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About this Document

The Instruction Kit has been prepared to help you file eForms with ease. This documents provides references to law(s) governing the eForms, instructions to fill the eForm at field level and common instructions to fill all eForms. The document also includes important points to be noted for successful submission.

User is advised to refer instruction kit specifically prepared for each eForm.

This document is divided into following sections:

[Part I – Laws Governing the eForm](#)

[Part II – Instructions to fill the eForm](#)

[Part III – Important Points for Successful Submission](#)

Click on any section link to refer to the section.

Part I – Law(s) Governing the eForm

Purpose of the eForm

Any investor, shareholder, creditor, employee, deposit holder can file complaint related to shares, debentures, bonds, fixed deposits etc. against a company by filling Investor Complaints form. There is no fee for filing the form.

Alternatively the investor, shareholder, creditor, employee, deposit holder can also lodge an investor complaint by handing over a written complaint directly to an MCA official in the office of Registrar of Companies.

One Investor Compliant Form should be filed against only one company/ LLP and for one type of complaint. If there are multiple complaints against one company or LLP, file a different Investor Compliant Form for each type of Compliant. This will help is effective tracking and closure of complaint.

There is no fee for filing an Investor Complaint Form.

In the following situations, don't file an Investor Compliant Form.

1. If your complaint relates to multi-level marketing scheme or a scheme falling under the Price Chit and Money Circulation Schemes (Banning) Act, 1978, including a company carrying on chit fund business, please lodge your complaint with the Ministry of Finance, Department of Economic Affairs, Government of India.
2. If your complaint relates to termination of services, non-payment of salary, terminal benefits etc. (service-related matters), lodge the complaint with the Ministry of Labour & Employment, Government of India.
3. In case, your complaint / grievance relates to Non-Banking Finance Company (NBFC) or Residuary Non-Banking Company (RNBC) registered with RBI, please lodge your complaint with Reserve Bank of India (RBI).
4. In case, your complaint is against any company having any collective investment scheme, lodge the complaint with SEBI only.
5. If the complaint is against intermediaries registered with SEBI, such as stock brokers, depository participants, mutual funds, lodge the complaint with SEBI only.

6. If your complaint / grievance relates to issue and transfer of securities and non-payment of dividend in respect of listed companies and also the companies which intend to get their securities listed on any recognized stock exchange, you may file such complaints either with Securities and Exchange Board of India (SEBI) (under the Department of Economic Affairs) or with the Ministry of Corporate Affairs (MCA).
7. In case of other companies, all complaints should be filed with MCA.
8. In case of Chit Fund Companies, lodge the complaint with the Registrar of Chit Funds of the concerned state.
9. In case of real estate companies, lodge the complaint with the Ministry of Urban Development and Housing, GOI.
10. If your complaint relates to disputes concerning title of properties or in the nature of commercial disputes, lodge the complaint with the Court/Tribunal of appropriate jurisdiction.
11. If your complaint relates to misuse of digital signature (resulting in alleged filling of form 32 or form 2 etc.), lodge the complaint with the appropriate police authority, as prescribed in Information Technology Act, 2000.
12. If the complaint relates to deficiencies in products or services of a company, y lodge the complaint with the Consumer Court of appropriate jurisdiction or the Ministry of Consumer Affairs, Government of India, Krishi Bhawan, New Delhi.

Part II – Instructions to fill the eForm

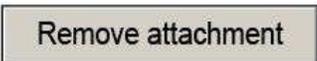
Specific Instructions to fill the eForm Investor Complaint at Field Level

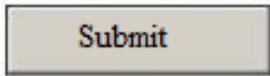
Instructions to fill the eForm are tabulated below at field level. Only important fields that require detailed instructions to be filled in eForm are explained. Self-explanatory fields are not discussed.

