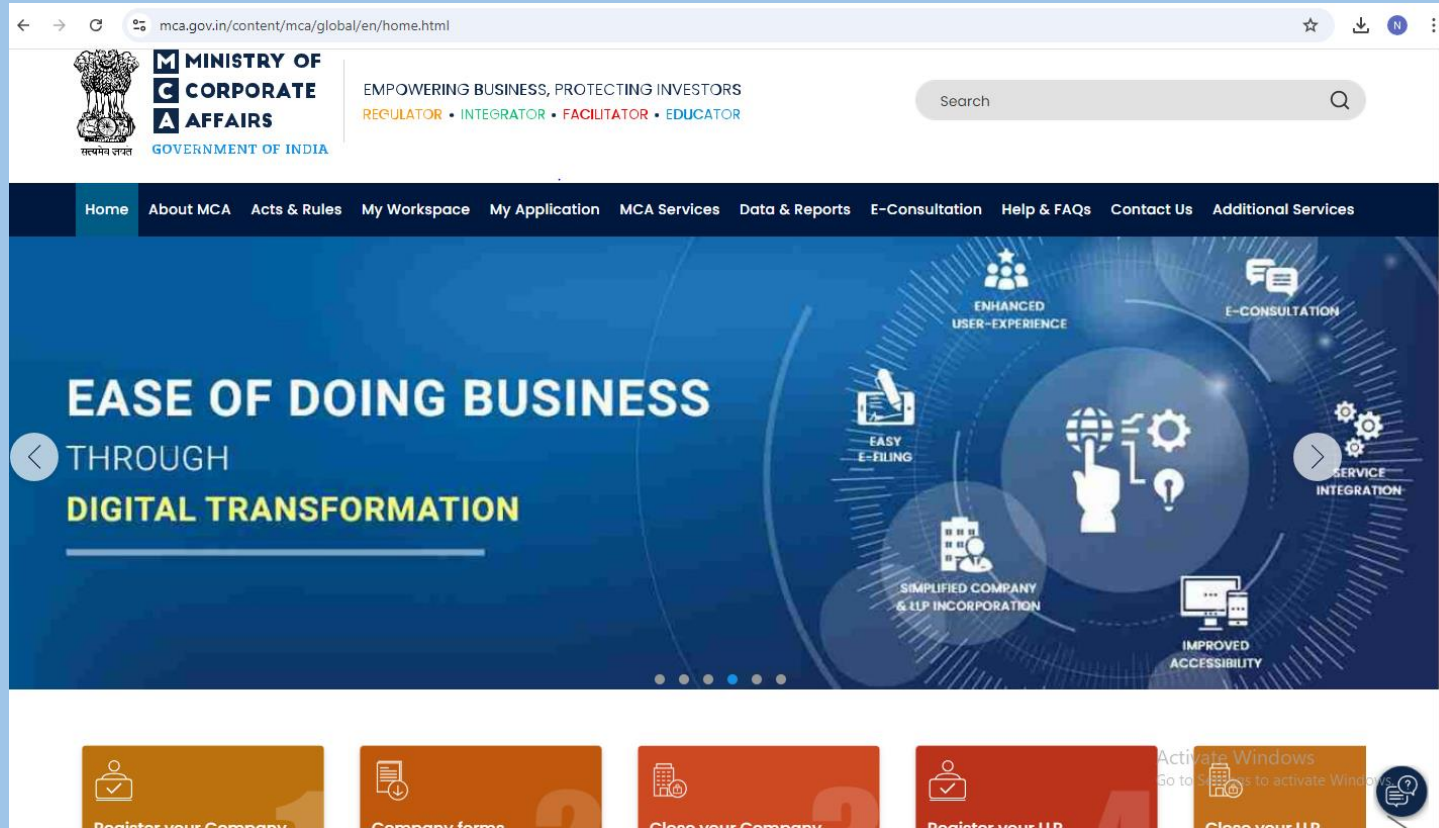


# HELP KIT FOR SERVICE TICKET ON MCA




## STEP 1: Access the MCA21 V3 portal



The screenshot displays the MCA21 V3 portal homepage. The browser address bar shows the URL `mca.gov.in/content/mca/global/en/home.html`. The header features the Ministry of Corporate Affairs logo and the tagline "EMPOWERING BUSINESS, PROTECTING INVESTORS" with sub-labels: REGULATOR • INTEGRATOR • FACILITATOR • EDUCATOR. A search bar is located on the right. The navigation menu includes: Home, About MCA, Acts & Rules, My Workspace, My Application, MCA Services, Data & Reports, E-Consultation, Help & FAQs, Contact Us, and Additional Services. The main banner area is titled "EASE OF DOING BUSINESS THROUGH DIGITAL TRANSFORMATION" and features a central graphic with icons for: EASY E-FILING, ENHANCED USER-EXPERIENCE, E-CONSULTATION, SERVICE INTEGRATION, SIMPLIFIED COMPANY & LLP INCORPORATION, and IMPROVED ACCESSIBILITY. The footer contains five orange buttons: "Register your Company", "Company forms", "Close your Company", "Register your LLP", and "Close your LLP". An "Activate Windows" watermark is visible in the bottom right corner.

## STEP 2: Click to MCA Services



**MINISTRY OF  
CORPORATE  
AFFAIRS**  
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](#) [Additional Services](#)

75  
आज़ादी का  
अमृत महोत्सव

Corporate Affairs  
Ministry of India

**achhata  
Seva**

September - 2 October 2023  
Garbage Free India

DSC Services (Related to V2 DSC Association)

