



Citizen's / Client's Charter
for
(Ministry of Corporate Affairs)
(2022-2023)

Address	Shastri Bhawan, New Delhi-110001
Website Id	www.mca.gov.in
Date of Issue	May, 2022
Next review	May, 2023

Vision - Mission

Vision

To be a facilitator of world class governance of corporates.

Mission

- To transform regulatory environment for easy compliance;
- To balance competing interests of various stakeholders; and
- To build and strengthen institutions for achieving excellence in service delivery

Main Services/Transactions

S.No	Services/ Transactions	Weight %	Responsible Person (Designation)	Email)	Phone No.	Process	Document Required	Fees		
								Category	Mode	Amount
1.	Availability of name for new company and for change of Name of existing company	5	Registrar of Companies (RoC) Central Registration Centre (CRC) on behalf of RoC concerned	roc.crc@mca.gov.in	0124-2290014	<p>1. Submission of the required documents On-line complete in all respects for Approval of ROC.</p> <p>2. Verification as per name guidelines and trademarks.</p> <p>3. Communication of deficiencies, if any to the Applicant.</p> <p>4. Resubmission of application after removal of deficiencies.</p> <p>5. Communication of approval by authorized officer of Office of Registrar of Companies</p>	File SPICE+ PART-A	The Companies (Registration of office & Fees) Rules, 2014	Online	As per table of fees
2.	Incorporation of a Company.	5	Registrar of Companies (RoC) Central Registration	roc.crc@mca.gov.in	0124-2290014	<p>1. Submission of the required documents On-line complete in all respects for Approval of ROC.</p>	Form Simplified Proforma for Incorporating	The Companies (Registration of office &	NEFT/ Challan / Online	As per table of fees

		Centre (CRC) on behalf of RoC concerned		Examination of documents and other compliances as per provisions of Companies Act, 2013 by Office of ROC. 3. Communication of deficiencies, if any to the applicant. 4. Approval of the Competent Authority and issue of Certificate of Incorporation by Registrar of the Companies.	Companies (SPICE) Plus Form No. INC-32 Spice+ - Part-B) along with e-Memorandum of Association in Form No. INC-33 and e-Articles of Association in Form No. INC-34. Further, Form No. INC-7 is required to be filed in case of Part I company and company with more than seven subscribers. INC-9 is required to be attached with SPICE+ INC-35	Fees) Rules, 2014 as amended		
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							(AGILE-PRO) will be submitted as linked form with SPICe+ filed for incorporation of a company.			
3.	Registration of unregistered Companies	4	Registrar of Companies (RoC) Central Registration Centre (CRC) on behalf of RoC concerned	roc.crc@mca.gov.in	0124-2290014	<p>1. Submission of the required documents On-line complete in all respects for Approval of ROC.</p> <p>2. Examination of documents and other compliances as per provisions of Companies Act, 2013 by Office of ROC.</p> <p>3. Communication of deficiencies, if any to the applicant.</p> <p>4. Approval of the Competent Authority and issue of Certificate of Registration of Companies by Registrar of the Companies.</p>	E-Form URC-1 SPICe+ INC-22	The Companies (Registration of office & Fees) Rules, 2014 as amended	Online	As per table offees

4.	Registration of a place of Business in India by a company incorporated outside India	5	Registrar of the Companies, Delhi	roc.delhi@mca.gov.in	011-26235707	<p>1. Submission of the required documents On-line complete in all respects for Approval of Registrar of Companies, Delhi</p> <p>2. Examination of all documents by Office of Registrar of Companies.</p> <p>3. Communication of deficiencies, if any to the Applicant.</p> <p>4. Issue of Certificate of registration by Registrar of Companies, Delhi</p>	E-Form FC-1	The Companies (Registration of office & Fees) Rules, 2014	Online	As per table of fees.
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5.	Change of name of the Company	4	Registrar of the Companies of the State concerned	roc.hyderabad@mca.gov.in roc.shillong@mca.gov.in roc.patna@mca.gov.in roc.delhi@mca.gov.in roc.goa@mca.gov.in roc.ahmedabad@mca.gov.in roc.jammu@mca.gov.in roc.bangalore@mca.gov.in roc.ernakulam@mca.gov.in roc.gwalior@mca.gov.in roc.mumbai@mca.gov.in roc.cuttack@mca.gov.in roc.pune@mca.gov.in roc.pondicherry@mca.gov.in roc.chandigarh@mca.gov.in roc.jaipur@mca.gov.in roc.chennai@mca.gov.in roc.coimbatore@mca.gov.in roc.kolkata@mca.gov.in roc.bilaspur@mca.gov.in uttampatole@mca.gov.in (for the State of Jharkhand) roc.kanpur@mca.gov.in roc.uttarakhand@mca.gov.in (for the States of U.P) roc.himachal@mca.gov.in (for the State of Himachal	040-29805427 0364-2222519 0612-222172 011-26235707 0832-2438617 079-27437597 0191-2470306 080-25633105 0484-2423749 0751-2321907 022-22812627 0671-2365361 020-25521376 0413-2240129 0172-2639415 0141-2222465 044-28276652 0422-2318170 033-22877390 07752-250092 06512482811 05122310323 0135-2745012 0172-2639415	1. File Reserve Unique Name (RUN) for Reserving new name 2. Submission of the required documents On-line complete in all respect for approval of Registrar of Companies 3. Examination of all documents by Office of Registrar of Companies 4. Communication of deficiencies to the applicant 5. Resubmission of application after removal of deficiencies. 6. Issue of certificate by the office of Registrar of Companies.	E-Form INC-24 MGT-14	The Companies (Registration of office & Fees) Rules, 2014	Online	Rs. 2,000-20,000 Rs. 200-600
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				Pradesh) roc.vijayawada@mca.gov.in	0866-2432346					
6	Registration for change of Objects of the Company	4	Registrar of the Companies of state concerned	roc.hyderabad@mca.gov.in roc.shillong@mca.gov.in roc.patna@mca.gov.in roc.delhi@mca.gov.in roc.goa@mca.gov.in roc.ahmedabad@mca.gov.in roc.jammu@mca.gov.in roc.bangalore@mca.gov.in roc.ernakulam@mca.gov.in roc.gwalior@mca.gov.in roc.mumbai@mca.gov.in roc.cuttack@mca.gov.in roc.pune@mca.gov.in roc.pondicherry@mca.gov.in roc.chandigarh@mca.gov.in roc.jaipur@mca.gov.in roc.chennai@mca.gov.in roc.coimbatore@mca.gov.in roc.kolkata@mca.gov.in roc.bilaspur@mca.gov.in uttampatole@mca.gov.in (for the State of Jharkhand) roc.kanpur@mca.gov.in (for the States of U.P) roc.uttarakhand@mca.gov.in roc.himachal@mca.gov.in (for the State of Himachal Pradesh) roc.vijayawada@mca.gov.in	040-29805427 0364-2222519 0612-222172 011-26235707 0832-2438617 079-27437597 0191-2470306 080-25633105 0484-2423749 0751-2321907 022-22812627 0671-2365361 020-25521376 0413-2240129 0172-2639415 0141-2222465 044-28276652 0422-2318170 033-22877390 07752-250092 06512482811 0512-2310323 0135-2745012 0172-2639415 0866-2432346	1. Submission of the required documents On-line complete in all respect for approval of Registrar of Companies 2. Examination of all documents by Office of Registrar of Companies 3. Communication of deficiencies to the applicant 4. Resubmission of application after removal of deficiencies. 5. Issue of certificate by the office of Registrar of Companies.	E-Form MGT-14	The Companies (Registration of office & Fees) Rules, 2014	Online	Rs. 200-600

