



## **1. Vision**

To facilitate corporate growth with enlightened regulation.

## **2. Mission**

To be responsive and sensitive to changes in the business environment and suitably formulate and modify corporate laws and regulations from time-to-time.

## **3. Organization Structure**

The Ministry has a three tier organization setup as per provisions in the Companies Act, 1956. The organization includes (i) the Ministry at New Delhi, (ii) the Regional Directors at Mumbai, Kolkata, Chennai, Noida, NE Region and Ahmedabad, (iii) 20 offices of Registrar of Companies in States and Union Territories and 19 offices of Official Liquidators.

## **4. Functions**

1. Administration of the Companies Act, 1956 and other related Acts.
2. Revision of Companies Act, 1956.
3. Formulation of Policies and Rules under various Acts administered by the Ministry.
4. Implementaion of Competition Act, rules & regulations framed there under.
5. e-Governance in MCA.
6. Undertaking Investor education programes/activities.
7. Regulation of Institute of Chartered Accountants of India (ICAI), Institute of Company Secretaries of India (ICSI) & Institute of Cost and Works Accountants of India (ICWA).

## **5. Objectives**

- 1 To provide simplified laws governing Corporate Sector to facilitate effective compliance and regulatory regime.
- 2 Online delivery of all registry related services with speed, certainty and transparency, access to public information and effective monitoring of statutory compliance by the companies
- 3 To encourage corporate sector to adopt good corporate governance practices and corporate social responsibility
- 4 To promote investor education and awareness for creation of appropriate business environment that facilitate growth of corporate sector in the country
- 5 Cost Audit
- 6 Indian Institute of Corporate Affairs
- 7 Effective enforcement of provisions of Companies Act, 1956.

## **6. Stakeholders Consulted:**

The Ministry has taken into account the views of stakeholders through chambers of commerce & industries, the accountancy and company secretarial professions, investors, parliamentarians etc. The stakeholder views have been gathered during various formal and informal interactions in formulating the Charter.

**Next Charter review date:            31<sup>st</sup> March, 2012**

## Main Services / Transaction

S. No.	Service / Transaction	Service Standard	Responsible Person (Designation)	Email	Phone No	Process	Document Required	Fees		
								Category	Mode	Amount
1	Disposal of applications for availability of names for incorporation of a Company	3 Working days	Sh. M.V. Chakranarayan, ROC, Andhra Pradesh Sh. O.P. Sharma, ROC, Bihar & Jharkhand Sh. S.K. Gupta, ROC, Goa, Daman & Diu Sh. M.K. Bagra, ROC, Jammu & Kashmir Sh. S.M. Ameerul Milaath, ROC, Kerala Sh. Henry Richard, ROC, Mumbai Sh. Vishnu Pandurang Katkar, ROC, Pune Sh. V. Swamidason, ROC, Puduchery Sh. S.P. Kumar, ROC, Rajasthan Sh. M.P. Shah, ROC, Uttar Pradesh & Uttarakhand Sh. Gulab Chand Yadav, ROC, Assam, Meghalaya, Manipur, Tripura, Mizoram, Nagaland & Arunachal Pradesh Sh. M.M. Juneja, ROC, Delhi & Haryana Sh. R.V. Dani, ROC, Gujarat Sh. B. N. Harish, ROC, Karnataka Sh. S.K. Agarwal, ROC, Madhya Pradesh & Chhattisgarh Sh. D. Bandopadhyay, ROC, Orissa Dr. Raj Singh, ROC, Punjab, Chandigarh & Himachal Pradesh Sh. V.C. Davey, ROC, Chennai Dr. M. Manuneethi Cholan, ROC, Coimbatore Sh. B. Mohanty, ROC, West Bengal	roc.hyderabad@mca.gov.in	040-4657937, 4652807 0612-222172 0832-2438617, 2438618 0191-2470306 0484-2423749, 2421489 022-2284695, 22812627 020-25530042 0413-2240129 0141-2222464 0512-352304 0364-2223665  011-26235703, 26235704 079-27437597 080-25633105, 25537449 0751-2331853 0671-2305361 0172-2639415, 2639416 044-28277182, 28272676 0422-2318170, 2318089 033-22800409	Submission of the required documents complete in all respects	E-form 1A	NA	Challan, Payment by credit card, internet banking	Rs. 500.00
2	Disposal of applications for Incorporation of a Company (subject to applicant fulfils all the statutory requirements*) and non-STP forms i.e. Forms No's 2, 5, 32, 23, 25C, 18, 20, 20A etc	3 Working days	-do-	-do-	-do-	Approval of ROC After filing of requisite form	E-form 1, 18, 32	1. Stipulated fees 2. Additional fees	Challan, Payment by credit card, internet banking	As per Schedule X of the Companies Act, 1956
3	Disposal of applications for Incorporation of an existing business as a Company (subject to applicant fulfils all the statutory requirements)	3 Working days	-do-	-do-	-do-	Submission of the required documents complete in all respects for Approval of ROC	Part IX of Companies Act, 1956	NA	Challan, Payment by credit card, internet banking	As per Schedule X of the Companies Act, 1956
4	Registering a place of business in India by a foreign company (subject to applicant fulfils all the statutory requirements)	1 Working days	-do-	-do-	-do-	Submission of the required documents complete in all respects for Approval of ROC	E-form 44	1. Stipulated fees 2. Additional fees	Challan, Payment by credit card, internet banking	As per Schedule X of the Companies Act, 1956
5	Filing of a Prospectus before IPO or FPO (Subject to furnishing of hard copy and attachments and the prospectus being otherwise in order)	3 Working days	-do-	-do-	-do-	Submission of the required documents complete in all respects for Approval of ROC	E-form 62	NA	Challan, Payment by credit card, internet banking	As per Schedule X of the Companies Act, 1956

