

Citizen's / Client's Charter for

(Ministry of Corporate Affairs)

(2017-2018)

Address Shastri Bhawan, New Delhi- 110001

Website Id www.mca.gov.in
Date of Issue
Next review
January, 2018
January, 2019

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/	Weight	Responsible	Email)	Phone No.	Process	Documen		Fees	
	Transactions	%	Person (Designation)				t Required	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.qov.in	0124-2290014	1. Submission of the required documents Online complete in all respects for Approval of ROC. 2. Verification as per name guidelines and trademarks. 3. Communication of deficiencies, if any to the Applicant. 4. Resubmission of application after removal of deficiencies. 5. Communication of approval by authorized officer of Office of Registrar of Companies	E-Form INC-1	The Companies (Registration of office & Fees) Rules, 2014	Online	Rs. 1000/-
2.	Incorporation of a Company.	5	Registrar of Companies (RoC) Central Registration Centre (CRC) on behalf of RoC concerned	roc.crc@mca.gov.in	0124-2290014	Submission of the required documents Online complete in all respects for Approval of ROC. Examination of documents and other compliances as per	This Ministry vide notification GSR no. 936(E) dt 01.10.201 6 through Companie s	The Companies (Registration of office & Fees) Rules, 2014	NEFT/ Challan/ Online	As per table of fees

			provisions of Companies	(Incorporat	
			Act, 2013 by Office of	ion) Fourth	
			ROC.	Amendme	
			ROC.	nt Rules,	
			3. Communication of	2016 has	
				2016 has	
			deficiencies, if any to the	come out	
			applicant.	with	
				Simplified	
			4. Approval of the	Proforma	
			Competent Authority	for	
			and issue of Certificate	Incorporati	
				na	
			Registrar of the	ng Companie	
			2 constant of the	· (CDICa)	
			Companies.	s (SPICe) Form	
				Form	
				No.INC-32	
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				II III FUIIII	
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				5. ITTE TEE	
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				form is Rs.	
				500. The	
				Integrated	
				Form INC-	
				29 has	
				been	
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replaced with SPICe Form. Furrther, through notification no. GSR 1184(E) dt 29.12.201 6, Form No. INC-2 has been omitted. Further, Form No. INC-7 is required to be filled in
SPICe Form. Furrther, through notification no. GSR 1184(E) dt 29.12.201 6, Form No. INC-2 has been omitted. Further, Form No. INC-7 is required to
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subscriber

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	1. Submission of the required documents Online complete in all respects for Approval of ROC. 2. 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 Registration of Companies by Registrar of the Companies.	URC-1	The Companies (Registration of office & Fees) Rules, 2014	Online	As per table of fees
						or the Companies.				

The Companies (Registration of office & Fees) Rules, 2014	table of fees.
of office & Fees)	fees.

5.	Change of name of the	4	Registrar of the Companies of	roc.hyderabad@mca.gov.in	040-4657937	1. Submission of the	E-Form	The Companies		Rs.
	Company		the State	roc.shillong@mca.gov.in	0364-2222519	required documents On-	INC-24	(Registration	Online	2,000-
	' '		concerned	roc.patna@mca.gov.in	0612-222172	line complete in all		of office &		20,000
				roc.delhi@mca.gov.in	011-26235707	respect for approval of Registrar of Companies		Fees)		
				roc.goa@mca.gov.in	0832-2438617			Rules, 2014		
				roc.ahmedabad@mca.gov.in	079-27437597	2. Examination of all	MGT-14			Rs.
				roc.jammu@mca.gov.in	0191-2470306	documents by Office of Registrar of Companies	WIG 1-14			200-600
				roc.bangalore@mca.gov.in	080-25633105					200-000
				roc.ernakulam@mca.gov.in	0484-2423749	3. Communication of				
				roc.gwalior@mca.gov.in	0751-2321907	deficiencies to the applicant				
				roc.mumbai@mca.gov.in	022-22812627	арріїсані				
				roc.cuttack@mca.gov.in	0671-2365361	4. Resubmission of				
				roc.pune@mca.gov.in	020-25521376	application after removal				
				roc.pondicherry@mca.gov.in	0413-2240129	of deficiencies.				
				roc.chandigarh@mca.gov.in	0172-2639415	5. Issue of certificate by				
				roc.jaipur@mca.gov.in	0141-2222465	the office of Registrar of				
				roc.chennai@mca.gov.in	044-28270071	Companies.				
				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	06512482811					
				(for the State of Jharkhand)	0512-2550688					
				roc.kanpur@mca.gov.in	0012 2000000					
				(for the States of U.P and						
				Uttrakhand)						
				dr.raj@mca.gov.in						
				(for the State of Himachal						
				Pradesh)						
	1	111	II .	1				1		

