

## FAQs on New MCA Website

### 1. Has the new MCA website been launched? Has there been any change in the existing services?

**Ans.** The Ministry of Corporate Affairs is in the process of implementing the third version of its flagship project MCA21 (NCA 21 V-3). The project will be developed and implemented in phase-wise manner over the fiscal year 2021-22.

In April 2021 (Phase-1), the Ministry will release an upgraded version of MCA website, followed by two other public facing modules viz. e-Consultation and e-Book. Other modules of MCA21 version 2 will continue to operate in parallel and will support form-filing and regulatory compliance by stakeholders.

Migration of all modules of MCA21 version 2 modules to version 3 shall take place from October 2021 onwards.

### 2. What are the key features of the new MCA Website?

**Ans.** As stated above, the Ministry of Corporate Affairs is in the process of implementing the third version of its flagship project MCA21. The project will be developed and implemented in phase-wise manner over the fiscal year 2021-22.

In the phase-1 (April 2021) , following web pages have been revamped: -

- ❖ Home page
- ❖ About Us
- ❖ Data & Reports
- ❖ Contact Us
- ❖ News & Updates
- ❖ Mediation & Conciliation

Following new services have also been made available: -

- **E-Book (hyperlink)** – E-Book has been revised to include e-books for all Acts administered by MCA. Further, additional functionalities such as filter, sorting and timelines have been introduced. Please refer to FAQs on E-Book (hyperlink) for more information.
- **E-Consultation (hyperlink)** – A new online platform wherein, stakeholders/users can submit their comments and suggestions on the proposed amendments/draft legislations that are posted by MCA. Please refer to FAQs on E-Consultation (hyperlink) for more information.

Stakeholders may note that other modules of MCA21 version 2 will continue to operate in parallel and will support form-filing and regulatory compliance by stakeholders. Migration of all modules of MCA21 version 2 modules to version 3 is likely to happen in October 2021.

### 3. Is there a change in the Login Process?

**Ans.** No. There is no change in the login process. Registered Users can continue to login (hyperlink) using their existing credentials.

**4. Is there a change in the Registration Process?**

**Ans.** No. There is no change in the Registration Process. New Users can sign up on the website here ([hyperlink](#)). Please refer to the FAQs on Registration ([hyperlink](#)) for more information.

**5. Is there any change in e-filing process?**

**Ans.** No. There is no change in the e-filing process. Please refer to the FAQs on e-filing ([hyperlink](#)) for more information.

**6. Is there any change in payment process?**

**Ans.** No. There is no change in the payment process. Please refer to the FAQs on Payment Process ([hyperlink](#)) for more information.

**7. What will happen to data saved in “My Workspace” Tab with MCA website?**

**Ans.** There is no change. It will remain same. All the forms saved in drafts can accessed through My Workspace.

**8. I do not see Stakeholder's corner on the new Home Page. Where can I find this section?**

**Ans.** The Stakeholder's corner has been discontinued. All the important reports/documents which were available in this section have been moved to Library([hyperlink](#)) page under Data & Reports. These reports could also be found in 'Recent Reports' tab in the Notification & Updates section of the Home Page. Vacancies/Appointments has been moved to News & Updates [<hyperlink>](#) section.

**9. I do not see important Messages in the News tab on the Home Page. Where can I find these messages?**

**Ans.** These messages could be found in the Important Updates tab in the Notification & Updates section of the Home Page.

**10. I do not see Forms & Downloads link at the top of the pages. Where do I find it?**

**Ans.** You can now access Forms & Downloads section by clicking on Company Forms Downloads and LLP Forms Downloads cards located on the Home Page. Alternatively, the page can also be accessed through e-filing ([hyperlink](#)) option under the MCA Services menu drop-down.

**11. How is the Sectional Search different from the Website Search?**

**Ans.** The Sectional Search has been provided to enable users to quickly locate the relevant document. It caters to the documents in a particular section whereas Website search caters to the entire website.

**12. I do not see CRC (Corporate Seva Kendra) link at the top. Where do I find it?**

**Ans.** CRC can be accessed from the Corporate Seva Kendra card added in the Information Corner on the Home Page.

**13. I cannot find KPI Performance Report on the Home Page. Where do I find it?**

**Ans.** KPI Performance Report has been moved to Related Information and Document section of the About MCA ([hyperlink](#)) Page.