## Main Services / Transaction

S. No.	Service / Transaction	Service Standard	Responsible Person (Designation)	Email	Phone No	Process	Document Required	Fees		
								Category	Mode	Amount
6	Disposal of Charge Creation/modification/satisfaction	1 Working days	-do-	-do-	-do-	Submission of the required documents complete in all respects	E-forms 8/10/17	1. Stipulated fees 2. Additional fees	Challan, Payment by credit card, internet banking	As per Schedule X of the Companies Act, 1956
7	Filing of Annual Returns & Balance Sheets (Other than disputed cases and cases of offline submission of shareholders data)	0 Working days	-do-	-do-	-do-	Submission of the required documents complete in all respects	E-form 20B/23AC /23ACA	1. Stipulated fees 2. Additional fees	Challan, Payment by credit card, internet banking	As per Schedule X of the Companies Act, 1956
8	Disposal of applications for extensions to hold AGM/ Change of Accounting Year.	3 Working days	-do-	-do-	-do-	Submission of the required documents complete in all respects	E-form 61	NA	NA	NA
9	Processing of applications by ROC in respect of Scheme of amalgamations for sending reports to Regional Director.	15 Working days	-do-	-do-	-do-	Submission of the required documents complete in all respects	E-form 61/ Physical form	NA	NA	NA
10	Taking on record of Court or CLB Order.	2 Working days	-do-	-do-	-do-	Submission of the required documents complete in all respects	E-form 21	1. Stipulated fees 2. Additional fees	Challan, Payment by credit card, internet banking	As per Schedule X of the Companies Act, 1956
11	Disposal of applications for compounding offences by sending reports to Regional Director or Company Law Board.	15 Working days	-do-	-do-	-do-	Submission of the required documents complete in all respects	Physical form	NA	NA	NA
12	On demand scanning – if requested by a company to include any physical document filed prior to MCA-21 in the documents of the said company subject to the documents being available and not subject to destruction Rules.	3 Working days	-do-	-do-	-do-	Submission of the required documents complete in all respects	Document to be scanned	NA	NA	NA
13	Provide certified copies of documents of a company (subject to submission of non-judicial requisite stamp paper and adequate fees paid by the applicants).	3 Working days	-do-	-do-	-do-	Submission of the required documents complete in all respects	Challan copy fee - no form prescribed	NA	Challan, Payment by credit card, internet banking	Notification No GSR/501E Dated 6th July 1999
14	All designated partners of the proposed LLP shall obtain "Designated Partner Identification Number (DPIN)" by filing an application individually online in Form-7	3 Working days	Mr. Santosh Kumar, Registrar, LLP	<a href="mailto:llpsupport_mca@nic.in">llpsupport_mca@nic.in</a>	011-66336666	Submission of the required documents complete in all respects for Approval of ROC	LLP E-form 7	NA	Internet banking, credit card	Rs. 100.00

