

## **FAQ on Viewing documents and using other services on MCA Portal**

### **1. How do I view Public Documents?**

The access to public records pertaining to a company is provided from MyMCA portal to any citizen who wishes to view the same. This feature is available after login. You will need to select the company and the documents available under each category will be shown. You may opt to make a payment and view the company documents thereafter. The documents can be viewed from anywhere without visiting the specific RoC office, using the **'My Documents'** tab available after you log into the portal. After the payment is received by MCA, you can view the documents during the next 7 days for a maximum of 3 hours.

### **2. How do I view the signatory on the eForm displayed on MyMCA portal?**

You have to click on the signature tab on the left hand side of the opened file.

### **3. How do I see the attachment on the eForm displayed on MyMCA portal?**

You have to click on the attachment tab on the left hand side of the opened file.

### **4. How do I request for Certified Copies?**

You can make a request for certified copies and make payments through the options given. After making the payment, you are shown the address of the RoC for collecting the certified copies.

### **5. How do I lodge a complaint against a company?**

You have to file an investor complaint form with the complaint details and upload the eForm. You are provided a system generated Service Request Number (SRN) for future tracking.

### **6. How do I track the status of the filed complaint?**

Using the SRN you can track the status of the complaint. You can track the status through the 'Track Complaint Status' link available under the 'Investor Grievances' on the MCA portal.

### **7. How do I find the CIN of the company against which I have a complaint?**

You will require the Corporate Identification Number (CIN) of the company against which you are making a complaint. Use the 'Find CIN/GLN' service available under 'Other Services' link to find the CIN of the company.

## **8. Can I file multiple complaints against a company?**

If you have multiple complaints against a company use separate forms for each complaint.

## **9. How do I check name availability for incorporating a company?**

The applicant proposing to incorporate a new company can search for the name of the new company by using the **Check Company Name** service under **Other Services** tab on the homepage of MyMCA portal.

## **10. How do I find the CIN of the company?**

You can find the Corporate Identity Number (CIN) by entering the company name or registration number in the Find CIN/GLN page under **Other Services** tab on homepage of MyMCA portal.

## **11. How do I enquire for fee on the portal?**

The user can inquire the fees applicable for various eForms, certified copies or inspection of documents through the fee calculator provided under Other Services tab without logging in.

## **12. How do I track the status of my transaction?**

On entering the Service Request Number (SRN), the user can track the status of the transactions made. In case you have done the filing through your own User ID, then you can track the status through the 'Track Transaction Status' link available on the homepage of the MCA portal.

## **13. How do I track the status of the transactions done at PFO?**

In case you have done the filing through the PFO (Facilitation Centre), then you can track the status through the 'View Transaction Status PFO' link available under the 'Other Services' tab on the homepage of the MCA portal.

## **14. How do I know the payment submitted at a bank branch has been confirmed to MCA?**

The user can track the status of payment made to MCA by entering the SRN in the 'Track Payment status' link.