



Citizen's / Client's Charter
for
(Ministry of Corporate Affairs)
(2013-2014)

Address	Shastri Bhawan, New Delhi- 110001
Website Id	www.mca.gov.in
Date of Issue	June, 2013
Next review	March, 2014

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.

Citizens'/Clients' Charter of Ministry of Corporate Affairs (2013-14)

Main Services/Transactions

S.No	Services/ Transactions	Weight %	Responsible Person (Designation)	Email)	Phone No.	Process	Document Required	Fees		
								Category	Mode	Amount
1.	Application for availability of names for new company	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 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 1A	NA	Payment by Credit Card/ Internet banking/ NEFT/ ECS.	As per Rule 4A of the Companies (Central Govt.) General Rules and Forms 1956
2.	Application for Incorporation of a Company.	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 ROC . 2. Examination of documents and other compliances as per provisions of Companies Act, 1956 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 1, 18, 32	NA	Challan payment by Credit card/ Internet banking/ NEFT/ ECS	As per schedule X of the Act.

Citizens'/Clients' Charter of Ministry of Corporate Affairs (2013-14)

Main Services/Transactions

3.	Application for registration of Joint Stock Companies under Part IX of Companies Act, 1956	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	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. Issue of Certificate of registration by Registrar of Companies	E-Form 1, 18, 32, 37 & 39.	NA	Challan payment by Credit card/ Internet banking/ NEFT/ ECS	As per schedule X of the Act.
4.	Application for registering a place of Business in India by a company incorporated outside India	2	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 44	NA	Challan payment by Credit card/ Internet banking/ NEFT/ ECS	As per schedule X of the Act.

Citizens'/Clients' Charter of Ministry of Corporate Affairs (2013-14)

Main Services/Transactions

5.	Application for change of name of the 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 1B & E- Form 23	NA	Challan payment by Credit card/ Internet banking/ NEFT/ ECS	As per schedule X of the Act.
6	Application 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 23	NA	Challan payment by Credit card/ Internet banking/ NEFT/ ECS	As per schedule X of the Act.

Citizens'/Clients' Charter of Ministry of Corporate Affairs (2013-14)

Main Services/Transactions

7	Application for conversion of Private Company to Public company	2		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 23 , E-Form 622	NA	Challan payment by Credit card/ Internet banking/ NEFT/ ECS	As per schedule X of the Act.
8	Application for conversion of Public Company to Private Company	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 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 23, E-Form 1B	NA	Challan payment by Credit card/ Internet banking/ NEFT/ ECS	As per schedule X of the Act.

Citizens'/Clients' Charter of Ministry of Corporate Affairs (2013-14)

Main Services/Transactions

9.	Application for filing of a Prospectus before issue of IPO or FPO/ Statement in-lieu of prospectus (SLP)	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 62	NA	Challan payment by Credit card/ Internet banking/ NEFT/ ECS	As per schedule X of the Act.
10.	Application for registration of Charge Creation/ modification/ satisfaction	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	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 8/10/17	NA	Challan payment by Credit card/ Internet banking/ NEFT/ ECS	As per schedule X of the Act.

Citizens'/Clients' Charter of Ministry of Corporate Affairs (2013-14)

Main Services/Transaction

11	Application for condonation of delay in filing of charge creation/modification/satisfaction.	2	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	033-22877390 0120-2445342 079-27498725 040-24657937 022-22817259 044-28271737	<p>1. Submission of the required documents On-line complete in all respects for approval of Regional Director</p> <p>2. Examination of all documents by Office of RDs'.</p> <p>3. Communication of deficiencies, in the document to the applicant/company.</p> <p>4. Issue of Order granting Condonation of delay in filing of charge creation/modification/satisfaction by the office of concerned Regional Director</p>	E-form 24AAA	NA	Challan payment by Credit card/ Internet banking/ NEFT/ ECS	As per the Companies (Fees on Application) Rules, 1999.
12	Application for extension of time to hold AGM/Change of Financial Year.	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	<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. Communication of approval by the office of Registrar of Companies.</p>	E-Form 61	NA	Challan payment by Credit card/ Internet banking/ NEFT/ ECS	As per schedule X of the Act.

Citizens'/Clients' Charter of Ministry of Corporate Affairs (2013-14)

Main Services/Transactions

13.	Application for processing of Scheme of Arrangement/ reconstruction/ amalgamation under Section 391/394 of the Act.	4	Registrar of the Companies of the concerned State and Regional Directors of the concerned region.	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 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	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 033-22870383 0120-2445342 079-27498725 040-24657937 022-22817259 044-28271737	1. Submission of the required documents On-line complete in all respects for Approval of Registrar of Companies /Regional Directors. 2. Examination of all documents by Office of Registrar of Companies & submission of report to Regional Directors. 3. Communication of deficiencies, if any to the company. 4. Filing of Affidavit by Regional Directors' to Hon'ble High Court of the State concerned. 5. On approval by hon'ble High Court – (i) Company to file Form 21 with the Registrar of Companies along with certified copy of the Hon'ble Court's approval. (ii) Approval given by Registrar of Companies for giving effect to the scheme from the date of filing Form 21 by the Company	E-Form 61	NA	NA	NA
-----	---------------------------------------------------------------------------------------------------------------------	---	---------------------------------------------------------------------------------------------------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-----------	----	----	----

Citizens'/Clients' Charter of Ministry of Corporate Affairs (2013-14)