7	Conversion of Private Company to Public company	4	Registrar of the Companies of the State concerned	roc.hyderabad@mca.gov.in roc.shillong@mca.gov.in roc.patna@mca.gov.in roc.delhi@mca.gov.in roc.goa@mca.gov.in roc.ahmedabad@mca.gov.in roc.jammu@mca.gov.in roc.bangalore@mca.gov.in roc.ernakulam@mca.gov.in roc.gwalior@mca.gov.in roc.mumbai@mca.gov.in roc.cuttack@mca.gov.in roc.pune@mca.gov.in roc.pondicherry@mca.gov.in roc.chandigarh@mca.gov.in roc.jaipur@mca.gov.in roc.chennai@mca.gov.in roc.coimbatore@mca.gov.in roc.kolkata@mca.gov.in roc.bilaspur@mca.gov.in uttampatole@mca.gov.in (for the State of Jharkhand) roc.kanpur@mca.gov.in (for the States of U.P) roc.uttarakhand@mca.gov.in roc.himachal@mca.gov.in (for the State of Himachal Pradesh) roc.vijayawada@mca.gov.in	040-29805427 0364-2222519 0612-222172 011-26235707 0832-2438617 079-27437597 0191-2470306 080-25633105 0484-2423749 0751-2321907 022-22812627 0671-2365361 020-25521376 0413-2240129 0172-2639415 0141-2222465 044-28276652 0422-2318170 033-22877390 07752-250092 06512482811 0512-2310323 0135-2745012 0172-2639415 0866-2432346	1. Submission of the required documents On-line complete in all respect for approval of Registrar of Companies 2. Examination of all documents by Office of Registrar of Companies 3. Communication of deficiencies to the applicant 4. Resubmission of application after removal of deficiencies. 5. Issue of certificate by the office of Registrar of Companies.	E-Form INC-27 MGT-14	The Companies (Registration of office & Fees) Rules, 2014	Online	Rs. 2,000 - 20,000 Rs. 200-600
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8	Conversion of unlimited company into limited by shares or by guarantee	4	Registrar of the Companies of the State concerned	roc.hyderabad@mca.gov.in roc.shillong@mca.gov.in roc.patna@mca.gov.in roc.delhi@mca.gov.in roc.goa@mca.gov.in roc.ahmedabad@mca.gov.in roc.jammu@mca.gov.in roc.bangalore@mca.gov.in roc.ernakulam@mca.gov.in roc.gwalior@mca.gov.in roc.mumbai@mca.gov.in roc.cuttack@mca.gov.in roc.pune@mca.gov.in roc.pondicherry@mca.gov.in roc.chandigarh@mca.gov.in roc.jaipur@mca.gov.in roc.chennai@mca.gov.in roc.coimbatore@mca.gov.in roc.kolkata@mca.gov.in roc.bilaspur@mca.gov.in roc.uttampatole@mca.gov.in (for the State of Jharkhand) roc.kanpur@mca.gov.in (for the States of U.P) roc.uttarakhand@mca.gov.in roc.himachal@mca.gov.in (for the State of Himachal Pradesh) roc.vijayawada@mca.gov.in	040-29805427 0364-2222519 0612-222172 011-26235707 0832-2438617 079-27437597 0191-2470306 080-25633105 0484-2423749 0751-2321907 022-22812627 0671-2365361 020-25521376 0413-2240129 0172-2639415 0141-2222465 044-28276652 0422-2318170 033-22877390 07752-250092 06512482811 0512-2310323 0135-2745012 0172-2639415 0866-2432346	1. Submission of the required documents On-line complete in all respect for approval of Registrar of Companies 2. Examination of all documents by Office of Registrar of Companies 3. Communication of deficiencies to the applicant 4. Resubmission of application after removal of deficiencies. 5. Issue of certificate by the office of Registrar of Companies.	E-Form INC-27 MGT-14	The Companies (Registration of office & Fees) Rules, 2014	Online	Rs. 2,000-20,000 Rs. 200-600
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9.	Registration of a Prospectus before issue of IPO or FPO	4	Registrar of the Companies of the State concerned	roc.hyderabad@mca.gov.in roc.shillong@mca.gov.in roc.patna@mca.gov.in roc.delhi@mca.gov.in roc.goa@mca.gov.in roc.ahmedabad@mca.gov.in roc.jammu@mca.gov.in roc.bangalore@mca.gov.in roc.ernakulam@mca.gov.in roc.gwalior@mca.gov.in roc.mumbai@mca.gov.in roc.cuttack@mca.gov.in roc.pune@mca.gov.in roc.pondicherry@mca.gov.in roc.chandigarh@mca.gov.in roc.jaipur@mca.gov.in roc.chennai@mca.gov.in roc.coimbatore@mca.gov.in roc.kolkata@mca.gov.in roc.bilaspur@mca.gov.in uttampatole@mca.gov.in (for the State of Jharkhand) roc.kanpur@mca.gov.in (for the States of U.P) roc.uttarakhand@mca.gov.in roc.himachal@mca.gov.in (for the State of Himachal Pradesh) roc.vijayawada@mca.gov.in	040-29805427 0364-2222519 0612-222172 011-26235707 0832-2438617 079-27437597 0191-2470306 080-25633105 0484-2423749 0751-2321907 022-22812627 0671-2365361 020-25521376 0413-2240129 0172-2639415 0141-2222465 044-28276652 0422-2318170 033-22877390 07752-250092 06512482811 0512-2310323 0135-2745012 0172-2639415 0866-2432346	1. Submission of the required documents On-line complete in all respects for Approval of Registrar of Companies. 2. Examination of all documents by Office of Registrar of Companies. 3. Communication of deficiencies in a document, if any to the Company. 4. Issue of acknowledgement by the office of Registrar of Companies. (manual process)	E-Form GNL-2	The Companies (Registration of office & Fees) Rules, 2014	Online	Rs. 200- 600
