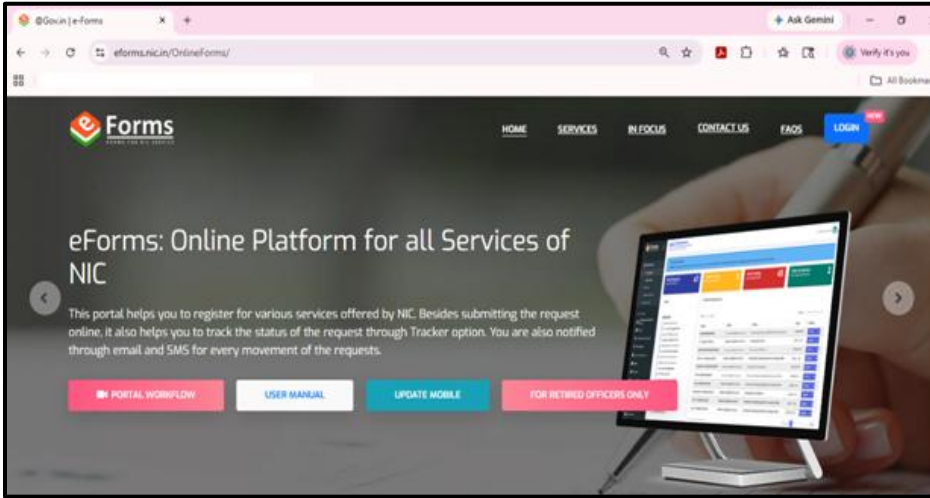


Steps to update mobile number through eforms

1. Go to <https://eforms.nic.in/>



2. Confirm and provide your '@neigrhms.gov.in' email id

A screenshot of the 'Update Mobile & Profile' form on the eForms website. The form is titled 'Update Mobile & Profile' and is set against a dark blue background. On the left side, there is a list of instructions: 'This facility is available only to email addresses which are on NIC Platform', 'For updation of International contact numbers, Please contact your NIC Coordinator/Delegated Admin', 'Please use "On Behalf" option, if you are updating mobile number for someone else.', 'Request will be submitted through eSign with Aadhaar OTP.', 'Your mobile number and Name will be updated in NIC repository.', and 'For any queries/issues, Please contact our 24x7 support toll free number 1800-111-555 or you can raise ticket on https://servicesdesk.nic.in'. The main form area is white and contains the following elements: a heading 'Update Mobile & Profile', a sub-heading 'Enter Email', a yellow warning box stating 'Please note that updation of a mobile number against an email address for which access is not permitted to an individual may lead to prosecution as per IT Act and other governing laws of Govt of India.', a blue confirmation box with a checked checkbox and the text 'I hereby confirm that I am the Authorised User to update the mobile number of this Email Address.', a text input field labeled 'Enter the email address on NIC Platform' containing '@neigrhms.gov.in', and a blue 'Next' button with a right-pointing arrow. Below the input field, there is a small note: '(user@nic.in, user@gov.in, user@mea.gov.in etc.)'.

3. Enter the password and captcha and click 'NEXT'

The screenshot shows the 'Update Mobile & Profile' form on the 'Forms' website. The left sidebar contains the following text:

- This facility is available only to email addresses which are on NIC Platform
- For updation of international contact numbers, Please contact your NIC Coordinator/Delegated Admin
- Please use "On Behalf" option, if you are updating mobile number for someone else.
- Request will be submitted through eSign with Aadhaar OTP.
- Your mobile number and Name will be updated in NIC repository.
- For any queries/issues, Please contact our 24x7 support toll free number 1800-111-555 or you can raise ticket on <https://servicedesk.nic.in>

The main form area is titled 'Update Mobile & Profile' and 'Verify Password'. It includes the following fields:

- Email Address: [redacted]@nicgrihms.gov.in
- Enter Password: [redacted]
- Enter Captcha: 9r6xv7

A 'Next →' button is located at the bottom right of the form.