Main Services/Transactions

14	Application for compounding Offences under the Companies Act	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 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. Forwarding of compounding application with Registrar of Companies comments to the Compounding Authority i.e. RD/CLB. 5. After compounding of offence, the Company files Form 21 with the Registrar of Companies which is taken on record. 6. If the prosecution has already been done, the Registrar of Companies files an application with the Code for discharge of the accused. 	E-form 61	NA	NA	NA
----	--------------------------------------------------------------	---	---------------------------------------------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-----------	----	----	----

Citizens'/Clients' Charter of Ministry of Corporate Affairs (2013-14)

Main Services/Transactions

15	Application for compounding offence under Companies Act.	2	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	1. Submission of the required documents On-line complete in all respects for Approval of Regional Directors'. 2. Examination of all documents by Office of Regional Directors' 3. Communication of deficiencies, if any to the company. 4. Opportunity of being heard to the applicant. 5. Issue of Compounding order by imposing compounding fee by the office of Regional Director.	E-form 61	NA	NA
----	----------------------------------------------------------	---	--------------------------------------------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	----------------------------------------------------------------------------------------------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-----------	----	----

Citizens'/Clients' Charter of Ministry of Corporate Affairs (2013-14)

Main Services/Transactions

16	Application for taking on Record of Court or CLB order.	1	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. Granting of Licence to the applicant by the office of Registrar of Companies.	Form-21	NA	Challan payment by Credit card/ Internet banking/ NEFT/ ECS	As per schedule X of the Act.
17	Application for issuance of certified copies of documents of a company	1	Registrar of the Companies of the concerned region	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 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.	Application supported by proof of fee paid On-line.	NA	Challan payment by Credit card/ Internet banking/ NEFT/ ECS	As per schedule X of the Act.

Citizens'/Clients' Charter of Ministry of Corporate Affairs (2013-14)

Main Services/Transactions

18	Application for obtaining Director Identification Number(DIN)	2	DIN Cell under supervision of Regional Director (North)	rd.north@nic.in	0120-2445342	<ol style="list-style-type: none"> 1. Submission of the required documents On-line complete in all respects for Approval of DIN Cell, Regional Director(North) 2. Examination of all documents by DIN Cell under Regional Director(North) 3. Communication of deficiencies, if any to the Applicant. 4. Issue of approval letter granting DIN by the office of Regional Director (North) 	E-form DIN-1	NA	Challan payment by Credit card/ Internet banking/ NEFT/ ECS	As per DIN Rules.
19	Application for conversion of company to LLP	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 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. Issue of Certificate of Conversion by the office of Registrar of Companies. 	LLP E-Form 1/2/17&18	NA	Challan payment by Credit card/ Internet banking/ NEFT/ ECS	As per Annexure 'A' of LLP Rules, 2009.

Citizens'/Clients' Charter of Ministry of Corporate Affairs (2013-14)

Main Services/Transactions

20	Application for shifting of registered office of the company from one State to another.	3	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	<ol style="list-style-type: none"> 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 24AAA	NA	Challan payment by Credit card/ Internet banking/ NEFT/ ECS	As per the Companies (Fees on Application) Rules, 1999
21	Application for opening of branch(s) by a Nidhi company	2	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	<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 Regional Director. 3. Communication of deficiencies, if any to the company. 4. Permission for opening of Branch by the office of Regional Director. 	E-Form 24A	NA	Challan payment by Credit card/ Internet banking/ NEFT/ ECS	As per the Companies (Fees on Application) Rules, 1999.

Citizens'/Clients' Charter of Ministry of Corporate Affairs (2013-14)

Main Services/Transactions

22	Application for extension of time and grant of license under section 25 of the Companies Act.	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 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 24A	NA	Challan payment by Credit card/ Internet banking/ NEFT/ ECS	As per schedule X of the Act.
23	Application for removal of Auditor under Section 224 of the Companies Act	2	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	<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 Regional Director. 3. Communication of deficiencies, if any to the firm/company. 4. Opportunity of being heard to the applicant & the Auditor. 5. Issue of order by the office of Regional Director. 	E-Form 24A	NA	Challan payment by Credit card/ Internet banking/ NEFT/ ECS	As per the Companies (Fees on Application) Rules, 1999.

Citizens'/Clients' Charter of Ministry of Corporate Affairs (2013-14)

Main Services/Transactions

24	Application for issue of Directions under Section 22 of the Companies Act relating to name of the Company.	2	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	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 Regional Director. 3. Opportunity of being heard to the applicant and respondent.. 4. Issue of Order by the office of Regional Director.	E-Form 24A	NA	Challan payment by Credit card/ Internet banking/ NEFT/ ECS	As per the Companies (Fees on Application) Rules, 1999.
25	Application for seeking approval for entering contract with parties related to Directors of the Companies (under Section 297 of the Act)	3	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	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 Regional Director. 3. Communication of deficiencies, if any to the company. 4. Issue of approval by the office of Regional Director.	Form-24A	NA	Challan payment by Credit card/ Internet banking/ NEFT/ ECS	As per the Companies (Fees on Application) Rules, 1999.