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10.	Registration of Charge Creation/ modification and satisfaction of charge	4	Registrar of the Companies of the State concerned	roc.hyderabad@mca.gov.in oc.shillong@mca.gov.in roc.patna@mca.gov.in roc.delhi@mca.gov.in roc.goa@mca.gov.in roc.ahmedabad@mca.gov.in roc.jammu@mca.gov.in roc.bangalore@mca.gov.in roc.ernakulam@mca.gov.in roc.gwalior@mca.gov.in roc.mumbai@mca.gov.in roc.cuttack@mca.gov.in roc.pune@mca.gov.in roc.pondicherry@mca.gov.in roc.chandigarh@mca.gov.in roc.jaipur@mca.gov.in roc.chennai@mca.gov.in roc.coimbatore@mca.gov.in roc.kolkata@mca.gov.in roc.bilaspur@mca.gov.in uttampatole@mca.gov.in (for the State of Jharkhand) roc.kanpur@mca.gov.in (for the States of U.P) roc.uttarakhand@mca.gov.in roc.himachal@mca.gov.in (for the State of Himachal Pradesh) roc.vijayawada@mca.gov.in	040-29805427 0364-2222519 0612-222172 011-26235707 0832-2438617 079-27437597 0191-2470306 080-25633105 0484-2423749 0751-2321907 022-22812627 0671-2365361 020-25521376 0413-2240129 0172-2639415 0141-2222465 044-28276652 0422-2318170 033-22877390 07752-250092 06512482811 0512-2310323 0135-2745012 0172-2639415 0866-2432346	1. Submission of the required documents On-line complete in all respects for Approval of Registrar of Companies. 2. Examination of all documents by Office of Registrar of Companies. 3. Communication of deficiencies, in the document to the applicant/ company. 4. Issue of certificate by the office of Registrar of Companies	E-Form CHG-1 CHG-4 CHG-9	The Companies (Registration of office & Fees) Rules, 2014	Online	Rs.200 -600 As per fee table of chapter 24 rules of the Companies Act, 2013
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11	Condonation of delay in filing of satisfaction of charge	4	Regional Directors of the region concerned	rd.east@mca.gov.in rd.north@nic.in rd.northwest@mca.gov.in rd.south@mca.gov.in rd.west@mca.gov.in rd.ser@mca.gov.in rd.northeast@mca.gov.in	033-22870383 0120-2445342 079-27498725 040-24657937 022-22817259 040-29802127 033-22877390	1. Submission of the required documents On-line complete in all respects for approval of Regional Director 2. Examination of all documents by Office of RDs'. 3. Communication of deficiencies, in the document to the applicant/ company. 4. Issue of Order granting Condonation of delay in filing of charge creation/modification/ satisfaction by the office of concerned Regional Director	E-Form CHG-8	The Companies (Registration of office & Fees) Rules, 2014	Online	Rs. 2,000-20,000
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12	Extension of time to hold AGM.	3	Registrar of the Companies of the State concerned	roc.hyderabad@mca.gov.in roc.shillong@mca.gov.in roc.patna@mca.gov.in roc.delhi@mca.gov.in roc.goa@mca.gov.in roc.ahmedabad@mca.gov.in roc.jammu@mca.gov.in roc.bangalore@mca.gov.in roc.ernakulam@mca.gov.in roc.gwalior@mca.gov.in roc.mumbai@mca.gov.in roc.cuttack@mca.gov.in roc.pune@mca.gov.in roc.pondicherry@mca.gov.in roc.chandigarh@mca.gov.in roc.jaipur@mca.gov.in roc.chennai@mca.gov.in	040-29805427 0364-2222519 0612-222172 011-26235707 0832-2438617 079-27437597 0191-2470306 080-25633105 0484-2423749 0751-2321907 022-22812627 0671-2365361 020-25521376 0413-2240129 0172-2639415 0141-2222465 044-28276652	1. Submission of the required documents On-line complete in all respects for Approval of Registrar of Companies. 2. Examination of all documents by Office of Registrar of Companies. 3. Communication of deficiencies, if any to the Company. 4. Communication of approval by the office of Registrar of Companies.	E-Form GNL-1	The Companies (Registration of office & Fees) Rules, 2014	Online	Rs. 2,000-20,000
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				roc.coimbatore@mca.gov.in roc.kolkata@mca.gov.in roc.bilaspur@mca.gov.in uttampatole@mca.gov.in (for the State of Jharkhand) roc.kanpur@mca.gov.in (for the States of U.P) roc.uttarakhand@mca.gov.in roc.himachal@mca.gov.in (for the State of Himachal Pradesh) roc.vijayawada@mca.gov.in	0422-2318170 033-22877390 07752-250092 06512482811 0512-2310323 0135-2745012 0172-2639415 0866-2432346					
13.	Registration of Courtor NCLT or RD order.	4	Registrar of the Companies of the State concerned	roc.hyderabad@mca.gov.in roc.shillong@mca.gov.in roc.patna@mca.gov.in roc.delhi@mca.gov.in roc.goa@mca.gov.in roc.ahmedabad@mca.gov.in roc.jammu@mca.gov.in roc.bangalore@mca.gov.in roc.ernakulam@mca.gov.in roc.gwalior@mca.gov.in roc.mumbai@mca.gov.in roc.cuttack@mca.gov.in roc.pune@mca.gov.in roc.pondicherry@mca.gov.in roc.chandigarh@mca.gov.in roc.jaipur@mca.gov.in roc.chennai@mca.gov.in	040-29805427 0364-2222519 0612-222172 011-26235707 0832-2438617 079-27437597 0191-2470306 080-25633105 0484-2423749 0751-2321907 022-22812627 0671-2365361 020-25521376 0413-2240129 0172-2639415 0141-2222465 044-28276652	1. Submission of the required documents by companies On-linecomplete in all respects. 2. Examination of all documents by Office of Registrar of Companies. 3. Communication of deficiencies, if any to the Company. 4. Taking on record the forms for enabling publicviewing.	E-Form INC-28	The Companies (Registration of office & Fees)Rules, 2014	Online	Rs. 200 - 600

