

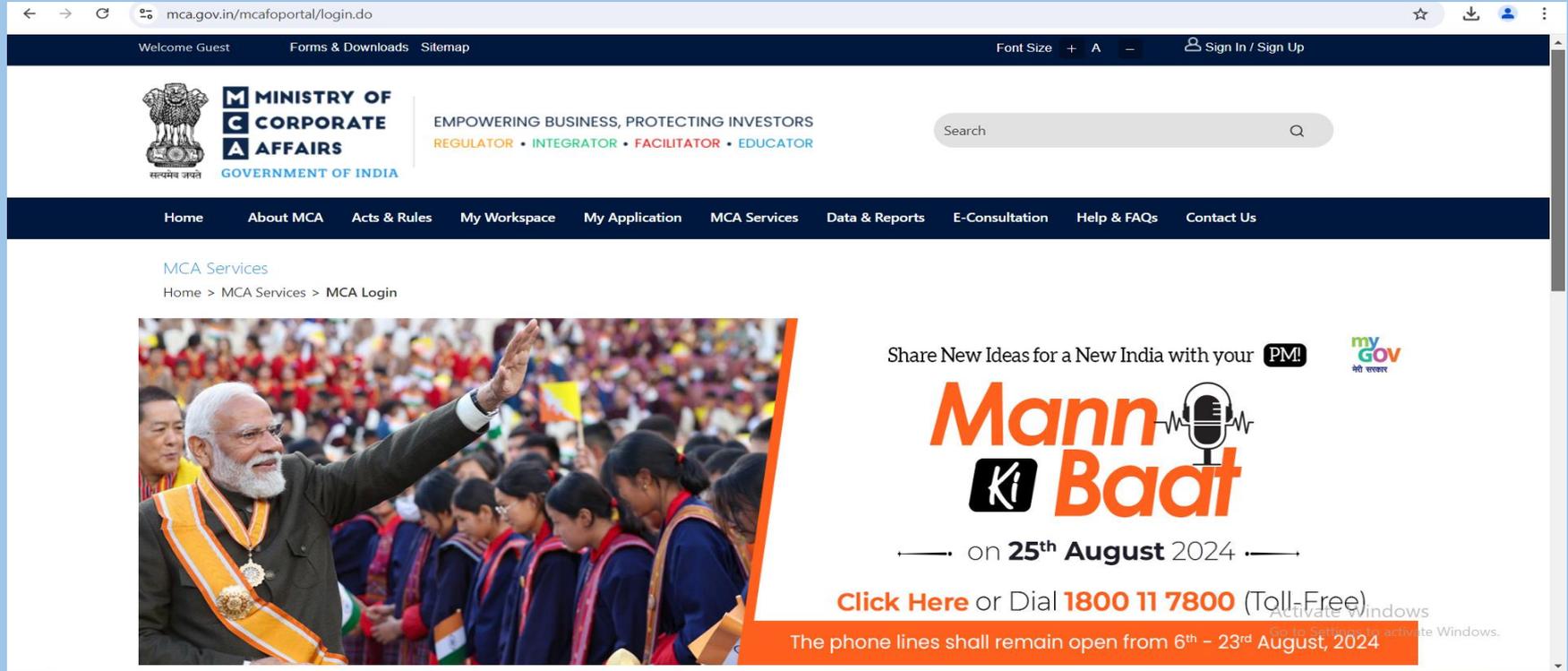


M MINISTRY OF
C CORPORATE
A AFFAIRS
GOVERNMENT OF INDIA

HELP KIT FOR SERVICE TICKET ON MCA



STEP 1: Access the MCA21 V3 portal



The screenshot shows the MCA21 V3 portal login page. The browser address bar displays `mca.gov.in/mcafoportal/login.do`. The page header includes navigation links: "Welcome Guest", "Forms & Downloads", "Sitemap", "Font Size", and "Sign In / Sign Up". The main header features the Ministry of Corporate Affairs logo and tagline: "EMPOWERING BUSINESS, PROTECTING INVESTORS" with sub-points: "REGULATOR • INTEGRATOR • FACILITATOR • EDUCATOR". A search bar is present. The navigation menu includes: "Home", "About MCA", "Acts & Rules", "My Workspace", "My Application", "MCA Services", "Data & Reports", "E-Consultation", "Help & FAQs", and "Contact Us". The breadcrumb trail shows: "Home > MCA Services > MCA Login". The main content area features a banner for "Mann Ki Baat" on 25th August 2024, with a "Click Here" link and a toll-free number "1800 11 7800". The banner also includes the text: "Share New Ideas for a New India with your PM!" and the "myGov" logo.

