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ABOUT THIS DOCUMENT

This Instruction Kit is designed as a step-by-step guide to assist the user in filling up the Complaints webform. This document provides references to law(s) governing the webform, guidelines to access the application, instructions to fill the webform at field level and important check points while filling up the webform along with other instructions to fill the webform.

User is advised to refer to the respective instruction kit for filing of webform.

This document is divided into following sections:



Part I – Law(s) governing the webform



Part II– Accessing the Complaint Form application



Part III – Instructions to fill the webform



Part IV – Key points for successful submission

Click on any section link to refer to the particular section.

1 PART I – LAW(S) GOVERNING THE WEBFORM

Pursuant to Section [206\(1\)](#) & [206\(3\)](#) of the Companies Act, 2013 and Section [38](#) of The Limited Liability Partnership Act, 2008.

1.1 Purpose of the webform

The Complaint Form aims to simplify the process of filing a complaint against companies/LLPs/Foreign companies to Registrar of Companies. This form can be filed for both 'Investor related' complaints and 'Serious' complaints, i.e., any investor/shareholder/creditor/employee/deposit holder can file complaint related to shares, debentures, bonds, fixed deposits etc. and any complainant can file a serious complaint related to corporate fraud, management dispute, cessation/removal of director/designated partner etc.

1.2 Important Check Points while filling up the webform

- ✓ *Please read the instructions and guidelines carefully before filling online application forms.*
- ✓ *Please attach the required mandatory supporting documents in the specified format only.*
- ✓ *Please ensure that applicant of the webform is registered as a registered user or a business user on the MCA portal before filing the webform.*
- ✓ *Please ensure that applicant of the webform has a valid mobile number and email ID.*
- ✓ *Please note that the Company/LLP/Foreign Company for which the webform is being filed shall be registered with MCA and shall have a valid CIN/LLPIN/FCRN.*
- ✓ *Please ensure that DIN/DPIN provided in Complaint Form (if required) is approved.*
- ✓ *Please ensure that the date(s) entered in the form is greater than or equal to the date of incorporation of company.*
- ✓ *Please ensure to file only one Compliant Form against one company/LLP and for one type of complaint. If there are multiple complaints against one company/LLP, file a different Compliant Form for each type of complaint. This will help with effective tracking and closure of complaints.*
- ✓ *Please ensure to file the Complaint Form with the Ministry of Finance, Department of Economic Affairs, Government of India (GOI), in case your complaint relates to multi-level marketing scheme or a scheme falling under the Price Chit and Money Circulation Schemes (Banning) Act, 1978, including a company carrying on chit fund business.*
- ✓ *Please ensure to file the Complaint Form with the Ministry of Labour & Employment, GOI, in case your complaint relates to termination of services, non-payment of salary, terminal benefits etc. (service-related matters).*

- ✓ Please ensure to file the Complaint Form with the Reserve Bank of India (RBI), in case your complaint relates to Non-Banking Finance Company (NBFC), or Residuary Non-Banking Company (RNBC) registered with RBI.
- ✓ Please ensure to file the Complaint Form with SEBI, in case your complaint is against any company having any collective investment scheme, or the complaint is against intermediaries registered with SEBI, such as stockbrokers, depository participants, mutual funds.
- ✓ Please ensure to file the Complaint Form with either with SEBI (under the Department of Economic Affairs) or with the MCA, in case your complaint relates to the issue and transfer of securities and non-payment of dividend in respect of listed companies and also the companies which intend to get their securities listed on any recognized stock exchange.
- ✓ Please ensure to file the Complaint Form with the Registrar of Chit Funds of the concerned state, in case of Chit Fund Companies.
- ✓ Please ensure to file the Complaint Form with the Ministry of Urban Development and Housing, GOI, in case of real estate companies.
- ✓ Please ensure to file the Complaint Form with the Court/Tribunal of appropriate jurisdiction, in case your complaint relates to disputes concerning title of properties or in the nature of commercial disputes.
- ✓ Please ensure to file the Complaint Form with the appropriate police authority, as prescribed in Information Technology Act, 2000, in case your complaint relates to misuse of digital signature (resulting in alleged filling of Form 32 or Form 2 etc.).
- ✓ Please ensure to file the Complaint Form with the Consumer Court of appropriate jurisdiction or the MCA, in case your complaint relates to deficiencies in products or services of a company.
- ✓ If the space within any of the fields is not sufficient to provide all the information, then additional details can be provided as an optional attachment to the webform.
- ✓ Please check for any alerts that are generated using the “Notifications and alerts” function under the ‘Additional Services’ page in the FO user dashboard on the MCA website.

2 PART II – ACCESSING THE COMPLAINT FORM APPLICATION

2.1 Application Process for Complaint Form

2.1.1 Initial Submission

2.1.1.1 Option 1

STEP 1: Access MCA homepage

STEP 2: Login to MCA portal with valid credentials¹

STEP 3: Select “MCA services”

STEP 4: Go to “Company E-filing”

STEP 5: Navigate to “Informational and investor Services”

STEP 6: Access “Complaint Form”

STEP 7: Fill up the application

STEP 8: Save the webform as a draft (optional)²

STEP 9: Submit the webform

STEP 10: SRN is generated upon submission of webform (The SRN can be used by the user for any future correspondence with MCA)

STEP 11: Acknowledgement is generated

2.1.1.2 Option 2

STEP 1: Access MCA homepage

STEP 2: Access Complaint Form through search bar on MCA homepage (website search)³

STEP 3: Login to MCA portal with valid credentials

STEP 4: Fill up the application

STEP 5: Save the webform as a draft (optional)²

STEP 6: Submit the webform

STEP 7: SRN is generated upon submission of webform (The SRN can be used by the user for any future correspondence with MCA.)