				roc.coimbatore@mca.gov.in 0422-2318170 roc.kolkata@mca.gov.in 033-22877390 roc.bilaspur@mca.gov.in 07752-250092 uttampatole@mca.gov.in 0651248281 (for the State of Jharkhand) roc.kanpur@mca.gov.in (for the States of U.P) 0512-2310323 roc.uttarakhand@mca.gov.in 0135-2745012 roc.himachal@mca.gov.in (for the State of Himachal Pradesh) 0172-2639415 roc.vijayawada@mca.gov.in 0866-2432346					
14	Issuance of certified copies of documents of a company.	2	Registrar of the Companies of the State concerned	roc.hyderabad@mca.gov.in 040-29805427 roc.shillong@mca.gov.in 0364-2222519 roc.patna@mca.gov.in 0612-222172	1. Submission of application along with requisite blank Stamp Paper & Court Fee for	Online application	The Companies (Registration of office & Fees) Rules, 2014	Online	Per page Rs. 25 and for

			roc.delhi@mca.gov.in roc.goa@mca.gov.in roc.ahmedabad@mca.gov.in roc.jammu@mca.gov.in roc.bangalore@mca.gov.in roc.ernakulam@mca.gov.in roc.gwalior@mca.gov.in roc.mumbai@mca.gov.in roc.cuttack@mca.gov.in roc.pune@mca.gov.in roc.pondicherry@mca.gov.in roc.chandigarh@mca.gov.in roc.jaipur@mca.gov.in roc.chennai@mca.gov.in roc.coimbatore@mca.gov.in roc.kolkata@mca.gov.in roc.bilaspur@mca.gov.in uttampatole@mca.gov.in (for the State of Jharkhand) roc.kanpur@mca.gov.in (for the States of U.P) roc.uttarakhand@mca.gov.in roc.himachal@mca.gov.in (for the State of Himachal Pradesh) roc.vijayawada@mca.gov.in	011-26235707 0832-2438617 079-27437597 0191-2470306 080-25633105 0484-2423749 0751-2321907 022-22812627 0671-2365361 020-25521376 0413-2240129 0172-2639415 0141-2222465 044-28276652 0422-2318170 033-22877390 07752-250092 06512482811 0512-2310323 0135-2745012 0172-2639415 0866-2432346	Approval of Registrar of Companies. 2. Examination of all documents by Office of Registrar of Companies. 3. Communication of deficiencies, if any to the Company. 4. Issue of certified copy of the document by the office of Registrar of Companies.				Second Certificate of incorporation RS . 10 0 per. Certificate.
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15	Issuance of Director Identification Number(DIN).	3	Regional Director (North)	rd.north@nic.in	0120-2445342	<p>1. Submission of the required documents On-line complete in all respects for Approval of DIN Cell, Regional Director(North)</p> <p>2. Examination of all documents byDIN Cell under Regional Director(North)</p> <p>3. Communication of deficiencies, if any to the Applicant.</p> <p>4. Issue of approval letter granting DINby the office of Regional Director (North)</p>	E - Form DIR-3	The Companies (Registration of office & Fees)Rules, 2014	Online	Rs. 500/-
16	Change in DIN Particulars	3	Regional Directors (North), New Delhi	rd.north@nic.in	0120-2445342	<p>1. Submission of the required documents On-line complete in all respects for Approval of DIN Cell, Regional Director(North)</p> <p>2. Examination of all documents byDIN Cell under Regional Director(North)</p>	E - Form DIR-6			No. Fee

