

General Circular No. 02/2024  
File No. 04/130/2021-eGov-MCA  
Ministry of Corporate Affairs  
Government of India

5th Floor, 'A' Wing Shastri Bhawan,  
Dr. R.P. Road, New Delhi  
Dated: 19th February, 2024

To  
The DGCoA  
All Regional Directors  
All Registrar of Companies.

**Subject:- Deployment and usage of Change Request Form (CRF) on MCA-21 – reg.**

Stakeholders are informed that Change Request Form (CRF) has been made available on V3 portal for the convenience of users of MCA-21 services. This web- based Form is to be used only under **exceptional** circumstances, for making a request to Registrar of Companies (RoCs), for the purposes which cannot be catered through any existing form or services or functionality available either at Front Office level (users of MCA-21 services) or Back Office level (RoCs). It is not a **substitute** to any reporting, application and registry requirements as per Companies Act, 2013, and LLP Act, 2008, and for such purposes the Form shall not be entertained and requests through this form are liable to be summarily rejected. This Form should also not be used as a **substitute** for any approval related and registration related queries for which existing tickets and help desk facilities must be used.

2. This Form primarily is intended to be used for purposes like Master Data correction and to comply with certain directions of Courts/Tribunals, which ordinarily cannot be complied with through existing functionality of forms or services on MCA-21 system.

3. The Form should be processed by RoCs within 03 days of its filing, after which it should be forwarded to Joint Director (e-governance cell), who shall process and decide the matter within a maximum time of 07 days.

4. This issues with the approval of the Competent Authority.

Regards,

(Vivek)  
Deputy Director(e-Gov)