

Ministry of Company Affairs
Government of India

MCA21

About MCA21

In partnership with:



TATA CONSULTANCY SERVICES

February 2006

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1 An Overview of MCA21

1.1 Background

Keeping in tune with the eGovernance initiatives the world over, Ministry of Corporate Affairs (MCA), Government of India, has initiated the MCA21 project, to enable an easy and secure access to MCA services in a manner that best suits the corporate entities and professionals besides the public. MCA21 is intended to achieve all the objectives of a versatile eGovernance project. The project is named as MCA21 as it aims at repositioning MCA as an organisation capable of fulfilling the aspirations of its stakeholders in the 21st century. Rather than compelling the business community to physically travel to MCA offices, MCA services are available at the place of their choice, be it their homes or offices. The major components involved in this comprehensive eGovernance project are Front Office and Back Office.

The MCA21 project is designed to fully automate all processes related to the proactive enforcement and compliance of the legal requirements under the Companies Act, 1956. This will help the business community to meet their statutory obligations. From the customer perspective, the Front Office operations assume significance, which would be administered through the Front Office portal. The entire Back Office operations of the MCA would be automated so as to achieve the objective of a user-friendly computerized environment. MCA portal is the single point of contact for all MCA related services, which can be easily accessed over the Internet by all users.

The project also envisages a cost-effective integrated software solution for computerizing various in-house functions like Human Resources Management, Payroll, Accounting and Finance for internal users (employees) of MCA.

Permanent documents of existing companies like memorandum of association, articles of association, current charge documents were maintained in paper form across

Various Registrar of Companies (RoC) offices. These documents have now been converted into electronic format. The scope of MCA21 project covers only the offices of RoCs, Regional Directors and the Headquarter at New Delhi. It does not include other offices of MCA like Official Liquidators, Company Law Board / Tribunal and Courts.

The success of the service-oriented approach, the most fundamental ingredient of this project, will depend greatly on analyzing and responding to the needs of all stakeholders. To that extent, the project will develop a mechanism to constantly develop and improve the MCA21 system. It will be made possible by analyzing usage patterns and error/status messages as well as feedback from the customers comprising the corporates, professionals and the public.

1.2 Key Benefits of MCA21 Project

MCA21 seeks to fulfill the requirements of the various stakeholders including the corporates, professionals, public, financial institutions and banks, Government and the MCA employees. The key benefits of MCA21 project are as follows:

- (a) On-line incorporation of companies
- (b) Simplified and easy mode of filing of Forms/ Returns
- (c) Registration as well as verification of charges anytime and from anywhere
- (d) Inspection of public documents of companies anytime from anywhere
- (e) Corporate-centric approach
- (f) Building up a centralized database repository of corporates operating in India
- (g) Enhanced service level fulfillment and customer relationship building

- (h) Total transparency through eGovernance
- (i) Timely redressal of investor grievances
- (j) Availability of more time for MCA employees for qualitative analysis of corporate information

1.3 An Overview of MCA set up

The MCA mainly administers the Companies Act, 1956 and The Monopolies and Restrictive Trade Practices Act 1969. Besides, it also administers the following Acts:

- (a) The Competition Act, 2002
- (b) The Chartered Accountants Act, 1949
- (c) The Costs and Works Accounts Act, 1959
- (d) The Company Secretaries Act, 1980
- (e) The Partnership Act, 1932
- (f) The Societies Registration Act, 1860
- (g) The Companies (Donation to National Fund) Act, 1951

The MCA, which functions under overall direction and supervision of the Ministry of Corporate Affairs, has a three tier organizational set-up for administration of the Act, namely, the Headquarter at New Delhi, the Regional Directors at Mumbai, Kolkata, Chennai and Noida and the RoCs in States and Union Territories. The Official Liquidators who are attached to various High Courts functioning in the country are also under the overall administrative control of the Ministry. The Company Law Board, a quasi-judicial body, has its Principal Bench at Delhi, an additional Principal Bench for Southern States at Chennai and four Regional Benches located at Delhi, Mumbai, Kolkata and Chennai.

The four Regional Directors are in-charge of the respective regions, each region comprising a number of States and Union Territories. They supervise the working of the offices of the RoCs and the Official Liquidators working in their regions. They also maintain liaison with the respective State Governments and the Central Government in matters relating to the

administration of the Companies Act. Certain powers of the Central Government under the Act have been delegated to the Regional Directors. There is also an inspection unit attached to the office of every Regional Director for carrying out the inspection of the books of accounts of Companies under Section 209A of the Companies Act.

RoCs appointed under Section 609 of the Companies Act and covering the various States and Union Territories are vested with the primary duty of registering companies in the respective States and the Union Territories and ensuring that such companies comply with statutory requirements under the Act. These offices function as registry of records, relating to the companies registered with them, which are available for inspection by members of public on payment of the prescribed fee. The Central Government exercises administrative control over these offices through the respective Regional Directors.

1.4 Services Available Under MCA21 Project

The following services are available under the MCA21 Project:

- Registration and incorporation of new companies
- Filing of Annual Returns and Balance Sheets
- Filing of forms for change of names/address/Director's details
- Registration and verification of charges
- Inspection of documents
- Applications for various statutory services from MCA
- Investor grievance redressal

1.5 Organization of RoC Office under MCA

The RoC office working from its present address has virtually become the Back Office of the Ministry. Keeping in mind that a number of companies/entities may find it difficult to switch over to eFiling at the initial stage, Facilitation Centres known as Registrar's Front

Offices (RFOs) have been set-up at 52 locations throughout the country to provide requisite comfort for eFiling to such companies.

1.5.1 Front Office (FO)

The Front Office represents the interface of the corporate and public user with the MCA21 system. This comprises of Virtual Front Office and Registrar's Front Office. Virtual Front Office merely represents a computer facility for filing of digitally signed eForms by accessing the MCA portal through Internet. It also pre-supposes availability of related facilities to convert documents into PDF format through scanning of documents wherever required. When a company or user does not have these computer facilities, it can avail of these facilities at the designated facilitation centres, known as the Registrar's Front Offices.

1.5.2 Virtual Front Office (VFO)

Virtual Front Office implies availing services offered under the MCA21 project online by the user through Internet from his/ her home or office. Virtual Front Office facilitates anywhere, anytime services for filing of eForms.

The system automatically does pre scrutiny of the eForms filed and indicates error messages in case of incomplete or invalid particulars. **Upon successful submission, a Service Request Number (SRN) is generated by the system for the user, which can be used for future correspondence with MCA.**

The system calculates the fee payable for the form and accepts online payment through credit cards and Internet banking. There is also an option to make offline payment at designated bank branches through challan generated by the system. In the latter case, the MCA system gets updated on the realizations made by the designated banks on a daily basis.

Virtual Front Office is meant for electronically delivering services at a place and time convenient to the business community through the Front Office portal.

