

Informational Messages for Stakeholders' Convenience

DSC Related Important Messages

- Stakeholders are advised to associate DSC with MCA in case old DSC has been expired and new DSC has been procured. It is a mandatory step before attaching DSC in any form.
- Stakeholders are advised to SAVE the form post attaching DSC and then UPLOAD it to avoid system error.
- In case of "Unable to Affix DSC in Form", Stakeholders are advised to use adobe reader version as Adobe V11 DC and check that DSC token is connected properly in their laptop/desktop.
- In case Stakeholders receive the error 'Attached DSC is revoked or expired', please renew or procure the new DSC and first register on MCA portal before attaching on forms.

Please refer complete list of DSC FAQ here:

<http://www.mca.gov.in/MinistryV2/digitalsignaturecertificate.html>

Login Related Important Messages

- Stakeholders are advised to logout properly before login again or another device.

Please refer complete list of User Registration FAQ here:

<http://www.mca.gov.in/MinistryV2/userregistration.html>

Challan Related Important Messages

- Stakeholders are advised to save the challan copy which they receive immediately doing Payment or selecting Pay Later Option.
- If SH has already uploaded E form and payment is pending against generated SRN then duplicate filing is not allowed. Stakeholders are advised to Cancel the SRN and then upload the pre-scrutinized form again with current date affixed DSC.
- SRN can be cancelled using 'Track Payment Status' service on MCA portal.

Please refer complete list of Payment FAQ here:

<http://www.mca.gov.in/MinistryV2/payment.html>

Pre-scrutiny/Form Upload Related Important Messages

- Stakeholders are advised to SAVE the form after Pre-scrutiny to avoid any form upload issue.
- If Stakeholders are getting the error 'Auditor Name is not matching with ICAI Record' OR 'Details of the practicing professional is not valid', they are advised to check following:
 - Auditor details in E form is according to ICAI record. If auditor details are changed in his institute record, please ensure it is informed to MCA.
- If Stakeholders are getting the error 'DIN entered is not Approved', this means DIN being used is in disabled status or dis-qualified or de-activated during KYC.

Please refer to complete list of MCA21 FAQs here:

<http://www.mca.gov.in/MinistryV2/efiling.html>

Solution to technical issues faced during form filing

1. "Form Upload Size is Greater than 6mb"

All e-forms have upload limit of 6 MB size but if user is not able make size less than 6 MB. Below is the solution for the issue.

Please follow the below instructions to avoid increase in file size while affixing DSCs:

1. Open the Adobe Reader
2. Go to Edit-> Preferences -> Signature.
3. In the Creation and Selection tab, click on more.
4. De-select 'Include signature's revocation status when signing in Creation and Selection tab.
5. Now download a fresh form and proceed with signing the document as before. Please make sure that the signatures are valid before uploading. You can do that by Right clicking on each DSC and selecting the option 'Validate Signature', if the message says 'VALID' then you'll face no issues.

The below link has screen shots for the same: <https://forums.adobe.com/thread/1987605>

2. "Unable to read file"

This issue arises only when user used extended features without entered form field manually while filling the form field details. Kindly overcome by filling all form field details manually.

While filling use Adobe Reader 11.0 and above and IE 9.0 and above version.

Please avoid using Adobe Acrobat Pro DC for filling / Signing the form.

3. "Prescrutiny Check field is missing in eform"

Please note that "prescrutiny check field is missing/Data ID" error occurs when the form is not saved after "prescrutiny" is done successfully.

After doing prescrutiny, and it is successful, please make sure you save the document once again before uploading it.

Attachment names should not have any special characters and the length the form/attachment names should be less than 25 characters.

You are requested to use adobe reader 11 or above versions only. Resolution is in your hands only. Please download a new form and try again. This cannot be resolved from our end.

Please wait for couple of minutes after saving and closing the form after any updates, including attaching the DSC before closing the form. The process needs to be repeated for attaching all DSCs being used in the form.

5. "Form ID is not present"

Please remove the spaces and special characters in the file name of the eform and generate the forms. Please rename the file name and save the form and upload. Note. Please remove all the special characters other than hyphen (-), underscore (_) and space. If the issue still persists, please send us the filled form.

6. "Form already filed"

Please use TrackSRN service using same FO login details using which form was filled. Now search the SRN using "date range" and use "Cancel" option to cancel the SRN.

Once cancelled then proceed with filling after modifying the form & ensure that Prescrutiny is successful before uploading the form. Please rename the file name and save the form and upload. Note: Remove all special characters other than hyphen (-), underscore (_) and space.

7. "Forms being submitted are not pre-scrutinized. Make sure that each form getting submitted is pre-scrutinized successfully"

Kindly remove special character from file name and forms of agile. If you are facing Prescrutiny error, please edit each form and Re-generate again. Kindly check whether the changes are appearing in PDFs as well.

