



सत्यमेव जयते

Citizen's / Client's Charter
for
(Ministry of Corporate Affairs)
(2015-2016)

Address	Shastri Bhawan, New Delhi- 110001
Website Id	www.mca.gov.in
Date of Issue	June, 2015
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Vision Mission

Vision

To facilitate corporate growth with enlightened regulation.

Mission

To be responsive and sensitive to changes in the business environment and suitably formulate and modify corporate laws and regulations from time to time.

Main Services/Transactions

S.No	Services/ Transactions	Weight %	Responsible Person (Designation)	Email)	Phone No.	Process	Document Required	Fees		
								Category	Mode	Amount
1.	Availability of names for new company	5	Registrar of the Companies of the concerned State.	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.kanpur@mca.gov.in roc.kolkata@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 0512-2550688 033-22877390	1. Submission of the required documents On-line 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 the Companies of the concerned State	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.kanpur@mca.gov.in roc.kolkata@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 0512-2550688 033-22877390	1. Submission of the required documents On-line 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 Incorporation by Registrar of the Companies.	E-Form INC-2 INC-7 INC-22 DIR-12	The Companies (Registration of office & Fees) Rules, 2014	NEFT/ Challan/ Online	As per table of fees Rs. 200-600

3.	Registration of unregistered Companies	4	Registrar of the Companies of the concerned State	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.kanpur@mca.gov.in roc.kolkata@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 0512-2550688 033-22877390	1. Submission of the required documents On-line 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.	E-Form URC-1 DIR-12	The Companies (Registration of office & Fees) Rules, 2014	Online	As per table of fees Rs. 200-600
4.	Registration 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	1. Submission of the required documents On-line complete in all respects for Approval of Registrar of Companies, Delhi 2. Examination of all documents by Office of Registrar of Companies. 3. Communication of deficiencies, if any to the Applicant. 4. Issue of Certificate of registration by Registrar of Companies, Delhi	E-Form FC-1	The Companies (Registration of office & Fees) Rules, 2014	Online	As per table of fees.

Main Services/Transactions

5.	Change of name of the Company	5	Registrar of the Companies of the concerned State	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.kanpur@mca.gov.in roc.kolkata@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 0512-2550688 033-22877390	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-24 MGT-14	The Companies (Registration of office & Fees) Rules, 2014	Online	Rs. 2,000-20,000 Rs. 200-600
6	Registration for change of Objects of the Company	4	Registrar of the Companies, Delhi.	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.kanpur@mca.gov.in roc.kolkata@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 0512-2550688 033-22877390	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

Main Services/Transactions

7	Conversion of Private Company to Public company	4	Registrar of the Companies of the concerned State	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.kanpur@mca.gov.in roc.kolkata@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 0512-2550688 033-22877390	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
8	Conversion of Public Company to Private Company	4	Registrar of the Companies of the concerned State	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.kanpur@mca.gov.in roc.kolkata@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 0512-2550688 033-22877390	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

Main Services/Transactions

9.	Registration of a Prospectus before issue of IPO or FPO	5	Registrar of the Companies of the concerned State	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.kanpur@mca.gov.in roc.kolkata@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 0512-2550688 033-22877390	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.	E-Form GNL-2	The Companies (Registration of office & Fees) Rules, 2014	Online	Rs. 200-600
10.	Registration of Charge Creation/ modification/ satisfaction	4	Registrar of the Companies of the concerned State	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.kanpur@mca.gov.in roc.kolkata@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 0512-2550688 033-22877390	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

Main Services/Transactions

11	Condonation of delay in filing of charge creation/modification/satisfaction.	4	Regional Directors of the concerned region	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	<ol style="list-style-type: none"> 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-6	The Companies (Registration of office & Fees) Rules, 2014	Online	Rs. 2,000-20,000
12	Extension of time to hold AGM.	3	Registrar of the Companies of the concerned State.	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.kanpur@mca.gov.in roc.kolkata@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 0512-2550688 033-22877390	<ol style="list-style-type: none"> 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

Main Services/Transactions

13.	Registration of Court or CLB or RD order.	4	Registrar of the Companies of the concerned State	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.kanpur@mca.gov.in roc.kolkata@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 0512-2550688 033-22877390	<ol style="list-style-type: none"> 1. Submission of the required documents by companies Online 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 concerned State	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.kanpur@mca.gov.in roc.kolkata@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 0512-2550688 033-22877390	<ol style="list-style-type: none"> 1. Submission of application alongwith requisite blank Stamp Paper & Court Fee 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. Issue of certified copy of the document by the office of Registrar of Companies. 	Online application	The Companies (Registration of office & Fees) Rules, 2014	Online	Per page Rs. 25 and for Second Certificate of incorporation RS. 100 per. Certificate.

15	Issuance of Director Identification Number(DIN).	3	Regional Directors (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 by DIN Cell under Regional Director(North)</p> <p>3. Communication of deficiencies, if any to the Applicant.</p> <p>4. Issue of approval letter granting DIN by 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)	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 by DIN Cell under Regional Director(North)</p> <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>	E -Form DIR-6			No. Fee
17	Conversion of company to LLP	5	Registrar of the Companies of the concerned State	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	040-4657937 0364-2222519 0612-222172 011-26235707 0832-2438617 079-27437597 0191-2470306 080-25633105 0484-2423749 0751-2321907 022-22812627 0671-2365361	<p>1. Submission of the required documents On-line complete in all respects for Approval of Registrar of Companies.</p> <p>2. Examination of all documents by Office of Registrar of Companies.</p> <p>3. Communication of deficiencies, if any to the Company.</p>	E-Form LLP-2 LLP-18	The Companies (Registration of office & Fees) Rules, 2014	Online	As per table of fees