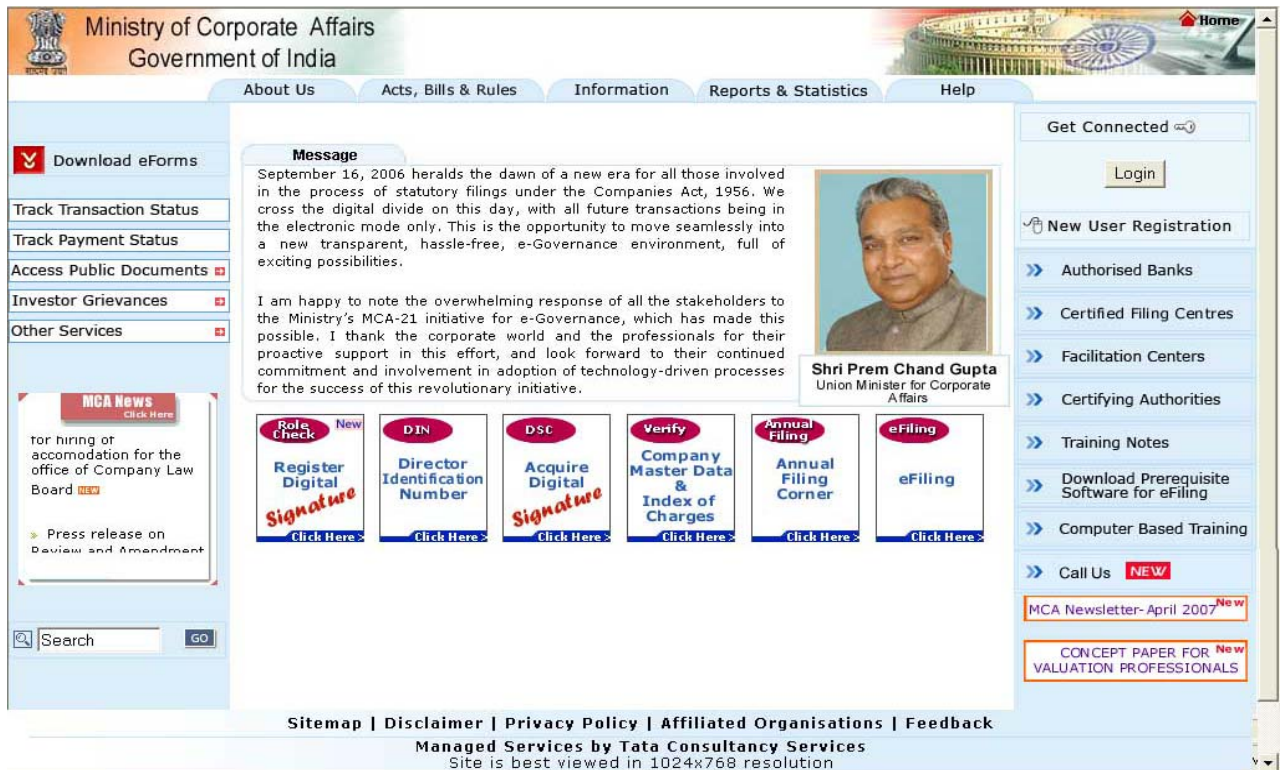


Figure 1: MCA Portal Home Page

1.5.2.1 System requirements for VFO

The following are the system requirements for VFO:

- A Personal Computer
- Web Browser – Internet Explorer version 6
- Internet access
- Adobe Acrobat Reader version 7.0.5
- WinZip
- Scanner (for scanning of paper documents to be filed as attachments to eForm)
- Printer (for printing bank payment challan or service fee payment receipt)

Thus, you have a Virtual Front Office in your home/office with the above-mentioned facilities. You can even use a cyber café or kiosk equipped with above facilities as a Virtual Front Office.

1.5.3 Registrar's Front Office (RFO)

Registrar's Front Office has replaced the RoC office counters. It is meant to serve as a facilitation centre to facilitate filing of eForms, scanning of attachments to the eForms, uploading the filled-in digitally signed eForms and finally generating challans for making payment of fees at the designated bank.

The Registrar's Front Offices are designed to facilitate electronic delivery of services, similar to the type available at the Virtual Front Office, and serve stakeholders who do not have access to computers and Internet.

As part of MCA21 project, adequate number of Registrar's Front Offices have been established throughout the country to serve better the interests of corporates and professionals. The details of Registrar's Front Offices are available on MCA portal.

While encouraging customers to use Virtual Front Office for fulfilling their obligations as stipulated under the Companies Act, 1956, Registrar's Front Offices ensures a smooth transition to fully electronic delivery of MCA services. Members of the business community can walk into these offices and obtain services. All the services for scanning and uploading of eForms at RFOs are available free of cost in the Registrar's Front Offices. Since these facilitation centres have been set-up to facilitate eFiling during the transition period, these will remain operational for a period of three years only, by which time, it is expected that all clients will operate through Virtual Front Offices.

1.6 Back Office

The Back Office represents the office of RoCs, Regional Directors, and Headquarter and takes care of internal processing of the forms filed by the corporate user as per MCA norms and guideline. The eForms are routed dynamically to the concerned authority for processing depending upon the assigned role. All the eForms along with the attachments, are stored in the electronic repository, which the staff of MCA can view depending upon the access rights.

2 E-Filing

MCA21 project facilitates eFiling of various forms and applications under the Companies Act, 1956 and the Rules and Regulations thereunder. The key details relevant to eFiling are presented hereinafter.

2.1 What is an eForm?

An eForm is nothing but a re-engineered conventional form and represents a document in electronic format for filing with MCA authorities through the Internet. This may be either a form filed for compliance or information purpose or an application seeking approval from the MCA.

2.2 What is the general structure of an eForm?

An eForm contains certain standardized features. Each eForm contains the form reference and the description as well as the particular section of the Companies Act, 1956 or the relevant rules or regulations under which it is required to be submitted. It starts with the Corporate Identity Number (CIN), which works as a unique identifier of a company, in the case of an Indian Company and the Foreign Company Registration Number (FCRN) in the case of a Foreign Company that is required to be filled-up. By entering the CIN/FCRN, the company details to the extent these are available in static form in the database, are automatically filled in by using the pre-fill functionality.

- The eForm contains a number of mandatory fields which are required to be filled-in. Certain other fields are non-mandatory in nature which may be filled-in as may be relevant in any particular case.
- An eForm contains tool tips for context-sensitive help.

- An instruction kit is available for each eForm, which contains details of the instructions for properly filling the eForm.
- An eForm may be filled in either online or offline. Online filling implies that the eForm is filled while being still connected to MCA portal through the Internet. Offline filling denotes that the eForm is downloaded into the user's computer and filled later without being connected to the internet. Online filing service is yet to be made available on MCA portal.
- An eForm may require certain mandatory attachments to be filed along with it. Optional attachments may also be filed with an eForm. The list of such attachments is displayed in the eForm.
- Next to attachment, there is a declaration that is sought from the person filing the eForm to the effect that the information given in the eForm and the attachments is correct and complete.
- Most of the eForms require the digital signature of the Managing Director or Director, Manager or Secretary of the company for successful filing/submission.
- Further, the digital signature of a third party may also be required in certain cases. In the case of an eForm for creation or modification of charges, such digital signature is also required from the Bank or Financial Institution.
- In certain cases, a certificate from the Chartered Accountant or Cost Accountant or Company Secretary in whole-time practice is also required to authenticate the particulars contained in the eForm. For example, this requirement is mandatory in the case of change of registered office of the company.
- There are built-in facilities to check the filled-in eForm for requisite validations, to do pre-scrutiny and to modify the eForm when the same is required to be re-submitted.
- [When the eform is filed on MCA portal, it gets saved into the MCA central document repository.](#)
- The requisite fees as applicable for the eForm can be paid either on-line or offline.

- Time stamping of eForms from a trusted source provides evidence that the transaction has occurred at a particular point of time.
- Once the eForm has been accepted and payment of fees has been acknowledged, a work item is created and assigned to the appropriate MCA employee based on pre-defined assignment rules as part of MCA back office workflow automation.
- In the case of an eForm, the authorized officer affixes his/her digital signature for registering/ approving/ rejecting the same.
- After the processing of the eForm is completed, an acknowledgement email is sent to the user regarding its approval / rejection.