STEP 2: Click to MCA Services

Skip to Main Content Forms & Downloads Sitemap Font Size + A - Language: English Sign In / Sign Up

 **M** MINISTRY OF
C CORPORATE
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सत्यमेव जयते
GOVERNMENT OF INDIA

EMPOWERING BUSINESS, PROTECTING INVESTORS
REGULATOR • INTEGRATOR • FACILITATOR • EDUCATOR

Search

Home About MCA Acts & Rules My Workspace My Application **MCA Services** Data & Reports E-Consultation Help & FAQs Contact Us

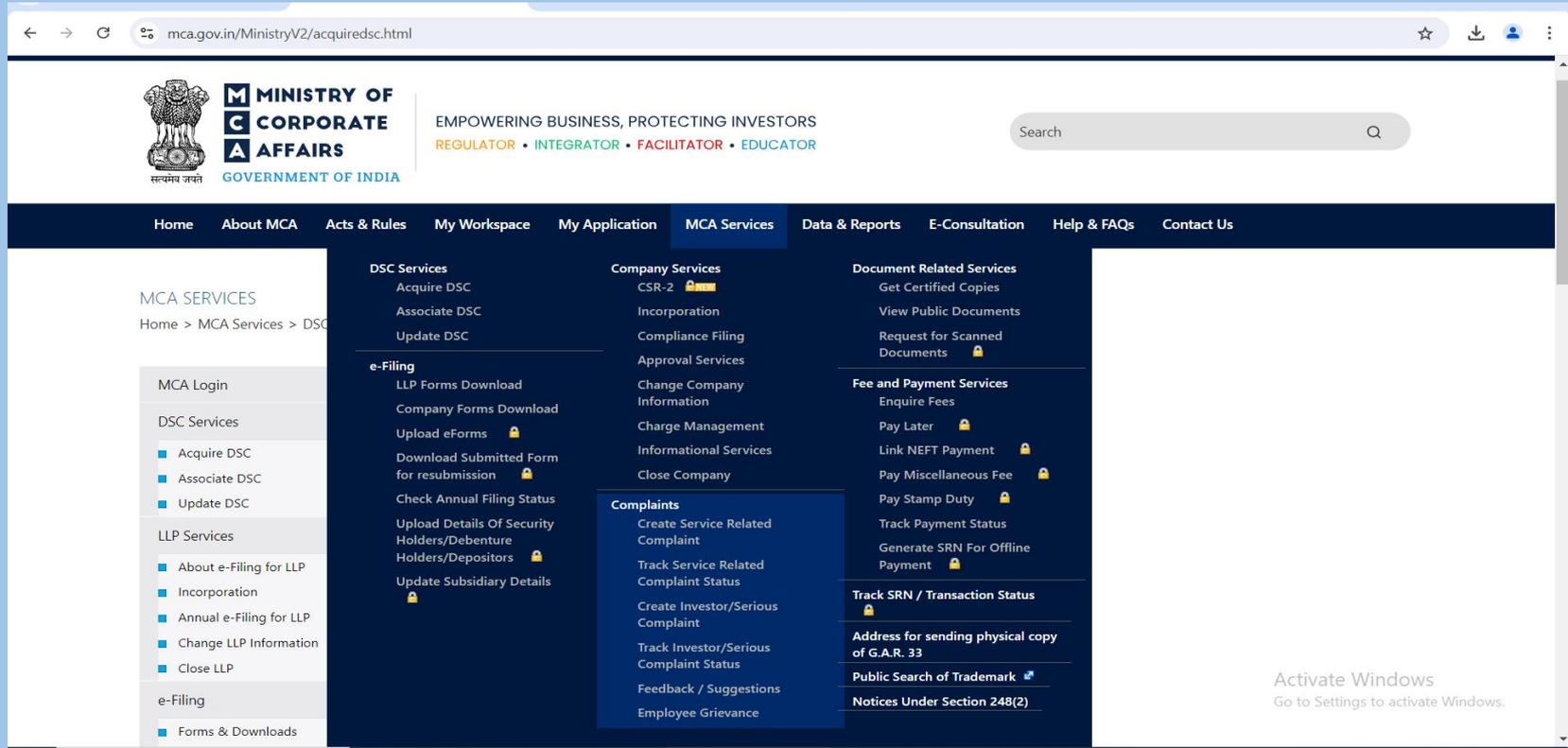
MCA SERVICES

Home > MCA Services > DSC Services > Acquire DSC

MCA Login	<h3>Obtain Digital Signature Certificate</h3> <h4>About Digital Signature Certificate (DSC)</h4> <p>The Information Technology Act, 2000 has provisions for use of Digital Signatures on the documents submitted in electronic form in order to ensure the security and authenticity of the documents filed electronically. This is secure and authentic way to submit a document electronically. As such, all filings done by the companies/LLPs under MCA21 e-Governance programme are required to be filed using Digital Signatures by the person authorised to sign the documents.</p> <p>1 Legal Warning: You can use only the valid Digital Signatures issued to you. It is illegal to use Digital Signatures of</p>	<h4>Related Links and Artefacts</h4> <ul style="list-style-type: none">Certifying AuthoritiesImportant notice on Digital Certificates (SHA2)FAQs
DSC Services <ul style="list-style-type: none">Acquire DSCAssociate DSCUpdate DSC		
LLP Services <ul style="list-style-type: none">About e-Filing for LLPIncorporationAnnual e-Filing for LLPChange LLP InformationClose LLP		
e-Filing		

Activate Windows
Go to Settings to activate Windows.

STEP 3: Click on Complaint