**14. I do not see Extension of AGM, ROC Adjudication Reports, Disqualified Directors, Companies struck off, and Proclaimed Offenders on the Home Page. Where do I find these?**

**Ans.** These reports have been moved to RD/ROC Information (hyperlink) section under Data & Reports.

**15. Where can I find SOP for Grievance Redressal?**

**Ans.** SOP for Grievance Redressal (hyperlink) is located under Help & FAQ menu drop down.

**16. I cannot find details of Staff Grievance Officer in Contact Us page. Where do I find it?**

**Ans.** Staff Grievance Officer page has been moved to Employee Corner (hyperlink).

**17. How do I access the important services on new MCA website?**

**Ans.** The shortcuts to access primary and ancillary services have been provided on Homepage as cards.

- Step 1: Scroll through the 6 primary service cards below banner image. The following services can be accessed: –
  - Register your Company
  - Company Forms Downloads
  - Close your Company
  - Register your LLP
  - LLP Forms Downloads
  - Close your LLP
- Step 2: User can click on any of the cards to know more and avail any of these services. The process of filing e-forms remain the same. To know more, click on FAQs on e-filing.
- Step 3: Scroll down to 12 Frequently used services cards given below the urgent notice band
- Step 4: User can use <> arrows to scroll through and select the required service. The following essential services can be directly accessed –
  - E-Books
  - Name Reservation – Company
  - Name Reservation – LLP
  - DIR 3 KYC
  - Track Transaction Status
  - View Public Documents
  - View Company/ LLP Master Data
  - Associate DSC
  - Update DSC
  - Enquire Fee
  - Independent Director/ Databank Registration
  - E-Auction
- Step 5: For services cards with lock icon on top, user will be redirected to login page. For cards without lock icon, the user will be navigated to the services page.
- Step 6: Alternatively, all these services can be accessed from Home -> MCA Services <hyperlink>

- Step 7: All other MCA services can be accessed from Home -> MCA Services <hyperlink> in same manner as previous website version.

### **18. How do I access all important updates and information on new MCA website?**

**Ans.** The shortcuts to important information and notifications have been provided on Home page.

- Step 1: Scroll to 'Notifications & Updates' section on Homepage
- Step 2: Click on any of the following tabs to access respective documents/ messages
  - What's New
  - Latest News
  - Important Updates
  - Videos
  - Notices & Circulars
  - Recent Reports
  - Quotations & Tenders
  - Press Release
  - Vacancies
- Step 3: Search by content by typing relevant keyword on the sectional search bar provided.
- Step 4: User may select a date range from the Date icon to narrow down search of documents
- Step 5: User can scroll through the section to view the latest documents
- Step 6: Clicking on 'View More' will allow user to view all documents present for each of the sections
- Step 7: Clicking on Download icon will directly download documents in user's system
- Alternatively, the user can access the same 'News & Updates' pages from quick links <hyperlink>
- Step 8: All informational pages on Homepage have been arranged together as 'Information Corner'. The following pages are available for viewing –
  - Ease of Doing Business
  - Employee Corner
  - Annual Reports
  - Parliament Questions & Assurances
  - Information on Company Deposits
  - Mediation & Conciliation Panel
  - Corporate Seva Kendra
- User can click on any of the cards to access the respective pages
- All other website related documents can be accessed through other information centric pages like About MCA <hyperlink>, Data & Reports <hyperlink>, Contact Us <hyperlink>

### **19. Is there an option to navigate to RDs, ROCs or OLs?**

**Ans.** Yes. The steps to navigate to RDs, ROCs or OLs are as follows: -

- Step 1: - Please click on the Contact Us option in the menu band. This will redirect to Grievance cell page under Contact Us Page.
- Step 2: - Please click on the Regional Directors tab present in the tab panel on the left.
- Step 3: - Please select the desired RD from the interactive Map. Alternatively, the desired RD can also be selected through the drop down present to the right of the interactive map.
- Step 4: - Upon selecting the desired RD, the details of the selected RD would appear on the right-hand side. There will be a 'View on Map' link at the bottom of the details.
- Step 5: - Click on the 'View on Map' link. It will redirect to Maps with the location of the RD shown on Maps.
- Step 6: - Users can then get directions to the selected RD/ROC/OL office through Maps.