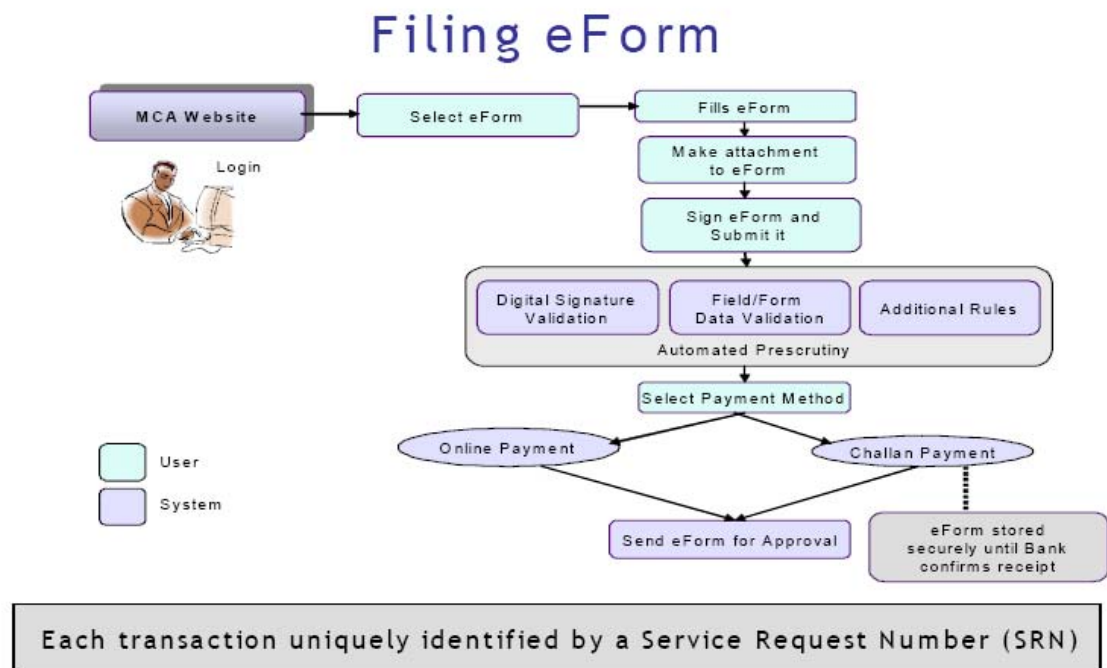
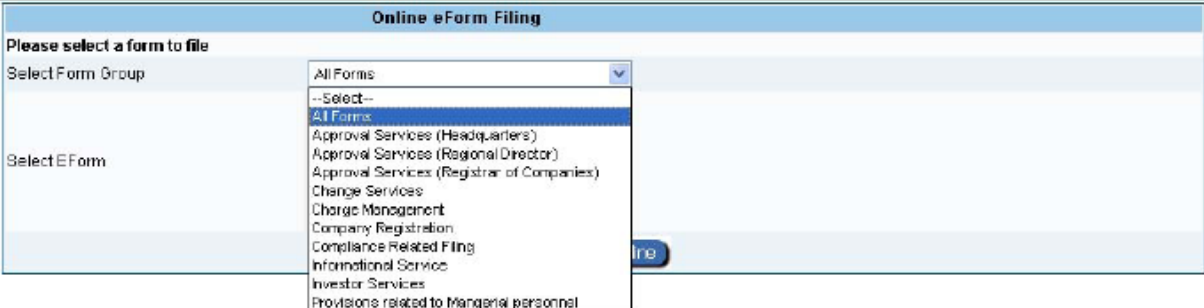


Figure 2: Flowchart of eFiling

2.3 Categories of eForms

For the purpose of standardization and better understanding, the proposed eForms have been grouped under the following broad categories:



The screenshot displays the 'Online eForm Filing' interface. It features a header bar with the title 'Online eForm Filing'. Below the header, there is a section titled 'Please select a form to file'. This section contains two main input areas: 'Select Form Group' and 'Select EForm'. The 'Select Form Group' dropdown menu is currently open, showing a list of categories. The categories listed are: 'All Forms', '--Select--', 'All Forms', 'Approval Services (Headquarters)', 'Approval Services (Regional Director)', 'Approval Services (Registrar of Companies)', 'Change Services', 'Charge Management', 'Company Registration', 'Compliance Related Filing', 'Informational Service', 'Investor Services', and 'Provisions related to Managerial personnel'. The 'All Forms' option is currently selected and highlighted in blue. A 'File' button is visible to the right of the dropdown menu.

Figure 3: Eform categories

2.3.1 Company Registration

For the purpose of incorporation of a company in India under the Companies Act, 1956, it requires name approval from the RoCs by filing Form 1A. After getting the name approval, the promoter(s) has to apply for incorporation of the company through Form 1 and also notify the RoC regarding the situation of registered office through Form 18, and provide details of the Directors' appointment through Form 32. After processing of all three eForms i.e. 1, 18 and 32, the company is registered and a CIN is generated for the company.

Provisions of registration are also applicable in the case of a foreign company incorporated outside India and which plans to set up places of business in India. Every foreign company within 30 days of establishing business in India, has to deliver required documents with Form 44 to Delhi RoC for registration to be legally authorized to carry on business in India.

Company registration services also cover registration of joint stock companies under Part IX of the Companies Act, 1956 by also filing Form 37 and 39.

In addition, there are also requirements of filling forms with RoC in case of Public companies regarding commencement of business.

2.3.2 Compliance Related Filing

All the statutory filing of eForms, which are event based, is grouped under compliance related filing services. The filing requirements include the following:

- (a) Returns of allotment including details of shares issued for consideration other than cash
- (b) Return of buy back of securities
- (c) Return of deposits by the company which has accepted public deposits during the year
- (d) Return of appointment of Managing Director, whole time Director
- (e) Notice of appointment of auditor.
- (f) Statutory report
- (g) Cost audit report

2.3.3 Change Services

Change services cover matters in respect of Indian companies, especially those pertaining to any change in the capital structure, increase in authorised capital and increase in the number of members. In such cases, the prescribed form has to be filed with the RoCs. Foreign companies are required to intimate the RoC about the changes in the charter statutes or any instrument governing the company, changes in the registered office, principal place of business or the persons appointed as Directors, Secretaries and authorised representatives. Change services also facilitate companies to notify RoC the change of situation of registered office of the company and change of Directors, Manager and Secretary.

2.3.4 Charge Management

Companies are required to file particulars for registration of charge created or modified with the concerned RoC. The charge can be created on various types of assets, such as immovable properties, plant and machinery, fixed deposits or book debts. The charge can also be created either on entire series of debentures or on any issue in a series. The charge is created on assets of a company in favour of lenders, such as financial institutions or banks.

In the case of satisfaction of charge, an eForm has to be filed with the RoC.

It also includes filing of eForms for appointment and cessation of receiver and filing of accounts by receiver.

2.3.5 Investor Services

MCA21 system accepts complaints filed against a company by an investor as part of investor services. There is a specific eForm for this purpose.

A separate eForm has to be filed for complaints with respect to each company. No digital signature is needed for filing this eForm. Also, no filing fee is required for submitting the eForm for complaints.

The nature of complaint may relate to any of the following aspects:

- (a) Shares/Dividend
- (b) Debentures/Bond
- (c) Fixed Deposits – non – receipt of amount
- (d) Miscellaneous

The investor can view the latest status of the complaint by querying on the Service Request Number (SRN) of the complaint.