6	Registration	4	Registrar of the	roc.hyderabad@mca.gov.in	040-4657937	1. Submission of the	E-Form	The		Rs.
	for change of Objects of the		Companies of state	roc.shillong@mca.gov.in	0364-2222519	required documents On-	MGT-14	Companies (Registration	Online	200-600
	Company		concerned	roc.patna@mca.gov.in	0612-222172	line complete in all		of office &		
				roc.delhi@mca.gov.in	011-26235707	respect for approval of Registrar of Companies		Fees)		
				roc.goa@mca.gov.in	0832-2438617			Rules, 2014		
				roc.ahmedabad@mca.gov.in	079-27437597	2. Examination of all				
				roc.jammu@mca.gov.in	0191-2470306	documents by Office of Registrar of Companies				
				roc.bangalore@mca.gov.in	080-25633105					
				roc.ernakulam@mca.gov.in	0484-2423749	3. Communication of				
				roc.gwalior@mca.gov.in	0751-2321907	deficiencies to the applicant				
				roc.mumbai@mca.gov.in	022-22812627	арричан				
				roc.cuttack@mca.gov.in	0671-2365361	4. Resubmission of				
				roc.pune@mca.gov.in	020-25521376	application after removal of deficiencies.				
				roc.pondicherry@mca.gov.in	0413-2240129	of deficiencies.				
				roc.chandigarh@mca.gov.in	0172-2639415	5. Issue of certificate by				
				roc.jaipur@mca.gov.in	0141-2222465	the office of Registrar of				
				roc.chennai@mca.gov.in	044-28270071	Companies.				
				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	06512482811					
				(for the State of Jharkhand)	0512-2550688					
				roc.kanpur@mca.gov.in						
				(for the States of U.P and						
				Uttrakhand)						
				dr.raj@mca.gov.in						
				(for the State of Himachal						
				Pradesh)						

7	Conversion of	4	Registrar of the	roc.hyderabad@mca.gov.in	040-4657937	1. Submission of the	E-Form	The	Online	Rs.
	Private Company to Public		Companies of the State	roc.shillong@mca.gov.in	0364-2222519	required documents On-	INC-27	Companies (Registration		2,000-
	company		concerned	roc.patna@mca.gov.in	0612-222172	line complete in all		of office &		20,000
				roc.delhi@mca.gov.in	011-26235707	respect for approval of Registrar of Companies		Fees)		
				roc.goa@mca.gov.in	0832-2438617			Rules, 2014		
				roc.ahmedabad@mca.gov.in	079-27437597	2. Examination of all	MGT-14			Rs.
				roc.jammu@mca.gov.in	0191-2470306	documents by Office of Registrar of Companies				200-600
				roc.bangalore@mca.gov.in	080-25633105					
				roc.ernakulam@mca.gov.in	0484-2423749	3. Communication of				
				roc.gwalior@mca.gov.in	0751-2321907	deficiencies to the applicant				
				roc.mumbai@mca.gov.in	022-22812627	арриоспи				
				roc.cuttack@mca.gov.in	0671-2365361	4. Resubmission of				
				roc.pune@mca.gov.in	020-25521376	application after removal				
				roc.pondicherry@mca.gov.in	0413-2240129	of deficiencies.				
				roc.chandigarh@mca.gov.in	0172-2639415	5. Issue of certificate by the office of Registrar of				
				roc.jaipur@mca.gov.in	0141-2222465	Companies.				
				roc.chennai@mca.gov.in	044-28270071					
				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	06512482811					
				(for the State of Jharkhand)	0512-2550688					
				roc.kanpur@mca.gov.in	0012 2000000					
				(for the States of U.P and						
				Uttrakhand)						
				dr.raj@mca.gov.in						
				(for the State of Himachal						
				Pradesh)						