Please also ensure to proceed with linked filing, do not upload SPICE+ PART B as a single form. Please wait for couple of minutes after saving and closing the form after any updates, including attaching the DSC before closing the form. The process needs to be repeated for attaching all DSCs being used in the form.

The stakeholders need to wait for couple of minutes after saving and closing the form.

8. "The ID number ' ' entered already exists against an active DIN "

Please note that the optional sections need to be kept blank in case that particular field is not applicable for you (instead of putting 'NA').

Kindly check and remove if such entries exist in the form and try again. In case of any further clarifications, kindly provide filled SPICe+ form.

9. "Latest Instance Document Not attached"

Kindly download the latest version of the tool MCA XBRL Validation Tool Version from the XBRL Portal (<http://www.mca.gov.in/XBRL/index.html>) and then perform validation and prescrutiny of XML, directly attach it to the form and try to upload.

10. Details of the practicing professional is not valid

If you have selected Company secretary, please provide the COP number and membership number. If you have selected Cost accountant/Chartered Accountant, please provide only membership number.

Also make sure you select the Associate/Fellow radio button in line with your allocation. Before you use membership number to sign the form please make sure respective DSC is registered against the membership number.

11. DSC is already registered.

Please note that if DSC is already registered with PAN and DIN with different category then you should update you DSC then affixed that DSC on E forms.

12. User is already logged in

You are requested to please note that only one can login with same user id at a time. Multiple login are restricted in MCA website due to security policies. If you are facing issue Kindly login after 10 minutes after signing out from another browser/system.

All users should log out of the system before closing the browser. Not logging out of systems leaves the session live in the system and restrictions are put in place for not allowing concurrent logins for the same user. This is one of the standard practices adapted for security compliance purposes

The system maintains user session up to a maximum time of 2 hours, after which normal login procedure will resume.

13. Challan not generated

- Sometimes the payments made by the stakeholder are not immediately accepted and confirmed by the bank. In such cases, the amount is debited, however, MCA may not have received above confirmation. Usually, in 48 hours such confirmation is received from the bank and subsequently, the Payment/ SRN status is updated, and challan is available on the website.
- Sometimes, there could be an intermittent issue caused by delay in response from the bank or external network factors. MCA recommends using the below SBI URL to verify payment status <https://merchant.onlinesbi.com/thirdparties/doubleverification.htm>
- Kindly wait for 48 hours after making the payment. Challan will be generated. Kindly download from the link <http://www.mca.gov.in/mcafoportal/trackPaymentStatus.do>
- There is a possibility the user may be using multiple DSC's. The MCA system will accept only the registered DSC and same should be used while filling the form.

14. Errors while Uploading of Form:

1. "Need to affix the mandatory DSC"/ "DSC is not Affixed/ Attached/ Registered"

The reported error will be resolved only if you follow the guidelines mentioned below.

- Cache issue: Please clear the cache from your browser and system.
Please refer below link:
<https://kb.wisc.edu/page.php?id=15141>
- Follow the below steps to clear temp files from system.
- Click on Start -> Run -> type 'Temp' and press enter button. This will open a folder, delete all files

- Do not directly open Eform from the inbox/sharepoint/ZIP folder/DESKTOP/or any cloud storage system (DROPBOX/GOOGLE DRIVE) and Affix the DSC.
- It should be first saved into your local drive (D, E, and F) only.
- Save the eform after prescrutiny is successful. Please make sure that PDF file name or attached file names should not have any special characters.
- Please use adobe reader 11 or above versions only.
- The stakeholder need to wait for couple of minutes after saving and closing the form. The process needs to be repeated for attaching all DSCs being used in the form.
- Please go through the video link provided below for troubleshooting the DSC error at pre-scrutiny and upload
<http://mca.gov.in/MCA21/CBT/Error%20Correction%20Steps.swf>

2. Form upload Issue: "DSC is not provided by Indian CA"

- The issue arises when DSCs which are not provided by Indian certifying authorities were used to sign the form.
- Please make sure that all the affixed DSC in the form are provided by authorized DSC Providers (Certificate providers or certifying authorities).

3. SPICe+ Uploading issue

- You are requested to login with your credentials, update any field in the already filled-up SPICe+ form manually, ensuring that you have not used any Special Characters or space at the end of the information submitted. Please avoid copy pasting information.
- After completing the process, pre-scrutinise the form and you should be able to upload your application for affixing DSC and subsequent upload.
- Please update any field in the already filled-up SPICe+ form. Avoid copy pasting of information, Special Characters or space at the end of the information.
- Pre-scrutinise the form again and upload your application.
- The stakeholders need to wait for couple of minutes after saving and closing the form