

Guidelines to be followed during e-filing

#	Subject Area	Situation Encountered	How do you handle
1.	eForms / Documents	Old form is submitted	Old forms will not be accepted and only newly notified eforms will need to be submitted. These are available on the website of the Ministry at www.mca.gov.in and can be downloaded.
2.		It is not known to the users that Adobe versions 7.0.5 and above is required for downloading the eform. Hence the download of eform is not successful.	It is noted and a message being incorporated as "Please ensure that Adobe versions 7.0.5 and above is installed on your Computer".
3.		How are the new eforms be made available to public	Steps have been taken to contact publishers/printers for printing a set of commonly used eforms and another set for all eforms.
4.	Attachments	If the format of the attachments is not PDF	All attachments and documents will need to adopt the standard format of PDF.

5.		<p>The attachments are too huge</p> <p>(Due to constraints that are imposed by low bandwidth connectivity, it is suggested that attachment sizes are kept in the range of 1 to 2 MB per attachment).</p>	<p>If you have an electronic document such as MS-Word document, convert it into PDF format. This way of conversion to PDF will result in smaller sized files as compared to scanning paper documents.</p> <p>In the case of scanned documents, large documents may be broken up into smaller parts and uploaded into the system in parts. Please divide the document into parts of between 15 to 20 pages.</p>
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6.		<p>For existing charges the stakeholder finds it cumbersome to trace chargeId of the same.</p>	<p>A functionality have been provided at the portal whereby applicants/customer service executive can view and take a printout of the index of charges.</p>
7.	Digital Signature	<p>What class of digital signature will need to be used</p>	<p>It will need to be a CLASS 2 or equivalent</p>

		<p>authorized signatory, charge holder and professional certifying the Form CHG-1.</p>	<p>either as an authorized signatory or as a professional. For the purpose of scrutiny the back office of RoC shall manually carry out the exercise and reject the forms in such cases of irregularities.</p>
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9.	Pre-scrutiny of eforms	What should be done if prescrutiny failure is encountered	It could generally happen due to incorrect data or nonfilling of mandatory fields. Check again.
8.		The customer submitting the eform places his digital signature at multiple places. For Example, a single person signs as	In the case of same company single person cannot sign in both the capacities as authorized signatories and as professional. However, in the case of a person signing for and behalf of more than one companies can sign
10.		There may be scenarios where if efilng would not happen due to any reason. For example Form 20B has field for shareholders in thousands and the company was having three share holders only.	It has been noted and suitable steps have been taken.
11.		Key company data such as Company Registration Number, Address of Registered Office, Authorized Capital, etc. is incorrect or absent	Contact concerned ROC immediately to seek rectification of problem
12.	Bulk filing	There are many visitors usually professionals who come in with multiple application forms and once their term comes for processing their queue is held up causing long waiting time for others.	In case company representatives/professionals bring filing documents in bulk, they are advised to bring the soft copy of the e-form duly filled-in, along with the hard copy duly signed manually. Please appreciate that individuals with single filing requests will get priority during peak times.
13.	Help Desk	Problems are encountered persistently when filing over the Internet	You can send a report on the problem encountered via the MCA portal or telephonically at helpdesk.

IMPORTANT NOTICE: Contents in this document will be periodically updated without any prior notice. Please check for periodic updates.