8	Conversion of	4	Registrar of the	roc.hyderabad@mca.gov.in	040-4657937	1. Submission of the	E-Form	The	Online	Rs.
	unlimited		Companies of	roc.shillong@mca.gov.in	0364-2222519	required documents On-	INC-27	Companies		2,000-
	company into limited by shares		the State concerned	roc.patna@mca.gov.in	0612-222172	line complete in all		(Registration		20,000
	or by guarantee			roc.delhi@mca.gov.in	011-26235707	respect for approval of		of office & Fees)		_0,000
				roc.goa@mca.gov.in	0832-2438617	Registrar of Companies 2. Examination of all		Rules, 2014		
				roc.ahmedabad@mca.gov.in	079-27437597	documents by Office of	MGT-14	Kules, 2014		Rs.
						Registrar of Companies				200-600
				roc.jammu@mca.gov.in	0191-2470306	3. Communication of				200 000
				roc.bangalore@mca.gov.in	080-25633105	deficiencies to the				
				roc.ernakulam@mca.gov.in	0484-2423749	applicant				
				roc.gwalior@mca.gov.in	0751-2321907	Resubmission of application after removal				
				roc.mumbai@mca.gov.in	022-22812627	of deficiencies.				
				roc.cuttack@mca.gov.in	0671-2365361	5. Issue of certificate by				
				roc.pune@mca.gov.in	020-25521376	the office of Registrar of				
				roc.pondicherry@mca.gov.in	0413-2240129	Companies.				
				roc.chandigarh@mca.gov.in	0172-2639415					
				roc.jaipur@mca.gov.in	0141-2222465					
				roc.chennai@mca.gov.in	044-28270071					
				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	06512482811					
				(for the State of Jharkhand)						
				roc.kanpur@mca.gov.in	0512-2550688					
				(for the States of U.P and						
				Uttrakhand)						
				,						
				dr.raj@mca.gov.in						
				(for the State of Himachal						
				Pradesh)						

9.	Registration of a	4	Registrar of the	roc.hyderabad@mca.gov.in	040-4657937	1. Submission of the	E-Form	The	Online	Rs.
	Prospectus before issue of		Companies of the State	roc.shillong@mca.gov.in	0364-2222519	required documents On-	GNL-2	Companies		200-600
	IPO or FPO		concerned	roc.patna@mca.gov.in	0612-222172	line complete in all		(Registration of office &		
				roc.delhi@mca.gov.in	011-26235707	respects for Approval of Registrar of Companies.		Fees)		
				roc.goa@mca.gov.in	0832-2438617	Registral of Companies.		Rules, 2014		
				roc.ahmedabad@mca.gov.in	079-27437597	2. Examination of all				
				roc.jammu@mca.gov.in	0191-2470306	documents by Office of				
				roc.bangalore@mca.gov.in	080-25633105	Registrar of Companies.				
				roc.ernakulam@mca.gov.in	0484-2423749	3. Communication of				
				roc.gwalior@mca.gov.in	0751-2321907	deficiencies in a				
				roc.mumbai@mca.gov.in	022-22812627	document, if any to the				
				roc.cuttack@mca.gov.in	0671-2365361	Company.				
				roc.pune@mca.gov.in	020-25521376	4. Issue of				
				roc.pondicherry@mca.gov.in	0413-2240129	acknowledgement by				
				roc.chandigarh@mca.gov.in	0172-2639415	the office of Registrar of				
				roc.jaipur@mca.gov.in	0141-2222465	Companies. (manual				
				roc.chennai@mca.gov.in	044-28270071	process)				
				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	06512482811					
				(for the State of Jharkhand)	0512-2550688					
				roc.kanpur@mca.gov.in						
				(for the States of U.P and						
				Uttrakhand)						
				dr.raj@mca.gov.in						
				(for the State of Himachal						
				Pradesh)						