						<p>3. Communication of deficiencies, if any to the Applicant</p> <p>4. Re-submission by Stakeholders</p> <p>5. Approval of Regional Director (North)</p>				
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17	Conversion of company to LLP	4	Registrar of the Companies of the State concerned	roc.hyderabad@mca.gov.in roc.shillong@mca.gov.in roc.patna@mca.gov.in roc.delhi@mca.gov.in roc.goa@mca.gov.in roc.ahmedabad@mca.gov.in roc.jammu@mca.gov.in roc.bangalore@mca.gov.in roc.ernakulam@mca.gov.in roc.gwalior@mca.gov.in roc.mumbai@mca.gov.in roc.cuttack@mca.gov.in roc.pune@mca.gov.in roc.pondicherry@mca.gov.in roc.chandigarh@mca.gov.in roc.jaipur@mca.gov.in roc.chennai@mca.gov.in roc.coimbatore@mca.gov.in roc.kolkata@mca.gov.in roc.bilaspur@mca.gov.in uttampatole@mca.gov.in (for the State of Jharkhand) roc.kanpur@mca.gov.in (for the States of U.P) roc.uttarakhand@mca.gov.in roc.himachal@mca.gov.in (for the State of Himachal Pradesh) roc.vijayawada@mca.gov.in	040-29805427 0364-2222519 0612-222172 011-26235707 0832-2438617 079-27437597 0191-2470306 080-25633105 0484-2423749 0751-2321907 022-22812627 0671-2365361 020-25521376 0413-2240129 0172-2639415 0141-2222465 044-28276652 0422-2318170 033-22877390 07752-250092 06512482811 0512-2310323 0135-2745012 0172-2639415 0866-2432346	1. Submission of the required documents On-line complete in all respects for Approval of Registrar of Companies. 2. Examination of all documents by Office of Registrar of Companies. 3. Communication of deficiencies, if any to the Company. 4. Accordingly approved by the office of Registrar of Companies.	E-Form LLP-2 LLP-18	LLP Rules, 2009	Online	LLP Rules, 2009
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18.	Shifting of registered office of the company from one State to another.	4	Regional Directors of the region concerned	rd.east@mca.gov.in rd.north@nic.in rd.northwest@mca.gov.in rd.south@mca.gov.in rd.west@mca.gov.in rd.ser@mca.gov.in rd.northeast@mca.gov.in	033-22870383 0120-2445342 079-27498725 040-24657937 022-22817259 040-29802127 033-22877390	<p>1. Submission of the required documents On-line complete in all respects for Approval of concerned Regional Directors.</p> <p>2. Examination of all documents by Office of concerned Regional Director.</p> <p>3. Communication of deficiencies, if any to the Company.</p> <p>4. Issue of Order confirming the change of Registered Office of a Company by the office of Regional Director.</p>	E-Form RD-1 INC-23	The Companies (Registration of office & Fees) Rules, 2014	Online	Rs. 2,000 - 20,000
19.	Shifting of registered office of the company from one RoC to another RoC within the State.	4	Regional Directors of the region concerned	rd.east@mca.gov.in rd.north@nic.in rd.northwest@mca.gov.in rd.south@mca.gov.in rd.west@mca.gov.in rd.ser@mca.gov.in rd.northeast@mca.gov.in	033-22870383 0120-2445342 079-27498725 040-24657937 022-22817259 040-29802127 033-22877390	<p>1. Submission of the required documents On-line complete in all respects for Approval of concerned Regional Directors.</p> <p>2. Examination of all documents by Office of concerned</p>	E-Form RD-1 INC-23	The Companies (Registration of office & Fees) Rules, 2014	Online	Rs. 2,000 - 20,000

						<p>Regional Director.</p> <p>3. Communication of deficiencies, if any to the Company.</p> <p>4. Issue of Order confirming the change of Registered Office of a Company by the office of Regional Director.</p>				
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20	Grant of license under Section 8 of the Companies Act, 2013.	5	Registrar of the Companies Central Registration Centre (CRC) on behalf of RoC concerned	roc.crc@mca.gov.in	0124-2290014	<ol style="list-style-type: none"> 1. Submission of the required documents On-line complete in all respects for Approval of concerned Registrar of Companies 2. Examination of all documents by Office of concerned Registrar of Companies 3. Communication of deficiencies, if any to the Company. 4. Grant of License to the Applicant by the office of Registrar of Companies. 	INC-12	The Companies (Registration of office & Fees) Rules, 2014	Online	As per table of fees
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21	<p>a. Appointment of reappointment and remuneration or increase in remuneration or waiver for excess remuneration paid to managing or whole-time director(s) or manager (Section 196/197/198) ' Section 197 has been amended to Omit the requirement the approval of Central Government for payment of remuneration to the managerial personnel (in case of inadequacy of profits) w.e.f. 12.09.2018 vide Notification No. S.O. 48822 (E)'.</p> <p>b. Statutory applications filed by Nidhi Companies for declaration/updatio n under Section 406 of Companies Act, 2013/Nidhi Rules, 2014 as amended.</p>	3	<p>Under Secretary(CL-VII) Ministry of Corporate Affairs(HQ)</p> <p>Deputy Director(CL-VII) Ministry of Corporate Affairs(HQ)</p>	<p>smpathak.mp@nic.in</p> <p>Deepak.p@nclt.gov.in</p>	011-23070567	<ol style="list-style-type: none"> 1. Submission of the required documents On-linecomplete in all respects for Approval of MCA. 2. Examination of all documents 3. Communication of deficiencies, if any to the Company. 4. Seeking other necessary information from Field office (s) 5. Issue Decison conveyed after approval of the Competent Authority. 	<p>E-Form MR-2</p> <p>E-Form NDH-4</p>	The Companies (Registration of office & Fees)Rules, 2014	Online	As per (Regi stration of office & Fees) Rules, 2014
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22	Investor Grievance Redressal /CPGRAMS	5	Under Secretary(IGM), Ministry of Corporate Affairs (HQ) [IGM Section]	Us(igm)mca.gov.in	011-24366348	1. Submission of the Grievances/ Complaints On-line. 2. Examination of Grievances/ Complaints in the Ministry of Corporate Affairs. 3. Reply to the applicant	Grievance Redressal Forms	NA	NA	NA
23	Other Grievances/ Complaints related to MCA-21	3	Shri Vivek Meena, Deputy Director, Ministry of Corporate Affairs	ddegov@mca.gov.in	011-23384660	1. Submission of the Grievances/ Complaints On-line. 2. Examination of Grievances/ Complaints in the Ministry of Corporate Affairs. 3. Reply to the applicant	Grievances may be forwarded by e-mail to: ddegov@mca.gov.in	NA	NA	NA
24	Seeking status of Company as dormant under Section 455	2	Registrar of the Companies of the State concerned	roc.hyderabad@mca.gov.in roc.shillong@mca.gov.in roc.patna@mca.gov.in roc.delhi@mca.gov.in roc.goa@mca.gov.in roc.ahmedabad@mca.gov.in roc.jammu@mca.gov.in roc.bangalore@mca.gov.in	040-29805427 0364-2222519 0612-222172 011-26235707 0832-2438617 079-27437597 0191-2470306 080-25633105	1. Submission of the required documents Online complete in all respects for Approval of Registrar of Companies. 2. Examination of all documents	E-Form MSC-1	The Companies (Registration of office & Fees) Rules, 2014	Online	Rs. 2,000 - 20,000 One Person Comp

