

Frequently Asked Questions (FAQs) on eServices

Question 1: What do you know about eServices launched by SECP?

Answer 1: eServices is a web-based system accessible from anywhere in the world via definite login ID and a password. It facilitates the corporate sector, practitioners, consultants and public at large. You can apply for availability of name, incorporate companies and do e-filing of statutory returns through this system. It enables the promoters and other officers of the company to interact online using the eServices portal, without visiting the Company Registration Offices (CROs) at the Securities and Exchange Commission of Pakistan (SECP). For eServices assistance, you can email your query to the help desk at "helpdesk.eservices@secp.gov.pk". You can also call at 051-9206052 or 051-9206006.

Question 2: What are the benefits of using eServices?

Answer 2: There are numerous benefits of online filing. Once you get acquainted with the system, it will be much easier to file Applications>Returns online. Fee for online filing has been kept lower as compared to physical submission of documents. You may file documents, without visiting the Company Registration Offices (CROs) at the SECP, and in this way it will save your time. Moreover, you will enter data in eServices by yourself which will be convenient to you and also ensure its correctness.

Question 3: Is there a User Guide for eServices on the SECP website?

Answer 3: The User Guide is available on the SECP website at <http://www.secp.gov.pk/eServices/index.asp>

Question 4: Is the Promoters' Guide available on the SECP website?

Answer 4: Yes, the Promoters' Guide is available on the SECP website at http://www.secp.gov.pk/CLD/cld_guides.asp

Question 5: How can I get help on eServices?

Answer 5: For eServices assistance, you can email your query to the help desk at "helpdesk.eservices@secp.gov.pk". You can also call at 051-9206052 or 051-9206006.

USER ID AND PASSWORD

Question 6: Whether it is compulsory for the existing companies to obtain/create User ID and Password in order to use eServices?

Answer 6: Yes, it is compulsory to obtain/create User ID and Password for using eServices.

Questions 7: How do I create User ID and Password for obtaining name availability and subsequent incorporation of a company online?

Answer 7: You will need to sign up online at <https://eservices.secp.gov.pk/eServices/> and create your own User ID and Password. In this case, you will keep using the User ID and Password created by you and do not require these from the SECP.

Question 8: How can we get User ID & Password for already registered company?

Answer 8: Companies already incorporated will apply for an eServices User Identification and Password by writing a letter, on the company letterhead, duly signed by the Chief Executive and any one of the following officers, along with a copy of their CNICs:

- Company Secretary
- Chief Financial Officer
- One of the Directors of the company

The Company shall mention the email address on which the eServices User Identification and Password will be dispatched. Please only provide POP3 email address such as abc@comsats.com, free email addresses such as hotmail, gmail, or yahoo are not acceptable.

SECP will confirm the validity of the email address. After validation, the eServices User Identification and Password will be emailed to the specified email address.

All letters requesting an eServices User Identification and Password should be addressed to Deputy Director (MIS), SECP at the address given below.

You can also send your request through email by attaching scanned copies of the above mentioned documents at the following email address.

Subject: eServices User Identification and Password

Deputy Director (MIS)
SECP,
NIC Building, Jinnah Avenue
Islamabad,
Pakistan

Email: eservices.userid@secp.gov.pk

Question 9: How can I get User ID & Password if I have already obtained Name Availability from the CRO through manual submission but now want to incorporate the company online through eServices?

Answer 9: You will need to apply for an eServices User Identification and Password by writing a letter, duly signed by all the proposed Subscribers of the company, along with a copy of their CNICs. Please note that the letter head is not required in this case. You will also need to attach a copy of the Name Availability letter with it.

Please mention the email address on which the eServices User Identification and Password will be dispatched. Please only provide POP3 email address such as abc@comsats.com, free email addresses such as hotmail, gmail, or yahoo are not acceptable.

SECP will confirm the validity of the email address. After validation, the eServices User Identification and Password will be emailed to the specified email address.

All letters requesting an eServices User Identification and Password should be addressed to Deputy Director (MIS), SECP at the following address:

You can also send your request through email by attaching scanned copies of the above mentioned documents at the following email address.

Subject: eServices User Identification and Password

Deputy Director (MIS)
SECP,
NIC Building, Jinnah Avenue
Islamabad,
Pakistan

Email: eservices.userid@secp.gov.pk

DIGITAL SIGNATURE

Question 10: Whether it is necessary to get digital signature certificate from National Institutional Facilitation Technologies (NIFT) for using eServices?

Answer 10: Yes, it is necessary to obtain NIFT digital signature certificate/certificates in order to sign Returns/Forms/Memorandum and Articles of Association (at the time of incorporation) electronically.

Question 11: How many digital signature certificates are required for using eServices?