.S. No/ Section Name	Field Name	Instructions
1	Complaint against	Select the type of company/ LLP against which the complaint is to be filed. Select from available options.
2	Nature of business	Select the nature of business of the company/ LLP against which the compliant is to be filed. Select from available options.
3	(i) to (iv)	Nature of Complaint Select the appropriate nature of complaint from the available options.
	(v)	Status of complainant Select the status of complainant from the available options.
	Name and address of investor /other stakeholder	Enter the address of the Complainant. Mention the ISO Country code as listed in the Annexure-A . It is important to mention the correct address and email id of the complainant as all correspondence

.S. No/ Section Name		Field Name	Instructions
			from MCA will be done using address and email id mentioned here.
5	(a)	Corporate identity number (CIN)/ Limited Liability Partnership Identification Number (LLPIN)	<p>In case of an Indian company, enter the ‘Corporate Identification Number’ (CIN).</p> <p>In case of a Limited Liability Partnership, enter the ‘Limited Liability Partnership Identification Number’ (LLPIN).</p> <p>You may find CIN/ LLPIN by entering existing registration number or name of the company/LLP in the ‘Find CIN’ service available under the menu MCA services on the MCA website.</p>
		Pre-fill Button	<p>Click the Pre-fill button.</p> <p>On clicking the button, system shall automatically display the name, registered office address. In case there is any change in the email ID, enter the new valid email ID.</p>
6	(a)	Particulars of the shares or debenture or fixed deposits or other security (Fill in the details in respect of shares certificates or debenture certificates or fixed deposits receipt or application form or other security	Enter the details of the shares, debentures, fixed deposits or other security owned by the investor.
	(c)	Particulars of Complaint	Enter the details of the complaint in descriptive manner. This will help the MCA official to understand the complaint in detail.
Attachments			<p>Attach the following:</p> <ul style="list-style-type: none"> • Attach identity proof of the complainant • Any other information can be provided as an optional attachment
IM2) please fill the field with above IMAGE value			In the field - IM1) IMAGE , you can view the CAPTCHA text. Enter the same text in the field - IM2)

Common Instructions to fill eForm

Buttons	Particulars
<p>Pre-Fill</p> 	<p>The Pre-fill button can appear more than once in an eForm. The button appears next to a field that can be automatically filled using the MCA database.</p> <p>Click this button to populate the field.</p> <p>Note: You are required to be connected to the Internet to use the Pre-fill functionality.</p>
<p>Attach</p> 	<p>Click this document to browse and select a document that needs to be attached to the eForm. All the attachments should be scanned in pdf format. You have to click the attach button corresponding to the document you are making an attachment.</p> <p>In case you wish to attach any other document, please click the optional attach button.</p>
<p>Remove Attachment</p> 	<p>You can view the attachments added to the eForm in the List of attachment field.</p>
<p>Refresh Attachment</p> 	<p>You can refresh the image in the image field.</p>
<p>Check Form</p> 	<ol style="list-style-type: none"> 1. Click the Check Form button after, filling the eForm. System performs form level validation like checking if all mandatory fields are filled. System displays the errors and provides you an opportunity to correct errors. 2. Correct the highlighted errors. 3. Click the Check Form button again and system will perform form level validation once again. On successful validations, a message is displayed “Form level pre scrutiny is successful”. <p>Note: The Check Form functionality does not require Internet connectivity.</p>
<p>Modify</p> 	<p>The Modify button is enabled, after you have checked the eForm using the Check Form button.</p> <p>To make changes to the filled and checked form:</p> <ol style="list-style-type: none"> 1. Click the Modify button. 2. Make the changes to the filled eForm. 3. Click the Check Form button to check the eForm again.

Buttons	Particulars
Pre scrutiny 	<ol style="list-style-type: none"> 1. After checking the eForm, click the Prescrutiny button. System performs some checks and displays errors, if any. 2. Correct the errors. 3. Click the Prescrutiny button again. If there are no errors, a message is displayed “No errors found”. The Prescrutiny functionality requires Internet Connectivity.
Submit 	This button is disabled at present.

Part III - Important Points for Successful Submission

Processing Type

The eForm will be processed in the office of Registrar of Companies.

SRN Generation

On successful submission of the eForm Serious Complaints, SRN will be generated and shown to the user which will be used for future correspondence with MCA.

Email

An acknowledgment email is sent to the complainant on receipt of the online eForm.

Fee

There is no fee for filing Investor Complaint Form.