				roc.ernakulam@mca.gov.in roc.gwalior@mca.gov.in roc.mumbai@mca.gov.in roc.cuttack@mca.gov.in roc.pune@mca.gov.in roc.pondicherry@mca.gov.in roc.chandigarh@mca.gov.in roc.jaipur@mca.gov.in roc.chennai@mca.gov.in roc.coimbatore@mca.gov.in roc.kolkata@mca.gov.in roc.bilaspur@mca.gov.in uttampatole@mca.gov.in (for the State of Jharkhand) roc.kanpur@mca.gov.in (for the States of U.P) roc.uttarakhand@mca.gov.in roc.himachal@mca.gov.in (for the State of Himachal Pradesh) roc.vijayawada@mca.gov.in	0484-2423749 0751-2321907 022-22812627 0671-2365361 020-25521376 0413-2240129 0172-2639415 0141-2222465 044-28276652 0422-2318170 033-22877390 07752-250092 06512482811 0512-2310323 0135-2745012 0172-2639415 0866-2432346	by Office of Registrar of Companies. 3. Communication of deficiencies, if any to the Company. 4. Re-submission by Stakeholders 5. Approval of Registrar of Companies				any & Small companies Rs. 1000-2500
25	Seeking status of Company as active under Section 455	2	Registrar of the Companies of the State concerned	roc.hyderabad@mca.gov.in roc.shillong@mca.gov.in roc.patna@mca.gov.in roc.delhi@mca.gov.in roc.goa@mca.gov.in roc.ahmedabad@mca.gov.in roc.jammu@mca.gov.in roc.bangalore@mca.gov.in roc.ernakulam@mca.gov.in	040-29805427 0364-2222519 0612-222172 011-26235707 0832-2438617 079-27437597 0191-2470306 080-25633105 0484-2423749	1. Submission of the required documents On-line complete in all respects for Approval of Registrar of Companies. 2. Examination of all documents	E-Form MSC-4	The Companies (Registration of office & Fees) Rules, 2014	Online	Rs. 2,000 - 20,000 One Person Company &

			roc.gwalior@mca.gov.in roc.mumbai@mca.gov.in roc.cuttack@mca.gov.in roc.pune@mca.gov.in roc.pondicherry@mca.gov.in roc.chandigarh@mca.gov.in roc.jaipur@mca.gov.in roc.chennai@mca.gov.in roc.coimbatore@mca.gov.in roc.kolkata@mca.gov.in roc.bilaspur@mca.gov.in uttampatole@mca.gov.in (for the State of Jharkhand) roc.kanpur@mca.gov.in (for the States of U.P) roc.uttarakhand@mca.gov.in roc.himachal@mca.gov.in (for the State of Himachal Pradesh) roc.vijayawada@mca.gov.in	0751-2321907 022-22812627 0671-2365361 020-25521376 0413-2240129 0172-2639415 0141-2222465 044-28270071 0422-2318170 033-22877390 07752-250092 06512482811 0512-2310323 0135-2745012 0172-2639415 0866-2432346	by Office of Registrar of Companies. 3. Communication of deficiencies, if any to the Company. 4. Re-submission by Stakeholders 5. Approval of Registrar of Companies				Small companies Rs. 100 0- 2500
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26	Registration of Intimation about appointment of Receiver/Manager [Section 84(1)]	3	Registrar of the Companies of the State concerned	roc.hyderabad@mca.gov.in roc.shillong@mca.gov.in roc.patna@mca.gov.in roc.delhi@mca.gov.in roc.goa@mca.gov.in roc.ahmedabad@mca.gov.in roc.jammu@mca.gov.in roc.bangalore@mca.gov.in roc.ernakulam@mca.gov.in roc.gwalior@mca.gov.in roc.mumbai@mca.gov.in roc.cuttack@mca.gov.in roc.pune@mca.gov.in roc.pondicherry@mca.gov.in roc.chandigarh@mca.gov.in roc.jaipur@mca.gov.in roc.chennai@mca.gov.in roc.coimbatore@mca.gov.in roc.kolkata@mca.gov.in roc.bilaspur@mca.gov.in uttampatole@mca.gov.in (for the State of Jharkhand) roc.kanpur@mca.gov.in (for the States of UP) roc.uttarakhand@mca.gov.in roc.himachal@mca.gov.in (for the State of Himachal Pradesh) roc.vijayawada@mca.gov.in	040-29805427 0364-2222519 0612-222172 011-26235707 0832-2438617 079-27437597 0191-2470306 080-25633105 0484-2423749 0751-2321907 022-22812627 0671-2365361 020-25521376 0413-2240129 0172-2639415 0141-2222465 044-28270071 0422-2318170 033-22877390 07752-250092 06512482811 0512-2310323 0135-2745012 0172-2639415 0866-2432346	1. Submission of the required documents Online complete in all respects for approval of Registrar of Companies. 2. Examination of all documents by Office of Registrar of Companies. 3. Communication of deficiencies, if any to the Company. 4. Re-submission by Stakeholders 5. Approval of Registrar of Companies	E-Form CHG-6	The Companies (Registration of office & Fees) Rules, 2014	Online	Rs. 200-600
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27.	Condonation of delay u/s 460 of Companies Act, 2013	3	MCA Headquarters Joint Director, Policy Division	atma.sah@mca.gov.in	011 23383065	<ol style="list-style-type: none"> 1. Submission of the required documents Online complete in all respects. 2. examination of all documents by Policy Section 3. Re-submission by Stakeholders 4. Approval by central Government 	CG-1	The Companies (Registration of office & Fees) Rules, 2014	Online	As per fee table of chapter 24 rules of the Companies Act, 2013
28	Refund of claims (dividends and other amounts remaining unclaimed/unpaid for a period of 7 years or more are transferred to Investor Education and Protection Fund Authority as per section 124/125 of Companies Act, 2013. Further, the refund of shares corresponding to the dividends.		General Manager, IEPF Authority	Gm_iepfa@mca.gov.in	011-23441701	The application for refund of any claim under rule 7(6) of Investor Education and Protection Fund Authority (Accounting, Audit, Transfer and Refund) Rule, 2016, received in the Authority after due verification from the company concerned and complete in all respects, shall be disposed by the Authority within a period of 60 days.	e-Form IEPF-5, verification report from the company concerned along with other documents required for processing the case as enumerated in rules and schedules.		Nil	