Master Data

LLP e-Filing

FO Services

Company e-Filing

Complaints

Document Related Services

Fee And Payment Services

Investor Services

ID Databank services






Track SRN transaction Status

Address For Sending Physical Copy of G.A.R 33

Public Search of Trademark

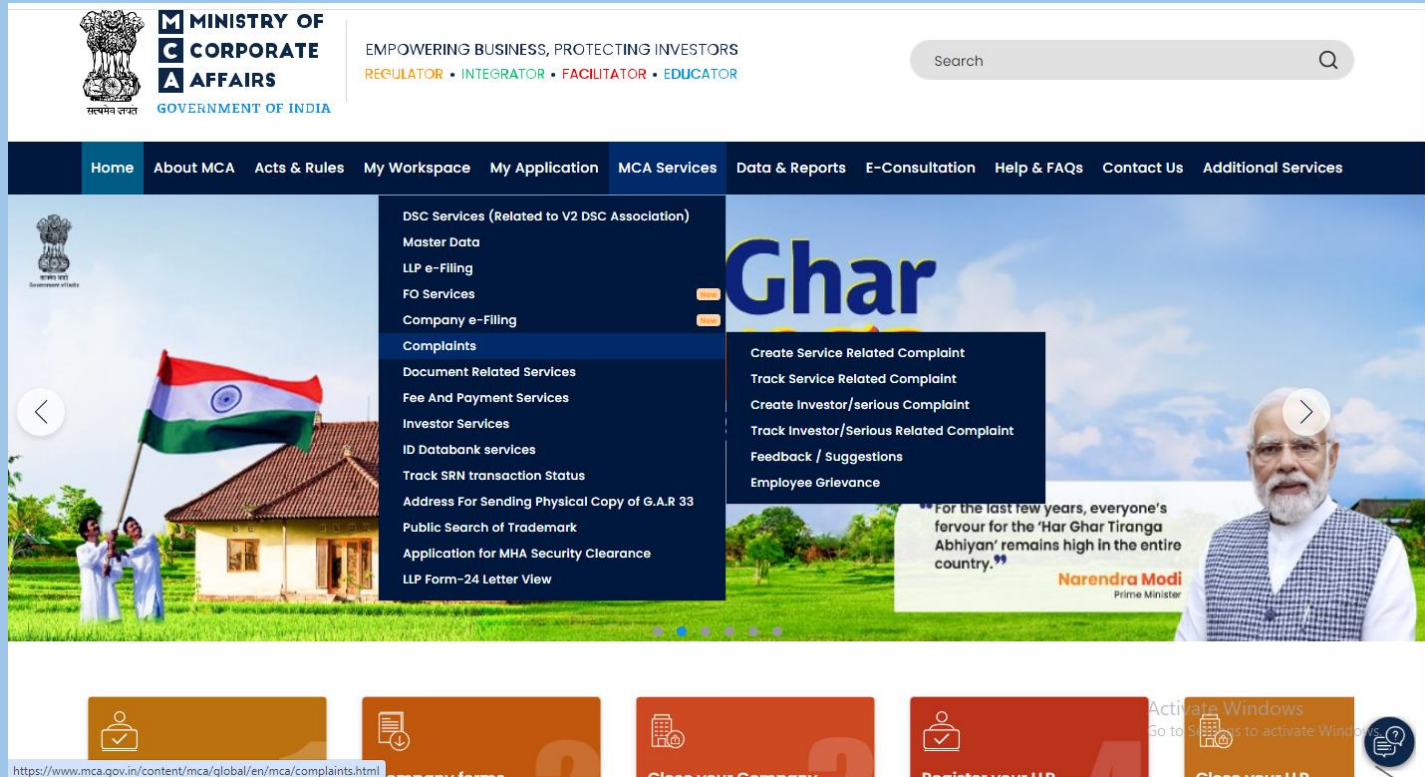
Application for MHA Security Clearance

LLP Form-24 Letter View



Activate Windows  
Go to Settings to activate Windows.

## STEP 3: Click on Complaint



The screenshot displays the official website of the Ministry of Corporate Affairs, Government of India. The header includes the MCA logo, the tagline 'EMPOWERING BUSINESS, PROTECTING INVESTORS', and a search bar. The main navigation bar lists various services, with 'MCA Services' highlighted. A dropdown menu is open under 'MCA Services', showing options like 'DSC Services', 'Master Data', 'LLP e-Filing', 'FO Services', 'Company e-Filing', 'Complaints', 'Document Related Services', 'Fee And Payment Services', 'Investor Services', 'ID Databank services', 'Track SRN transaction Status', 'Address For Sending Physical Copy of G.A.R 33', 'Public Search of Trademark', 'Application for MHA Security Clearance', and 'LLP Form-24 Letter View'. The 'Complaints' option is selected, and a sub-menu is visible with options: 'Create Service Related Complaint', 'Track Service Related Complaint', 'Create Investor/Serious Complaint', 'Track Investor/Serious Related Complaint', 'Feedback / Suggestions', and 'Employee Grievance'. The background features a banner for the 'Har Ghar Tiranga' campaign with a quote from Prime Minister Narendra Modi.

**M** MINISTRY OF  
**C** CORPORATE  
**A** AFFAIRS  
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 Additional Services

DSC Services (Related to V2 DSC Association)  
Master Data  
LLP e-Filing  
FO Services  
Company e-Filing  
**Complaints**  
Document Related Services  
Fee And Payment Services  
Investor Services  
ID Databank services  
Track SRN transaction Status  
Address For Sending Physical Copy of G.A.R 33  
Public Search of Trademark  
Application for MHA Security Clearance  
LLP Form-24 Letter View