The screenshot shows the MCA21 website interface. The browser address bar displays `mca.gov.in/MinistryV2/acquiredsc.html`. The header features the Ministry of Corporate Affairs logo and the tagline "EMPOWERING BUSINESS, PROTECTING INVESTORS" with sub-headers: "REGULATOR • INTEGRATOR • FACILITATOR • EDUCATOR". A search bar is present on the right. The navigation menu includes: Home, About MCA, Acts & Rules, My Workspace, My Application, **MCA Services**, Data & Reports, E-Consultation, Help & FAQs, and Contact Us. The "MCA SERVICES" section is expanded, showing a list of services. The "Complaints" menu item is highlighted in blue. The "Complaints" sub-menu includes: Create Service Related Complaint, Track Service Related Complaint Status, Create Investor/Serious Complaint, Track Investor/Serious Complaint Status, Feedback / Suggestions, and Employee Grievance. Other services listed include DSC Services, e-Filing, Company Services, Document Related Services, Fee and Payment Services, and Track SRN / Transaction Status. A watermark "Activate Windows" is visible in the bottom right corner.

MCA SERVICES
Home > MCA Services > DSC Services

- MCA Login
- DSC Services
 - Acquire DSC
 - Associate DSC
 - Update DSC
- LLP Services
 - About e-Filing for LLP
 - Incorporation
 - Annual e-Filing for LLP
 - Change LLP Information
 - Close LLP
- e-Filing
 - Forms & Downloads

DSC Services

- Acquire DSC
- Associate DSC
- Update DSC

e-Filing

- LLP Forms Download
- Company Forms Download
- Upload eForms
- Download Submitted Form for resubmission
- Check Annual Filing Status
- Upload Details Of Security Holders/Debenture Holders/Depositors
- Update Subsidiary Details

Company Services

- CSR-2
- Incorporation
- Compliance Filing
- Approval Services
- Change Company Information
- Charge Management
- Informational Services
- Close Company

Complaints

- Create Service Related Complaint
- Track Service Related Complaint Status
- Create Investor/Serious Complaint
- Track Investor/Serious Complaint Status
- Feedback / Suggestions
- Employee Grievance