Service Standards

S.No.	Services/ Transactions	Total Weight	Success Indicators	Service Standard	Unit	Weight	Data Source
1.	Availability of names for newcompany	5	Maximum time to inform deficiencies in the application from the dateof receipt of the application.	1	Working Days	3	MCA21 Data Base
			Maximum time taken to communicate approval by the concernedROC on receipt of the application	1	Working Days	2	MCA21 Data Base
2.	Incorporation of a Company.	5	Maximum time to inform deficiencies in the application from the date of receipt of the application	1	Working Days	3	MCA21 Data Base
			Maximum time taken to communicate approval and issue of certificate of Incorporation by the concerned ROC on receipt of theapplication	1	Working Days	2	MCA21 Data Base
3	Registration of unregisteredCompanies	4	Maximum time to inform deficiencies in the application from the dateof receipt of the application	2	Working Days	3	MCA21 Data Base
			Maximum time taken to issue of certificate of Registration by theconcerned ROC on receipt of approval	2			
4	Registration of a place of Business in India by a company incorporate doutside India	5	Maximum time to inform deficiencies in the application from the dateof receipt of the application	2	Working Days	3	MCA21 Data Base
			Maximum time taken to issue of certificate by the concerned ROC onreceipt of approval	1			
5.	Change of name of theCompany	4	Maximum time to inform deficiencies in the application from the dateof receipt of the application	3	Working Days	3	MCA21 Data Base
			Maximum time taken to issue of certificate by the concerned ROC onreceipt of approval	3			
6.	Registration for change ofObjects of the Company	4	Maximum time to inform deficiencies in the application from the dateof receipt of the application	3	Working Days	3	MCA21 Data Base
			Maximum time taken to issue of certificate by the concerned ROC onreceipt of approval	2			
7.	Conversion of Private Company to Public company	4	Maximum time to inform deficiencies in the application from the dateof receipt of the application	3	Working Days	3	MCA21 Data Base
			Maximum time taken to issue of certificate by the concerned ROC onreceipt of approval	3			
8	Conversion of unlimited Company to limited Company	4	Maximum time to inform deficiencies in the application from the dateof receipt of the application	3	Working Days	3	MCA21 Data Base
			Maximum time taken to issue of certificate by the concerned ROC onreceipt of approval	3			
9	Registration of a Prospectusbefore issue of IPO or FPO	4	Maximum time to inform deficiencies in the application from the dateof receipt of the application	2	Working Days	3	MCA21 Data Base
			Maximum time taken to issue acknowledgement by the concerned ROC from the date of receipt of the application.	1			

10	Registration of Charge Creation/modification/satisfaction	4	Maximum time to inform deficiencies in the application from the date of receipt of the application	3	Working Days	3	MCA21 Data Base
			Maximum time taken to issue of certificate by the concerned ROC on receipt of approval	2		1	
11.	Condonation of delay in filing of charge satisfaction	4	Maximum time to inform deficiencies and take up queries and clarification on the application from the date of receipt of the application	20	Working days	3	MCA21 Data Base
			Maximum time taken to issue of order granting condonation by the concerned Regional Director on receipt of approval	10		1	
12.	Application for extension of time to hold AGM	3	Maximum time to inform deficiencies in the application from the date of receipt of the application	5	Working Days	2	MCA21 Data Base
			Maximum time taken to communicate approval by the concerned ROC on receipt of approval	2		1	
13	Registration of Court or NCLT or RD order.	4	Maximum time to inform deficiencies in the application from the date of receipt of the application	2	Working Days	2	MCA21 Data Base
			Maximum time taken for granting of license to the applicant on receipt of duly completed application form with required documents	2		2	
14	Issuance of certified copies of documents of a company.	2	Maximum time to inform deficiencies in the application from the date of receipt of the application	4	Working Days	1	MCA21 Data Base
			Maximum time taken to issue certified copy of the document on receipt of duly completed application form with required documents	3		1	
15	Issuance of Director Identification Number (DIN).	3	Maximum time to inform deficiencies in the application from the date of receipt of the application	1	Working Days	2	MCA21 Data Base
			Maximum time taken to issue approval letter granting DIN on receipt of duly completed application form with required documents.	1		1	
16.	Change in DIN Particulars	3	Maximum time to inform deficiencies in the application from the date of receipt of the application	1	Working Days	2	MCA21 Data Base
			Maximum time taken to issue letter for changing DIN on receipt of duly completed application form with required documents.	1		1	
17	Conversion of company to LLP	4	Maximum time to inform deficiencies in the application from the date of receipt of the application.	2	Working Days	3	MCA21 Data Base
			Maximum time taken to issue certificate of conversion on receipt of duly completed application form with required documents.	3		1	
18	Shifting of registered office of the company from	4	Maximum time to inform deficiencies and take up queries and clarification on the application from the date of receipt of the application	45	Working days	2	MCA21 Data Base