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

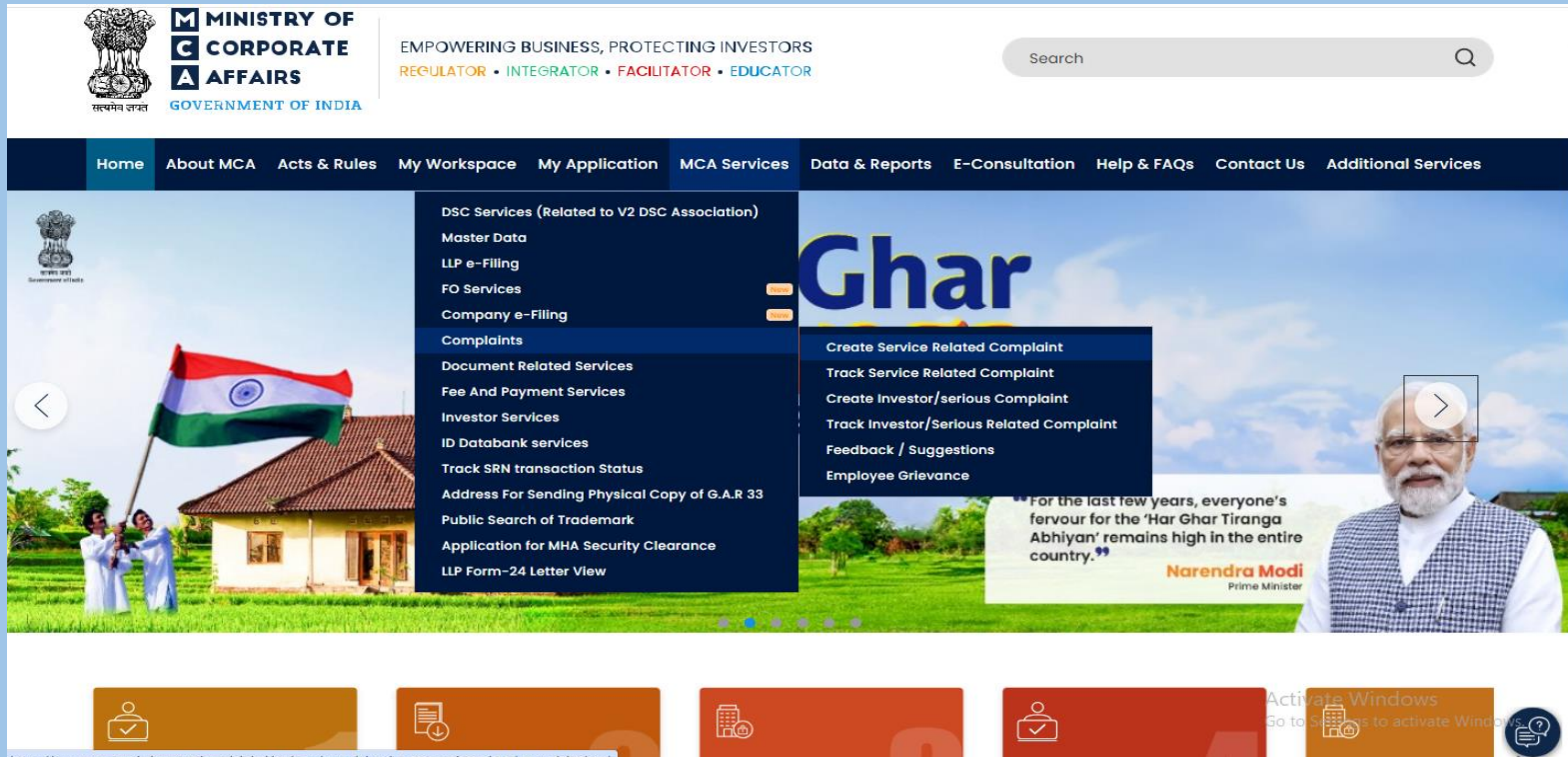
For the last few years, everyone's fervour for the 'Har Ghar Tiranga Abhiyan' remains high in the entire country."  
**Narendra Modi**  
Prime Minister

Activate Windows  
Go to Settings to activate Windows

<https://www.mca.gov.in/content/mca/global/en/mca/complaints.html>



## STEP 4: Click on Create Service Related Complaint



The screenshot displays the MCA website interface. At the top, the Ministry of Corporate Affairs logo and name are visible, along with the tagline 'EMPOWERING BUSINESS, PROTECTING INVESTORS' and roles: REGULATOR, INTEGRATOR, FACILITATOR, EDUCATOR. A search bar is present on the right. The main navigation menu includes Home, About MCA, Acts & Rules, My Workspace, My Application, MCA Services, Data & Reports, E-Consultation, Help & FAQs, Contact Us, and Additional Services. The 'MCA Services' dropdown menu is open, showing options like DSC Services, Master Data, LLP e-Filing, FO Services, Company e-Filing, Complaints, Document Related Services, Fee And Payment Services, Investor Services, ID Databank services, Track SRN transaction Status, Address For Sending Physical Copy of G.A.R 33, Public Search of Trademark, Application for MHA Security Clearance, and LLP Form-24 Letter View. The 'Complaints' option is highlighted, and its sub-menu is open, showing 'Create Service Related Complaint', 'Track Service Related Complaint', 'Create Investor/serious Complaint', 'Track Investor/Serious Related Complaint', 'Feedback / Suggestions', and 'Employee Grievance'. The 'Create Service Related Complaint' option is the target for the next step. The background features a banner for 'Har Ghar Tiranga' with a photo of Prime Minister Narendra Modi and a quote about the country's fervor.