Citizens'/Clients' Charter of Ministry of Corporate Affairs (2013-14)

Main Services/Transactions

26	Application for seeking exemption from disclosure in balance sheet or profit and loss account of company (under Section 211 of the Act).	3	Smt. Rita Dogra, Deputy Secretary, Ministry of Corporate Affairs	ritadogra@mca.gov.in	011-23389227	<ol style="list-style-type: none"> 1. Submission of the required documents On-line complete in all respects for approval of Ministry of Corporate Affairs(MCA) 2. Examination of all documents by MCA. 3. Communication of deficiencies, if any to the company. 4. Issue of approval by the Competent Authority. 	E-Form 23AAA	NA	Challan payment by Credit card/ Internet banking/ NEFT/ ECS	As per the Companies (Fees on Application) Rules, 1999
27	Application for approval of Central Govt. for providing of depreciation under Section 205 (2c) of the Act.	3	Smt. Rita Dogra, Deputy Secretary, Ministry of Corporate Affairs	ritadogra@mca.gov.in	011-23389227	<ol style="list-style-type: none"> 1. Submission of the required documents On-line complete in all respects for approval of Ministry of Corporate Affairs(MCA) 2. Examination of all documents by Office of MCA. 3. Communication of deficiencies, if any to the company. 4. Issue approval of the Competent Authority. 	E-Form 23AAC	NA	Challan payment by Credit card/ Internet banking/ NEFT/ ECS	As per the Companies (Fees on Application) Rules, 1999

Citizens'/Clients' Charter of Ministry of Corporate Affairs (2013-14)

Main Services/Transactions

28	Application for appointment of cost auditor	1	Shri Rakesh Pandey, Assistant Director, Ministry of Corporate Affairs	rakesh.pandey@mca.gov.in	011-24366348	<p>1. Submission of the required documents On-line complete in all respects for Approval of MCA.</p> <p>2. Examination of all documents by Office of Asstt. Director(Audit), MCA.</p> <p>3. Communication of deficiencies, if any to the company.</p> <p>4. Issue approval of the Competent Authority.</p>	E-Form 23C	NA	Challan payment by Credit card/ Internet banking/ NEFT/ ECS	As per the Companies (Fees on Application) Rules, 1999
29	Application for giving loans to the directors or the companies/ firms and providing security or guarantee in connection with the loan	3	Shri L.K. Trivedi, Under Secretary, Ministry of Corporate Affairs	lakshmi.trivedi@mca.gov.in	011-23389782	<p>1. Submission of the required documents On-line complete in all respects for Approval of MCA .</p> <p>2. Examination of all documents by Office of US(LKT), MCA.</p> <p>3. Communication of deficiencies, if any to the company.</p> <p>4. Issue approval of the Competent Authority.</p>	E-Form 24AB	NA	Challan payment by Credit card/ Internet banking/ NEFT/ ECS	As per the Companies (Fees on Application) Rules, 1999

Citizens'/Clients' Charter of Ministry of Corporate Affairs (2013-14)

Main Services/Transactions

30	Application for obtaining prior consent for holding of any office or place of profit in the company by certain persons	3	Shri L.K. Trivedi, Under Secretary, Ministry of Corporate Affairs	lakshmi.trivedi@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(LKT), MCA. 3. Communication of deficiencies, if any to the company. 4. Issue approval of the Competent Authority. 	E-Form 24B	NA	Challan payment by Credit card/ Internet banking/ NEFT/ ECS	As per the Companies (Fees on Application) Rules, 1999
31	Application for declaration as Nidhi Company (Section 620)	2	Shri L.K. Trivedi, Under Secretary, Ministry of Corporate Affairs	lakshmi.trivedi@mca.gov.in	011-23389782	<ol style="list-style-type: none"> 1. Submission of the required documents complete in all respects for Approval of MCA.. 2. Examination of all documents by Office of US(LKT), MCA 3. Communication of deficiencies, if any to the company. 4. Issue approval of the Competent Authority. 	E-Form 63	NA	Challan payment by Credit card/ Internet banking/ NEFT/ ECS	As per the Companies (Fees on Application) Rules, 1999

Citizens'/Clients' Charter of Ministry of Corporate Affairs (2013-14)

Main Services/Transactions

32	Application for declaration of dividend out of reserves(Secti on 205 A (3))	3	Shri L.K.Trivedi, Under Secretary, Ministry of Corporate Affairs	lakshmi.trivedi@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(LKT), MCA. 3. Communication of deficiencies, if any to the company. 4. Issue approval of the Competent Authority. 	E-Form as per Declaratio n of dividend out of reserves Rules 1975	NA	Challan payment by Credit card/ Internet banking/ NEFT/ ECS	As per the Compa nies (Fees on Applicat ion) Rules, 1999
33	Application for appointment of sole selling agents by the company	3	Shri L.K.Trivedi, Under Secretary, Ministry of Corporate Affairs	lakshmi.trivedi@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(LKT), MCA 3. Communication of deficiencies, if any to the company. 4. Issue approval of the Competent Authority. 	E-Form 1	NA	Challan payment by Credit card/ Internet banking/ NEFT/ ECS	As per the Compa nies (Fees on Applicat ion) Rules, 1999

Citizens'/Clients' Charter of Ministry of Corporate Affairs (2013-14)

Main Services/Transactions

34	Application for permission to increase number of directors of the company beyond 12 directors (Section 259)	4	Shri L.K.Trivedi, Under Secretary, Ministry of Corporate Affairs	lakshmi.trivedi@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(LKT), MCA. 3. Communication of deficiencies, if any to the company. 4. Issue approval of the Competent Authority. 	E-Form 24	NA	Challan payment by Credit card/ Internet banking/ NEFT/ ECS	As per the Companies (Fees on Application) Rules, 1999
35	Application for appointment 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 198/ 309)	4	Shri L.K.Trivedi, Under Secretary, Ministry of Corporate Affairs	lakshmi.trivedi@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(LKT), MCA . 3. Communication of deficiencies, if any to the company. 4. Issue approval of the Competent Authority. 	E-Form 25A	NA	Challan payment by Credit card/ Internet banking/ NEFT/ ECS	As per the Companies (Fees on Application) Rules, 1999

Citizens'/Clients' Charter of Ministry of Corporate Affairs (2013-14)