STEP 8: Acknowledgement is generated

¹In case Option 1 is selected, the user will have an option to either login immediately after accessing the MCA homepage, or login after selecting “Complaints” in case the user is not already logged in.

²The option to save the webform as a draft shall be enabled once the user enters the CIN/LLPIN/FCRN.

³In case Option 2 is selected, the user will have an option to either login immediately after accessing the MCA homepage or login after searching the complaints form on the website.

3 PART III – INSTRUCTIONS TO FILL THE WEBFORM

3.1 Specific Instructions to fill the Complaint Form at Field Level

Instructions to fill 'Complaint Form' are tabulated below at field level. Only important fields that require detailed instructions are explained. Self-explanatory fields are not explained.

Field No.	Field Name	Instructions
1 (a)	Corporate Identity Number (CIN)/Limited Liability Partnership Identification Number (LLPIN)/ Foreign Company Registration Number (FCRN)	i. In case the user does not have the CIN/LLPIN/FCRN, a search option will be provided on the page allowing the user to search for the CIN basis the name of the company (User can type the full name of the company OR part of the name of the company as keyword for search). ii. The user can select one of the CIN from the search result to proceed with filing the form.
1 (b)	Name of the company /LLP/Foreign Company	These fields shall be pre-filled based on CIN entered in field number 1(a) i.e., 'Corporate Identity Number (CIN)/Limited Liability Partnership Identification Number (LLPIN)/ Foreign Company Registration Number (FCRN)' and shall be non-editable.
1 (c)	Address of the registered office of the company/LLP/Foreign Company	
1 (d)	Email id	
	Details of Complaint	
2 (a)	Nature of complaint	Select the relevant option from the dropdown
2 (b)	Type of complaint	Select the relevant option from the dropdown. The dropdown list shall be displayed basis the option selected in field number 2 (a) i.e. 'Nature of complaint'.
4	Particulars of Director/Designated partner for whom Form DIR-12/Form 4 for cessation is not filed by the company/LLP (These details can be entered only in case date of cessation is on or after 1st July 2007)	This entire section shall be displayed and mandatory if 'Cessation of director/Designated partner' or 'Removal of director /Designated partner' is selected in the field number 2 (b) i.e. 'Type of complaint'.
4 (a)	Director Identification Number (DIN)/ Designated partner Identification Number (DPIN)	DIN /DPIN entered in this field shall be valid and approved DIN/DPIN.

Field No.	Field Name	Instructions
4 (b)	Name	i. These fields shall be mandatory in case DIN/DPIN is entered in field number 4 (a) i.e. 'Director Identification Number (DIN)/ Designated Partner Identification Number (DPIN)'. ii. These fields shall be pre-filled based on DIN/DPIN entered in field number 4 (a) i.e. 'Director Identification Number (DIN)/ Designated Partner Identification Number (DPIN)' and shall be non-editable. iii. Kindly note that user shall be allowed to enter the details manually in case DIN/DPIN is not available.
4 (c)	Designation	
4 (e)	E-mail ID of Director/Designated partner	
6	Complainant Details Name and address of investor /other stakeholder / Complainant	i. In case 'Yes' is selected in field number 6 (c) i.e. 'Is the complaint being filed by the complainant himself ?', the name and the address of investor /other stakeholder / Complainant shall get pre-filled and shall be non-editable. ii. In case 'No' is selected in field number 6 (c) i.e. 'Is the complaint being filed by the complainant himself ?', the user will manually enter the details.
	Attachments	All the attachments shall be either in pdf or.jpg format. The size of each individual attachment can be up to 2 MB.
(a)	In cases complaint is in respect of non-filing of Form No. 32/DIR-12/Form 4 for cessation of a director /designated partner, correspondence with the company/LLP with respect to the cessation	This attachment is mandatory in case DIN/DPIN is entered in field number 4 (a) i.e. 'Director Identification Number (DIN)/ Designated partner Identification Number (DPIN)'.
(b)	Optional attachments – if any	i. This field can be used to provide any other information. ii. Please note that the user has an option to upload up to five optional attachments.

3.2 Other instructions to fill Complaint Form

Buttons	Particulars
Choose File	i. Click the “Choose File” button to browse and select a document that is required to be attached as a supporting to Complaint Form. ii. All the attachments should be uploaded in pdf or .jpg format. The total size of the document being submitted can be up to 2 MB. iii. The user has an option to attach multiple files as attachments in optional attachment within the form up to 5 attachments of 2MB each.
Save	i. Click on Save button to save the application in a draft form at any given point in time prior to submitting the webform. ii. The ‘Save’ option will be enabled only after entering the CIN/FCRN/LLPIN. iii. This is an optional field. iv. On saving the webform, all the information filled in the webform will be saved and can be edited/updated till the time webform is submitted. v. The previously saved drafts can also be accessed (at a later point in time) using the application history functionality.
Submit	i. This is a mandatory field. ii. When the user clicks on the submit button the details filled in the webform are auto saved and the system verifies the webform. Incase errors are detected the user will be taken back to webform and all the relevant error messages shall be displayed. iii. In case at the submission of webform no errors are detected by the system the submission will be successful.

4 PART IV – KEY POINTS FOR SUCCESSFUL SUBMISSION

4.1 Fee rules

This section is not applicable.

4.2 Processing Type

Complaint Form shall be processed in non-STP mode.

4.3 Useful Links

1. Link to access Complaint Form: <https://www.mca.gov.in/content/mca/global/en/mca/e-filing/Informational-and-Investor-services/complaint-form.html>
2. FAQs related to e-filing:
<https://www.mca.gov.in/bin/dms/getdocument?mds=cFUFEEzUdS2er1unacUDRoQ%253D%253D&type=open>
3. Payment and Fee related Services: [Payment](#)