



Vision

"To be a global leader in promoting good corporate governance"

Motto

सत्यं वद। धर्मं चर। इष्टं कुरु। स्वार्थं परित्यज।

Mission

"To develop high calibre professionals facilitating good corporate governance"

Date: 31st July 2026

To,

CS Pawan G Chandak

The President

The Institute of Company Secretaries of India (ICSI)

Subject: Representation regarding non-functional registration process on the eSahaj Sewa Portal (esahajmcaservices.nic.in), resulting in stalling of security clearance applications for appointment of Directors who are nationals of countries sharing a land border with India.

Respected Sir,

We, Western India Regional Council (WIRC) of the Institute of Company Secretaries of India (ICSI), respectfully submit this representation requesting ICSI to take up the matter with the Ministry of Corporate Affairs (MCA) and, where relevant, the Ministry of Home Affairs (MHA), to remedy the technical malfunctioning of the eSahaj Sewa portal (accessible at esahajmcaservices.nic.in), which is the online portal designated by the Ministry of Corporate Affairs for processing security clearance applications required prior to the appointment of Directors, or allotment of Director Identification Number (DIN), to individuals who are nationals of countries sharing a land border with India. **(Screenshot attached as Exhibit A)**

This representation is being made to highlight a practical and urgent difficulty being faced by practising professionals and companies in complying with the statutory requirement of obtaining security clearance, on account of the registration module of the portal not being functional.

Regulatory References

1. Proviso to Rule 8 of the Companies (Appointment and Qualification of Directors) Rules, 2014, as inserted by the Companies (Appointment and Qualification of Directors) Amendment Rules, 2022 (effective 1st June 2022) – requiring security clearance from the MHA to be

attached along with the consent of a proposed Director who is a national of a country sharing a land border with India.

2. Rule 10(1) of the Companies (Appointment and Qualification of Directors) Rules, 2014, as amended – providing that no DIN application number shall be generated for such an individual unless the necessary security clearance from the MHA has been attached along with the application.

3. MCA Notification G.S.R. 410(E) dated 1st June 2022, amending the Companies (Appointment and Qualification of Directors) Rules, 2014, and the consequential changes made to e-Forms DIR-2, DIR-3 and DIR-12.

4. eSahaj Sewa Portal (esahajmcaservices.nic.in) – the online platform designated by the Ministry of Corporate Affairs for processing of security clearance applications under the aforesaid Rules.

Regulation 113 – Functions of the Regional Councils

As per Regulation 113 of the Company Secretaries Regulations, 1982, the Regional Council is empowered to make representations on matters of professional and regulatory significance.

Background

Pursuant to the amendments referred to above, security clearance from the MHA is a mandatory pre-condition for the appointment of a Director, or allotment of DIN, to an individual who is a national of a country sharing a land border with India. Such clearance can only be applied for and obtained through the eSahaj Sewa portal maintained by the National Informatics Centre on behalf of the MCA.

In the course of attempting to create a fresh login on the said portal in order to apply for security clearance for a proposed Director who is a resident of a country sharing a land border with India, the following issues were encountered in the registration process:

1. There is no visible option to create a new user account through the “Sign In” process; the interface offers only a login option for existing users, with no corresponding pathway for first-time/new users to register. (**Screenshot attached as Exhibit B**)
2. Clicking on the “Register” option redirects the browser back to the website home page instead of navigating to the registration form.

3. The “Contact Us” tab and the “User Help Manual” available under the FAQs section similarly redirect to the home page and do not provide any contact details or guidance to the user.

Effectively, the portal is non-responsive at the registration stage, and no application for security clearance can be filed. As a direct consequence, the induction/appointment of all Directors requiring such security clearance is presently stalled, with companies and professionals being unable to comply with a mandatory statutory requirement through no fault of their own.

Justification

(a) Statutory compliance rendered impossible

Since security clearance under Rule 8 and Rule 10(1) of the Companies (Appointment and Qualification of Directors) Rules, 2014 can only be obtained through the eSahaj Sewa portal, a malfunction in the registration process renders the statutory requirement impossible to fulfil, notwithstanding the bona fide intention and readiness of the applicant to comply.

(b) Absence of any alternate remedy or support channel

The simultaneous non-functionality of the “Contact Us” tab and the “User Help Manual” leaves affected users without any channel to report the issue, seek clarification, or obtain interim guidance, thereby compounding the difficulty.

(c) Business and governance impact

The inability to complete Director appointments on account of a purely technical infirmity in a government portal causes avoidable delay and uncertainty for companies with cross-border shareholding or management structures, and reflects adversely on ease of doing business.

Request

In light of the foregoing, it is respectfully requested that ICSI may take up this matter on priority with the Ministry of Corporate Affairs and/or the National Informatics Centre (which maintains the portal), with a request to:

1. Rectify the registration module of the eSahaj Sewa portal so that new users are able to create a login without redirection errors;

2. Restore functionality of the "Contact Us" tab and the "User Help Manual" so that affected users have a channel for support and guidance; and
3. Consider issuing an interim clarification or facilitation mechanism for applicants who are unable to file security clearance applications on account of the said technical issues, so that pending Director appointments are not indefinitely stalled.

We remain fully available to provide any additional information, screenshots, or clarifications deemed necessary, and earnestly seek your favourable consideration and expeditious action on this representation, given that the matter is presently obstructing statutory compliance for affected companies.

We thank you for your kind attention to this matter.

Thanking you,

Yours sincerely,



CS Yogesh Choudhary

Chairman

Western India Regional Council

The Institute of Company Secretaries of India

Exhibit A

The screenshot shows a web browser window with the address bar displaying `esahajmcservices.nic.in/#multiCarousel`. The browser's tab bar shows several open tabs, including "Inbox (4,345)", "Benefit Illustration...", "New Tab", "LLPOne.in", "MCA21 : Company/...", "OIFC : IndiaUpdates", "1999-08 Thief and S...", "Publications & Upd...", and "Most Popular Idiom...". The main content area features a large blue banner with the "myGov" logo and the text "Empowering every citizen to be a Catalyst for Change". Below the banner is a "Click Here" button. A "Newly Launched Services" section is visible on the left. The "MCA SERVICES" section is highlighted, showing a list of services with "E-SAHAJ SEWA" selected. The "E-SAHAJ SEWA" section includes a description of security clearance and a list of services.

myGov
मेरी सरकार

Empowering every citizen to be a Catalyst for Change

Click Here

Newly Launched Services

Security Clearance

MCA SERVICES

E-SAHAJ SEWA

E-SAHAJ SEWA

Security clearance is a pre-requisite for granting permission to individuals who are citizens of countries sharing land borders with India and intending to apply for issuance of Director Identification Number (DIN)/ appointment of Director in new/ existing Company.

- eSahaj sewa offers online service for security clearance of applications seeking issuance of Director Identification Number (DIN)/ appointment of Director in new/ existing Company from MCA
- For any other services related to applications for grant of license/ permission/ approval of any type the user needs to visit Ministry of Corporate Affairs web portal accessible at <https://mca.gov.in>
- Actual applications for license/ permit/ approvals- other than for security clearance, to be processed separately through proper channel
- eSahaj sewa is accessible at: <https://esahajmcservices.nic.in>

IMPORTANT LINKS

POLICIES

FAQ

Exhibit B

[Home](#) [Login/Sign In](#) [Forgot Password](#)

Login

Email Address: *



example@gmail.com



Password: *



Enter Password



Security Code: *

1BeN6q





Enter Security Code



Submit