This Charter is a declaration of our mission values and standards and our commitment to achieve excellence in the formulation and implementation of Policies and procedures of Department of Company Affairs for the benefit of the Public investors and corporate sector who are our partners in progress.

OUR SERVICES

We provide:

- Legal framework for incorporation as well as proper and efficient functioning of companies.
- Redressal forums for grievances of investors, creditors and others.
- Dissemination of information by issue of press notes and publication of official journal titled Company News and Notes.
- Interaction with professional bodies and business community for continuous feedback regarding general difficulties of corporate sector.
- Maintaining in the offices of Registrar of Companies various documents filed by the companies and making available the same for inspection by the general public.
- Surveillance over the working of corporate sector by conducting inspections to ensure financial health and compliance with statutory rules.
- Investigations into the affairs of companies especially where complaints are received.
- Prescribing the cost audit rules and ordering/approving the appointment of cost auditors in various industries.
• Ensuring compliance with the prescribed accounting standards under the Companies Act
• Monitoring the development of the professional bodies i.e. the Institute of Chartered Accountants of India, Institute of Company Secretaries and Institute of Cost & Works Accountants of India
• Coordination with other Government Departments & other autonomous bodies like Security Exchange Board of India, Reserve Bank of India and stock Exchanges etc
• Settlement of disputes through a quasi-judicial forum i.e. Company Law Board regarding mismanagement and oppression of minority etc
• Interaction with Monopolies & Restrictive Trade Practices Commission and the Director General of Investigation and Registration in connection with Restrictive Trade Practices, Monopolistic Trade Practices and Unfair Trade Practices indulged into by unscrupulous companies

OUR COMMITMENT

WE SHALL CARRY OUT OUR TASKS WITH

Integrity and judiciousness
Courtsey and understanding
Objectivity and transparency
Promptness and efficiency

OUR EXPECTATION

We expect the corporate sector to be prompt and reasonable in fulfilling their duties and legal obligations and be true and honest in furnishing information to us
OUR STANDARDS

WE SHALL

• Acknowledge applications returns and all communications within 7 days of their receipt

• Resolve expeditiously complaints regarding delay in issue of allotment letters & Share/debenture certificates refund of application money delay in transfer of shares & nonpayment of dividends/interest on shares/debentures/fixed deposits etc in close coordination with other agencies

• Ensure that all applications submitted to the Department of Company Affairs Regional Directors and Registrar of Companies are processed within the time frame as indicated in Schedules (I) (II) (III) & (IV annexed

• Be courteous prompt and effective & provide time bound services

WE FURTHER COMMIT THAT.

• All officers who deal with the public will wear name badges and carry an Identity Card in all offices of Regional Directors and Registrar of Companies

• Personal and business information disclosed to us will be kept confidential

• Inspections investigations and legal proceedings will be initiated only after Department is satisfied that prima facie evidence exists

• We will provide full information about appeal procedures and the authorities with which appeals can be filed

• We will continuously consult all public interests while reviewing our policies and procedures and provide timely publicity of all changes in the law or procedures

• Every possible assistance will be rendered by the Facilitation Centre of Department of Company Affairs at Shastri Bhawan New Delhi and in Registrar of Companies Offices & all relevant information and details of procedures as may be required shall be provided. For this purpose an
officer would be designated who will not only provide guidance but would also be responsible for hearing the public grievances. The name of such officer along with the timing of meeting him would be prominently displayed in each of the offices of Registrar of Companies and Regional Directors. Similarly, the names of senior officers who could be contacted in the case of complaint would be prominently displayed in each of the field offices.