Answer 11: Requirements for digital signatures for different processes are as follows:

- a. For new case of company incorporation, digital signatures are required for all proposed Subscribers.
- b. For filing of form 28 by Public companies, digital signatures are required for all proposed Directors. If it is submitted at the time of incorporation of company, separate digital signatures are not required. Signatures obtained for Memorandum and Articles of Association are sufficient, which are valid for one year.
- c. For online Filing of Returns of forms other than form 28 by the existing companies which have been incorporated manually, minimum requirement is one digital signature. In this case, company has to decide whose digital signature they will purchase.

d. For a company which has been incorporated online, there is no need to buy additional signatures and any of the existing directors can sign the Returns/Forms using the digital signature already obtained during the incorporation process. After the expiry of the digital signatures, only one of the Subscribers/Directors will need to renew their digital signature in order to sign Returns/Forms online.

e. Digital signature is not required for Name Reservation process.

Question 12: Can I obtain two or more digital signatures by using one User ID?

Answer 12: No, you have to create separate User ID for each person by using Manage Company Users button available on the top right hand side of the web page after you login.

Question 13: How can we get digital signature certificates from NIFT?

Answer 13: Please visit the following URL for information on how to obtain digital signature certificates from NIFT <https://secp.niftetrust.com/>. NIFT has also deployed one person each at CROs Karachi, Lahore and Islamabad to facilitate the general public for the processing of applications for NIFT digital signatures.

ONLINE NAME RESERVATION

Question 14: How can we obtain Name Availability for a new company by using eServices (online)?

Answer 14: Please follow the procedure given below:

- Sign up and create User ID and Password at <https://eservices.secp.gov.pk/eServices/>. After you enter the required information to sign up, you will receive an email containing URL for activation. For activating your User ID, you will have to click the said URL.
- After your User ID is activated, log in at <https://eservices.secp.gov.pk/eServices/> and fill out the application. Press Continue button at the bottom of the page. The next page will be displayed and the information entered so far will be automatically saved by the System.
- Attach the required document(s) and press Save Form button. If you do not need to attach any document, click Save Form button either way.
- Open and Save Challan Form which is automatically generated through the System. Please note that digital signature is not required for Name Reservation process.
- Click Start Process.
- After your process is submitted, you will see a message that the process has been submitted.

- Print and Pay Challan in the designated branch of MCB.

After you have submitted the process and paid the challan, your process will be assigned to the concerned officer for processing. You will receive an email letting you know about the status of your case whether it is accepted, rejected or further information is required for issue resolution.

Please note that Name Availability Cases are processed at the concerned Company Registration Office (CRO). Contact list of CROs is below. You may also consult the User Guide available on the SECP website at http://www.secp.gov.pk/eServices/guide/name_reserve.asp for further assistance.

No.	CRO Office	Telephone
1	Karachi SLIC Building No.2, 4 th Floor, Karachi	Phone: 021- 32442976 Fax 021-99213278
2	Lahore 7-Egerton Road, Associate House, 3 rd & 4 th Floor, Lahore	Phone: 042- 99200273 Fax: 042-99202044
3	Islamabad State Life Building, 7-Blue Area, Islamabad	Phone: 051-9206219 Fax: 051-9208740
4	Peshawar State Life Building, 1 st Floor, The Mall, Peshawar Cantt.	Phone: 091-9213178 Fax 091-9213178
5	Faisalabad 356-A, Al-Jamil Plaza, 1 st Floor, Peoples Colony, Small D Ground, Faisalabad.	Phone: 041-9220284 Fax: 041-9220284
6	Multan 63-A, Nawa-i-Waqt Building, Abdali Road, Multan	Phone: 061-9200920 Fax: 061-9200920
7	Quetta 382/3, (IDBP House), Shahrah-e- Hali, Quetta Cantt.	Phone:081-2844136
8	Sukkur #28, Hamdard Housing Society, Airport Road, Sukkur	Phone: 071-5630517

ONLINE INCORPORATION OF COMPANY

Question 15: How can we incorporate a new company by using eServices (online)?

Answer 15: Please follow the procedure given below:

- Obtain Name Availability by following the procedure detailed in Question No. 14.
- Enter your User ID and Password to log in at <https://eservices.secp.gov.pk/eServices/>
- Create additional User IDs, as required through Manage Company Users button available on the top right hand side of the web page. You will need to create separate User IDs for all proposed Subscribers in order to obtain their digital signatures.
- Obtain the required Digital Signatures for all Subscribers from NIFT <https://secp.niftetrust.com/>
- Log in again at <https://eservices.secp.gov.pk/eServices/> and fill out the data. Press Continue button at the bottom of the page. The next page will be displayed and the information entered so far will be automatically saved by the System.
- Attach and Save Memorandum of Association in the attachment link provided. Please note that the attachment size should not exceed 2 MB.
- Attach and Save Articles of Association in the attachment link provided. Please note that the attachment size should not exceed 2 MB.
- Attach and Save CNICs of all the Subscribers and any other required document(s) under Fill New Attachment Form link.
- Open and Save Challan Form which is automatically generated through the System.
- Click Sign Forms
- Select and Sign Forms using the digital signatures obtained from NIFT. Every Subscriber needs to sign forms by logging through his/her User ID.
- Click Submit to SECP button. After your process is submitted, you will see a submitted process reference number on the screen. Please print a copy of this page for future reference.
- Print and Pay Challan in the designated branch