	one State to another		Maximum time taken to issue order confirming the change of Registered Office of a Company on receipt of duly completed application form with required documents	15		2	
19	Shifting of registered office of the company from one RoC to another RoC within the State.	4	Maximum time to inform deficiencies in the application from the date of receipt of the application	45	Working Days	2	MCA21 Data Base
			Maximum time taken to issue order confirming the change of Registered Office of a Company on receipt of duly completed application form with required documents	15		2	
20	Grant of license under Section 8 of the Companies Act, 2013.	5	Maximum time to inform deficiencies in the application from the date of receipt of the application	5	Working Days	2	MCA21 Data Base
			Maximum time taken for granting of license to the applicant on receipt of duly completed application form with required documents	2		3	
21	Appointment or Reappointment and payment of remuneration to or payment of increased remuneration to or waiver of recovery of excess remuneration paid to Managing Director/ Whole-Time Director/Manager/ Chief Executive Officer. 'Section 197 has been amended to Omit the requirement the approval of Central Government for payment of remuneration to the managerial personnel (in case of inadequacy of profits) w.e.f. 12.09.2018 vide Notification No. S.O. 48822 (E) '.	3	Maximum time to inform deficiencies in the application from the date of receipt of the application (after assignment of said Form to Dealing Hand)	30	Working Days	1	MCA21 Data Base
			Maximum time taken for communicating approval/rejection on receipt of application completed in all respects.(after the due procedure is followed)	30		2	

	Statutory applications filed by Nidhi Companies for declaration/updation under Section 406 of Companies Act, 2013/Nidhi Rules, 2014 as amended						
22	Investor Grievance Redressal /CPGRAMS	5	Maximum time taken to dispose of from the date of receipt of grievance	30	Working Days	5	MCA21 Data Base
23	Other Grievances/Complaints related to MCA-21	3	Maximum time taken to dispose of from the date of receipt of grievance.	15	Working Days	3	MCA21 Data Base
24	Application for seeking status of Company as dormant under Section 455	2	Maximum time to inform deficiencies from date of receipt of the form	3	Working Days	1	MCA21 Data Base
			Maximum time to communicate approval or intimation about the form having been taken on record	2		1	
25	Application for seeking status of Company as active under Section 455	2	Maximum time to inform deficiencies from date of receipt of the form	3	Working Days	1	MCA21 Data Base
			Maximum time to communicate approval or intimation about the form having been taken on record	2		1	
26	Registration of intimation about appointment of Receiver/Manager [Section 84(1)]	3	Maximum time to inform deficiencies from date of receipt of the form	3	Working days	2	MCA21 Data Base
			Maximum time to communicate approval or intimation about the form having been taken on record	2		1	
27	Condonation of delay u/s 460	3	Maximum time to inform deficiencies in the application from the date of receipt of the application	15	Working days	1	MCA21 Data Base
			Maximum time taken to issue of approval by CG	30		2	
28	For change in Financial Year under section 2(41) of the Act and Rule 40 of the Companies (Incorporation) rules, 2014		Maximum time to inform deficiencies and take up queries and clarifications on the application from the date of receipt of the application	30	Working days		MCA21 Data Base
			Maximum time taken to issue order on receipt or resubmission of duly completed application form with required documents	30			

29	For conversion from Public to private under section 14(1) (2nd proviso) and Rule 41 of the Companies (Incorporation) rules, 2014		Maximum time to inform deficiencies and take up queries and clarifications on the application from the date of receipt of the application	45	Working days		MCA21 Data Base
			Maximum time taken to issue order on receipt or resubmission of duly completed application form with required documents or after holding hearing in the matter as the case may be.	30			
30	Refund of claims (dividends and other amounts remaining unclaimed / unpaid for a period of 7 years or more are transferred to Investor Education and Protection Fund Authority as per section 124/125 of Companies Act, 2013. Further, the refund of shares corresponding to the dividends.	3	Maximum time for completing the processing of claim application from the date of receipt of application along with verification report & complete requisite documents.	60	Working days		MCA21 Data Base

List of Stakeholders/Clients

S.No	Stakeholders/Clients
1.	Corporate Sector (all companies, LLPs)
2.	Professionals-CAs, CSs, ICWAs, Advocates etc.
3.	Investors
4.	Banks
5.	Other Government Ministries/Department at center
6.	State Governments (Stamp duty etc.)
7.	Citizens of India

Indicative Expectations from Service Recipients

S.No	Indicative Expectations from Service Recipients
1.	Submit duly completed application forms (in all respects).
2.	Strict compliance to rules, regulations and guidelines issued by Ministry from time to time.
3.	Adoption of good practices in Corporate governance and corporate social responsibility.
4.	Safeguarding the interests of investors.
5.	Giving suggestions/inputs on policy to further strengthen as well as other matters.
6.	Give your suggestions/inputs on draft placed on Ministry's website/those circulated to you.

Grievance Redressal Mechanism

SL No.	Nature of Grievances/Complaints	Name and address of Public Grievance officer	Landline	E-mail	Mobile No.
1	Investor Grievance	Smt. Richa Kukreja, Joint Director (SAG) Kota House, New Delhi	Tel. 011-23381664	richa.kukreja@mca.gov.in	9868488822
2	Other Grievances/Complaints	Smt. Richa Kukreja, Joint Director (SAG) Kota House, New Delhi	Tel. 011-23381664	richa.kukreja@mca.gov.in	9868488822
3	Grievances/Complaints related to MCA21	Shri Sh. Vivek Deputy Director Room No. 514, A Wing, Shastri Bhawan, New Delhi	Tel. 011-23384660	ddegov@mca.gov.in	