10. Charge Creation of Charge Creation of Charge Creation of Charge Creation of Charge In Companies of the State concerned 4 Registrar of the Companies of the State concerned 5 State concerned 5 Cappanies of the State concerned 5 Cappanies of the State concerned 6 Cappanies of the State concerned 7 Cappanies of the State concerned 8 Cappanies of the Companies Concentration of the roc. delhi@mca.gov.in roc. delhi@mca.gov.in roc. delhi@mca.gov.in roc. delhi@mca.gov.in roc. companies mca.gov.in roc.
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11	Condonation of	4	Regional	rd.east@mca.gov.in	033-22870383	1. Submission of the	E-Form	The Companies	Online	Rs.
	delay in filing of		Directors of the	rd.north@nic.in	0120-2445342	required documents	CHG-8	(Registration of		2,000-
	charge		region concerned	rd.northwest@mca.gov.in	079-27498725	On-line complete in	00	office & Fees)		20,000
	creation/modification and satisfaction of			rd.south@mca.gov.in	040-24657937	all respects for		Rules, 2014		·
	charge			rd.west@mca.gov.in	022-22817259	approval of Regional Director				
				rd.ser@mca.gov.in	044-28271737	Examination of all				
				rd.ner@mca.gov.in	033-22877390	documents by Office				
				ra.ner@moa.gov.m	000 2207 7000	of RDs'.				
						3. Communication of				
						deficiencies, in the				
						document to the				
						applicant/company.				
						Issue of Order granting				
						Condonation of delay				
						in filing of charge				
						creation/modification/				
						satisfaction by the office of concerned				
						Regional Director				
12	Extension of time to	3	Registrar of the Companies of	roc.hyderabad@mca.gov.in	040-4657937	1. Submission of the	E-Form	The Companies (Registration of	Online	Rs.
	hold AGM.		the State	roc.shillong@mca.gov.in	0364-2222519	required documents	ONII 4	I REGISTIATION OF		
			the State			-	GNL-1			2,000-
			concerned	roc.patna@mca.gov.in	0612-222172	On-line complete in	GNL-1	office & Fees)		2,000- 20,000
						-	GNL-1			-
				roc.patna@mca.gov.in	0612-222172	On-line complete in all respects for	GNL-1	office & Fees)		-
				roc.patna@mca.gov.in roc.delhi@mca.gov.in	0612-222172 011-26235707	On-line complete in all respects for Approval of Registrar of Companies.	GNL-1	office & Fees)		-
				roc.patna@mca.gov.in roc.delhi@mca.gov.in roc.goa@mca.gov.in	0612-222172 011-26235707 0832-2438617	On-line complete in all respects for Approval of Registrar of Companies. 2. Examination of all	GNL-1	office & Fees)		-
				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	0612-222172 011-26235707 0832-2438617 079-27437597	On-line complete in all respects for Approval of Registrar of Companies.	GNL-1	office & Fees)		-
				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	0612-222172 011-26235707 0832-2438617 079-27437597 0191-2470306	On-line complete in all respects for Approval of Registrar of Companies. 2. Examination of all documents by Office	GNL-1	office & Fees)		-
				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	0612-222172 011-26235707 0832-2438617 079-27437597 0191-2470306 080-25633105	On-line complete in all respects for Approval of Registrar of Companies. 2. Examination of all documents by Office of Registrar of Companies.	GNL-1	office & Fees)		-
				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	0612-222172 011-26235707 0832-2438617 079-27437597 0191-2470306 080-25633105 0484-2423749	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	GNL-1	office & Fees)		-
				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	0612-222172 011-26235707 0832-2438617 079-27437597 0191-2470306 080-25633105 0484-2423749 0751-2321907	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	GNL-1	office & Fees)		-
				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.gwalior@mca.gov.in	0612-222172 011-26235707 0832-2438617 079-27437597 0191-2470306 080-25633105 0484-2423749 0751-2321907 022-22812627	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	GNL-1	office & Fees)		-
				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	0612-222172 011-26235707 0832-2438617 079-27437597 0191-2470306 080-25633105 0484-2423749 0751-2321907 022-22812627 0671-2365361	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	GNL-1	office & Fees)		-
				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	0612-222172 011-26235707 0832-2438617 079-27437597 0191-2470306 080-25633105 0484-2423749 0751-2321907 022-22812627 0671-2365361 020-25521376	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	GNL-1	office & Fees)		-
				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.pune@mca.gov.in	0612-222172 011-26235707 0832-2438617 079-27437597 0191-2470306 080-25633105 0484-2423749 0751-2321907 022-22812627 0671-2365361 020-25521376 0413-2240129	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	GNL-1	office & Fees)		-
				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	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	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	GNL-1	office & Fees)		-