Main Services/Transactions

36	Application for amendment of provisions relating to managing, whole time or non rotational director (Section 309)	3	Shri L.K.Trivedi, Under Secretary, Ministry of Corporate Affairs	lakshmi.trivedi@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(LKT), MCA. 3. Communication of deficiencies, if any to the company. 4. Issue approval of the Competent Authority. 	E-Form 25B	NA	Challan payment by Credit card/ Internet banking/ NEFT/ ECS	As per the Companies (Fees on Application) Rules, 1999.
37	Investor Grievance Redressal	3	Shri B.P. Bimal, Under Secretary, Ministry of Corporate Affairs	balramprasadbimal@yahoo.co.in	011-33073017	<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

Citizens'/Clients' Charter of Ministry of Corporate Affairs (2013-14)

Main Services/Transactions

38	Other Grievances/ Complaints related to MCA-21	1	Shri Shyam Sundar, Deputy Director, Ministry of Corporate Affairs	shyam.sunder@mca.gov.in		1. Submission of the d Grievances/ Complaints On-line. 2. Examination of Grievances/ Complaints in Ministry of Corporate Affairs. 3. Reply to the applicant.		
----	------------------------------------------------	---	----------------------------------------------------------------------------	-------------------------	--	--------------------------------------------------------------------------------------------------------------------------------------------------------------------	--	--

Citizens'/Clients' Charter of Ministry of Corporate Affairs (2013-14)

Service Standards

S.No.	Services/ Transactions	Weight	Success Indicators	Service Standard	Unit	Weight	Data Source
1.	Application for availability of names for new company	3	Maximum time to inform deficiencies in the application from the date of receipt of the application.	2	Working Days	2	MCA21 Data Base
			Maximum time taken to communicate approval by the concerned ROC on receipt of approval	1	Working Days	1	MCA21 Data Base
2.	Application for Incorporation of a Company.	3	Maximum time to inform deficiencies in the application from the date of receipt of the application	2	Working Days	2	MCA21 Data Base
			Maximum time taken to communicate approval and issue of certificate of Incorporation by the concerned ROC on receipt of approval	1	Working Days	1	MCA21 Data Base
3	Application for registration of Joint Stock Companies under Part IX of Companies Act, 1956	2	Maximum time to inform deficiencies in the application from the date of receipt of the application	1	Working Days	1	MCA21 Data Base
			Maximum time taken to issue of certificate of Registration by the concerned ROC on receipt of approval	1		1	
4	Application for registering a place of Business in India by a company incorporated outside India	2	Maximum time to inform deficiencies in the application from the date of receipt of the application	1	Working Days	1	MCA21 Data Base
			Maximum time taken to issue of certificate by the concerned ROC on receipt of approval	1		1	
5.	Application for change of name of the Company	4	Maximum time to inform deficiencies in the application from the date of receipt of the application	3	Working Days	3	MCA21 Data Base
			Maximum time taken to issue of certificate by the concerned ROC on receipt of approval	3		1	
6.	Application for change of	4	Maximum time to inform deficiencies in the application from the date of receipt of the	3	Working Days	3	MCA21 Data Base

	Objects of the Company		application				
			Maximum time taken to issue of certificate by the concerned ROC on receipt of approval	3		1	
7.	Application for conversion of Private Company to Public company	2	Maximum time to inform deficiencies in the application from the date of receipt of the application	3	Working Days	1	MCA21 Data Base
			Maximum time taken to issue of certificate by the concerned ROC on receipt of approval	3		1	
8	Application for conversion of Public Company to Private Company	3	Maximum time to inform deficiencies in the application from the date of receipt of the application	3	Working Days	2	MCA21 Data Base
			Maximum time taken to issue of certificate by the concerned ROC on receipt of approval	3		1	
9	Application for filing of a Prospectus before issue of IPO or FPO/ Statement in-lieu of prospectus (SLP)	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	Application for registration of Charge Creation/ modification/ satisfaction	2	Maximum time to inform deficiencies in the application from the date of receipt of the application	1	Working Days	1	MCA21 Data Base
			Maximum time taken to issue of certificate by the concerned ROC on receipt of approval	1		1	
11.	Application for condonation of delay in filing of charge creation/ modification/ satisfaction.	2	Maximum time to inform deficiencies in the application from the date of receipt of the application	1	Working Days	1	MCA21 Data Base
			Maximum time taken to issue of order granting condonation by the concerned Regional Director on receipt of approval.	1		1	
12.	Application for extension of time to hold	2	Maximum time to inform deficiencies in the application from the date of receipt of the application	3	Working Days	1	MCA21 Data Base

	AGM/Change of Financial Year.		Maximum time taken to communicate approval by the concerned ROC on receipt of approval	1		1	
13	Application for processing of Scheme of Arrangement/ reconstruction/ amalgamation under Section 391/ 394 of the Act.	4	Maximum time to inform deficiencies in the application from the date of receipt of the application	10	Working Days	3	MCA21 Data Base
			Maximum time taken for filing of affidavit by Regional Directors' to Hon'ble High Court to the State concerned.	15		1	
14	Application for compounding Offences	2	Maximum time to inform deficiencies in the application from the date of receipt of the application	7	Working Days	1	MCA21 Data Base
15	Application for compounding offences under Companies Act		Maximum time taken for forwarding Compounding application with ROC comments to the RD's/CLB.	15		1	
		2	Maximum time to inform deficiencies in the application from the date of receipt of the application	5	Working Days	1	MCA21 Data Base
			Maximum time taken to issue of compounding order by imposing Compounding fee by the RD/CLB concerned.	55		1	
16	Application for taking on Record of Court or CLB order.	1	Maximum time to inform deficiencies in the application from the date of receipt of the application	2	Working Days	0.5	MCA21 Data Base
			Maximum time taken for granting of license to the applicant on receipt of duly completed application form with required documents	2		0.5	
17.	Application for issuance of certified copies of documents of a company	1	Maximum time to inform deficiencies in the application from the date of receipt of the application	2	Working Days	0.5	MCA21 Data Base
			Maximum time taken to issue certified copy of the document on receipt of duly completed application form with required documents	3		0.5	
18	Application for obtaining Director Identification Number(DIN)	2	Maximum time to inform deficiencies in the application from the date of receipt of the application	1	Working Days	1	MCA21 Data Base
			Maximum time taken to issue approval letter granting DIN on receipt of duly completed application form with required documents.	1		1	
19	Application for conversion of	2	Maximum time to inform deficiencies in the application from the date of receipt of the	3	Working Days	1	MCA21 Data Base