Track Complaint Status

Complainant can see the status of the filed Investor Complaint form by using the MCA service - Track Complaint Status available at www.mca.gov.in

Annexure A

List of ISO Country Codes

Country Name	Country Code	Country Name	Country Code
AFGHANISTAN	AF	LIBERIA	LR
AFGHANISTAN	AF	LIBERIA	LR
ÅLAND ISLANDS	AX	LIBYAN ARAB JAMAHIRIYA	LY
ALBANIA	AL	LIECHTENSTEIN	LI
ALGERIA	DZ	LITHUANIA	LT
AMERICAN SAMOA	AS	LUXEMBOURG	LU
ANDORRA	AD	MACAO	MO

Country Name	Country Code	Country Name	Country Code
ANGOLA	AO	MACEDONIA, THE FORMER YUGOSLAV REPUBLIC OF	MK
ANGUILLA	AI	MADAGASCAR	MG
ANTARCTICA	AQ	MALAWI	MW
ANTIGUA AND BARBUDA	AG	MALAYSIA	MY
ARGENTINA	AR	MALDIVES	MV
ARMENIA	AM	MALI	ML
ARUBA	AW	MALTA	MT
AUSTRALIA	AU	MARSHALL ISLANDS	MH
AUSTRIA	AT	MARTINIQUE	MQ
AZERBAIJAN	AZ	MAURITANIA	MR
BAHAMAS	BS	MAURITIUS	MU
BAHRAIN	BH	MAYOTTE	YT
BANGLADESH	BD	MEXICO	MX
BARBADOS	BB	MICRONESIA, FEDERATED STATES OF	FM
BELARUS	BY	MOLDOVA, REPUBLIC OF	MD
BELGIUM	BE	MONACO	MC
BELIZE	BZ	MONGOLIA	MN
BENIN	BJ	MONTENEGRO	ME
BERMUDA	BM	MONTSERRAT	MS
BHUTAN	BT	MOROCCO	MA
BOLIVIA	BO	MOZAMBIQUE	MZ
BOSNIA AND HERZEGOVINA	BA	MYANMAR	MM
BOTSWANA	BW	NAMIBIA	NA
BOUVET ISLAND	BV	NAURU	NR
BRAZIL	BR	NEPAL	NP
BRITISH INDIAN OCEAN TERRITORY	IO	NETHERLANDS	NL
BRUNEI DARUSSALAM	BN	NETHERLANDS ANTILLES	AN
BULGARIA	BG	NEW CALEDONIA	NC
BURKINA FASO	BF	NEW ZEALAND	NZ
BURUNDI	BI	NICARAGUA	NI
CAMBODIA	KH	NIGER	NE
CAMEROON	CM	NIGERIA	NG
CANADA	CA	NIUE	NU
CAPE VERDE	CV	NORFOLK ISLAND	NF
CAYMAN ISLANDS	KY	NORTHERN MARIANA ISLANDS	MP
CENTRAL AFRICAN REPUBLIC	CF	NORWAY	NO
CHAD	TD	OMAN	OM
CHILE	CL	PAKISTAN	PK
CHINA	CN	PALAU	PW