## Main Services / Transaction

S. No.	Service / Transaction	Service Standard	Responsible Person (Designation)	Email	Phone No	Process	Document Required	Fees		
								Category	Mode	Amount
15	Once the name is reserved by the Registrar, log on to the portal and fill up Form 1 and Form-2 "Incorporation Document and Statement".	4 Working days	-do-	-do-	-do-	Submission of the required documents complete in all respects for Approval of ROC	LLP E-form 1 and E-form 2	NA	Internet banking, credit card	Rs. 200.00 Schedule 'A' of LLP Rules
16	Form 3 (Information with regard to LLP agreement and changes, if any made therein) and Form-4 (Notice of Appointment of Partner/Designate Partner, his consent etc.) may be filed with the prescribed fee simultaneously at the time of filing Form 2 or within 30 days of the date of incorporation or within 30 days of such subsequent changes	30 Working days	-do-	-do-	-do-	Submission of the required documents complete in all respects for Approval of ROC	LLP E-form 3 and E-form 4	NA	Internet banking, credit card	As per Schedule 'A' of LLP Rules
17	Conversion of firm and company to LLP	5 Days	-do-	-do-	-do-	Form 7 with DPIN	LLP E-form 1/2/17 & 18	NA	Internet banking, credit card	As per Schedule 'A' of LLP Rules
18	Application for confirmation by Regional Director for change of registered office of the company within the state from the jurisdiction of one Registrar to jurisdiction of another Registrar	30 Days	Dr. Navrang Saini, RD, Eastern Region Sh. B.K. Bansal, RD, Northern Region Sh. U.C. Nahta, RD, North Western Region Sh. K. Pandian, RD, Southern Region Sh. S.M.A. Millath, RD, Western Region Sh. B.L. Sinha, RD, North Eastern Region	<a href="mailto:rd.east@mca.gov.in">rd.east@mca.gov.in</a>	033-22870383 0120-2445342 079-27437597 044-28271737 022-22817259, 22811493 033-22870383	Submission of the required documents complete in all respects for Approval of RD	E-form 1AD	NA	Internet banking, credit card	Rs. 500.00
19	Form for filing application to Regional Director – Various matters Section 297/25/224	45 Days	-do-	-do-	-do-	Submission of the required documents complete in all respects for Approval of RD	E-form 24A	NA	Internet banking, credit card	Rs. 1000 and Rs. 2000 as per authorised capital
20	Form for filing application for opening branch(s) by a nidhi company	20 Days	-do-	-do-	-do-	Submission of the required documents complete in all respects for Approval of RD	E-form 64	NA	Internet banking, credit card	Rs. 500.00 Rs. 1000.00 Rs. 2000 as per authorised capital
21	Application for compounding application. (ROC forward to RD or CLB within 15 days)	60 Days	-do-	-do-	-do-	Submission of the required documents complete in all respects for Approval of RD	E-form 61	NA	NA	NA

## Main Services / Transaction

S. No.	Service / Transaction	Service Standard	Responsible Person (Designation)	Email	Phone No	Process	Document Required	Fees		
								Category	Mode	Amount
22	Application for grant of license under section 25 of the Companies Act.	60 Days	-do-	-do-	-do-	Submission of the required documents complete in all respects for Approval of RD	E-form 24A	NA	NA	Rs. 500.00
23	Removal of Auditor under section 224/225 of the Companies Act.	90 Days	-do-	-do-	-do-	Submission of the required documents complete in all respects for Approval of RD	E-form 24A	NA	NA	As per Schedule X of the Companies Act, 1956
24	Issue of Directions under section 22 of the Companies Act.	45 Days	-do-	-do-	-do-	Submission of the required documents complete in all respects for Approval of RD	E-form 24A	NA	Internet banking, credit card	Rs. 500.00 & Rs2000.00 for 25 lacs & above
25	Disposal of the matters relating to modification to be stated in the company's balance sheet or profit and loss account (Section 211(4))	90 Days	Sh. Anil Kumar, Under Secretary, MCA			Submission of the required documents complete in all respects for Approval of Ministry	E-form 23AAA	NA	Internet banking, credit card	As per 'Companies fees on application rules 1999'
26	Disposal of the matters relating to the exemption from attaching the annual accounts of the subsidiary companies , Balance Sheet with the holding company (Section 212)	90 Days	Sh. Anil Kumar, Under Secretary, MCA			Submission of the required documents complete in all respects for Approval of Ministry	E-form 23AAB	NA	Internet banking, credit card	As per 'Companies fees on application rules 1999'
27	Processing of the applications filed for not providing depreciation (Section 205(2C)) of the Act	90 Days	Sh. Anil Kumar, Under Secretary, MCA			Submission of the required documents complete in all respects for Approval of Ministry	E-form 23AAC	NA	Internet banking, credit card	As per 'Companies fees on application rules 1999'
28	Processing of the applications filed for appointment of cost auditor (IGC)	30 Days	Sh. Rajiv Wadhawan, Deputy Director, MCA	<a href="mailto:rajiv.wadhawan@mca.gov.in">rajiv.wadhawan@mca.gov.in</a>	011-23386349	Submission of the required documents complete in all respects for Approval of Ministry	E-form 23C	NA	Internet banking, credit card	As per 'Companies fees on application rules 1999'
29	Disposal of the application for giving loans to the directors or the companies/firms in which directors are interested and , providing security or guarantee in connection with a loan etc (Section 295)	90 Days	Sh. L.K. Trivedi, Under Secretary, MCA	<a href="mailto:Lakshmi.trivedi@mca.gov.in">Lakshmi.trivedi@mca.gov.in</a>	011-23389782	Submission of the required documents complete in all respects for Approval of Ministry	E-form 24AB	NA	Internet banking, credit card	As per 'Companies fees on application rules 1999'