4. Select the option 'Mobile & Profile' and provide your 'Mobile Number'

The screenshot shows the 'Update Mobile & Profile' form on the 'Forms' website. The left sidebar contains the same text as in the previous screenshot.

The main form area is titled 'Update Mobile & Profile' and 'Mobile Number Details'. It includes the following fields:

- Email Address: [redacted]@nicgrihms.gov.in
- Current Mobile Number: +91XXXXXXXX[redacted]
- I want to update:
 - Mobile & Profile
 - Profile
- Country Code: +91 (India)
- Enter New Mobile Number: [redacted]

A 'Next →' button is located at the bottom right of the form.

5. Enter the OTP received in your mobile number

The screenshot shows the 'Update Mobile & Profile' page on the eForms portal. The page is divided into two main sections: instructions on the left and a form on the right.

Update Mobile & Profile

- This facility is available only to email addresses which are on NIC Platform
- For updation of international contact numbers, Please contact your NIC Coordinator/Delegated Admin
- Please use "On Behalf" option, if you are updating mobile number for someone else.
- Request will be submitted through eSign with Aadhaar OTP.
- Your mobile number and Name will be updated in NIC repository.
- For any queries/issues, Please contact our 24x7 support toll free number 1800-TII-555 or you can raise ticket on <https://servicedesk.nic.in>

Update Mobile & Profile

Mobile Number Details

Email Address: [Redacted]@neighrims.gov.in

Current Mobile Number: +91XXXXXXXXXX [Redacted]

Country Code: +91 (India) | Enter New Mobile Number: [Redacted]

Enter OTP Sent to Mobile Number: [Redacted] | **Resend OTP**

Please enter OTP

Next →

6. Click 'OK' to proceed with 'Profile update'

The screenshot shows the 'Mobile Update' page on the eForms portal. A confirmation dialog box is displayed in the center of the screen, asking the user to update their profile first.

Mobile Update

Kindly update your profile first.

OK

NOTE: Please read all the instructions

- You need to have a valid email address on NIC platform to proceed.
- Users are requested to ensure they are coming from secured devices and network with all recommended Antivirus & latest patches installed
- NIC ensures to provide a secured environment for all the users with utmost priority to prevent any data breach or loss. However NIC does not hold any responsibility in case of any data loss.

7. Update your profile details in the 'Personal Info' tab and click 'CONTINUE'

The screenshot shows the 'Forms' application interface. The left sidebar contains navigation options like 'Dashboards', 'My Request', 'OUR SERVICES', and 'EXTERNAL SERVICES'. The main content area is titled 'NIC राष्ट्रीय सूचना विज्ञान केंद्र National Informatics Centre MESSAGING AND SMS DIVISION'. It features a 'Personal Info' tab and an 'Organizational Info' tab. The 'Personal Info' form includes fields for: User Name, Employee Code, Mobile, Email Address, Telephone Number (Official and Residence), Designation, State (MEGHALAYA), District/City Name (EAST KHASI HILLS), and Pin Code (783018). There are also upload buttons for 'Upload Profile Photo' and 'Upload ID Proof'. A 'CONTINUE' button is at the bottom.

8. Update organisation details in 'Organisation Info tab' as shown under and click continue

The screenshot shows the 'Forms' application interface with the 'Organisation Info' tab selected. The form includes fields for: Organization Category (Nkn), Ministry (North Eastern Indira Gandhi Regional Institute of Health and Medical Sciences), Reporting/Nodal/Forwarding Officer Email, Reporting/Nodal/Forwarding Officer Name, Reporting/Nodal/Forwarding Officer Mobile, and Reporting/Nodal/Forwarding Officer Telephone. A checkbox is checked with the text 'I declare that my Reporting/Nodal/Forwarding Officer belongs to the same Ministry/Department from which I belong'. A 'SUBMIT' button is at the bottom. A blue note box on the right contains the following text:

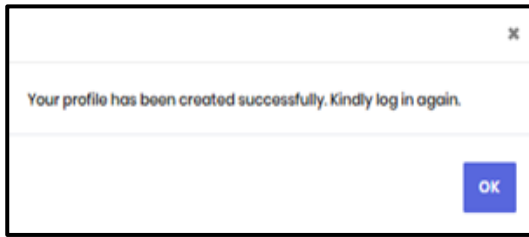
Note:

- In the field Reporting/Nodal/Forwarding Officer Email, enter the email id (@neighrms.gov.in) of the Reporting Officer (Hod/Section Head/In-charge)
- Other details of the reporting will be auto filled

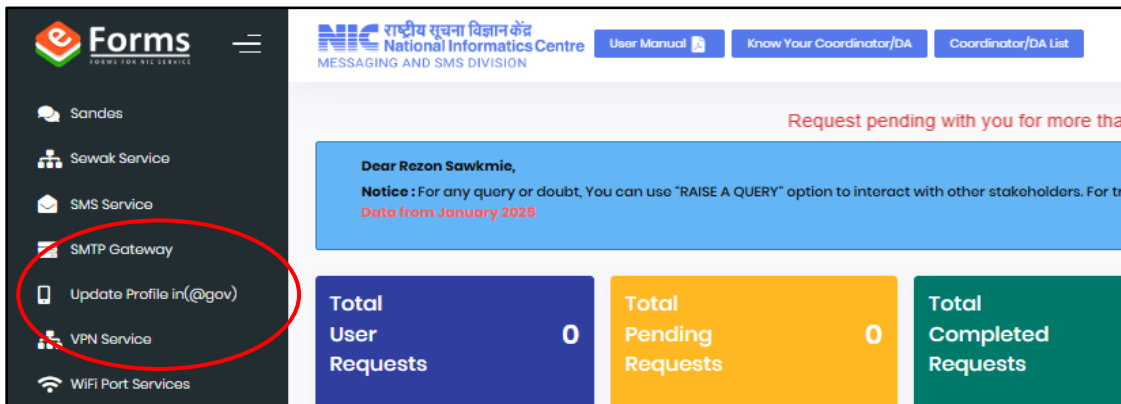
9. Click 'YES' to proceed

The screenshot shows a confirmation dialog box with the text 'Are you sure you want to create or update your profile?'. There are two buttons: 'Cancel' and 'Yes'.