Document Related Services

- Get Certified Copies
- View Public Documents
- Request for Scanned Documents

Fee and Payment Services

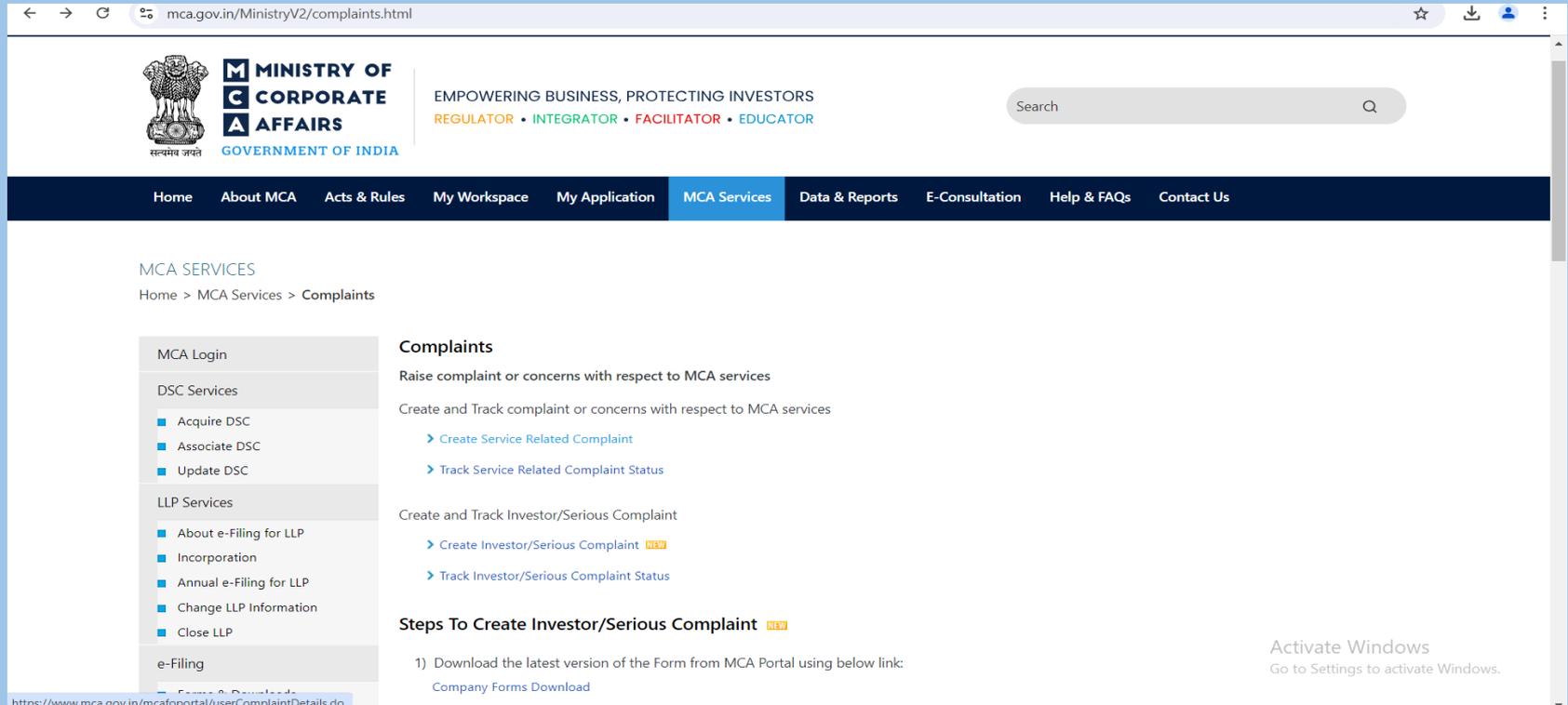
- Enquire Fees
- Pay Later
- Link NEFT Payment
- Pay Miscellaneous Fee
- Pay Stamp Duty
- Track Payment Status
- Generate SRN For Offline Payment

Track SRN / Transaction Status

- Address for sending physical copy of G.A.R. 33
- Public Search of Trademark
- Notices Under Section 248(2)

Activate Windows
Go to Settings to activate Windows.

STEP 4: Click on Create Service Related Complaint



The screenshot shows the MCA Services website interface. The browser address bar displays `mca.gov.in/MinistryV2/complaints.html`. The header includes the Ministry of Corporate Affairs logo and tagline: "EMPOWERING BUSINESS, PROTECTING INVESTORS" with sub-headers: "REGULATOR • INTEGRATOR • FACILITATOR • EDUCATOR". A search bar is present on the right. The navigation menu includes: Home, About MCA, Acts & Rules, My Workspace, My Application, MCA Services (highlighted), Data & Reports, E-Consultation, Help & FAQs, and Contact Us.