The list of complaint status is presented below:

- a) Under process (i.e. Follow-up with Company)
- b) Waiting for information (i.e. Waiting for response from Complainant)
- c) Forwarded (Forwarded to other departments)

d) Closed

2.3.6 Provisions Relating to Managerial Personnel

MCA headquarter in Delhi deals with approvals relating to managerial personnel. This includes applications pertaining to the following:

- (a) Increase in the number of Directors
- (b) Appointment or reappointment of Managing Director (MD)\ Whole Time Director (WTD)\ Manager
- (c) Fixing\ increasing the remuneration or waiving off excess\overpayment to the concerned managing authority
- (d) Payment of commission to Directors
- (e) Seek opinion about the professional qualification of directors
- (f) Modification of the terms and conditions for the appointment of Managing Directors, Whole time Directors and Non Rotational Director
- (g) Remove disqualification of directors. .

2.3.7 Approval Services –Head Quarter

The MCA Headquarter located in Delhi handles all approvals relating to managerial personnel, managerial remuneration, annual accounts and other important aspects. Approval from MCA (Headquarter) is required in the following cases:

- (a) Exemption from attaching annual accounts of subsidiary(ies),
- (b) Exemption or extension of time for repayment of deposits
- (c) Recognition as a Nidhi company
- (d) Appointment of sole selling agent
- (e) Appointment of sole buying agent
- (f) Declaration of dividend out of reserves
- (g) Exemption from providing depreciation
- (h) Consent for holding office or place of profit

- (i) Providing loan or guarantee or security in connection with the loan to or by specified category of persons
- (j) Modification of the form and content of Balance sheet and profit and loss account
- (k) Appointment of Cost Auditor

2.3.8 Approval Services –Regional Director

The approval of the Regional Director is required in respect of the following matters:

- (a) Issue of licence under section 25 to an existing company
- (b) Issue of licence under section 25 to a new association
- (c) Approval of contract under section 297
- (d) Rectification of name of company
- (e) Appointment/Removal of auditor
- (f) Shifting of registered office of the company from the jurisdiction of one RoC to another within the same State
- (g) Opening of new branches by a Nidhi Company

2.3.9 Approval Services – RoCs

RoCs are empowered to accord approval, or to give any direction in relation to the matters pertaining to the change of name of an existing company and the conversion of a public company to private company. In addition, RoC approval is required in following cases:

- (a) Extension of time period for holding AGM
- (b) Holding AGM at place other than registered address
- (c) Declaring a company as defunct.
- (d) Extension of the period of annual accounts
- (e) Amalgamation of companies

- (f) Compounding of offences
- (g) Forms relating to winding up

2.3.10 Informational Services

Informational services cover those forms, which are to be filed with RoC for informational purposes, in compliance with the provisions of the Companies Act.

- (a) Form 1AA regarding consent and withdrawal of consent of persons charged as officers in default
- (b) Declaration of solvency in case company decides to buy back its shares
- (c) Form 23 regarding resolutions and agreements
- (d) Form 23AA regarding place where books of accounts are kept
- (e) Form 35A, in case company decides to transfer its shares to another company
- (f) Form 21 regarding order received from Court or Company Law Board

2.3.11 Annual filing eforms

Annual filing eforms are to be used for filing the annual return and Balance Sheet and Profit & Loss account of the company.

- (a) Form for filing annual return
- (b) Form for filing balance sheet and profit and loss account
- (c) Form for filing compliance certificate

2.4 Downloading of Blank eForms

Only blank templates can be downloaded from the MCA portal. The user can either download only the eform or alongwith the instruction kit.

FORM 18 Notice of situation or change of situation of registered office
[Pursuant to section 146 of the Companies Act, 1956]

Note - All fields marked in * are to be mandatorily filled.

1. *This form is for New company Existing company

2(a). *Corporate identity number (CIN) of company or Form 1A reference number

(b). Global location number (GLN) of company

3(a). Name of the company

(b). Address of the registered office of the company

4. Notice is hereby given that

(a). The address of the registered office of the company with effect from

(DD/MM/YYYY) is

The date of incorporation of the company is

*Address Line I

Line II

*City

Figure 4 : Downloaded eForm

2.5 What is “Pre-fill”?

Pre-fill is a functionality in an eForm that is used for filling automatically, the requisite data from the system without repeatedly entering the same. For example, by entering the CIN of the company, the name and registered office address of the company shall automatically be pre-filled by the system without any fresh entry.

2.6 What is an attachment?

An attachment refers to a document that is sent as an enclosure with an eForm by means of an attached file. The objective of the attachment is to provide details relevant to the eForm for processing. While some attachments are optional some are mandatory in nature.

The attachments to eForm should be only in Adobe PDF format and MCA portal provides the facility to convert any document format to PDF format. MCA portal does not accept attachments having size more than 2.6 MB and the user is advised to keep the attachment size within prescribed limit.

2.7 What is “Check Form”?

By clicking “Check Form”, the can find out whether the mandatory fields in an eForm are duly filled-in. For example if the user enters alphabets in “Date of Appointment of Director” field, he/she will be asked to correct the entered information.

To the best of my knowledge and belief, the information given in this form and its attachments is correct and complete.
 I have been authorised by the board of directors' resolution dated* (DD/MM/YYYY) to sign and submit this form.

I am authorised to sign and submit this form.

To be digitally signed by

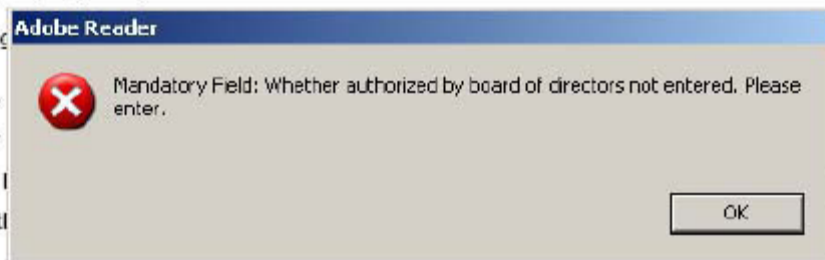
Managing

Certificate

It is hereby

records of I

and found th



Chartered accountant or cost accountant or company secretary (in whole-time practice)

For office use only:

This e-Form is hereby registered

Digital signature of the authorising officer

Figure 5: Check eForm

2.8 What is “Pre-Scrutiny”?

Pre-scrutiny is a functionality that is used for checking whether certain core aspects are properly filled in the eForm. The user has to make the necessary attachments in PDF format before submitting the eForm for pre-scrutiny.