## Main Services / Transaction

S. No.	Service / Transaction	Service Standard	Responsible Person (Designation)	Email	Phone No	Process	Document Required	Fees		
								Category	Mode	Amount
30	Disposal of an application , where in the relative of the director is appointed in the place of profit and for obtaining prior consent for holding of any office or place of profit in the company by certain persons (Section 314)	120 Days	Sh. L.K. Trivedi, Under Secretary, MCA	<a href="mailto:Lakshmi.trivedi@mca.gov.in">Lakshmi.trivedi@mca.gov.in</a>	011-23389782	Submission of the required documents complete in all respects for Approval of Ministry	E-form 24B	NA	Internet banking, credit card	As per 'Companies fees on application rules 1999'
31	Disposal after processing an application for declaration as Nidhi Company (Section 620)	120 Days	Sh. L.K. Trivedi, Under Secretary, MCA	<a href="mailto:Lakshmi.trivedi@mca.gov.in">Lakshmi.trivedi@mca.gov.in</a>	011-23389782	Submission of the required documents complete in all respects for Approval of Ministry	E-form 63	NA	Internet banking, credit card	As per 'Companies fees on application rules 1999'
32	The disposal of various matters relating to the further information called for in the matter relating to form 25A,24B etc. – CL VII	60 Days	Sh. L.K. Trivedi, Under Secretary, MCA	<a href="mailto:Lakshmi.trivedi@mca.gov.in">Lakshmi.trivedi@mca.gov.in</a>	011-23389782	Submission of the required documents complete in all respects for Approval of Ministry	E-form 65	NA	Internet banking, credit card	As per 'Companies fees on application rules 1999'
33	The processing for an approval for declaration of dividend out of reserves (Section 205A(3))	90 Days	Sh. L.K. Trivedi, Under Secretary, MCA	<a href="mailto:Lakshmi.trivedi@mca.gov.in">Lakshmi.trivedi@mca.gov.in</a>	011-23389782	Submission of the required documents complete in all respects for Approval of Ministry	E-form as per Declaration of dividend out of reserves Rules 1975	NA	Internet banking, credit card	As per 'Companies fees on application rules 1999'
34	The disposal of an application for removal of disqualification of directors	120 Days	Sh. L.K. Trivedi, Under Secretary, MCA	<a href="mailto:Lakshmi.trivedi@mca.gov.in">Lakshmi.trivedi@mca.gov.in</a>	011-23389782	Submission of the required documents complete in all respects for Approval of Ministry	E-form DD-C Disqualification of Directors U/S 274(1)(g) of Co. Act ,1956) Rules 2003	NA	Internet banking, credit card	As per 'Companies fees on application rules 1999'
35	Disposal of an application for approval of the appointment of sole selling agents by the company (Section 294AA)	90 Days	Sh. L.K. Trivedi, Under Secretary, MCA	<a href="mailto:Lakshmi.trivedi@mca.gov.in">Lakshmi.trivedi@mca.gov.in</a>	011-23389782	Submission of the required documents complete in all respects for Approval of Ministry	E-form I	NA	Internet banking, credit card	As per 'Companies fees on application rules 1999'