After you have submitted the process and paid the challan, your process will be assigned to the concerned officer for processing. You will receive an email letting you know about the status of your case whether it is accepted, rejected or further information is required for issue resolution.

Please note that Company Incorporation Cases are processed at the concerned Company Registration Office (CRO). For Contact list of CROs, please see Question No. 14. You may also consult the User Guide on the SECP website at <http://www.secp.gov.pk/eServices/guide/incorporation.asp> for further assistance.

FILING OF RETURNS

Question 16: How can we submit Forms>Returns by using eServices (online)?

Answer 16: The general steps of the process are given below. Procedure may vary slightly depending on the kind of process selected by you.

- Companies which have been registered manually need to obtain User ID and Password from the Deputy Director (MIS), SECP, Islamabad (please see Question No. 8).
- It is advised to create additional User ID for the person authorized to sign Returns/Forms through Manage Company Users button available on the top right hand side of the web page.
- After you create additional User ID and it is activated, obtain the required digital signature from NIFT <https://secp.niftetrust.com/> for the authorized person/additional User ID created.
- Log in at <https://eservices.secp.gov.pk/eServices/> select the required process/form and fill out the data. Press Continue button at the bottom of the page. The next page will be displayed and the information entered so far will be automatically saved by the System.
- Attach the required document(s) and press Save Form button. If you do not need to attach any document, click Save Form button either way.
- Open and Save Challan Form which is automatically generated through the System.
- Click Submit to SECP.
- Select and Sign the Form/Forms available for signature using the digital signature.
- Click Submit to SECP button. After your process is submitted, you will see a submitted process reference number on the screen. Please print a copy of this page for future reference.
- Print and Pay Challan in the designated branch

After you have submitted the process and paid the challan, your process will be assigned to the concerned officer for processing. You will receive an email letting you know about the status of your case whether it is accepted, rejected or further information is required for issue resolution.

Please note that the Filing of Returns cases are processed at the concerned Company Registration Office (CRO). For Contact list of CROs, please see Question No. 14. You may also consult the User Guide on the SECP website at http://www.secp.gov.pk/eServices/guide/filing_returns.asp for further assistance.

Question 17: How can I get Challan form for online filing in eServices?

Answer 17: Challan form is automatically generated and filled out by the System after you enter the required information in the application/form. You have to save and print this challan and make payment in the designated branch. Do not use a manual challan for making payment for online filing.

Question 18: What is the procedure of payment for online processes? Can I pay through Credit Cards?

Answer 18: Currently the user has to Print the challan which is automatically generated by the system, and then pay this challan in the MCB branch selected by you. Facility for paying through Credit Cards is currently unavailable. Please do not use manual challan for making payment for online processes.

Questions 19: Why the Sign Forms link is not active/clickable?

Answer 19: The main reason for this may be that you have not saved Attachments and the Challan Form. Please ensure to Save Attachments and the Challan Form. Even if you do not need to attach any document, click the Save Form button either way on the Attachments page.

Questions 20: Why am I getting an error while trying to Sign Forms?

Answer 20: Major reasons why you get an error while signing forms are as follows:

- a. You have not downloaded java on your computer, or the java version on your computer is not updated. You can solve this problem by visiting <http://www.secp.gov.pk/eServices/jre.asp> and following the required procedure.
- b. The size of files e.g. Memorandum and Articles of Association attached by you is large. File size for each of these documents should not exceed 2 MB. You can reduce file size by keeping low resolution while scanning documents.
- c. Another reason might be that you are trying to sign forms for all persons from one login. You have to login through each User ID to sign forms.
- d. If you are getting an error that “the CNIC of the person does not match with the one provided” then you need to update Name and CNIC of the concerned person (the CNIC and the name should be the same as the one provided by you in the NIFT application for all the persons). You can update this information through “Update Profile” option available on the left hand side.

Question 21: If I login and find out that the data in the system is not updated for my company, then how do I get that data rectified in the system?

Answer 21: Write an email at the following email address with the request to rectify the data. Please write the subject of the email as Request for Data Rectification. Please also attach the necessary proofs for the said rectification requests with the email.

data.rectification@secp.gov.pk