MCA SERVICES
Home > MCA Services > Complaints

- MCA Login
- DSC Services
 - Acquire DSC
 - Associate DSC
 - Update DSC
- LLP Services
 - About e-Filing for LLP
 - Incorporation
 - Annual e-Filing for LLP
 - Change LLP Information
 - Close LLP
- e-Filing

Complaints

Raise complaint or concerns with respect to MCA services

Create and Track complaint or concerns with respect to MCA services

- > [Create Service Related Complaint](#)
- > [Track Service Related Complaint Status](#)

Create and Track Investor/Serious Complaint

- > [Create Investor/Serious Complaint](#) **NEW**
- > [Track Investor/Serious Complaint Status](#)

Steps To Create Investor/Serious Complaint **NEW**

- 1) Download the latest version of the Form from MCA Portal using below link:
[Company Forms Download](#)

Activate Windows
Go to Settings to activate Windows.

`https://www.mca.gov.in/mcafoportal/userComplaintDetails.do`

STEP 5: Register Your Complaint with MCA21 Helpdesk

← → ↻ mca.gov.in/mcafoportal/userComplaintDetails.do ☆ ⬇ 👤 ⋮



DDUU
on **25th August 2024**
Click Here or Dial **1800 11 7800** (Toll-Free)
The phone lines shall remain open from 6th - 23rd August, 2024

To view the step-by-step video of filing linked eform, [click here](#).

Register Your Complaint with MCA21 Helpdesk

If your facing any issues in downloading an eform, signing the eform or uploading the eform click [here](#) to learn to troubleshoot the error.

*Name of Person

*Country

*City

*Mobile Number

*Email ID

*Type

Severity

For MCA Offices Only if required

*Description of Problem

Supporting Documents (if any)

Company Name

- DSC Services
- DIN Services
- e-Filing
- Company Services
- Complaints
 - Create Service Related Complaint
 - Track Service Related Complaint Status
 - Create Investor/Serious Complaint
 - Track Investor/Serious Complaint Status
 - Feedback / Suggestions
 - Employee Grievances
- Document Related Services

Activate Windows
Go to Settings to activate Windows.

STEP 6 : Select TYPE-V3, IEPF

← → ↻ mca.gov.in/mcafoportal/userComplaintDetails.do ☆ ↓ 👤 ⋮



Click Here or Dial **1800 11 7800** (Toll-Free)
The phone lines shall remain open from 6th - 23rd August, 2024

DSC Services ▾
DIN Services ▾
e-Filing ▾
Company Services ▾
Complaints ∞

- Create Service Related Complaint
- Track Service Related Complaint Status
- Create Investor/Serious Complaint
- Track Investor/Serious Complaint Status
- Feedback / Suggestions
- Employee Grievances

Document Related Services ▾
Fee and Payment Services ▾
Track SRN/Transaction Status 🔒
Address for sending physical

To view the step-by-step video of filing linked eform, click [here](#).

Register Your Complaint with MCA21 Helpdesk

If your facing any issues in downloading an eform, signing the eform or uploading the eform click [here](#) to learn to troubleshoot the error.

*Name of Person
*Country
*City
*Mobile Number
*Email ID
*Type
Severity
For MCA Offices Only if required
*Description of Problem
Supporting Documents (if any)
Company Name
CIN / LLPIN
DIN Number(if Applicable)
PAN

Activate Windows
Go to Settings to activate Windows.

mca.gov.in/mcafoportal/userComplaintDetails.do

[Click Here](#) or Dial **1800 11 7800** (Toll-Free)
The phone lines shall remain open from 6th - 23rd August, 2024

To view the step-by-step video of filing linked eform, click here.

Register Your Complaint with MCA21 Helpdesk

If your facing any issues in downloading an eform, signing the eform or uploading the eform click [here](#) to learn to troubleshoot the error.

