from the SSP of ICAI. To change the **Mobile number/ Email id**, the same should be changed by the applicant at SSP of ICAI. Once the mobile number or email address has been updated in SSP, applicants can see the update by using "**Refresh Mobile/Email from SSP**".

**Ques 19. If the PAN is not appearing or is appearing incorrect, what should be done?**

**Ans.** PAN of applicant appears in the White Field which is editable and is fetched from the last year's MEF data. The same can be edited and updated by the Applicant in the MEF itself. Please note any change done here in MEF will NOT be reflected in the SSP Portal of ICAI.

## PARTNERS / PAID EMPLOYEES

**Ques 20. What is the criteria for Grant of Credit to the Applicant applying for MEF 2024-25?**

**Ans.** The criteria for Grant of credit for the Applicants applying for MEF 2024-25 is as follows:

- The Applicant will get the credit of the Partner / Proprietor / Paid Chartered Accountant Employee only if she/ he is exclusively associated with the Applicant on 1<sup>st</sup> July 2024 until the date of second verification.
- In case any of the Partner(s) retires join another firm even for a day from 1<sup>st</sup> July 2024 to the date of second verification, the credit will not be given for such Partner(s) / Proprietor / Paid Chartered Accountant Employee.

**Additional Parameters for Grant of credit- NABARD Panel for Appointment/ Re-appointment of Statutory Auditors of State Co-operative Banks and Central Co-operative Banks:**

- Partner(s) will get the credit only if 'Date of Joining' of partner in the Firm is on or before 1<sup>st</sup> July, 2021 **AND**
- If she/ he is exclusively associated with the Applicant firm on 1<sup>st</sup> July, 2023 and continuing until date of second verification.

*[Please refer to detail guidelines dated 15.01.2024 for Appointment / Re-appointment of Statutory Auditors of State Co-operative Banks and Central Co-operative Banks for further clarification.](#)*

**Ques 21. What is meant by second verification?**

**Ans.** The second verification is subsequent verification of the records of the Member/ Firm as on 1<sup>st</sup> July of the respective year with the latest SSP records which is normally in the month of October/November.

**Ques 22. Who is treated as an Exclusive Partner / Proprietor / Members Practicing in his Individual Name?**

**Ans.** **Exclusiveness** of Partner / Proprietor / Member practicing in his Individual Name is determined as follows:

**Partner:**

- a. The partner must hold full-time Certificate of Practice (CoP) on July 1, 2024, until the date of the second verification.
- b. The Partner must not have sole practice (individual) on July 1, 2024, until the date of the second verification.
- c. The Partner should not be associated with any other firm as a Partner / Proprietor/ Paid Chartered Accountant Employee on July 1, 2024, until the date of the second verification.
- d. The Partner should not be employed on July 1, 2024, until the date of the second verification.

**Proprietor/member practising in his individual name:**

- a. The member must hold Full-time CoP on July 1, 2024, until the date of the second verification.
- b. The Proprietor/Member practicing in their individual name must not be associated with any other firm as a Partner / Proprietor / Paid Chartered Accountant Employee on July 1, 2024, until the date of the second verification.
- c. The Proprietor/Member practicing in their individual name should not be employed on July 1, 2024, until the date of the second verification.

**Ques 23. If the Partner/ Proprietor / Paid Chartered Accountant Employee leaves after 1<sup>st</sup> July 2024, will the credit of the said partner be given?**

**Ans.** No, in case any of the Partner(s) / Proprietor / Paid Chartered Accountant Employee retires / expires/ leaves between 1st July 2024 and the date of second verification the credit will not be given for such Partner(s).

**Ques 24. I have joined the firm on or before 1<sup>st</sup> July 2024, but my name is not appearing in MEF?**

**Ans.** If a partner has joined the firm on or before 1<sup>st</sup> July 2024, and the name doesn't appear in the Partner details in MEF, please check the date for submission of Form 18 for joining the firm.

If the request through Form 18 has been submitted after 31<sup>st</sup> July 2024, such cases will not be considered in MEF 2024-25.

**Ques 25. I have joined the firm after 1<sup>st</sup> July 2024, but my name is not appearing in MEF?**

**Ans.** Since the cutoff date is 1<sup>st</sup> July 2024. Thus, your name is not appearing in MEF 2024-25 as the credit will not be given for the Partner who has joined after 1<sup>st</sup> July 2024, even through merger.

**Ques 26. What will happen when multiple applicants having common partners apply for MEF 2024-25?**

**Ans.** Out of the multiple firms with Common Partners, only one firm can apply for MEF. In case both / all the firms apply, the MEF of all these firms will be rejected.