				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 and Uttrakhand) dr.raj@mca.gov.in (for the State of Himachal Pradesh)	0422-2318170 033-22877390 07752-250092 06512482811 0512-2550688					
13.	Registration of Court or NCLT or RD order.	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.pune@mca.gov.in roc.pune@mca.gov.in roc.chandigarh@mca.gov.in roc.chandigarh@mca.gov.in roc.chennai@mca.gov.in roc.chennai@mca.gov.in roc.chennai@mca.gov.in roc.chennai@mca.gov.in roc.chennai@mca.gov.in roc.coimbatore@mca.gov.in roc.kolkata@mca.gov.in roc.bilaspur@mca.gov.in	040-4657937 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	1. Submission of the required documents by companies On-line complete 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 public viewing.	E-Form INC-28	The Companies (Registration of office & Fees) Rules, 2014	Online	Rs. 200- 600
14	Issuance of certified copies of documents of a company.	2	Registrar of the Companies of the State concerned	roc.hyderabad@mca.gov.in roc.shillong@mca.gov.in roc.patna@mca.gov.in	040-4657937 0364-2222519 0612-222172	Submission of application alongwith requisite blank Stamp Paper & Court Fee for	Online applicatio n	The Companies (Registration of office & Fees) Rules, 2014	Online	Per page Rs. 25 and for

		roc.delhi@mca.gov.in	011-26235707	Approval of		Second
		roc.goa@mca.gov.in	0832-2438617	Registrar of		Certific
		roc.ahmedabad@mca.gov.in	079-27437597	Companies.		ate of
						incorpo ration
		roc.jammu@mca.gov.in	0191-2470306	2. Examination of		RS.
		roc.bangalore@mca.gov.in	080-25633105	all documents by Office of Registrar		100
		roc.ernakulam@mca.gov.in	0484-2423749	of Companies.		per.
		roc.gwalior@mca.gov.in	0751-2321907	or companies.		Certific
		roc.mumbai@mca.gov.in	022-22812627	3. Communication		ate.
		roc.cuttack@mca.gov.in	0671-2365361	of deficiencies, if		
		roc.pune@mca.gov.in	020-25521376	any to the		
		roc.pondicherry@mca.gov.in	0413-2240129	Company.		
		roc.chandigarh@mca.gov.in	0172-2639415	Issue of certified		
		roc.jaipur@mca.gov.in	0141-2222465	copy of the		
		roc.chennai@mca.gov.in	044-28270071	document by the		
		roc.coimbatore@mca.gov.in	0422-2318170	office of Registrar of Companies.		
		roc.kolkata@mca.gov.in	033-22877390	Companies.		
		roc.bilaspur@mca.gov.in	07752-250092			
		uttampatole@mca.gov.in	06512482811			
		(for the State of Jharkhand)	0512-2550688			
		roc.kanpur@mca.gov.in	0012 2000000			
		(for the States of U.P and				1
		Uttrakhand)				1
		dr.raj@mca.gov.in				
		(for the State of Himachal				
		Pradesh)				1