Name of Person

Country

City

Mobile Number

Email ID

Type
Select
Approval
Certificate-Letter
Company
DSC
LLP
Login and Registration
Master Data
Payment
VPD
Others
IEPF

Severity

For MCA Offices
required

Description of Problem

Supporting Documents (if any)

Company Name

CIN / LLPIN

DIN Number(if Applicable)

PAN

Document Related Services

Fee and Payment Services

Track SRN/Transaction Status

Address for sending physical

Activate Windows
Go to Settings to activate Windows.

09:27

STEP 7 : Select FORM ID - IEPF-5 or IEPF-1, IEPF-1A, IEPF-2, IEPF-4

← → ↻ mca.gov.in/mcafoportal/userComplaintDetails.do ☆ 👤 ⋮

DSC Services ▾

DIN Services ▾

e-Filing ▾

Company Services ▾

Complaints ⌵

- Create Service Related Complaint
- Track Service Related Complaint Status
- Create Investor/Serious Complaint
- Track Investor/Serious Complaint Status
- Feedback / Suggestions
- Employee Grievances

Document Related Services ▾

Fee and Payment Services ▾

Track SRN/Transaction Status 📄

Address for sending physical copy of G.A.R. 33

Public Search of Trademark 🔍

Notices Under Section 248(2)

To view the step-by-step video of filing linked eform, click [here](#).

Register Your Complaint with MCA21 Helpdesk

If your facing any issues in downloading an eform, signing the eform or uploading the eform click [here](#) to learn to troubleshoot the error.

*Name of Person

*Country

*City

*Mobile Number

*Email ID

*Type

*Form ID
Form 15
Form 17
Form 18
Form 22
Form 23
Form 24
Form 25
Form 27
Form 28
Form 31
Form 32
Form-66
LLP BEN-2
LLP Form 4D
NA
IEPF-1
IEPF-1A
IEPF-2
IEPF-4
IEPF-5

Severity

For MCA Offices

*Description of Problem

Supporting Documents (if any)

Company Name

CIN / LLPIN

DIN Number(if Applicable)

PAN

User ID

*SRN Number (if not applicable enter NA)

To enable us to serve you better with quick resolution, please mention the SRN number above.

Activate Windows
Go to Settings to activate Windows.

STEP 8 : Select CATEGORY- E-verification/ Approval related/ Share Transfer related/ Dividend related, etc.

← → ↻ 🌐 mca.gov.in/mcafoportal/userComplaintDetails.do ☆ ⬇ 👤 ⋮

DSC Services ▾

DIN Services ▾

e-Filing ▾

Company Services ▾

Complaints ⌵

- Create Service Related Complaint
- Track Service Related Complaint Status
- Create Investor/Serious Complaint
- Track Investor/Serious Complaint Status
- Feedback / Suggestions
- Employee Grievances

Document Related Services ▾

Fee and Payment Services ▾

Track SRN/Transaction Status 🔒

Address for sending physical copy of G.A.R. 33

Public Search of Trademark 🔗

Notices Under Section 248(2)

To view the step-by-step video of filing linked eform, [click here](#).

Register Your Complaint with MCA21 Helpdesk

If your facing any issues in downloading an eform, signing the eform or uploading the eform click [here](#) to learn to troubleshoot the error.

*Name of Person

*Country **INDIA** ▾

*City

*Mobile Number Please Enter 10 digit mobile number

*Email ID

*Type **V3** ▾ **IEPF** ▾

*Form ID **IEPF-5** ▾

*Category **Select** ▾

Severity

For MCA Offices

*Description of Problem

Supporting Documents (if any)

Company Name

CIN / LLPIN

DIN Number(if Applicable)

PAN

User ID

*SRN Number (if not applicable enter NA)

To enable us to serve you better with quick resolution, please mention the SRN number above

Select

- Information Not Prefilled
- Issue in Downloading Form
- Issue with Uploading Form
- Prefilled information Incorrect
- Resubmission related issue
- Unable to Enter Data
- Unable to Save Submit or Edit
- Validation Error during Filing
- E-Verification
- Approval related**
- Share Transfer related
- Dividend related

Activate Windows
Go to Settings to activate Windows.

STEP 9 : Select MCA Offices as - IEPFA

← → ↻ mca.gov.in/mcafoportal/userComplaintDetails.do ☆ ↓ 👤 ⋮

DSC Services ▾ To view the [step-by-step video of filing linked eform](#), [click here](#).