In case, the firms are having common partner(s) / proprietor(s) as on 1<sup>st</sup> July, 2024 and only one firm applies then the same will be eligible but the credit of common partner(s) / proprietor(s) shall not be given.

**Ques 27. I am a partner in two firms. Can both the firms apply for Bank Branch Audit?**

**Ans.** No, out of the multiple firms with Common Partners, only one firm can apply for MEF. In case both / all the firms apply, the MEF of all these firms will be rejected.

**Ques 28. I am a common partner in 2 firms and only one firm is applying. Will I get the credit in the firm in MEF 2024-25?**

**Ans.** No, the credit of the common partner(s) / proprietor(s) shall not be given.

**Ques 29. How can a firm be considered for MEF if multiple firms with common partners have applied for MEF 2024-25?**

**Ans.** In case, the Multiple firms with Common Partners have applied for MEF, all the other applicants with the common partner have to submit NOC for withdrawal of the application for MEF, such that only one firm with such partner applies for the MEF. In such a case credit of common partner will not be given to any firm.

**Ques 30. I have my individual practice as well as the sole proprietary firm. I have applied MEF through the firm, but it is showing as ineligible citing reason of non-exclusive association. What needs to be done?**

**Ans.** In case the applicant has both individual practice as well as the sole proprietary, then the application can be filed only through sole proprietary. However, the credit of exclusiveness will be given to applicant if he/she closes the individual practice associated with MRN in the SSP of ICAI.

### FIRMS

**Ques 31. I merged "A & Co." into "B & Co." in 2019 and thereafter demerged the "A & Co." from "B & Co." after 1<sup>st</sup> July 2024. I am not able to apply.**

**Ans.** Since "A & Co." demerged from "B & Co." after 1<sup>st</sup> July 2024, it was inactive as on 1<sup>st</sup> July, 2024. Therefore, "A & Co." is not eligible to apply for MEF 2024-25. Though "B & Co." can apply with continuing partners.

**Ques 32. If a firm "A & Co." is merged into "B & Co." after 1<sup>st</sup> July, 2024, whether the partner/proprietor of "A & Co." will get credit/treated as a partner in "B & Co." at the time of filling the MEF.**

**Ans.** No, since merger of "A & Co." and "B & Co." took place after 1<sup>st</sup> July, 2024, the credit will not be given for those Partners who have joined after 1<sup>st</sup> July 2024, even through merger.

**Ques 33. If a firm "A & Co." merged into "B & Co." after 1<sup>st</sup> July, 2024, whether "A & Co." will be able to apply for MEF 2024-25.**

**Ans.** "A & Co." can apply for MEF 2024-25 but the firm will get ineligible after the second verification as it got merged with and "B & Co." after 1<sup>st</sup> July, 2024 and became inactive at the time of second verification.

**Ques 34. If my firm has converted into LLP on or before 1<sup>st</sup> July 2024, whether MEF should be applied as LLP Firm or partnership firm?**

**Ans.** Firm should apply as LLP for the MEF. In case you have applied in MEF 2023-24 through partnership firm, you need to register as LLP for MEF 2024-25.

### UNIQUE CODE NUMBER (UCN)

**Ques 35. I have not been allotted the UCN. What is to be done?**

**Ans.**

- UCN will be allotted to all first-time eligible Applicants for Bank Branch Auditor's panel.
- The Applicants who are not eligible for Bank Branch Auditor's panel will also be allotted UCN, if any of the partners/ proprietor/ Member practising in individual name is exclusively associated with Applicant as on 1st July, 2024 until second verification.
- Any Member who has been allotted UCN while practicing in individual name should continue to use the same UCN even on forming Proprietary concern.
- Any partnership firm who has been allotted UCN should continue to use the same UCN even on conversion to LLP.

**Ques 36. Is Unique Code Number (UCN) allotted to applicants who are not eligible for Bank Branch Auditors' Panel?**

**Ans.**

The Applicants who are not eligible for Bank Branch Auditor's panel will also be allotted UCN, if any of the partners/proprietor/ Member practising in individual name is exclusively associated with Applicant as on 1<sup>st</sup> July 2024 until second verification.

**Ques 37. In which cases the UCN remains unchanged?**

**Ans.**

In the following cases the UCN remains unchanged:

- Any Member who has been allotted UCN while practicing in individual name should continue to use the same UCN even on forming Proprietary concern.
- Proprietary Concern that become partnership or vica versa.
- Any partnership firm who has been allotted UCN should continue to use the same UCN even on conversion to LLP.