15	Issuance of Director	3	Regional			1. Submission of	E -Form	The Companies	Online	Rs.
	Identification		Director	rd.north@nic.in	0120-2445342	the required	DIR-3	(Registration of	• • • • • • • • • • • • • • • • • • • •	500/-
	Number(DIN).		(North)	Id.Hortife file.iii		documents On-line	טוא-ט	office & Fees)		500/-
						complete in all		Rules, 2014		
						respects for		1 (4100, 2011		
						Approval of DIN				
						Cell, Regional				
						Director(North)				
						2. Examination of				
						all documents by				
						DIN Cell under Regional				
						Director(North)				
						Birodor(Norun)				
						3. Communication				
						of deficiencies, if				
						any to the				
						Applicant.				
						4. Issue of approval				
						letter granting DIN				
						by the office of Regional Director				
						(North)				
16	Change in DIN	3	Regional			1. Submission of	E -Form			No.
	Particulars		Directors	rd.north@nic.in	0120-2445342	the required	DIR-6			Fee
			(North), New			documents On-line				
			Delhi			complete in all				
						respects for				
						Approval of DIN Cell, Regional				
						Director(North)				
						25555.(1.151.11.)				
						2. Examination of				
						all documents by				
						DIN Cell under				
						Regional Director(North)				
						Director(North)				
						3. Communication				
						of deficiencies, if				
						any to the				

						Applicant. 4. Re-submission by Stakeholders 5. Approval of Regional Director (North)				
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.nuttack@mca.gov.in roc.pune@mca.gov.in roc.pune@mca.gov.in roc.chandigarh@mca.gov.in roc.chandigarh@mca.gov.in roc.chennai@mca.gov.in	040-4657937 0364-222519 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	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

	Objection of anxiety and		Davisasi	(for the State of Jharkhand) roc.kanpur@mca.gov.in (for the States of U.P and Uttrakhand) dr.raj@mca.gov.in (for the State of Himachal Pradesh)	0512-2550688			The Comment	Oalia	
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.ner@mca.gov.in	033-22870383 0120-2445342 079-27498725 040-24657937 022-22817259 044-28271737 033-22877390	1. Submission of the required documents On-line complete in all respects for Approval of concerned Regional Directors. 2. Examination of all documents by Office of concerned Regional Director. 3. Communication of deficiencies, if any to the Company. 4. Issue of Order confirming the change of Registered Office of a Company by the office of Regional Director.	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.ser@mca.gov.in rd.ner@mca.gov.in	033-22870383 0120-2445342 079-27498725 040-24657937 022-22817259 044-28271737 033-22877390	1. Submission of the required documents On-line complete in all respects for Approval of concerned Regional Directors.	E-Form RD-1 INC-23	The Companies (Registration of office & Fees) Rules, 2014	Online	Rs. 2,000- 20,000

20	Cropt of license	E	Pogistrar of the		040.4057027	2. Examination of all documents by Office of concerned Regional Director. 3. Communication of deficiencies, if any to the Company. 4. Issue of Order confirming the change of Registered Office of a Company by the office of Regional Director.	INO 40	The Companies	Online	Ag par
20	Grant of license under Section 8 of the Companies Act, 2013.	5	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.pune@mca.gov.in roc.chandigarh@mca.gov.in roc.chandigarh@mca.gov.in roc.chennai@mca.gov.in roc.chennai@mca.gov.in roc.chennai@mca.gov.in roc.chennai@mca.gov.in roc.chennai@mca.gov.in roc.chennai@mca.gov.in roc.chennai@mca.gov.in roc.bilaspur@mca.gov.in uttampatole@mca.gov.in	040-4657937 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 044-28270071 0422-2318170 033-22877390 07752-250092 06512482811	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