DIN Services ▾

e-Filing ▾

Company Services ▾

Complaints ⌵

- Create Service Related Complaint
- Track Service Related Complaint Status
- Create Investor/Serious Complaint
- Track Investor/Serious Complaint Status
- Feedback / Suggestions
- Employee Grievances

Document Related Services ▾

Fee and Payment Services ▾

Track SRN/Transaction Status 🔒

Address for sending physical copy of G.A.R. 33

Public Search of Trademark 🔗

Notices Under Section 248(2)

Register Your Complaint with MCA21 Helpdesk

If your facing any issues in downloading an eform, signing the eform or uploading the eform click [here](#) to learn to troubleshoot the error.

*Name of Person

*Country

*City

*Mobile Number

*Email ID

*Type

*Form ID

*Category

Severity

For MCA Offices ⓘ Only if

- Select
- Head Quarters
- Regional Directors
- Registrar of Companies
- OL
- DGCoA
- IEPFA**

*Description of Problem

Supporting Documents (if any)

*Browser Details

Company Name

CIN / LLPIN

DIN Number(if Applicable)

PAN

User ID

*SRN Number (if not applicable enter NA)

Browse

Activate Windows
Go to Settings to activate Windows.

STEP 10 : DESCRIPTION OF PROBLEM

(describe the issue in details and attached the document if necessary)

← → ↻ mca.gov.in/mcafoportal/userComplaintDetails.do ☆ ⬇ 👤 ⋮

DSC Services	▼	To view the step-by-step video of filing linked eform , click here.
DIN Services	▼	
e-Filing	▼	
Company Services	▼	
Complaints	⋮	
■ Create Service Related Complaint		
■ Track Service Related Complaint Status		
■ Create Investor/Serious Complaint		
■ Track Investor/Serious Complaint Status		
■ Feedback / Suggestions		
■ Employee Grievances		
Document Related Services	▼	
Fee and Payment Services	▼	
Track SRN/Transaction Status	🔒	
Address for sending physical copy of G.A.R. 33		
Public Search of Trademark	🔗	
Notices Under Section 248(2)		

Register Your Complaint with MCA21 Helpdesk

If your facing any issues in downloading an eform, signing the eform or uploading the eform click [here](#) to learn to troubleshoot the error.

*Name of Person

*Country

*City

*Mobile Number

*Email ID

*Type

*Form ID

*Category

Severity

For MCA Offices Only if required

*Sub Area

*Description of Problem

Supporting Documents (if any)

*Browser Details

Company Name

CIN / LLPIN

DIN Number(if Applicable)

PAN

User ID

*CPA Number(if not applicable enter)

Activate Windows
Go to Settings to activate Windows.

STEP 11 : Enter the SRN number-mention the SRN of form filed

mca.gov.in/mcafoportal/userComplaintDetails.do

- Create Service Related Complaint
- Track Service Related Complaint Status
- Create Investor/Serious Complaint
- Track Investor/Serious Complaint Status
- Feedback / Suggestions
- Employee Grievances

Document Related Services

Fee and Payment Services

Track SRN/Transaction Status

Address for sending physical copy of G.A.R. 33

Public Search of Trademark

Notices Under Section 248(2)

*Mobile Number: Please Enter 10 digit mobile number

*Email ID: [Empty]

*Type: V3 IEPF

*Form ID: IEPF-5

*Category: Approval related

Severity: Medium

For MCA Offices: IEPFA Only if required

*Sub Area: IEPFA

*Description of Problem: DESCRIBE THE ISSUE

Supporting Documents (if any) Browse

*Browser Details: ---Select---

Company Name: [Empty]

CIN / LLPIN: [Empty]

DIN Number(if Applicable): [Empty]

PAN: [Empty]

User ID: [Empty]

*SRN Number (if not applicable enter NA): F11111111

To enable us to serve you better with quick resolution, please mention the SRN number above.

*Others: Please copy and paste exact error

Logged Date & Time: 12/08/2024 at 00:29

Submit Cancel

Activate Windows
Go to Settings to activate Windows.



STEP 12 : Click the SUBMIT button- to submit your complaint