

## Standard Operating Procedure (SOP) for Grievance Redressal Mechanism

Complaint on MCA website through link

<http://www.mca.gov.in/mcafoportal/userComplaintDetails.do> should be raised by the stakeholders/ professionals. A complaint number (ticket number) would be issued to the complainant and the complaint would be resolved within 3 working days.

If service complaints related to Name Reservation or Company Incorporation are not resolved to the satisfaction of the stakeholders, they may file **appeal** by sending an email to [grm.crc@mca.gov.in](mailto:grm.crc@mca.gov.in). The appeal will be decided by a committee headed by a Joint Secretary of MCA. The stakeholder would also be informed about the decision of the committee.

In the appeal, stakeholders should clearly mention in the subject, the ticket number along with the date on which the ticket was raised and the type of e-form. They should give details of the problem being faced by them.