### PROFESSIONAL STAFF & BANK AUDIT EXPERIENCE

**Ques 38. What is included under Professional Staff? Is it necessary to mention the same?**

**Ans.**

It is suggested to mention the number of Professional Staff as it is one of the eligibility criteria for Bank Branch Auditors' Panel and Panel for Statutory Auditors of State Co-operative Banks and Central Co-operative Banks.

#### **For MEF panel (including Bank Branch Auditors' Panel)**

Other Professional Staff (excludes typists / stenographers / computer operators / secretary/ies and subordinate staff, etc) implies audit and articled clerks with knowledge in book-keeping and accountancy and are engaged in audit.



**For NABARD - Panel for Appointment / Re-appointment of Statutory Auditors of State Co-operative Banks and Central Co-operative Banks:**

Professional staff includes audit and article clerks with knowledge of book-keeping and accountancy and who are engaged in on-site audits but excludes typists / stenographers / computer operators / secretaries / subordinate staff, etc. There shall be at least one year of continuous association of professional staff with the firm, as on 1<sup>st</sup> July 2024, for considering them as professional staff.

[Please refer to detail guidelines dated 15.01.2024 for Appointment / Re-appointment of Statutory Auditors of State Co-operative Banks and Central Co-operative Banks for further clarification.](#)

**Ques 39. Whether the Bank Audit Experience is to be filled by applicant?**

**Ans.** As Bank Audit Experience is an important field in determining the category, the applicants are advised to fill it carefully.

**Ques 40. What needs to be filled in the Audit Experience?**

**Ans.** Member will be considered to have such experience only if he/she has signed the Audit Report/conducted the Audit. The experience gained in the capacity of Articled/Audit Assistant or paid employee/assistant is not to be included while mentioning the audit experience in MEF.

**A. Bank Audit Experience MEF Panel (including Bank Branch Auditors' Panel)**

- Experience of branch audit of a public sector Bank (PSB) or a Private sector Bank (PVB) is to be mentioned. (The experience of Statutory Central Audit of J & K Bank will also be reckoned as Public Sector Bank Audit experience.)
- If applicant has audited both Public Sector Banks and Private Sector Banks in the same year, then experience will be counted as 1 year only.

**B. Additional Parameter - Audit Experience – NABARD Panel for Appointment / Re-appointment of Statutory Auditors of State Co-operative Banks and Central Co-operative Banks.**

- Audit experience shall mean experience of the audit firm as Statutory Central / Branch Auditor of Commercial Banks / UCBs / NBFCs (including HFCs) / AIFIs / Statutory Auditor of StCBs / CCBs / RRBs.
- In case of merger and demerger of audit firms, merger effect will be given two years after merger, while demerger will be given effect immediately.
- If applicant has audited more than one amongst the above- mentioned entity in the same year, then experience will be counted as 1 year only

[Please refer to detail guidelines dated 15.01.2024 for Appointment / Re-appointment of Statutory Auditors of State Co-operative Banks and Central Co-operative Banks for further clarification.](#)

**Ques 41. Will the experience of Bank Audit conducted as an Assistant/Article/Paid Employee be considered for MEF 2024-25?**

**Ans.** The experience gained in the capacity of Articled/Audit Assistant or paid employee/assistant is not to be included while mentioning the audit experience in MEF. Member will be considered to have Audit experience only if he/she has signed the Audit Report/conducted the Audit as a partner/proprietor/member practicing in individual name.

**Ques 42. If I have conducted Bank Audit with different firms other than the Applicant firm, should I mention it in the Bank Audit experience field or not?**

**Ans.** If a partner/proprietor has conducted Bank Audit after holding COP, such member can mention their experience in the relevant field.

### **FINANCIAL DOCUMENTS**

**Ques 43. How to fill financial figures in MEF? If my gross income is Rs 2,56,254. How should it be mentioned in the Gross Receipt column?**

**Ans.** All the Financial Information shall be filled in absolute numbers only, e.g. If Gross Professional Receipts of the Firm is **2 Lakhs 56 thousand 2 hundred 56 rupees** shall be mentioned as **256256 and not as 2.56 lakhs.**

**Ques 44. Whether we need to submit Financial Documents of the Financial Year 2022-23 for MEF 2024-25?**

**Ans.** The Financial Documents are to be submitted the year 2022-23 for MEF 2024-25, failing which the application cannot be submitted.

The Applicants are required to upload the Financial Documents before the submission of MEF.

