FAQs on New MCA Website

1. **Has the new MCA website been launched? Has there been any change in the existing services?**
   **Ans.** The Ministry of Corporate Affairs is in the process of implementing the third version of its flagship project MCA21 (NCA 21 V-3). The project will be developed and implemented in phase-wise manner over the fiscal year 2021-22.

   In Phase-1, the Ministry will release an upgraded version of MCA website, followed by two other public facing modules viz. e-Consultation and e-Book. Other modules of MCA21 version 2 will continue to operate in parallel and will support form-filing and regulatory compliance by stakeholders.

   Migration of all modules of MCA21 version 2 modules to version 3 shall take place from October 2021 onwards.

2. **What are the key features of the new MCA Website?**
   **Ans.** As stated above, the Ministry of Corporate Affairs is in the process of implementing the third version of its flagship project MCA21. The project will be developed and implemented in phase-wise manner over the fiscal year 2021-22.

   In the phase-1, following web pages have been revamped:
   - Home page
   - About Us
   - Data & Reports
   - Contact Us
   - News & Updates
   - Mediation & Conciliation

   Following new services have also been made available:
   - **E-Book** – E-Book has been revised to include e-books for all Acts administered by MCA. Further, additional functionalities such as filter, sorting and timelines have been introduced. Please refer to FAQs on E-Book for more information.
   - **E-Consultation** – A new online platform wherein, stakeholders/users can submit their comments and suggestions on the proposed amendments/draft legislations that are posted by MCA. Please refer to FAQs on E-Consultation for more information.

   Stakeholders may note that other modules of MCA21 version 2 will continue to operate in parallel and will support form-filing and regulatory compliance by stakeholders. Migration of all modules of MCA21 version 2 modules to version 3 is likely to happen in October 2021.

3. **Is there a change in the Login Process?**
   **Ans.** No. There is no change in the login process. Registered Users can continue to login using their existing credentials.
4. **Is there a change in the Registration Process?**
   *Ans.* No. There is no change in the Registration Process. New Users can sign up on the website here. Please refer to the FAQs on Registration for more information.

5. **Is there any change in e-filing process?**
   *Ans.* No. There is no change in the e-filing process. Please refer to the FAQs on e-filing for more information.

6. **Is there any change in payment process?**
   *Ans.* No. There is no change in the payment process. Please refer to the FAQs on Payment Process for more information.

7. **What will happen to data saved in “My Workspace” Tab with MCA website?**
   *Ans.* There is no change. It will remain same. All the forms saved in drafts can accessed through My Workspace.

8. **I do not see Stakeholder’s corner on the new Home Page. Where can I find this section?**
   *Ans.* The Stakeholder's corner has been discontinued. All the important reports/documents which were available in this section have been moved to Library page under Data & Reports. These reports could also be found in 'Recent Reports' tab in the Notification & Updates section of the Home Page. Vacancies/Appointments has been moved to News & Updates section.

9. **I do not see important Messages in the News tab on the Home Page. Where can I find these messages?**
   *Ans.* These messages could be found in the Important Updates tab in the Notification & Updates section of the Home Page.

10. **I do not see Forms & Downloads link at the top of the pages. Where do I find it?**
    *Ans.* You can now access Forms & Downloads section by clicking on Company Forms Downloads and LLP Forms Downloads cards located on the Home Page. Alternatively, the page can also be accessed through e-filing option under the MCA Services menu drop-down.

11. **How is the Sectional Search different from the Website Search?**
    *Ans.* The Sectional Search has been provided to enable users to quickly locate the relevant document. It caters to the documents in a particular section whereas Website search caters to the entire website.

12. **I do not see CRC (Corporate Seva Kendra) link at the top. Where do I find it?**
    *Ans.* CRC can be accessed from the Corporate Seva Kendra card added in the Information Corner on the Home Page.

    *Ans.* KPI Performance Report has been moved to Related Information and Document section of the About MCA Page.