	company to LLP		application				
			Maximum time taken to issue certificate of conversion on receipt of duly completed application form with required documents.	5		1	
20	Application for shifting of registered office of the company from one State to another.	3	Maximum time to inform deficiencies in the application from the date of receipt of the application	7	Working Days	1	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	30		2	
21	Application for opening of branch(s) by a Nidhi company	2	Maximum time to inform deficiencies in the application from the date of receipt of the application	5	Working Days	1	MCA21 Data Base
			Maximum time taken for granting permission for opening of a Branch on receipt of duly completed application form with required documents	15		1	
22	Application for extension of time and grant of license under section 25 of the Companies Act.	4	Maximum time to inform deficiencies in the application from the date of receipt of the application	5	Working Days	1	MCA21 Data Base
			Maximum time taken for granting of license to the applicant on receipt of duly completed application form with required documents	25		3	
23	Application for removal of Auditor under Section 224 of the Companies Act	2	Maximum time to inform deficiencies in the application from the date of receipt of the application	7	Working Days	1	MCA21 Data Base
			Maximum time taken to issue order on receipt of duly completed application form with required documents.	90		1	
24	Application for issue of Directions under Section 22 of the Companies Act relating to name of the Company.	2	Maximum time to inform deficiencies in the application from the date of receipt of the application	7	Working Days	1	MCA21 Data Base
			Maximum time taken to issue order on receipt of duly completed application form with required documents	45		1	
25	Application for seeking approval for	3	Maximum time to inform deficiencies in the application from the date of receipt of the application	7	Working Days	1	MCA21 Data Base

	entering contract with parties related to Directors of the Companies (under Section 297 of the Act)		Maximum time taken to issue order on receipt of duly completed application form with required documents	45		2	
26	Application for seeking exemption from disclosure in balance sheet or profit and loss account of company (under Section 211 of the Act).	3	Maximum time to inform deficiencies in the application from the date of receipt of the application	7	Working Days	1	MCA21 Data Base
			Maximum time taken for communicating approval on receipt of duly completed application form with required documents	45		2	
27	Application for approval of Central Govt. for providing of depreciation under Section 205 (2c) of the Act.	3	Maximum time to inform deficiencies in the application from the date of receipt of the application	7	Working Days	1	MCA21 Data Base
			Maximum time taken for communicating approval on receipt of duly completed application form with required documents.	60		2	
28	Application for appointment of cost auditor	1	Maximum time to inform deficiencies in the application from the date of receipt of the application	3	Working Days	0.5	MCA21 Data Base
			Maximum time taken for communicating approval on receipt of duly completed application form with required documents.	30		0.5	
29	Application for giving loans to the directors of the companies/ firms and providing security or guarantee in connection with the loan.	3	Maximum time to inform deficiencies in the application from the date of receipt of the application	7	Working Days	1	MCA21 Data Base
			Maximum time taken for communicating approval on receipt of duly completed application form with required documents	90		2	
30	Application for obtaining prior consent for holding of any	3	Maximum time to inform deficiencies in the application from the date of receipt of the application	7	Working Days	1	MCA21 Data Base

	office or place of profit in the company by certain persons		Maximum time taken for communicating approval on receipt of duly completed application form with required documents.	120		2	
31	Application for declaration as Nidhi Company (Section 620)	2	Maximum time to inform deficiencies in the application from the date of receipt of the application	7	Working Days	1	MCA21 Data Base
			Maximum time taken for communicating approval on receipt of duly completed application form with required documents.	120		1	
32	Application for declaration of dividend out of reserves (Section 205 A (3))	3	Maximum time to inform deficiencies in the application from the date of receipt of the application	7	Working Days	1	MCA21 Data Base
			Maximum time taken for communicating approval on receipt of duly completed application form with required documents.	90		2	
33	Application for appointment of sole selling agents by the company	3	Maximum time to inform deficiencies in the application from the date of receipt of the application	7	Working Days	1	MCA21 Data Base
			Maximum time taken for communicating approval on receipt of duly completed application form with required documents.	90		2	
34	Application for permission to increase number of directors of the company beyond 12 directors (Section 259)	4	Maximum time to inform deficiencies in the application from the date of receipt of the application	3	Working Days	2	MCA21 Data Base
			Maximum time taken for communicating approval on receipt of duly completed application form with required documents.	30		2	
35	Application for appointment 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	4	Maximum time to inform deficiencies in the application from the date of receipt of the application	7	Working Days	1	MCA21 Data Base
			Maximum time taken for communicating approval on receipt of duly completed application form with required documents.	90		3	

	directors (Section 198/ 309)						
36	Application for amendment of provisions relating to managing, whole time or non rotational director (Section 309)	3	Maximum time to inform deficiencies in the application from the date of receipt of the application	7	Working Days	1	MCA21 Data Base
			Maximum time taken for communicating approval on receipt of duly completed application form with required documents	60		2	
37	Investor Grievance Redressal	3	Maximum time taken to dispose off from the date of receipt of grievance	30	Working Days	3	MCA21 Data Base
38	Other Grievances/ Complaints related to MCA-21	1	Maximum time taken to dispose off from the date of receipt of grievance.	15	Working Days	1	MCA21 Data Base