**M** MINISTRY OF  
**C** CORPORATE  
**A** AFFAIRS  
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 Additional Services

DSC Services (Related to V2 DSC Association)  
Master Data  
LLP e-Filing  
FO Services  
Company e-Filing  
**Complaints**  
Document Related Services  
Fee And Payment Services  
Investor Services  
ID Databank services  
Track SRN transaction Status  
Address For Sending Physical Copy of G.A.R 33  
Public Search of Trademark  
Application for MHA Security Clearance  
LLP Form-24 Letter View

**Har Ghar**

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

For the last few years, everyone's fervour for the 'Har Ghar Tiranga Abhiyan' remains high in the entire country."

**Narendra Modi**  
Prime Minister

Activate Windows  
Go to Settings to activate Windows.

# STEP 5: Register Your Complaint with MCA21 Helpdesk

← → ↺

mca.gov.in/mcafoportal/userComplaintDetails.do

☆ ⬇ N ⋮

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

Select ▾

Severity

Medium ▾

For MCA Offices

Select ▾

Only if required ⓘ

\*Description of Problem

Supporting Documents (if any)

Browse

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.

\*Others

Please copy and paste exact error

Activate Windows

Go to Settings to activate Windows.

## STEP 6 : Select TYPE-V3, IEPF

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 Select

Severity Select

For MCA Offices V2 V3

\*Description of Problem

Supporting Documents (if any) Browse

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.

\*Others Please copy and paste exact error

## STEP 7 : Select Type - IEPF

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	<input type="text"/>
*Country	INDIA <input type="button" value="v"/>
*City	<input type="text"/>
*Mobile Number	Please Enter 10 digit mobile number
*Email ID	<input type="text"/>
*Type	V3 <input type="button" value="v"/>
*Form ID	Select
Severity	Medium
For MCA Offices	Select
*Description of Problem	<input type="text"/>
Supporting Documents (if any)	<input type="text"/>
Company Name	<input type="text"/>
CIN / LLPIN	<input type="text"/>
DIN Number(if Applicable)	<input type="text"/>
PAN	<input type="text"/>
User ID	<input type="text"/>
*SRN Number (if not applicable enter NA)	<input type="text"/>

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

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

- 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)



## STEP 8 : Select FORM ID - IEPF-5 or IEPF-1, IEPF-1A, IEPF-2, IEPF-4

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 you are 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

INDIA

\*Country

INDIA

\*City

Please Enter 10 digit mobile number

\*Mobile Number

\*Email ID

V3

\*Type

IEPF

\*Form ID

Select

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

\*Others

Logged Date & Time

Submit

Cancel

## STEP 9 : Select CATEGORY- E-verification/ Approval related/ Share Transfer related/ Dividend related, etc.

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 you are 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

- 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

\*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.

\*Others Please copy and paste exact error

Logged Date & Time 19/09/2024 at 11:23

## STEP 10 : Select MCA Offices as - IEPFA

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

\*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)

\*Others

INDIA

Please Enter 10 digit mobile number

V3

IEPF

IEPF-5

Approval related

Medium

Select

Select

Head Quarters

Regional Directors

Registrar of Companies

OL

DGCoA

IEPFA

Browse

Please copy and paste exact error

## STEP 11 : DESCRIPTION OF PROBLEM

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

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

\*Sub Area

\*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)

INDIA

Please Enter 10 digit mobile number

V3

IEPF

IEPF-5

Approval related

Medium

IEPFA

IEPFA

Only if required

















DESCRIBE THE ISSUE

Browse

----Select----

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

## STEP 12 : Enter the SRN number-mention the SRN of form filed

<b>Complaints</b>  <ul style="list-style-type: none"> <li>Create Service Related Complaint</li> <li>Track Service Related Complaint Status</li> <li>Create Investor/Serious Complaint</li> <li>Track Investor/Serious Complaint Status</li> <li>Feedback / Suggestions</li> <li>Employee Grievances</li> </ul>	*Country	INDIA 
	*City	
	*Mobile Number	Please Enter 10 digit mobile number
	*Email ID	
	*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 <div></div>
Document Related Services 	Supporting Documents (if any)	Browse 
Fee and Payment Services 	*Browser Details	----Select----- 
Track SRN/Transaction Status 	Company Name	
Address for sending physical copy of G.A.R. 33	CIN / LLPIN	
Public Search of Trademark 	DIN Number(if Applicable)	
Notices Under Section 248(2)	PAN	
	User ID	
	*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	19/09/2024 at 11:23
	Submit Cancel	

**STEP 13 : Click the SUBMIT button- to submit your complaint**