				(for the State of Jharkhand) roc.kanpur@mca.gov.in (for the States of U.P and Uttrakhand) dr.raj@mca.gov.in (for the State of Himachal Pradesh)	0512-2550688					
21	Appointment or 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)	3	Under Secretary(CL-VII) Ministry of Corporate Affairs(HQ)		011-23389782	1. Submission of the required documents On-line complete in all respects for Approval of MCA. 2. Examination of all documents by Office of US (CL-VII), MCA. 3. Communication of deficiencies, if any to the Company. 4. Issue approval of the Competent Authority.	WIN-Z	The Companies (Registration of office & Fees) Rules, 2014	Online	Rs. 2,000- 20,000
22	Investor Grievance Redressal /CPGRAMS	5	Under Secretary(IGM), Ministry of Corporate Affairs (HQ) [IGM Section]	Us(igm)@mca.gov.in	011-24366348	 Submission of the Grievances/ Complaints On-line. Examination of Grievances/ Complaints in the Ministry of Corporate Affairs. 	Grievanc e Redressa I Forms	NA	NA	NA

23	Other Grievances/ Complaints related to MCA-21	3	Shri Shashi Raj Dara, Deputy Director, Ministry of Corporate Affairs	shashi.dara@mca.gov.in	23073017	 Reply to the applicant Submission of the Grievances/ Complaints On-line. Examination of Grievances/ Complaints in the Ministry of Corporate Affairs. Reply to the applicant 	Grievanc e Redressa I Forms	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.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.gwalior@mca.gov.in roc.numbai@mca.gov.in roc.pune@mca.gov.in roc.pune@mca.gov.in roc.pune@mca.gov.in roc.chandigarh@mca.gov.in roc.chennai@mca.gov.in roc.chennai@mca.gov.in roc.chennai@mca.gov.in roc.chennai@mca.gov.in roc.chennai@mca.gov.in roc.coimbatore@mca.gov.in roc.bilaspur@mca.gov.in uttampatole@mca.gov.in (for the State of Jharkhand)	040-4657937 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	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. Re-submission by Stakeholders 5. Approval of Registrar of Companies	IVISC-1	The Companies (Registration of office & Fees) Rules, 2014	Online	Rs. 2,000- 20,000 One Person Company & Small companie s Rs. 1000-2500

				roc.kanpur@mca.gov.in (for the States of U.P and Uttrakhand) dr.raj@mca.gov.in (for the State of Himachal Pradesh)	0512-2550688					
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 roc.gwalior@mca.gov.in roc.mumbai@mca.gov.in roc.cuttack@mca.gov.in roc.pune@mca.gov.in roc.pune@mca.gov.in roc.pondicherry@mca.gov.in roc.chandigarh@mca.gov.in roc.chandigarh@mca.gov.in roc.chennai@mca.gov.in roc.chennai@mca.gov.in roc.chennai@mca.gov.in roc.chennai@mca.gov.in roc.coimbatore@mca.gov.in roc.kolkata@mca.gov.in roc.bilaspur@mca.gov.in	040-4657937 0364-222519 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	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. Re-submission by Stakeholders 5. Approval of Registrar of Companies	E-Form MSC-4	The Companies (Registration of office & Fees) Rules, 2014	Online	Rs. 2,000- 20,000 One Person Company & Small companie s Rs. 1000- 2500

	Dogistration		Dogistros of the	uttampatole@mca.gov.in (for the State of Jharkhand) roc.kanpur@mca.gov.in (for the States of U.P and Uttrakhand) dr.raj@mca.gov.in (for the State of Himachal Pradesh)	0512-2550688			The Comments	Opling	
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.pune@mca.gov.in roc.pune@mca.gov.in roc.pune@mca.gov.in roc.chandigarh@mca.gov.in roc.chandigarh@mca.gov.in roc.chennai@mca.gov.in roc.chennai@mca.gov.in roc.chennai@mca.gov.in roc.chennai@mca.gov.in roc.chennai@mca.gov.in roc.kolkata@mca.gov.in roc.bilaspur@mca.gov.in roc.bilaspur@mca.gov.in (for the State of Jharkhand) roc.kanpur@mca.gov.in (for the States of U.P and Uttrakhand) dr.raj@mca.gov.in	040-4657937 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	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. 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