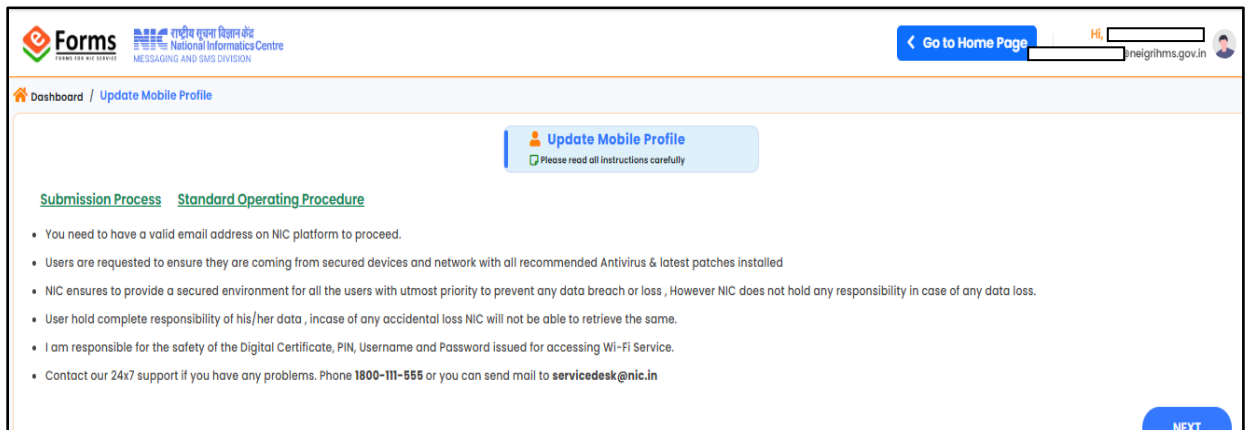
10. Click 'OK' to proceed



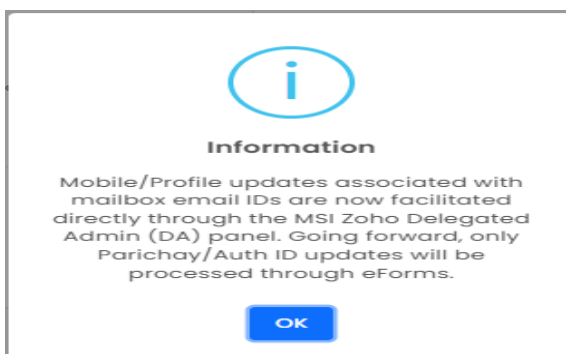
11. Go to 'https://eforms.nic.in/' and login through 'Parichay'. After login, click on 'Update Profile in (@gov)' on the left panel



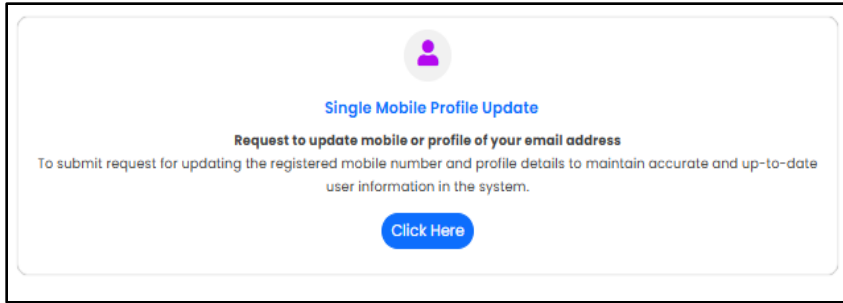
12. Read the instructions and click 'NEXT'