				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.kanpur@mca.gov.in roc.kolkata@mca.gov.in	020-25521376 0413-2240129 0172-2639415 0141-2222465 044-28270071 0422-2318170 0512-2550688 033-22877390	4. Accordingly approved by the office of Registrar of Companies.				
18.	Shifting of registered office of the company from one State to another.	4	Regional Directors of the concerned region	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 concerned region	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

20	Grant of license under Section 8 of the Companies Act, 2013.	5	Registrar of the Companies of the concerned State.	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.kanpur@mca.gov.in roc.kolkata@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 0512-2550688 033-22877390	<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. 	E-Form RD-1 INC-12	The Companies (Registration of office & Fees) Rules, 2014	Online	As per table of fees
21	Application or reappointment and remuneration or increase in remuneration or waiver for excess or over payment to managing or whole-time director(s) or manager and commission or remuneration or expression of opinion to directors (Section 196/197/198)	3	Under Secretary(CL-VII) Ministry of Corporate Affairs(HQ)	US.CL_VII@mca.gov.in	011-23389782	<ol style="list-style-type: none"> 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. 	E-Form MR-2	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	<ol style="list-style-type: none"> 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 Shyam Sundar, Deputy Director, Ministry of Corporate Affairs	Shyam.sunder@mca.gov.in	23073017	<p>1. Submission of the Grievances/ Complaints On-line.</p> <p>2. Examination of Grievances/ Complaints in the Ministry of Corporate Affairs.</p> <p>3. Reply to the applicant</p>	Grievance Redressal Forms	NA	NA	NA
24	Seeking status of Company as dormant under Section 455	3	Registrar of the Companies of the concerned State.	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.kanpur@mca.gov.in roc.kolkata@mca.gov.in	<p>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 0512-2550688 033-22877390</p>	<p>1. Submission of the required documents On-line complete in all respects for Approval of Registrar of Companies.</p> <p>2. Examination of all documents by Office of Registrar of Companies.</p> <p>3. Communication of deficiencies, if any to the Company.</p> <p>4. Re-submission by Stakeholders</p> <p>5. Approval of Registrar of Companies</p>	E-Form MSC-1	The Companies (Registration of office & Fees) Rules, 2014	Online	<p>Rs. 2,000-20,000</p> <p>One Person Company & Small companies Rs. 1000-2500</p>
25	Seeking status of Company as active under Section 455	2	Registrar of the Companies of the concerned State.	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.kanpur@mca.gov.in roc.kolkata@mca.gov.in	<p>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 0512-2550688 033-22877390</p>	<p>1. Submission of the required documents On-line complete in all respects for Approval of Registrar of Companies.</p> <p>2. Examination of all documents by Office of Registrar of Companies.</p> <p>3. Communication of deficiencies, if any to the Company.</p> <p>4. Re-submission by Stakeholders</p> <p>5. Approval of Registrar of Companies</p>	E-Form MSC-3	The Companies (Registration of office & Fees) Rules, 2014	Online	<p>Rs. 2,000-20,000</p> <p>One Person Company & Small companies Rs. 1000-2500</p>

26	Registration of intimation about appointment of Receiver/Manager [Section 84(1)]	3	Registrar of the Companies of the concerned State.	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.kanpur@mca.gov.in roc.kolkata@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 0512-2550688 033-22877390	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-7	The Companies (Registration of office & Fees) Rules, 2014	Online	Rs. 200-600
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Citizens'/Clients' Charter of Ministry of Corporate Affairs (2015-16)

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.	3	Working Days	3	MCA21 Data Base
			Maximum time taken to communicate approval by the concerned ROC on receipt of approval	3	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	4	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 approval	3	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	3	Working Days	3	MCA21 Data Base
			Maximum time taken to issue of certificate of Registration by the concerned ROC on receipt of approval	3		1	
4	Registration a place of Business in India by a company incorporated outside India	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 issue of certificate by the concerned ROC on receipt of approval	1		2	
5.	Change of name of the Company	5	Maximum time to inform deficiencies in the application from the date of receipt of the application	3	Working Days	4	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 Public Company to Private 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	
9	Registration of a Prospectus before issue of IPO or FPO	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 issue acknowledgement by the concerned ROC from the date of receipt of the application.	1		2	
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 CLB or RD order.	4	Maximum time to inform deficiencies in the application from the date of receipt of the application	20	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	10		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	5	Maximum time to inform deficiencies in the application from the date of receipt of the application.	2	Working Days	4	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 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 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	4	Maximum time to inform deficiencies in the application from the date of receipt of the application	45	Working Days	2	MCA21 Data Base

	to another RoC within the State.		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.	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 for communicating approval on receipt of application completed in all respect.	30		2	
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	

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.	Citizen 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 Redress Mechanism

SL. No	Nature of Grievances/Complaints	Name and address of Public Grievance officer	Landline	E-mail	Mobile No.
1	Investor Grievance	Shri K.V.R. Murty, Joint Secretary Room No. 504 A Wing, Shastri Bhawan, New Delhi	Tel. 011- 23074056, 23384380 (Fax)	Kvr.murty@gov.in	9560022844
2	Other Grievances/Complaints	Shri Suresh Pal, Joint Secretary Room No. 513 B Wing, Shastri Bhawan, New Delhi	Tel 23389785 Fax 23074212	sureshpal@nic.in	9868907961
3	Grievances/Complaints related to MCA21	Shri Ashish Kushwaha, Deputy Secretary Room No. 536 A Wing, Shastri Bhawan, New Delhi	Tel. 23070954	ashish.kushwaha@mca. gov.in	9869062255