Prade	e State of Himachal sh) nir.kapoor@mca.go 011 2338 3065 1. Submission the required documents On complete in all respects. 2. examination all documents Policy section 3. Re-submiss by Stakeholder 4. Approval by central Govern	(Registration of office & Fees) I Rules, 2014 In of by Ision In the part of t	Online As perfectable of the Compines Act, 2013	e of ter les ne pa
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Service Standards

S.No.	Services/ Transactions	Total Weight	Success Indicators	Service Standard	Unit	Weight	Data Source
1.	Availability of names for new company	5	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 communicate approval by the concerned ROC on receipt of the application	2	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	2	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 the application	2	Working Days	2	MCA21 Data Base
3	Registration of unregistered Companies	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 of certificate of Registration by the concerned ROC on receipt of approval	2		1	
4	Registration of a place of Business in India by a	5	Maximum time to inform deficiencies in the application from the date of receipt of the application	2	Working Days	3	MCA21 Data Base
	company incorporated outside India		Maximum time taken to issue of certificate by the concerned ROC on receipt of approval	1		2	
5.	Change of name of the Company	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	3		1	
6.	Registration for change of Objects of the Company	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	
7.	Conversion of Private Company to Public company	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	3		1	
8	Conversion of unlimited Company to limited	4	Maximum time to inform deficiencies in the application from the date of receipt of the application	3	Working Days	3	MCA21 Data Base
	Company		Maximum time taken to issue of certificate by the concerned ROC on receipt of approval	3		1	
9	Registration of a Prospectus before issue of IPO or FPO	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 acknowledgement by the concerned ROC from the date of receipt of the application.	1		1	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 creation/ modification/ 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 officeof the company from one State to another	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
		Maximum time taken to issue order confirming the o	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	5	Maximum time to inform deficiencies in the application from the date of receipt of the application	5	Working Days	2	MCA21 Data Base
	Act, 2013.		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	3	Maximum time to inform deficiencies in the application from the date of receipt of the application	15	Working Days	1	MCA21 Data Base
	payment of increased remuneration to or waiver of recovery of excess remuneration paid to Managing Director/ Whole-		Maximum time taken for communicating approval on receipt of application completed in all respect.	30	2		
	Time Director/Manager/						
	Chief Executive Officer.						
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.	30	Working Days	3	MCA21 Data Base
24	Application for seeking status of Company as dormant under Section 455	ny as	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	
	Application for seeking status of Company as active under Section 455		Maximum time to inform deficiencies from date of receipt of the form	3	Working	1	MCA21
25			Maximum time to communicate approval or intimation about the form having been taken on record	2	Days	1	Data Base
26	Registration of intimation about appointment of Receiver/Manager [Section 84(1)]		Maximum time to inform deficiencies from date of receipt of the form	3	Working	2	MCA21 Data Base
			Maximum time to communicate approval or intimation about the form having been taken on record	2	days	1	_ Data base
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	7	2	

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	Shri V.K. Khubchandani, DII, Kota House, Shahjahan Road, New Delhi	Tel. 011- 23389263	vijay.khubchandani@mca.gov. in	9737342220
2	Other Grievances/Complaints	Shri J.S. Audhkhasi, Director Room No. 512 A Wing, Shastri Bhawan, New Delhi	Tel. 011- 23381615	audhkhasi.js@nic.in	9818452352
3	Grievances/Complaints related to MCA21	Shri Ashish Kushwaha, Director Room No. 514, A Wing, Shastri Bhawan, New Delhi	Tel. 23070954	ashish.kushwaha@mca.gov.in	9869062255