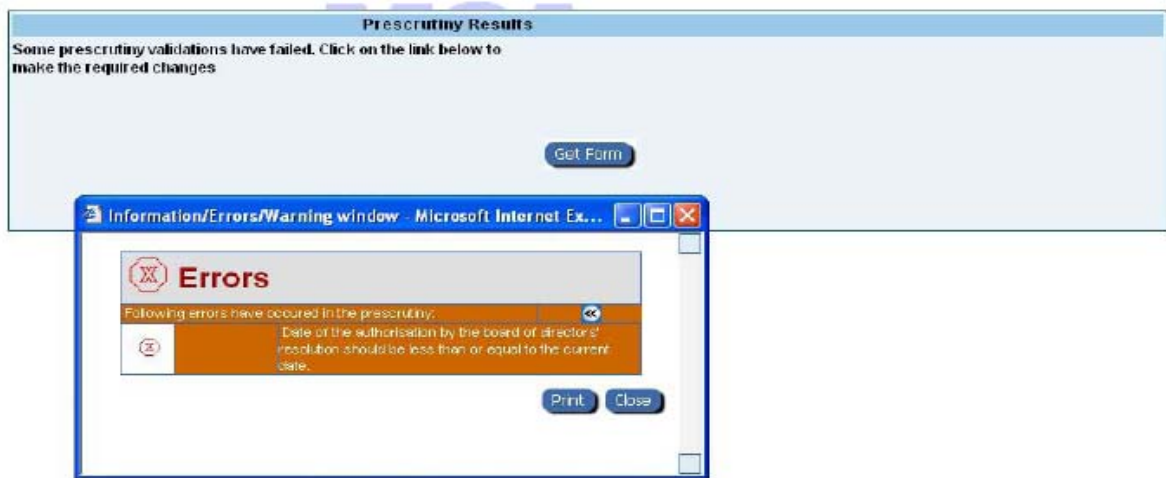


Figure 6: Pre-scrutiny errors

2.9 What is “Modify”?

Once the user has done “Check Form”, the form gets locked and it cannot be edited. If the user wishes to make any alterations, the form can be overwritten by clicking “Modify” button.

If the user wants to modify the form after pre-scrutiny failure, the user can get the eForm and whichever fields have to be changed only those may be modified by using the “Modify” button.

FORM 18

[Pursuant to section 146 of the Companies Act, 1956]

Notice of situation or change of situation of registered office

Note - All fields marked in * are to be mandatorily filled.

1. *This form is for New company Existing company

2(a). *Corporate identity number (CIN) of company or Form 1A reference number

(b). Global location number (GLN) of company

3(a). Name of the company

(b). Address of the registered office of the company

4. Notice is hereby given that

(a). The address of the registered office of the company with effect from

(DD/MM/YYYY) is

The date of incorporation of the company is

*Address Line I

Line II

Figure 7: Filled eForm

2.10 How to Affix Digital Signature

The process of affixing digital signature is as follows:

- User clicks the provision provided (signature affixing icon) on the eForm, against his role, to digitally sign it.
- Utility to sign the eForm opens, where user selects the intended certificate to digitally sign the eForm.
- After selecting the certificate, utility digitally signs the eForm with the certificate, and the certificate information gets embedded in the eForm.

2.11 What is “Submit”?

An eForm can be submitted after it has been digitally signed.

The process of submission of an eForm in case of off-line filling is presented below:

- (a) User logs in to the MCA portal and uses eForm upload service
- (b) User will have to select the appropriate category to which his form belongs. User browses the eForm and clicks on “Submit” button
- (c) User will be shown errors, if any
- (d) If eForm is successfully submitted, user will get confirmation message and will be led to fee payment screen

The digital certificate is validated to ensure that the certificate has not expired and the current status of the same is valid and that the certificate has not been revoked or suspended.

Fee For Services		
Transaction Details		
CIN/FCRN	U13201WB2005PTC000033	Change Services
Company Name	Surya Construction Pvt Ltd	
Address	Park Street, Kolkata, West Bengal, INDIA, 712419.	
Full Particulars of Remittance		
Service Type Description	Type of Fee	Rs.
Form Filing of Form18	Normal	300.00
Total		300.00
Pay Fee		

Figure 8: Fee for Services

The user can select either offline or online mode of payment for making payment.

2.12 What is “Instruction Kit”?

An “Instruction Kit” contains the detailed instructions explaining how to fill an eForm. This facilitates proper understanding of the eForm and filling of requisite details therein. An eForm can be downloaded either with or without the Instruction Kit.

2.13 Addendum to eForm

The user may have to submit some additional supporting documents that are not submitted during the eForm (application) filing but are required for the processing of the eForm. MCA may also ask the applicant to provide some additional documents in support of the eForm already filed so as to expedite the processing of the same.

The users can initiate this on their own by checking the track transaction status on MCA portal or on being notified by MCA through email/ transaction status on MCA portal. Payment of fees is not required for filing an addendum.

The supporting documents that the applicant uploads, as an addendum, gets duly associated with the eForm that was submitted earlier with the given SRN.

The normal process of filing an addendum is presented below:

- (a) The applicant enters SRN for which document needs to be attached
- (b) The applicant attaches relevant document, selects appropriate category from dropdown menu and clicks "Submit".
- (c) The system verifies that the status of entered SRN is "In Progress" and the submitted document gets accepted.

2.14 Re-submission of an eForm

The facility to re-submit an eForm is given in case certain changes are to be made with respect to an eForm submitted earlier. This requires previous SRN but does not require payment of fees (if form is resubmitted within prescribed time limit). All the documents that were uploaded at the time of submission of eForm shall again be uploaded during resubmission. User cannot re-submit the form on his/her own. Only when the status of the transaction of an eForm is set to "Required re-submission" at the instance of MCA authorities, the user can re-submit an eForm.

However, if the user wants to submit revised filing, say the Annual Report, it will not be considered as re-submission but as fresh filing. In this case both the filing will be stored in the MCA document repository.

2.15 Physical Submission of Certain Documents

In view of practical constraints, certain documents requiring stamp paper or stamp fees like stamped memorandum of association, declaration on stamp paper, order of Company Law Board/ Court will also be sent by the companies in the physical form to the RoCs. The user will be providing SRN while sending these forms/documents to MCA. This would ensure the authenticity and reliability of such key documents and enable the MCA authorities to further act upon the same.

2.16 Email Communication

The important outcomes are communicated to the user through an email. For example, an email is sent to the user when the fee payment for the eForm is not made by the expiry date mentioned in bank challan. Also when an eForm is accepted for processing, an acknowledgement mail is sent. Similarly when an eForm filed is approved/ rejected by the authority concerned, an email is sent.

2.17 Mapping of eForms with Existing Forms

The table at **Appendix A** shows how the re-engineered eForms are linked to the Forms previously used.

3 User Administration and Other features

This chapter deals with allotment of Director Identification Number (DIN), registration of users, digital signature, payment process and inspection of documents by users.

3.1 Director Identification Number - DIN

An existing Director/ person intending to become a Director are required to make an application to MCA for allotment of a unique identification, namely, Director Identification Number (DIN). It is intended to be a lifetime number.

For obtaining DIN, form DIN-1, requiring personal details such as name, address, and email ID of the person making an application, is required to be filled in. There is a fee of Rs. 100/- for application for allotment of DIN. On submission of of form DIN-1 online, applicant shall be allotted a provisional DIN and then he/ she is required to pay the requisite fees with reference to the provisional DIN obtained. The applicant shall be required to take a printout of the submitted eForm and will have to attach proof of identity, proof of residence, proof of father's name, proof of date of birth and photograph. The applicant shall be required to sign the physical copies of the form and get these documents duly [notarized/ attested by an approved authority](#). The applicant shall be required to send these documents along with the proof of payment made for DIN application to MCA DIN Cell at Noida.

On receipt of these documents, the application will be scrutinised and on approval, the DIN shall become active. The outcome of application (approval / rejection) shall be communicated to the user through email. Also the applicant can enquire the application status by quoting provisional DIN allotted at MCA portal.

The lists of DIN application status are as follows:

- (a) Provisional
- (b) Documents received
- (c) Approved
- (d) Rejected

3.2 Registration of Users

A first time user has to register with MCA to use the services offered by MCA portal. For registration, he has to provide personal information and then choose user ID and password or enter his digital certificate depending upon the user type selected.