**Ques 45. Whether Financial Documents are required for those who joined as partners after Financial Year 2022-23?**

**Ans.** Yes, Financial Documents are required to be uploaded for ALL continuing partners.

**Ques 46. I have duly uploaded all the requisite financial documents, yet I am in receipt of a clarification mail from PDC?**

**Ans.** During the scrutiny, observations of Auditors and clarifications / discrepancies are communicated separately to the individual applicant on the mail. Applicant should respond to the same on priority.

**Ques 47. What are the Financial Documents required to be uploaded by a partnership firm for MEF 2024-25?**

**Ans.** The following Financial Documents for Financial Year 2022 -2023 are to be submitted for MEF 2024-25:

### **Partnership Firms:**

- For Firms:
  - Complete Income Tax Return in JSON format.
  - Income Tax Return Acknowledgement **in PDF**;
  - Statement of Computation of Total Income of the Firm **in PDF**;
  - Balance Sheet as on 31st March 2023 along with Schedules (if applicable) **in PDF**;
  - Income & Expenditure Account for the financial year 2022-23 along with Schedules (if applicable) **in PDF**.
- For Partners:
  - Complete Income Tax Return in JSON format
  - Income Tax Return Acknowledgement **in PDF**;
  - Statement of Computation of Total Income of the Partner **in PDF**.

Applicants who have opted for Presumptive Taxation scheme under Section 44ADA of Income-tax Act, 1961 and have filed their ITR accordingly for the financial year 2022-23 need not submit Balance Sheet and Income & Expenditure Account.

**Ques 48. What are the Financial Documents required to be uploaded by an Individual/Sole Proprietor for MEF 2024-25?**

**Ans.** The following Financial Documents for Financial Year 2022 -2023 are to be submitted for MEF 2024-25:

#### **Sole Proprietor / Individual practicing in individual name:**

- Complete Income Tax Return in JSON format.
- Income Tax Return Acknowledgement **in PDF**;
- Statement of Computation of Total Income of the Member **in PDF**;
- Balance Sheet as at 31st March 2023 along with Schedules (If applicable) **in PDF**;
- Income & Expenditure Account for the financial year 2022-23 along with Schedules (If applicable) **in PDF**.

**Ques 49. How to fill figures in MEF in the Share of Profit (in %) column?**

**Ans.** Amount of "Share in Profit" should be in Decimal/Absolute number.

**Ques 50. In which format the ITR needs to be uploaded?**

**Ans.** The ITR should be uploaded in JSON format only.

**Ques 51. If the constitution of the firm changes after the date mentioned for the ITR submission, which ITR should be submitted?**

**Ans.** ITR mentioned for the period should be uploaded i.e for the Financial Year 2022-23

**Ques 52. If the firm has been constituted after 31<sup>st</sup> March 2023, do we need to upload the financial documents?**

**Ans.** If the firm has been constituted after 31<sup>st</sup> March 2023, financial documents of the firm are not required. However, the Financial Documents of Partners for the Financial Year 2022-23 need to be uploaded.

**Ques 53. If I have uploaded the wrong file, how to rectify the same?**

**Ans.** If a wrong file has been uploaded, applicant can re-upload the correct file in MEF before the submission of the form.

**Ques 54. Do I need to submit the Financial Documents of a partner who joined the firm after 2022-2023. (i.e. after 31<sup>st</sup> March 2023)?**

**Ans.** Yes, the ITR of the partner for the year 2022-23 needs to be submitted.

#### **DECLARATION**

**Ques 55. How can an Applicant submit Declaration?**

**Ans.** The Declaration for the MEF is to be validated with One Time Password (OTP).

- OTP will be sent to the Email-id and Mobile Number as registered in SSP of ICAI. Any modification required in email or mobile number, has to be done in SSP and will be reflected in MEF on real time basis on click of the 'Refresh Mobile and E-mail from SSP' button in MEF.
- The Declaration will be valid only if OTP is validated by ALL the partners/ proprietor, as the case may be. In case, the OTP is not validated by any partner/(s), the applicant may mention the reason thereof.

**Please note-** *The credit of such partner will not be given to the applicant.*

- OTP is not required in case of partner(s) who retires/expires/leaves before the date of submission of MEF provided the details of the same are updated in SSP database.
- It is advisable that before submission, the draft MEF should be shared with all the partners internally for their perusal so that they are able to validate the declaration through OTP.