CITIZENS/CLIENTS' CHARTER OF MINISTRY OF CORPORATE AFFAIRS (2013-14)

Performance Evaluation Report of the Ministry of Corporate Affairs

								Evaluation Criteria (days)					Performance		
S. No	Service	Weight	Success Indicator	Service Standard	Unit	Weight	Data Source	Excellent 100%	Very Good 90%	Good 80%	Fair 70%	Poor 60 %	Achievement	Raw Score	Weighted Score
1.	Application for availability of names	3	Maximum time to inform deficiencies in the proposal from the date of receipt of the proposal.	2	Working Days	2	MCA21 Data Base	2	3	-	-	4			
			Maximum time taken to communicate approval by the concerned ROC.	1	Working Days	1	MCA21 Data Base	1	-	-	-	2			
2.	Application for Incorporation of a Company.	3	Maximum time to inform deficiencies in the proposal from the date of receipt of the proposal	2	Working Days	2	MCA21 Data Base	2	3	-	-	4			

								Evaluation Criteria (days)						Performance	
S. No	Service	Weight	Success Indicator	Service Standard	Unit	Weight	Data Source	Excellent 100%	Very Good 90%	Good 80%	Fair 70%	Poor 60 %	Achievement	Raw Score	Weighted Score
			Maximum time taken to communicate approval and issue of certificate of Incorporation by the concerned ROC.	1	Working Days	1	MCA21 Data Base	1	-	-	-	2			
3	Application for registration of Joint Stock Companies under Part IX of Companies Act, 1956	2	Maximum time to inform deficiencies in the proposal from the date of receipt of the proposal	1	Working Days	1	MCA21 Data Base	1	-	-	-	2			
			Maximum time taken to issue of certificate of Registration by the concerned ROC.	1		1		1	-	-	-	2			
4	Application for registering a place of Business in India by a company incorporated outside India	2	Maximum time to inform deficiencies in the proposal from the date of receipt of the proposal	1	Working Days	1	MCA21 Data Base	1	-	-	-	2			
			Maximum time taken to issue of certificate by the concerned ROC.	1		1		1	-	-	-	2			
5.	Application for change of name of the	4	Maximum time to inform deficiencies	3	Working Days	3	MCA21 Data Base	3	4	5	-	6			

								Evaluation Criteria (days)						Performance	
S. No	Service	Weight	Success Indicator	Service Standard	Unit	Weight	Data Source	Excellent 100%	Very Good 90%	Good 80%	Fair 70%	Poor 60 %	Achievement	Raw Score	Weighted Score
	Company		in the proposal from the date of receipt of the proposal												
			Maximum time taken to issue of certificate by the concerned ROC.	3		1		3	4	5	-	6			
6.	Application for change of Objects of the Company	4	Maximum time to inform deficiencies in the proposal from the date of receipt of the proposal	3	Working Days	3	MCA21 Data Base	3	4	5	-	6			
			Maximum time taken to issue of certificate by the concerned ROC.	3		1		3	4	5	-	6			
7.	Application for conversion of Private Company to Public company	2	Maximum time to inform deficiencies in the proposal from the date of receipt of the proposal	3	Working Days	1	MCA21 Data Base	3	4	5	-	6			
			Maximum time taken to issue of certificate by the concerned ROC.	3		1		3	4	5	-	6			
8	Application for	3	Maximum time to	3	Working Days	2	MCA21 Data	3	4	5	6	7			

								Evaluation Criteria (days)						Performance	
S. No	Service	Weight	Success Indicator	Service Standard	Unit	Weight	Data Source	Excellent 100%	Very Good 90%	Good 80%	Fair 70%	Poor 60 %	Achievement	Raw Score	Weighted Score
	conversion of Public Company to Private Company		inform deficiencies in the proposal from the date of receipt of the proposal				Base								
			Maximum time taken to issue of certificate by the concerned ROC.	3		1		3	4	5	6	7			
9	Application for filing of a Prospectus before issue of IPO or FPO/ Statement in-lieu of prospectus (SLP)	5	Maximum time to inform deficiencies in the proposal from the date of receipt of the proposal	2	Working Days	3	MCA21 Data Base	2	3	4	5	6			
			Maximum time taken to issue of acknowledgment by the concerned ROC.	1		2		1	-	-	-	2			
10	Application for registration of Charge Creation/ modification / satisfaction	2	Maximum time to inform deficiencies in the proposal from the date of receipt of the proposal	1	Working Days	1	MCA21 Data Base	1	-	-	-	2			
			Maximum time taken to issue of certificate by the concerned ROC.	1		1		1	-	-	-	2			

								Evaluation Criteria (days)						Performance	
S. No	Service	Weight	Success Indicator	Service Standard	Unit	Weight	Data Source	Excellent 100%	Very Good 90%	Good 80%	Fair 70%	Poor 60 %	Achievement	Raw Score	Weighted Score
11.	Application for condonation of delay in filing of charge creation/ modification / satisfaction.	2	Maximum time to inform deficiencies in the proposal from the date of receipt of the proposal	1	Working Days	1	MCA21 Data Base	1	-	-	-	2			
			Maximum time taken to issue of order granting condonation by the concerned Regional Director .	1		1		1	-	-	-	2			
12.	Application for extension of time to hold AGM/Change of Financial Year.	2	Maximum time to inform deficiencies in the proposal from the date of receipt of the proposal	3	Working Days	1	MCA21 Data Base	3	4	5	6	7			
			Maximum time taken to communicate approval by the concerned ROC.	1		1		1	-	-	-	2			
13	Application for processing of Scheme of Arrangement/ reconstruction/ amalgamation under Section	4	Maximum time to inform deficiencies in the proposal from the date of receipt of the proposal	10	Working Days	3	MCA21 Data Base	10	15	20	25	30			
			Maximum time taken	15		1		15	20	25	30	35			