14. **I do not see Extension of AGM, ROC Adjudication Reports, Disqualified Directors, Companies struck off, and Proclaimed Offenders on the Home Page. Where do I find these?**
15. Where can I find SOP for Grievance Redressal?
Ans. SOP for Grievance Redressal is located under Help & FAQ menu drop down.

16. I cannot find details of Staff Grievance Officer in Contact Us page. Where do I find it?
Ans. Staff Grievance Officer page has been moved to Employee Corner.

17. How do I access the important services on new MCA website?
Ans. The shortcuts to access primary and ancillary services have been provided on Homepage as cards.

➢ Step 1: Scroll through the 6 primary service cards below banner image. The following services can be accessed:
  o Register your Company
  o Company Forms Downloads
  o Close your Company
  o Register your LLP
  o LLP Forms Downloads
  o Close your LLP

➢ Step 2: User can click on any of the cards to know more and avail any of these services. The process of filing e-forms remain the same. To know more, click on FAQs on e-filing.

➢ Step 3: Scroll down to 12 Frequently used services cards given below the urgent notice band

➢ Step 4: User can use <> arrows to scroll through and select the required service. The following essential services can be directly accessed:
  o E-Books
  o Name Reservation – Company
  o Name Reservation – LLP
  o DIR 3 KYC
  o Track Transaction Status
  o View Public Documents
  o View Company/ LLP Master Data
  o Associate DSC
  o Update DSC
  o Enquire Fee
  o Independent Director/ Databank Registration
  o E-Auction

➢ Step 5: For services cards with lock icon on top, user will be redirected to login page. For cards without lock icon, the user will be navigated to the services page.

➢ Step 6: Alternatively, all these services can be accessed from Home -> MCA Services

➢ Step 7: All other MCA services can be accessed from Home -> MCA Services in same manner as previous website version.

18. How do I access all important updates and information on new MCA website?
Ans. The shortcuts to important information and notifications have been provided on Home page.

➢ Step 1: Scroll to ‘Notifications & Updates’ section on Homepage
➢ Step 2: Click on any of the following tabs to access respective documents/messages
  o What’s New
  o Latest News
  o Important Updates
  o Videos
  o Notices & Circulars
  o Recent Reports
  o Quotations & Tenders
  o Press Release
  o Vacancies
➢ Step 3: Search by content by typing relevant keyword on the sectional search bar provided.
➢ Step 4: User may select a date range from the Date icon to narrow down search of documents
➢ Step 5: User can scroll through the section to view the latest documents
➢ Step 6: Clicking on ‘View More’ will allow user to view all documents present for each of the sections
➢ Step 7: Clicking on Download icon will directly download documents in user’s system
➢ Alternatively, the user can access the same ‘News & Updates’ pages from quick links
➢ Step 8: All informational pages on Homepage have been arranged together as ‘Information Corner’. The following pages are available for viewing –
  o Ease of Doing Business
  o Employee Corner
  o Annual Reports
  o Parliament Questions & Assurances
  o Information on Company Deposits
  o Mediation & Conciliation Panel
  o Corporate Seva Kendra
➢ User can click on any of the cards to access the respective pages
➢ All other website related documents can be accessed through other information centric pages like About MCA, Data & Reports, Contact Us

19. Is there an option to navigate to RDs, ROCs or OLs?

Ans. Yes. The steps to navigate to RDs, ROCs or OLs are as follows:

➢ Step 1: Please click on the Contact Us option in the menu band. This will redirect to Grievance cell page under Contact Us Page.
➢ Step 2: - Please click on the Regional Directors tab present in the tab panel on the left.
➢ Step 3: - Please select the desired RD from the interactive Map. Alternatively, the desired RD can also be selected through the drop down present to the right of the interactive map.
➢ Step 4: - Upon selecting the desired RD, the details of the selected RD would appear on the right-hand side. There will be a 'View on Map' link at the bottom of the details.
➢ Step 5: - Click on the 'View on Map' link. It will redirect to Maps with the location of the RD shown on Maps.
➢ Step 6: - Users can then get directions to the selected RD/ROC/OL office through Maps.