Country Name	Country Code	Country Name	Country Code
CHRISTMAS ISLAND	CX	PALESTINIAN TERRITORY, OCCUPIED	PS
COCOS (KEELING) ISLANDS	CC	PANAMA	PA
COLOMBIA	CO	PAPUA NEW GUINEA	PG
COMOROS	KM	PARAGUAY	PY
CONGO	CG	PERU	PE
CONGO, THE DEMOCRATIC REPUBLIC OF THE	CD	PHILIPPINES	PH
COOK ISLANDS	CK	PITCAIRN	PN
COSTA RICA	CR	POLAND	PL
COTE D'IVOIRE	CI	PORTUGAL	PT
CROATIA	HR	PUERTO RICO	PR
CUBA	CU	QATAR	QA
CYPRUS	CY	REUNION	RE
CZECH REPUBLIC	CZ	ROMANIA	RO
DENMARK	DK	RUSSIAN FEDERATION	RU
DJIBOUTI	DJ	RWANDA	RW
DOMINICA	DM	SAINT BARTHELEMY	BL
DOMINICAN REPUBLIC	DO	SAINT HELENA	SH
ECUADOR	EC	SAINT KITTS AND NEVIS	KN
EGYPT	EG	SAINT LUCIA	LC
EL SALVADOR	SV	SAINT MARTIN	MF
EQUATORIAL GUINEA	GQ	SAINT PIERRE AND MIQUELON	PM
ERITREA	ER	SAINT VINCENT AND THE GRENADINES	VC
ESTONIA	EE	SAMOA	WS
ETHIOPIA	ET	SAN MARINO	SM
FALKLAND ISLANDS (MALVINAS)	FK	SAO TOME AND PRINCIPE	ST
FAROE ISLANDS	FO	SAUDI ARABIA	SA
FIJI	FJ	SENEGAL	SN
FINLAND	FI	SERBIA	RS
FRANCE	FR	SEYCHELLES	SC
FRENCH GUIANA	GF	SIERRA LEONE	SL
FRENCH POLYNESIA	PF	SINGAPORE	SG
FRENCH SOUTHERN TERRITORIES	TF	SLOVAKIA	SK
GABON	GA	SLOVENIA	SI
GAMBIA	GM	SOLOMON ISLANDS	SB
GEORGIA	GE	SOMALIA	SO
GERMANY	DE	SOUTH AFRICA	ZA
GHANA	GH	SOUTH GEORGIA AND THE SOUTH SANDWICH ISLANDS	GS
GIBRALTAR	GI	SPAIN	ES

Country Name	Country Code	Country Name	Country Code
GREECE	GR	SRI LANKA	LK
GREENLAND	GL	SUDAN	SD
GRENADA	GD	SURINAME	SR
GUADELOUPE	GP	SVALBARD AND JAN MAYEN	SJ
GUAM	GU	SWAZILAND	SZ
GUATEMALA	GT	SWEDEN	SE
GUERNSEY	GG	SWITZERLAND	CH
GUINEA	GN	SYRIAN ARAB REPUBLIC	SY
GUINEA-BISSAU	GW	TAIWAN, PROVINCE OF CHINA	TW
GUYANA	GY	TAJIKISTAN	TJ
HAITI	HT	TANZANIA, UNITED REPUBLIC OF	TZ
HEARD ISLAND AND MCDONALD ISLANDS	HM	THAILAND	TH
HOLY SEE (VATICAN CITY STATE)	VA	TIMOR-LESTE	TL
HONDURAS	HN	TOGO	TG
HONG KONG	HK	TOKELAU	TK
HUNGARY	HU	TONGA	TO
ICELAND	IS	TRINIDAD AND TOBAGO	TT
INDIA	IN	TUNISIA	TN
INDONESIA	ID	TURKEY	TR
IRAN, ISLAMIC REPUBLIC OF	IR	TURKMENISTAN	TM
IRAQ	IQ	TURKS AND CAICOS ISLANDS	TC
IRELAND	IE	TUVALU	TV
ISLE OF MAN	IM	UGANDA	UG
ISRAEL	IL	UKRAINE	UA
ITALY	IT	UNITED ARAB EMIRATES	AE
JAMAICA	JM	UNITED KINGDOM	GB
JAPAN	JP	UNITED STATES	US
JERSEY	JE	UNITED STATES MINOR OUTLYING ISLANDS	UM
JORDAN	JO	URUGUAY	UY
KAZAKHSTAN	KZ	UZBEKISTAN	UZ
KENYA	KE	VANUATU	VU
KIRIBATI	KI	VENEZUELA, BOLIVARIAN REPUBLIC OF	VE
KOREA, DEMOCRATIC PEOPLE'S REPUBLIC OF	KP	VIET NAM	VN
KOREA, REPUBLIC OF	KR	VIRGIN ISLANDS, BRITISH	VG
KUWAIT	KW	VIRGIN ISLANDS, U.S.	VI
KYRGYZSTAN	KG	WALLIS AND FUTUNA	WF
LAO PEOPLE'S DEMOCRATIC REPUBLIC	LA	WESTERN SAHARA	EH
LATVIA	LV	YEMEN	YE



Instruction Kit for Investor Complaint
(Application for online registration of investor related complaint with MCA)

Country Name	Country Code	Country Name	Country Code
LEBANON	LB	ZAMBIA	ZM
LESOTHO	LS	ZIMBABWE	ZW

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