								Evaluation Criteria (days)						Performance	
S. No	Service	Weight	Success Indicator	Service Standard	Unit	Weight	Data Source	Excellent 100%	Very Good 90%	Good 80%	Fair 70%	Poor 60 %	Achievement	Raw Score	Weighted Score
	391/ 394 of the Act.		for filing of affidavit by Regional Directors' to Hon'ble High Court to the State concerned.												
14	Application for compounding Offences	2	Maximum time to inform deficiencies in the proposal from the date of receipt of the proposal	7	Working Days	1	MCA21 Data Base	7	10	15	20	25			
			Maximum time taken for forwarding Compounding application with ROC comments to the RD's/CLB.	15		1		15	20	25	30	35			
15	Application for compounding offences under Companies Act	2	Maximum time to inform deficiencies in the proposal from the date of receipt of the proposal	5	Working Days	1	MCA21 Data Base	5	7	9	10	15			
			Maximum time taken to issue of compounding order by imposing Compounding fee by the RD/CLB concerned.	55		1		55	60	65	70	75			

								Evaluation Criteria (days)						Performance	
S. No	Service	Weight	Success Indicator	Service Standard	Unit	Weight	Data Source	Excellent 100%	Very Good 90%	Good 80%	Fair 70%	Poor 60 %	Achievement	Raw Score	Weighted Score
16	Application for taking on Record of Court or CLB order.	1	Maximum time to inform deficiencies in the proposal from the date of receipt of the proposal	2	Working Days	0.5	MCA21 Data Base	2	3	4	5	6			
			Maximum time taken for granting of license to the applicant.	2		0.5		2	3	4	5	6			
17.	Application for issuance of certified copies of documents of a company	1	Maximum time to inform deficiencies in the proposal from the date of receipt of the proposal	2	Working Days	0.5	MCA21 Data Base	2	3	4	5	6			
			Maximum time taken to issue certified copy of the document.	3		0.5		3	5	7	9	10			
18	Application for obtaining Director Identification Number(DIN)	2	Maximum time to inform deficiencies in the proposal from the date of receipt of the proposal	1	Working Days	1	MCA21 Data Base	1	-	-	-	2			
			Maximum time taken to issue approval letter granting	1		1		1	-	-	-	2			

								Evaluation Criteria (days)						Performance	
S. No	Service	Weight	Success Indicator	Service Standard	Unit	Weight	Data Source	Excellent 100%	Very Good 90%	Good 80%	Fair 70%	Poor 60 %	Achievement	Raw Score	Weighted Score
			DIN.												
19	Application for conversion of company to LLP	2	Maximum time to inform deficiencies in the proposal from the date of receipt of the proposal	3	Working Days	1	MCA21 Data Base	3	4	5	6	7			
			Maximum time taken to issue certificate of conversion.	5		1		5	7	9	11	15			
20	Application for shifting of registered office of the company from one State to another.	3	Maximum time to inform deficiencies in the proposal from the date of receipt of the proposal	7	Working Days	1	MCA21 Data Base	7	9	11	13	15			
			Maximum time taken to issue order confirming the change of Registered Office of a Company.	30		2		30	35	40	45	50			
21	Application for opening of branch(s) by a Nidhi company	2	Maximum time to inform deficiencies in the proposal from the date of receipt of the proposal	5	Working Days	1	MCA21 Data Base	5	7	9	10	11			
			Maximum time taken for granting permission	15		1		15	20	25	30	35			

								Evaluation Criteria (days)						Performance	
S. No	Service	Weight	Success Indicator	Service Standard	Unit	Weight	Data Source	Excellent 100%	Very Good 90%	Good 80%	Fair 70%	Poor 60 %	Achievement	Raw Score	Weighted Score
			for opening of a Branch.												
22	Application for extension of time and grant of license under section 25 of the Companies Act.	4	Maximum time to inform deficiencies in the proposal from the date of receipt of the proposal	5	Working Days	1	MCA21 Data Base	5	7	9	10	11			
			Maximum time taken for granting of license to the applicant.	25		3		25	30	35	40	45			
23	Application for removal of Auditor under Section 224 of the Companies Act	2	Maximum time to inform deficiencies in the proposal from the date of receipt of the proposal	7	Working Days	1	MCA21 Data Base	7	9	10	11	15			
			Maximum time taken to issue order.	90		1		90	95	100	105	110			
24	Application for issue of Directions under Section 22 of the Companies Act relating to name of the Company.	2	Maximum time to inform deficiencies in the proposal from the date of receipt of the proposal	7	Working Days	1	MCA21 Data Base	7	9	10	11	12			
			Maximum time taken to issue order.	45		1		45	50	55	60	65			
25	Application for seeking approval for entering	3	Maximum time to inform deficiencies	7	Working Days	1	MCA21 Data Base	7	9	10	11	12			