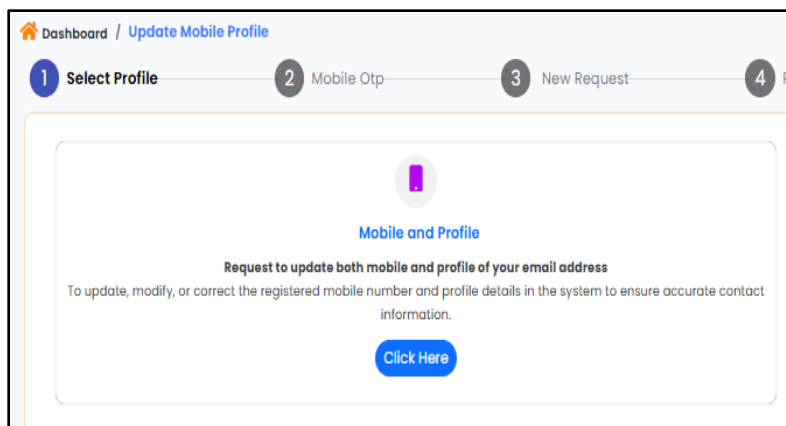
13. Click 'OK' to continue



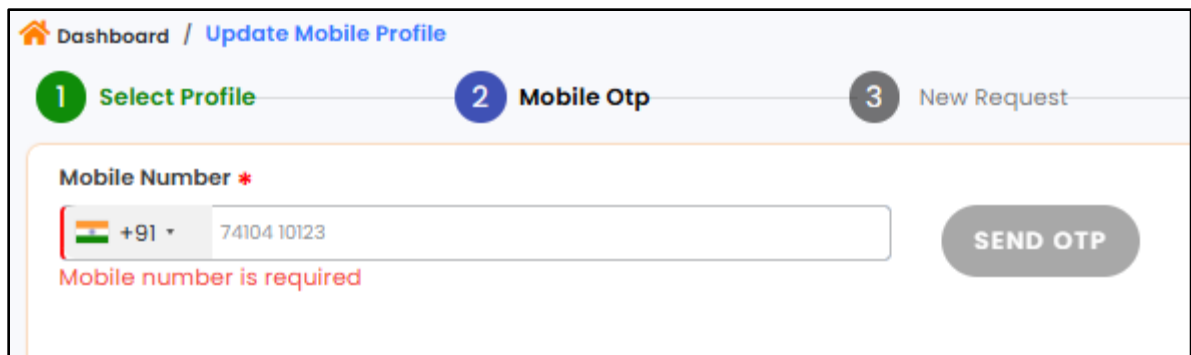
14. Click on 'Click here' to continue



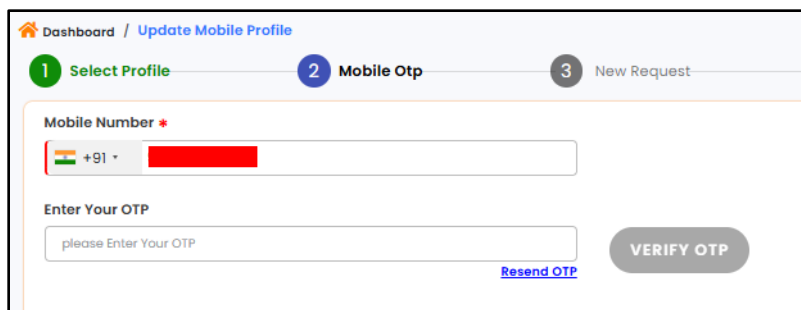
15. Section the option 'Mobile and Profile'



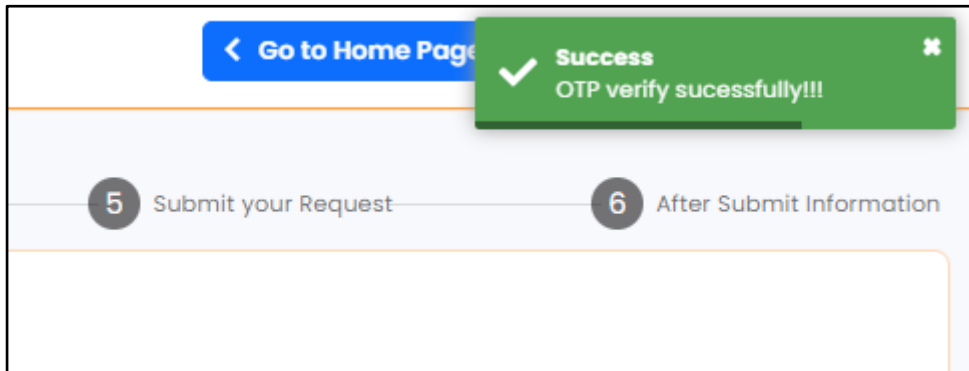
16. Enter your new mobile number



17. Enter the OTP received in your mobile number



18. The following message will be displayed



19. Provide the 'Reason' for mobile number update

A screenshot of the "Update Mobile Profile" form. The page header includes the "Forms" logo and the National Informatics Centre (NIC) logo. A "Go to Home Page" button is in the top right. The progress bar shows six steps: "1 Select Profile", "2 Mobile Otp", "3 New Request", "4 Review Your Information", "5 Submit your Request", and "6 After Submit Information". The "3 New Request" step is active. The form contains the following fields:

- Date of Birth*: 01-01-1980
- Date of Retirement*: 31-12-2039
- Designation*: (empty)
- Display Name*: (empty)
- Reason*: I am not using the old number any more

At the bottom right, there are "BACK" and "NEXT" buttons.