Every time the user accesses any service at MCA portal, he/she will be asked to login using the user ID and password / digital certificate selected by him/her at the time of registration.

3.3 Types of Users

The following are the various types of users of MCA portal:

- (a) Business User
- (b) [External Agency User](#)
- (c) PFO/TFO User
- (d) Registered User
- (e) CFC User

3.4 Digital Signature

A digital signature is the electronic signature duly issued by the Certifying Authority that shows the authenticity of the person signing the same. Every user who is required to sign an eForm for submission with MCA requires Digital Signature. The persons requiring Digital Signature includes the company representatives, professionals and others who are required to affix digital signatures for submitting an eForm.

For MCA21, the following four types of users are identified as users of Digital Signature Certificates (DSCs).

- (a) MCA (government) employees

- (b) Professionals (Chartered Accountants, Company Secretaries, Cost accountants) who interact with MCA and companies in the context of the Companies Act, 1956.
- (c) Authorized Signatories and Directors of Companies
- (d) Representatives of Banks and Financial Institutions

The indicative process of issuance of DSC by registering online is as follows

- (a) Applicant registers online as a new subscriber at CA website. As a part of registration he has to provide user id/password and email account and CA creates user account.
- (b) Applicant is directed to the Certificate Enrollment page and follows the enrollment procedure.
- (c) Applicant takes the printout of Certificate Enrolment Form and sends the required Certificate Validation documents to CA as per the checklist mentioned in the Certificate Enrollment pages.
- (d) Applicant downloads the Certificate once the email notification on Certificate Issuance is received. The procedure for downloading the Certificate is specified in the email.

Digital Signature Certificates are used in MCA21 in terms of the following:

- (a) **Signing of eForms and Documents:** Digital Signature Certificates are used in eForms to ensure the signatory authentication and data authentication. The eForms and documents shall be digitally signed during submission of requests by the users (Directors/Managers/Secretary, Professionals). Whenever a request for a service is approved and the workflow is completed, the employee of MCA shall digitally sign the eForm as a proof of having processed/ approved the request in recognition of delivery of service.
- (b) **Secure Login:** Directors / Manager / Secretary and Professionals shall login to the MCA portal using Digital Signature Certificates instead of a password. Digital Signature

Certificate based solution provides a much secure way of login over normal user ID / password method.

The person requiring Digital Signature Certificate can approach any of the Certifying Authorities mentioned in **Appendix B** for issuance of Digital Signature Certificate. It is normally required to get a Digital Signature Certificate renewed every one or two year. There are charges associated with issuance and renewal of Digital Signature Certificate and these charges vary from one Certifying Authority to other.

3.5 Fees and Payment Mechanism

The amount of fee depends on many parameters like type of service requested, authorized capital of the company and the stipulated rules for fee calculation. Belated filing entails additional fees as per applicable rules.

Services for which fees are chargeable can broadly be categorized under following four categories:

- Filing of eForms/ applications
- Inspection of public documents online on portal
- Requesting certified copy or extract of a public document
- Transfer deed endorsement

System calculates the fee and it is displayed to the user detailing the services sought. In case user has to make the additional payment as advised by MCA/Company Law Board, the user enters the amount of fee to be paid to MCA.

3.6 Payment Options

Payment of fees can be made by user either offline or online depending upon his convenience.

The following payment options are available to the user for selection:

- Credit Card.
- Internet Banking
- Challan



Payment Options	
Online	<input type="radio"/> Credit Card
Online	<input type="radio"/> Internet Banking <input type="text"/>
Offline	<input type="radio"/> Challan
<input type="button" value="Submit"/>	

Figure 9: Payment Options

3.6.1 Offline Method

User can make the payment offline by taking the printout of pre-filled challan generated by MCA21 system and walking into any of the authorized bank branches to make the payment through traditional modes of payment (Cash / DD / Local Cheque). The user will look for bank branches most convenient to him/her as per details given on MCA portal. The address of the bank branches accepting payment on behalf of MCA are available on MCA portal.

3.6.1.1 Challan Payment Process

The bank challan payment process is as follows:

- (a) User selects the challan mode of payment.
- (b) SRN is generated and the user is shown the amount and date by which he can make the payment.

For example, consider a case of filing of Form 32 for appointment of Director. If the date of appointment is Nov 1, 2005 and the user submits the form at MCA portal on Nov 10, 2005 the fee amount will be normal fee and pay by date will be Nov 17.

However, if the user submits the form at MCA portal on Nov 26, 2005, the fee amount will be normal fee and pay by date will be Nov 30, 2005.

If the user submits the form at MCA portal on Dec 1, 2005, the fee amount will be normal fee and additional fee for one-month delay and the pay by date will be Dec 8, 2005.

If the user does not make the payment in bank branch on or before expiry date, the submission of form on the portal shall be regarded as incomplete. The applicant will be sent an email that his form cannot be regarded as filed due to non-payment of fee.

System generates the challan with the following fields pre-filled:

- Challan number (SRN)
- Date of challan
- Expiry date (pay by date)
- Name and designation of user by whom challan is tendered
- Name and address of the entity on whose behalf payment is made (company name and address)
- Particulars of the remittance
- Total amount
- Head of account

3.6.2 Online Method

Electronic payments through Internet can be made either by credit card or by Internet banking facility.

3.6.2.1 Credit Card Payment Process

The credit card payment process is as follows:

- The user selects credit card option for payment
- MCA21 system provides SRN and amount of fee to be paid to third party (payment gateway)
- User is redirected to third party providing internet payment gateway services. The user enters credit card information (card number, expiry date etc.) as requested by the payment gateway server to process the payment
- On success, following payment authorization information is provided by the payment gateway - SRN, date and time of transaction, amount paid, Authorization/Reference ID (generated by payment gateway), Credit Authorization reference (VISA, MASTERCARD etc.)
- The payment status is updated as "Paid" for the corresponding SRN
- In case of failure in payment (due to incorrect card number, card expiration etc.), user is displayed the error page with appropriate error message (if received from payment gateway) along with payment options to restart the payment process

3.6.2.2 Internet Banking Payment Process

Payments through Internet banking facility is provided by designated banks namely, Indian Bank and Punjab National Bank . The Internet banking payment process is as follows:

- MCA21 system redirects the user to the bank's Internet banking portal URL (as provided by the banking portal beforehand) and passes the necessary information such as SRN and amount
- ⌚ User interacts with the bank portal and provides relevant information for payment processing
- ⌚ After the payment processing is done, the response is sent by the bank's Internet banking portal to MCA portal

⌚ On success, following payment authorization information is provided by bank portal: SRN, date and time of transaction, Amount paid and Authorization/Reference ID (generated by bank's portal) MCA portal.

⌚ Payment authorization information as received is updated in the database and the payment status is updated as "Paid" for the corresponding SRN

MINISTRY OF COMPANY AFFAIRS		
PAYMENT RECEIPT		
SRN	: C31000752	Service Request Date : 17-12-2005
Received From:		
Name	: Shankar Roy	
Address	: qww2 North Block, AMN Avenue,284 w w.Delhi INDIA - 110011	
Name & Address of the company on whose behalf payment is received		
Name	: Surya Construction Pvt Ltd	
Address	: Park Street, Kolkata, West Bengal, INDIA, - 712419.	
Full Particulars of Remittance		
Service Description	Type Of Fee	Amount(Rs.)
Fee For Form18	Normal	300.00
Total		300.00
Mode of Payment:	Credit Card	
Received Payment(in words)Rs:	Three Hundred only	

Figure 10: Payment Acknowledgment

3.7 Search and Other Facilities

The following search facilities are available to locate the requisite information:

- Search for viewing public document
- Search for getting certified copy
- Finding the Corporate Identity Number (CIN)

- Checking company name



Figure 11: Services Provided

3.8 How to Search Public Document?

Public documents are those documents that are available for viewing, by anyone, on payment of requisite fees. Users may need to see public documents of any company registered with MCA for various purposes. Similarly, banks and financial institutions may also need to view these documents while sanctioning loan.