								Evaluation Criteria (days)						Performance	
S. No	Service	Weight	Success Indicator	Service Standard	Unit	Weight	Data Source	Excellent 100%	Very Good 90%	Good 80%	Fair 70%	Poor 60 %	Achievement	Raw Score	Weighted Score
	contract with parties related to Directors of the Companies (under Section 297 of the Act)		in the proposal from the date of receipt of the proposal												
			Maximum time taken to issue order.	45		2		45	50	55	60	65			
26	Application for seeking exemption from disclosure in balance sheet or profit and loss account of company (under Section 211 of the Act).	3	Maximum time to inform deficiencies in the proposal from the date of receipt of the proposal	7	Working Days	1	MCA21 Data Base	7	9	10	11	12			
			Maximum time taken for communicating approval.	45		2		45	50	55	60	65			
27	Application for approval of Central Govt. for providing of depreciation under Section 205 (2c) of the Act.	3	Maximum time to inform deficiencies in the proposal from the date of receipt of the proposal	7	Working Days	1	MCA21 Data Base	7	9	10	11	12			
			Maximum time taken for communicating approval.	60		2		60	65	70	75	80			
28	Appointment of cost auditor	1	Maximum time to inform deficiencies in the proposal from the date of	3	Working Days	0.5	MCA21 Data Base	3	5	7	9	11			

								Evaluation Criteria (days)						Performance	
S. No	Service	Weight	Success Indicator	Service Standard	Unit	Weight	Data Source	Excellent 100%	Very Good 90%	Good 80%	Fair 70%	Poor 60 %	Achievement	Raw Score	Weighted Score
			receipt of the proposal												
			Maximum time taken for communicating approval.	30		0.5		30	35	40	45	50			
29	Application for giving loans to the directors of the companies/ firms and providing security or guarantee in connection with the loan.	3	Maximum time to inform deficiencies in the proposal from the date of receipt of the proposal	7	Working Days	1	MCA21 Data Base	7	9	10	11	12			
			Maximum time taken for communicating approval.	90		2		90	95	100	105	110			
30	Application for obtaining prior consent for holding of any office or place of profit in the company by certain persons	3	Maximum time to inform deficiencies in the proposal from the date of receipt of the proposal	7	Working Days	1	MCA21 Data Base	7	9	10	11	12			
			Maximum time taken for communicating approval.	120		2		120	125	130	135	140			
31	Application for declaratio	2	Maximum time to inform	7	Working Days	1	MCA21 Data Base	7	9	10	11	12			

								Evaluation Criteria (days)						Performance	
S. No	Service	Weight	Success Indicator	Service Standard	Unit	Weight	Data Source	Excellent 100%	Very Good 90%	Good 80%	Fair 70%	Poor 60 %	Achievement	Raw Score	Weighted Score
	n as Nidhi Company (Section 620)		deficiencies in the proposal from the date of receipt of the proposal												
			Maximum time taken for communicating approval.	120		1		120	125	130	135	140			
32	Application for declaration of dividend out of reserves (Section 205 A (3))	3	Maximum time to inform deficiencies in the proposal from the date of receipt of the proposal	7	Working Days	1	MCA21 Data Base	7	9	10	11	12			
			Maximum time taken for communicating approval.	90		2		90	95	100	105	110			
33	Appointment of sole selling agents by the company	3	Maximum time to inform deficiencies in the proposal from the date of receipt of the proposal	7	Working Days	1	MCA21 Data Base	7	9	10	11	12			
			Maximum time taken for	90		2		90	95	100	105	110			

								Evaluation Criteria (days)						Performance	
S. No	Service	Weight	Success Indicator	Service Standard	Unit	Weight	Data Source	Excellent 100%	Very Good 90%	Good 80%	Fair 70%	Poor 60 %	Achievement	Raw Score	Weighted Score
			communicating approval.												
34	Application for permission to increase number of directors of the company beyond 12 directors (Section 259)	4	Maximum time to inform deficiencies in the proposal from the date of receipt of the proposal	3	Working Days	2		3	5	7	9	11			
			Maximum time taken for communicating approval.	30		2		30	35	40	45	50			
35	Appointment 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 commissio	4	Maximum time to inform deficiencies in the proposal from the date of receipt of the proposal	7	Working Days	1	MCA21 Data Base	7	9	10	11	12			
			Maximum time taken for communicating approval.	90		3		90	95	100	105	110			

								Evaluation Criteria (days)						Performance	
S. No	Service	Weight	Success Indicator	Service Standard	Unit	Weight	Data Source	Excellent 100%	Very Good 90%	Good 80%	Fair 70%	Poor 60 %	Achievement	Raw Score	Weighted Score
	n or remuneration or expression of opinion to directors (Section 198/ 309)														
36	Application for amendment of provisions relating to managing, whole time or non rotational director (Section 309)	3	Maximum time to inform deficiencies in the proposal from the date of receipt of the proposal	7	Working Days	1	MCA21 Data Base	7	9	10	11	12			
			Maximum time taken for communicating approval.	60		2		60	65	70	80	85			
37	Investor Grievance Redressal	3	Maximum time taken to dispose off.	30	Working Days	3		30	35	40	45	50			
38	Other Grievances/ Complaints related to MCA-21	1	Maximum time taken to dispose off.	15	Working Days	1		15	20	25	30	35			

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 centre
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 U C Nahata, Director of Investigation and Inspection Room No. 511A A Wing, Shastri Bhawan, New Delhi	Tel. 233884502 Fax 23381226	uttam.nahata@mca.gov.in	8595387010
2	Other Grievances/Complaints	Shri Suresh Pal, Joint Secretary Room No. 513 A Wing, Shastri Bhawan, New Delhi	Tel 23389785 Fax 23074212	sureshpal@nic.in	9868907961
3	Grievances/Complaints related to MCA21	Shri Anil Bhardwaj Director, Room No. 536, A Wing, Shastri Bhawan New Delhi	Tel 23070954	dirad4-mca@nic.in	9868218060