## Main Services / Transaction

S. No.	Service / Transaction	Service Standard	Responsible Person (Designation)	Email	Phone No	Process	Document Required	Fees		
								Category	Mode	Amount
36	Disposal of an application for approval of the appointment of sole buying agent by a company (Section 294AA)	90 Days	Sh. L.K. Trivedi, Under Secretary, MCA	<a href="mailto:Lakshmi.trivedi@mca.gov.in">Lakshmi.trivedi@mca.gov.in</a>	011-23389782	Submission of the required documents complete in all respects for Approval of Ministry	E-form II	NA	Internet banking, credit card	As per 'Companies fees on application rules 1999'
37	The grant of permission for increase in the number of directors of the company beyond 12 directors – (CL VII / Section 259)	30 Days	Sh. L.K. Trivedi, Under Secretary, MCA	<a href="mailto:Lakshmi.trivedi@mca.gov.in">Lakshmi.trivedi@mca.gov.in</a>	011-23389782	Submission of the required documents complete in all respects for Approval of Ministry	E-form 24	NA	Internet banking, credit card	As per 'Companies fees on application rules 1999'
38	The disposal of an application for approval of appointment or reappointment and remuneration or increase in remuneration or waiver for excess or over payment to managing or whole-time director(s) or manager and commission or remuneration or expression of opinion to directors (Section 198/309)	90 Days	Sh. L.K. Trivedi, Under Secretary, MCA	<a href="mailto:Lakshmi.trivedi@mca.gov.in">Lakshmi.trivedi@mca.gov.in</a>	011-23389782	Submission of the required documents complete in all respects for Approval of Ministry	E-form 25A	NA	Internet banking, credit card	As per 'Companies fees on application rules 1999'
39	The disposal of an application for approval to amendment of provisions relating to managing, whole time or non rotational director (Section 309)	60 Days	Sh. L.K. Trivedi, Under Secretary, MCA	<a href="mailto:Lakshmi.trivedi@mca.gov.in">Lakshmi.trivedi@mca.gov.in</a>	011-23389782	Submission of the required documents complete in all respects for Approval of Ministry	E-form 25B	NA	Internet banking, credit card	As per 'Companies fees on application rules 1999'
40	Investor Grievance Redressal *	30 Days	Sh. Anil Prashar, Under Secretary, MCA	<a href="mailto:anil.prashar@mca.gov.in">anil.prashar@mca.gov.in</a>	011-23385382	Immediate redress of the complaint	Feedback form to be filled on-line	NA	NA	NA
41	Other Grievances / Complaints (Related to MCA 21) *	5 Working days	Sh. Shyam Sunder, Deputy Director, MCA	<a href="mailto:shyam.sunder@mca.gov.in">shyam.sunder@mca.gov.in</a>	011-23384158	Immediate redress of the complaint	Feedback form to be filled on-line	NA	-	-

\* Details given in Grievance Redressal Section

## Grievance Redressal Mechanism

1. Investor Grievance Redressal: Service Standard- 30 days for the Complaints received in MCA
2. Other Grievances/ Complaints (Related to MCA 21): Service Standard- As per the MCA 21 SLAs (Service Level Agreements) for Operator against each eForm Service listed in the portal.

**1. Investor Grievance Redressal** :MCA registers Investors' Complaints through the following Channels-

**(A) MCA receives grievances in Head Quarter through the Investors' Grievance Management Cell.** The following process is followed:

- a. Acknowledgement of the complaint received online- Same day
- b. ONLINE Lodging of Complaint with the Concerned Registrar- Same day (Within 24 hours)
- c. Forwarding the complaint OFFLINE to other Ministries/ Official Liquidator/Competition Law Board/ Competition Commission of India- Within 48 hours of receipt of Complaint
- d. Forwarding the Complaint for comments from the concerned Company/ Entity-
  1. Online- Within 24 hours
  2. Offline- within 48 hours
- e. First Reminder Dispatch-
  1. To RoC-
    - 1a. In case of Initial Online Dispatch- 10 days of Initial Dispatch
    - 1b. In case of Initial Offline Dispatch- 15 days of Initial Dispatch
  2. To the concerned Entity
    - 2a. In case of Initial Online Dispatch- 10 days of Initial Dispatch
    - 2b. In case of Initial Offline Dispatch- 15 days of Initial Dispatch
- f. Second Reminder Dispatch –
  1. To RoC-
    - 1a. In case of Initial Online Dispatch- 17 days of Initial Dispatch
    - 1b. In case of Initial Offline Dispatch- 22 days of Initial Dispatch
  2. To the concerned Entity
    - 2a. In case of Initial Online Dispatch- 17 days of Initial Dispatch
    - 2b. In case of Initial Offline Dispatch-22 days of Initial Dispatch
- g. Verification if a Compliance Report by the concerned entity is received from RoC/ Applicant- On the 30<sup>th</sup> day of receipt of Complaint
- h. If there is no report received from the RoC/ Applicant on 30<sup>th</sup> Day-
  1. Verification Call to the Applicant- 30<sup>th</sup> Day after receipt of initial complaint
  2. Verification Call to the RoC concerned- 30<sup>th</sup> Day after receipt of initial complaint
  3. If there is no action from Entity reported by the Applicant/ RoC- Inspection/ Prosecution to begin by RD/ Ro
- i. Final Disposal of complaint- As per the prosecution/ legal process.