The following are the categories of public document:

1. Incorporation documents
2. Charge documents
3. Annual returns and balance sheet
4. Change in directors
5. Other documents

3.9 How to Request a Certified Copy of a Document?

The user selects one or more document(s) for viewing and clicks the “Get Certified Copy” button. User has the option to choose more than one document at a time. This is a paid service. User will have the facility to add the documents to his cart and make the payment collectively. The User has the option to mention the number of pages in the document for which he wants a certified copy as well as the number of copies.

Once the request reaches to the pending work list of the concerned MCA official, the official will take the printouts of the documents and sign it with seal and deliver to the requester. The certified copy will be delivered in physical form.

3.10 How to find CIN from Registration Number/Name?

The existing company registration numbers are unique within a given RoC office, but it is not so across various RoC offices in the country. The MCA portal displays the CIN of a company when the company registration number is entered along with the relevant RoC code. CIN can also be found by entering the name of the company.

The name or CIN of the company may change over a period of time.

In case of change of CIN, the user is required to enter previous (inactive) CIN and the system displays corresponding active CIN.

In case of change of name, the user is required to enter old name and the system displays corresponding current name.

This facility can be used without logging into the system.

3.11 Enquiring of Fee Payable

MCA portal user can enquire the fee details for various services that charge a fee to user. The purpose is to provide the user with fee details for a particular service.

The user can enquire the fee details for the following services:

- Filing of eForms
- Viewing public documents
- Getting certified copies of public documents
- Getting endorsement on share transfer deeds

3.12 Status Monitoring

MCA portal enables close monitoring of the status of any transaction by a user.

3.12.1 Viewing of Transaction Status

Once the transaction is performed, the user can check the status of that transaction from his account on the MCA portal at any time by entering SRN.

An individual user can only check the status of the transactions performed by him/her.

The list of different transaction status is presented below:

- (a) Payment confirmation awaited from bank
- (b) Transaction cancelled - payment not received
- (c) Pending for action
- (d) Assigned
- (e) Waiting for user clarification
- (f) Required resubmission
- (g) Pending for Approval action
- (h) Pending for approval
- (i) Approved

- (j) Rejected
- (j) Expired

The submitted form is accepted for processing once the payment has been confirmed.

The screenshot shows the MCA portal interface. At the top, it displays the Ministry of Corporate Affairs, Government of India logo and navigation links: Home, Change Password, My Profile, and Logout. Below this is a menu with 'About Us', 'Company Law & Rules', 'Information', 'Reports & Statistics', and 'Help'. The main content area is titled 'Track Transaction Status' and contains a form with the following fields: SRN (text input), Start Date (calendar icon, format dd-mm-yyyy), End Date (calendar icon, format dd-mm-yyyy), and Service Type (dropdown menu with '--Select--'). There are 'Search' and 'Reset' buttons below the form. On the left sidebar, there are links for 'Download eForms', 'Track Transaction Status', 'Track Payment Status', 'Access Public Documents', 'Investor Grievances', and 'Other Services'. At the bottom, there is a search bar and a footer with links for Sitemap, Disclaimer, Privacy Policy, Affiliated Organisations, and Feedback. The footer also mentions 'Managed Services by Tata Consultancy Services' and 'Site is best viewed in 1024x768 resolution'.

Figure 12: Track Transaction Status

3.12.2 Viewing of Payment Status

Status of payment done by user can be checked from the MCA portal with the help of SRN.

The list of payment statuses is shown below:

- (a) Paid
- (b) Not Paid
- (C) Payment confirmation awaited from bank

Appendix A. LIST OF RE-ENGINEERED EFORMS

S. No.	eForm No.	Details	Existing Form No.	Category
1	Form 1	Application and declaration for incorporation of a company	Form 1	Company Registration
2	Form 1A	Application form for availability or change of name	Form 1A	Company Registration/ Change services
3	Form 1AA	Particulars of person(s) or director(s) or charged or specified for the purpose of clause (f) or (g) of section 5	Form 1AA, 1AC	Informational services
4	Form 1AD	Application for confirmation by Regional Director for change of registered office of the company within the state from the jurisdiction of one Registrar to the jurisdiction of another Registrar	Form 1AD	Approval services-Regional Director
5	Form 1B	Application for approval of the Central Government for change of name or conversion of a public company into a private company	Form 1B (For Conversion of public company to private company)	Approval services-Registrar of companies/ Change services
6	Form 2	Return of allotment	Form 2	Compliance related filing

7	Form 3	Particulars of contract relating to shares allotted as fully or partly paid-up otherwise than in cash	Form 3	Compliance related filing
8	Form 4	Statement of amount or rate percent of the commission payable in respect of shares or debentures and the number of shares or debentures for which persons have agreed for a commission to subscribe for absolutely or conditionally	Form 4	Compliance related filing
9	Form 4C	Return in respect of buy back of securities	Form 4C	Compliance related filing
10	Form 5	Notice of consolidation, division, etc. or increase in share capital or increase in number of members	Form 5	Change services
11	Form 8	Particulars for creation or modification of charges (other than those related to debentures)	Form 8, 13, 55, 56, 59	Charge management
12	Form 10	Particulars for registration of charges for debentures	Form 10, 13, 57, 59	Charge management
13	Form 15	Appointment or cessation of receiver or manager	Form 15, 16, 13	Charge management
14	Form 17	Particulars for satisfaction of charges	Form 17, 13, 60	Charge management
15	Form 18	Notice of situation or change of situation of registered office	Form 18	Company Registration/ Change services

16	Form 19	Declaration of compliance with the provisions of section 149(1)(a), (b) and (c) of the Companies Act, 1956	Form 19	Company Registration
17	Form 20	Declaration of compliance with the provisions of section 149(2)(b) of the Companies Act, 1956	Form 20	Company Registration
18	Form 20A	Declaration of compliance with the provisions of section 149(2A) or of section 149(2B)	Form 20A	Company Registration
19	Form 20B [Refer Section 159 of the Companies Act, 1956]	Form for filing annual return of a company having a share capital	None	Annual Filing eForms
20	Form 21	Notice of the court or the company law board order	Form 21	Informational services
21	Form 21A	Particulars of annual return for the company not having share capital	Form 21A	Annual Filing eForms
22	Form 22	Statutory Report	Form 22	Compliance related filing
23	Form 22B	Form of return to be filed with the Registrar	None	Informational services
24	Form 23	Registration of resolution(s) and agreement(s)	Form 23	Informational services
25	Form 23AA	Notice of address at which books of account are maintained	Form 23AA	Informational services