20. The option 'Proceed Online' may be opted and click 'SUBMIT'

A screenshot of the "Form Submission Type" selection screen. The progress bar shows six steps: "1 Select Profile", "2 Mobile Otp", "3 New Request", "4 Review Your Information", "5 Submit your Request", and "6 After Submit Information". The "5 Submit your Request" step is active. The screen displays three options for proceeding:

- e-Sign the document with Aadhaar**: (Delivery of e-sign with aadhaar depends on platforms outside control of NIC. In case of delay, you may choose to proceed online without aadhaar)
- Proceed Online**: In this option, your request will be processed online without providing any documents during . (This option is circled in red.)
- Proceed Manually**: (Here, in this option, you will have to download the generated PDF and will have to sign and stamp and then upload it again on the eforms TRACK USER STATUS module to get the request processed)

At the bottom right, there are "BACK" and "SUBMIT" buttons.

21. Accept the 'Terms & Conditions' and click 'NEXT'

New Update Mobile Profile Details :

Country Code :	+91
Mobile No :	<input type="text"/>
Date of Birth :	01-01-1980
Date of Retirement:	31-12-2039
Designation :	<input type="text"/>
Display Name :	<input type="text"/>
Reason :	I am not using the old number any more

Agreed to [Terms & Conditions](#).

[BACK](#) [NEXT](#)

22. After submitting the request, following page will be displayed

Forms राष्ट्रीय सूचना विज्ञान केंद्र National Informatics Centre MESSAGING AND SMS DIVISION

[Go to Home Page](#)

Success
Your request has been accepted for submission with Registration number MOBILE-FORM202605200056. You will be intimated Further!!!

Dashboard / Update Mobile Profile

1 Select Profile 2 Mobile Otp 3 New Request 4 Review Your Information 5 Submit your Request

Your Form Has Been Successfully Submitted.

Your form has been submitted and your Registration number is MOBILE-FORM202605200056
You can use it to Track your request. For tracking, click on the Go to Dashboard button below.
For any assistance, please contact on [1800-111-555](tel:1800-111-555) or mail us to servicedesk@nic.in.

[Go to Dashboard](#)

23. The user may track the request by clicking 'My Request' on the left panel and click on 'Actions>Track'

Forms राष्ट्रीय सूचना विज्ञान केंद्र National Informatics Centre MESSAGING AND SMS DIVISION

[User Manual](#) [Know Your Coordinator/DA](#) [Coordinator/DA List](#)

[@neigrhms.gov.in](#)

Dear Reporting Officer/Forwarding Officer/Nodal Officer,
Notice : You are requested to verify the credentials and authenticity of the applicant prior to approval or creation of account. If more information is required please use the option "RAISE A QUERY" and ask for more inputs for verifying credentials

Total User Requests: 1 **Total Pending Request: 1** **Total Completed Requests: 0** **Total Rejected Requests: 0** **Total Expired Requests: 0**

General Filters

Application
 Single Email Creation Request

Status
 Forwarded Request
 Pending Request
 Rejected Request
 Completed Request
 Expired Request

FILTERED REQUESTS

Single Email Creation Request x

Show 10 entries

App Id	Applicant Details	Status	Submission Type
SINGLEUSER-FORM202605190122	@gmail.com	Pending with RO/Nodal/FO	User: Online RO: 2026-05-19T12:25:24

Showing 1 to 1 of 1 entries

[Previous](#) [Next](#)

Actions
Preview / Edit
Approve
Reject
Track
Generate Form
Upload Multiple Docs
Download Multiple Docs
Raise/Respond to Query


24. The following status page will be displayed

MOBILE-FORM202605200056 ✕

User Detail

Name	Email	Mobile	Date
<input type="text"/>	<input type="text"/> @neigrihms.gov.in	+9170XXXXX772	2026-05-20T12:58:21

User RO/FO/Nodal



Status:	Pending with RO/Nodal/FO <input type="text"/> @neigrihms.gov.in)
Pending Since:	2026-05-20T12:58:21
Sender Details:	<input type="text"/> @neigrihms.gov.in)

[Raised/Responded Query](#) [Close](#)