**B. Through a website INVESTOR HELPLINE <http://www.investorhelpline.in/ih/index.aspx>** sponsored and aided by Investor Education and Protection Fund <http://www.iepf.gov.in/> Ministry of Corporate Affairs, Government of India. The detailed process is available on the website INVESTOR HELPLINE under **Helpline Process** in a 7 stage process:

- a. Stage 1- Registration
- b. Stage 2- Scrutiny, Forwarding to the concerned entity and Asking the applicant for supporting documents if needed
- c. Stage 3- 30 day Action Taking time for the entity, after which the grievance is forwarded to the concerned Regulator
- d. Stage 4- Another 30 day Action Taking time for the entity and / or Regulator and a Reminder thereafter to the Regulator
- e. Stage 5- Wait another 45 days for taking action by entity and Update status on Website
- f. Stage 6- If matter is still unresolved after the above 105 days, a confirmation would be taken from the Applicant about the status of the complaint, the **Helpline will approach the Regulator**
- g. Stage 7- After 6 months of pursuing the matter, the case would be followed up with regulator/ authority in a consolidated manner.

**C. Through the CPGRAMS Application of DAR&PG- CPGRAMS is a centralized Grievance Redressal portal managed by Dept of Administrative Reforms and Public Grievances.** Members of the public can register their complaints and grievances on the portal [www.pgportal.gov.in](http://www.pgportal.gov.in). Their complaints will be forwarded to concerned Ministry (in this case, Ministry of Corporate Affairs) by DAR&PG. Link for this CPGRAMS portal is given on the home page of MCA 's website i.e. [www.mca.gov.in](http://www.mca.gov.in) under the heading "Public Grievances[CPGRAMS]"

**2. Other Grievances/ Complaints (Related to MCA 21):** Registered users of MCA21 services have a facility of lodging their complaint or grievance in the Feedback link on Ministry website. This complaint/ grievance is converted into a Ticket by the Helpdesk Cell of Operator. The time line prescribed for taking action for the operator for each of the Ticket will be dependent upon the nature of issue raised by the user which is as per the Pre-approved SLAs for the Operator to resolve such issues

### Details of the Public Grievance Officer

S. No.	Name of the Public Grievance Officer	Landline	Email	Mobile Number
1	Sh. Avinash Kumar Srivastava	011-23383180	<a href="mailto:avinash.srivastava@mca.gov.in">avinash.srivastava@mca.gov.in</a>	9711162377

## List of Stakeholders for MCA Services

S. No.	Stakeholders / Clients Description
1	Corporate Sector (all companies, LLPs)
2	Professionals - CAs, CSs, ICWAs, Advocates etc.
3	Investors
4	Banks
5	Other Government Ministries / Department at centre
6	State Governments (Stamp duty etc.)
7	Citizen of India

## Indicative Expectations from Service recipients

S. No.	Indicative Expectations
1	Submit duly completed application forms (in all respects).
2	Obey all rules, regulations and guidelines issued by Ministry.
3	Check the website regularly for updates on policies, programmes and procedures.
4	Always keep proper records of your letters and communications with Ministry.
5	Do not try to bring external influence for getting your work done.
6	Please show courtesy to Ministry's officers.
7	If you have an appointment with an officer in the Ministry, please arrive 15 minutes prior to the appointment.
8	If you want to cancel an appointment, please give advance notice.
9	Give your suggestions / inputs on drafts placed on Ministry's website / those circulated to you.