26	Form 23AAA	Application to Central Government for modification in the matters to be stated in the company's balance sheet or profit and loss account	None	Approval services-Head Quarters
27	Form 23AAB	Application for exemption from attaching the annual accounts of the subsidiary companies	None	Approval services-Head Quarters
28	Form 23AAC	Application to Central Government for not providing depreciation	None	Approval services-Head Quarters
29	Form 23AC & 23ACA	Form for filing balance sheet, profit and loss account and other documents with the Registrar	None	Annual Filing eForms
30	Form 23B	Information by auditor to Registrar	Form 23B	Compliance related filing
31	Form 23C	Form of application to the Central Government for appointment of cost auditor	Form 23C	Approval services-Head Quarters
32	Form 24	Form of application to the Central Government for increase in the number of directors of the company	Form 24	Provisions relating to managerial personnel
33	Form 24A	Form for filing application to Central Government (Regional Director)	Form 24A	Approval services-Regional Director

34	Form 24AB	Form for filing application for giving loan, providing security or guarantee in connection with a loan	None	Approval services-Head Quarters
35	Form 24B	Form of application to the Central Government for obtaining prior consent for holding of any office or place of profit in the company by certain persons	Form 24B	Approval services-Head Quarters
36	Form 25A	Form of application to the Central Government for approval of appointment and remuneration or increase in remuneration or waive for excess or over payment to managing or whole-time director(s) or manager	Form 25A, 26	Provisions relating to managerial personnel
37	Form 25B	Form of application to the Central Government for approval to amendment of provisions relating to managing, whole-time or non-rotational directors	Form 25B	Provisions relating to managerial personnel
38	Form 25C	Return of appointment of managing director or whole-time director or manager	Form 25C	Compliance related filing

39	Form 32	Particulars of appointment of managing director, directors, manager and secretary and the changes among them or consent of candidate to act as a managing director or director or manager or secretary of a company and/ or undertaking to take and pay for qualification shares	Form 32, 29	Company Registration/ Change services
40	Form 32 Addendum	Particulars of appointment of managing director, directors, manager and secretary and the changes among them or consent of candidate to act as a managing director or director or manager or secretary of a company and/ or undertaking to take and pay for qualification shares- addendum to Form 32.	None	Company Registration/ Change services
41	Form 35A	Information to be furnished in relation to any offer of a scheme or contract involving the transfer of shares or any class of shares in the transferor company to the transferee	Form 35A	Informational services
42	Form 36	Receiver's or manager's abstract of receipt and payments	Form 36	Charge Management

43	Form 37	Application by an existing joint stock company or by an existing company (not being a joint stock company) for registration as a public limited or private limited or an unlimited company	Form 37, 38	Company Registration
44	Form 39	Registration of an existing company as a limited company	Form 39, 40, 41, 42	Company Registration
45	Form 44	Documents delivered for registration by a foreign company	Form 44	Company Registration
46	Form 49	Return of alteration in the charter, statute or memorandum and articles of association, address of the registered or principal office and directors and secretary of a foreign company	Form 49	Change services
47	Form 52	of business in India of a foreign company © list of places of business established by a foreign company (D) cessation to have a place of business in India	Form 52	Change services
48	Form 61	Form for filing an application with Registrar of Companies	None	Approval services- Registrar of companies

49	Form 62	Form for submission of documents with the Registrar	Form 4A, Return of Deposits, Liquidation forms (Voluntary), Compliance Certificate form	Compliance related filing
50	Form 63	Form for filing application for declaration as nidhi company	None	Approval services-Head Quarters
51	Form 64	Form for filing application for opening branch(s) by a nidhi company	None	Approval services-Regional Director
52	Form 65	Form for filing application or documents with Central Government	Application as prescribed under Companies (Application for Extension of Time or Exemption under Sub-section (8) of Section 58A) Rules, 1979. For other application None	Approval services-Head Quarters
53	Form 66	Form for filing Compliance Certificate with the Registrar	None	Annual Filing eForms

54	Form II [Pursuant to Rule 2 of the Companies (Appointment of Sole Agents) Rules, 1975]	Form of application for approval of the Central Government for the appointment of sole buying agent by a company	Form II [Pursuant to Rule 2 of the Companies (Appointment of Sole Agents) Rules]	Approval services-Head Quarters
55	Form DD-B [Pursuant to section 274(1)(g) read with rule 5 of Companies (Disqualification of Directors under section 274(1)(g) of the Companies Act, 1956) Rules, 2001]	Return by a public company	Form DD-B [Pursuant to section 274(1)(g) read with rule 5 of Companies (Disqualification of Directors under section 274(1)(g) of the Companies Act, 1956) Rules, 2001]	Compliance related filing
56	Form I [Pursuant to Rule 2 of the Companies (Appointment of Sole Agents) Rules, 1975]	Form of application for approval of the Central Government for the appointment of sole selling agents by the company	Form I [Pursuant to Rule 2 of the Companies (Appointment of Sole Agents) Rules]	Approval services-Head Quarters

57	Form DD-C [Pursuant to section 274 read with Companies (Disqualification of Directors under section 274(1)(g) of the Companies Act, 1956) Rules, 2001]	Form of application for removal of disqualification of directors	None	Provisions relating to managerial personnel
58	Form [Pursuant to the Companies (Declaration of Dividend out of Reserves) Rules, 1975]	Form of application for approval for declaration of dividend out of reserves	Part II - Form [Pursuant to section 159 of the Companies Act, 1956 and rule 3 of Application of section 159 to Foreign Companies Rules, 1975]	Approval services-Head Quarters
59	Form [Pursuant to section 159 of the Companies Act, 1956 and rule 3 of Application of section 159 to Foreign Companies Rules,	Form of annual return of a foreign company having a share capital	Part II - Form [Pursuant to section 159 of the Companies Act, 1956 and rule 3 of Application of section 159 to Foreign Companies Rules, 1975]	Compliance related filing

	1975]			
60	Form 1 [Pursuant to Rule 3 of Investor Education and Protection Fund (Awareness and Protection of Investors) Rules, 2001]	Statement of amounts credited to investor education and protection fund	Form 1 [Pursuant to Rule 3 of Investor Education and Protection Fund (Awareness and Protection of Investors) Rules	Compliance related filing
61	Form [Pursuant to section 233B(4), 600(3)(b) of the Companies Act, 1956 and rule 2(c) and rule 4 of the Cost Audit (Report) Rules, 2001]	Form for filing cost audit report and other documents with the Central Government	Cost Audit Report	Compliance related filing
62	Investor Complaint Form	Investor Complaint Form	None	Investor services

Appendix B. LIST OF CERTIFYING AUTHORITIES

1. Tata Consultancy Services Ltd.

www.tcs-ca.tcs.co.in

Tata Consultancy Services Ltd. 11th Floor, Air India Building, Nariman Point, Mumbai
- 400 021

2. National Informatics Centre

www.nic.in

A-Block CGO Complex, Lodhi Road, New Delhi -110 003

3. Institute for Development & Research in Banking Technology (IDRBT)

idrbtca.org.in

IDRBT, Castle Hills, Road No. 1, Masab Tank, Hyderabad, Andhra Pradesh - 500 057
(India)

4. MTNL

www.mtnltrustline.com

3rd Floor, Mahanagar Doorsanchar Sadan, 9,CGO Complex,Lodi Road New Delhi-110003

5. Customs & Central Excise

icert.gov.in

5th Floor Hotel Samrat,Kautilya Marg, Chanakya Puri, New Delhi-110021

6. n)Code Solutions Ltd., (A division of Gujarat Narmada Valley Fertilisers Company Ltd.)

www.gnvfc.com

(n)Code Solutions, (A division of Gujarat Narmada Valley Fertilisers Company Ltd.) Ahmedabad - 380 054, Gujarat.

7. Safescrypt

www.safescrypt.com

Safescrypt Ltd. II Floor, Tidel Park 4 Canal Bank Road Taramani, Chennai - 600 113