**Ques 56. The declaration mentions about the voluntary consent to comply with the provisions of Digital Personal Data Protection Act, 2023 (DPDP Act). Please explain.**

**Ans.** Information provided in MEF may be used by ICAI for the purpose of empanelment for professional work by C&AG, RBI, Public Sector Banks or other authorities. Applicant is required to give voluntary consent for the same and also undertake to comply with the provisions of Section 15 of the Digital Personal Data Protection Act, 2023 (DPDP Act) and the Rules and Regulations made thereunder with regard to the duties of Data Principal. These Declarations

have been provided in the MEF and the applicants are required to tick the boxes before these Declarations to confirm their consent. DPDP Act can be viewed through the link-<https://www.meity.gov.in/writereaddata/files/Digital%20Personal%20Data%20Protection%20Act%202023.pdf>

**Ques 57. Whether Retired/Resigned partner(s) need to sign the declaration?**

**Ans.** The partner(s) who has retired / resigned between 1<sup>st</sup> July 2024 till submission of MEF and the same is updated in SSP database, such partners' OTP is not required.

**Ques 58. How can I check my provisional category?**

**Ans.** The provisional category will be allotted once the Multipurpose Form after proper validation of all partners OTP is submitted.

**Ques 59. What is category calculator?**

**Ans.** The category calculator helps in calculating the category based on details entered in the concerned field available at <https://app.meficai.org/Cats>.

**Please note:** Category calculator is not the actual submission of the form.

**Ques 60. I am not receiving the OTP. What should I do?**

**Ans.** Please check that the email id and mobile number are correctly mentioned in MEF and SSP of ICAI.

In case the credentials are correctly mentioned, check the spam folder of the email. If the OTP is still not received, then resend after some time. If the issue is not resolved, inform us by complaint module.

**Ques 61. For how long the OTP will be valid?**

**Ans.** The OTP will be valid for 2 days.

**Ques 62. Do we need to submit the OTP for all partners?**

**Ans.** Yes, the OTP needs to be submitted for all partners. For exception, please refer question no.-55

### **MISCELLANEOUS**

**Ques 63. I have some issues related to MEF 2024-25. Where can I get the resolution?**

**Ans.** Please refer to the detailed Advisory alongwith Guidelines or FAQs on MEF or inform us through complaint module available at <https://meficai.org/>

**Ques 64. Where can I check that the complaint I registered has been resolved?**

**Ans.** Usually, the complaint is resolved within 3 working days. The applicant can check the status of their complaint through complaint portal.

**Ques 65. I have informed the changes through grey field / complaint module in the form, how can I identify that the changes have been incorporated in MEF?**

**Ans.** Applicants can check the impact of the changes in the draft panel hosted by PDC before submitting the final panel to RBI normally in the month of October/ November. Applicants can check their category/status there.

**Ques 66. If I have raised a query in Complaint Portal and I have submitted the form before the resolution of the query, will the issue be resolved, or it will be submitted to RBI without any changes?**

**Ans.** Submission of the form is important before the last date. Complaint will be resolved, and it will be incorporated after the due verification before the submission of the panel to RBI.

**Ques 67. Do we need to submit the hard copy of the Form / Declaration?**

**Ans.** No, the hard copy of the form is not required once the form is submitted online, and the declaration is validated through OTP.

**Ques 68. If DISA qualified is showing (N) instead of (Y). What should be done?**

**Ans.** If the "DISA qualified" is showing (N) instead of (Y). The applicant should check with SSP as it is green field which are non-editable. Any change in the data in green field will be considered in MEF only if the same is reflected in SSP of ICAI, however, applicant may indicate such change in grey colour field in MEF for information purpose only.

**Ques 69. If CPE hours are not appearing or are incorrect, what should be done?**

**Ans.** Kindly contact CPE Committee of ICAI and inform us through the grey field for information purpose only.

**Ques 70. How to contact SSP of ICAI?**

**Ans.** Please email at E Mail: [ssp\[dot\]helpdesk\[at\]icai\[dot\]in](mailto:ssp[dot]helpdesk[at]icai[dot]in).

**Ques 71. How to contact MEF helpdesk?**

**Ans.** Please note the following:

- a) For any clarification / query / complaint regarding MEF 2024-25, please lodge the same under the tab "MEF Complaint Entry" available at [meficai.org](http://meficai.org) for quick resolution.
- b) Query/ complaint can be lodged using MRN/FRN by the Applicant and on successful lodging, a Complaint number will be generated which can be used for future references
- c) Applicant can view the status of complaints by using MRN/FRN at <https://app.meficai.org/complaints>
- d) In case, the complaint is not resolved within 3 working days, Applicant can write at [mefpdc\[at\]icai\[dot\]in](mailto:mefpdc[at]icai[dot]in) mentioning the complaint Number or call on the following numbers between 2 PM to 5 PM on all working days by quoting Complaint Number

Ms. Priya Duggal/Ms. Garima Khurana	92055 59866
Mr. Manish Bhardwaj	92055 59865