

## Frequently Asked Questions (FAQs) on eServices

### GENERAL

1. What are eServices and how to access the eServices?

eServices is a 24/7 available portal developed by SECP to facilitate the users in reservation of name, incorporation of companies, filing of specified forms and related documents required under the Companies Ordinance, 1984 and the Rules and Regulations being administered by SECP, in electronic form to the Registrar of Companies for registration. eServices can be accessed through SECP's website at [www.secp.gov.pk](http://www.secp.gov.pk).

2. What are the benefits of using eServices?

Following are the benefits of using e-Services instead of physical filing:

- a. Simple and hassle-free procedure to create account on e-Services
- b. Accessible 24/7 from anywhere in the world
- c. Lower fee compared to physical submission of documents
- d. No need to visit Company Registration Offices (CROs)

3. Which equipment is required for using e-Services?

A personal computer equipped with a web browser and internet access, preferably broadband connection.

4. How can I get help on eServices?

For eServices assistance, you can call the Service Desk at UAN: 051-111-117-327.

### CREATING ACCOUNT ON E-SERVICES

5. Who can register as a user of the e-Services?

Any person can register as an Individual User. This may include a director / chief executive/ company secretary /authorized representative / manager of a company who is a natural person and is authorized to sign documents electronically on behalf of the company. An Intermediary / Consultant can also register as a user of the e-Services.

6. How to apply for user registration and what is the user registration fee?

Online user registration is available at e-Services at [www.secp.gov.pk](http://www.secp.gov.pk), for which Rs. 100/- only will be charged subsequently at the time of submission of documents. Please refer to User Registration Step by Step Process.

7. What are the requirements for user registration?

For Individual (National): CNIC/NICOP/POC, Mobile number & Email address.

For Individual (Foreign National): Attested copy of valid passport, Attested photograph, Mobile number & Email address.

## 8. How can I recover forgotten Password or reset PIN?

You can make use of the **“Forget Login Information”** function provided on the login page of the e-Services. You have to provide information of your identification to enable the system to retrieve your Login information.

In case you forgot your password, you have to provide the Answer to your selected Security Question to enable the system to verify your identity. The system will reset your password after successful verification. The system-generated Password/PIN will be sent to your registered email address and mobile phone number automatically by the system.

## 9. What are the Terms of Use of e-Services?

Following are the terms of use of e-services for information security:

### a. Use of logins-

- Your login information is a valuable and confidential item that authenticates your online identity. You must, therefore, take good care of your login information/ PIN, as well as the security questions you choose when creating a login, and keep them secure.
- You will not knowingly or recklessly use or attempt to use any service, login, hardware device or code for a purpose for which it was not intended, including any unlawful purpose.
- You will notify the SECP Help Desk immediately if you know or have reason to believe that there has been or is about to be fraudulent or other unlawful use of any of your login, hardware device or code.

### b. Protecting logins, security questions and PIN

You must immediately change your password, security questions, or PIN and notify the SECP Help Desk if you believe that the security of your password, security questions which you answered, or PIN you created have been compromised or you become aware of any unauthorised use of your username or password.

### c. Recommended practices

You should

- not use an email address that is shared with other people (as it is to this email address that your username, temporary password or other information will be sent when you request support for your login, for example when you forget your username or password);
- choose a password that is a secret known only to you which cannot be easily guessed by anyone else;
- not disclose your password to anyone, including SECP services personnel (please note that SECP services personnel will never ask you for your password or PIN);
- keep your password and PIN safe from being discovered by others if you write your password or PIN down or store them electronically (unencrypted files on a computer or notes on your monitor are not safe options);

- take care when answering your security questions to ensure you can remember the answers at a later date;
- not tell anyone your answers to the security questions, other than services personnel when they require those answers to help you;
- not allow anyone to see your password, any of your answers to the security questions, or PIN or have the opportunity to see them or record them;
- not use an app other than system-generated codes as they have not been tested for compatibility or security; and
- keep your contact details up to date.

## ONLINE NAME RESERVATION

### 10. How can we reserve name for a new company by using eServices?

Please follow the procedure given below to reserve name for a new company by using eServices:

- Sign up and generate Personal Identification Number (PIN) using the user registration procedure referred to in Question 6.
- After successful user registration in e-services, login to eServices through SECP's website <https://eservices.secp.gov.pk/eServices/> using CNIC/NICOP/POC/Passport no. as Login ID and the entering the Password.
- Upon successful login, all available processes will be displayed.
- Click on name reservation process.
- Fill in the requisite data and click "**Continue**" button which will display the screen where "**Sign form**" option is available.
- Open and Save Challan Form which is automatically generated through the System. Do not print Challan at this stage.
- Click "**Sign form**". Please note that sign form link will be activated when once mandatory attachments are made to the process and challan is saved.
- Enter the PIN and click "**Apply user PIN**", field for "**PIN APPLIED**" will be auto-populated and on clicking "**Submit process to SECP**" button, process will be submitted to SECP.
- Print the Challan from "Submitted Processes" link available on the left side of the page and pay this Challan in the designated branch of MCB/UBL.
- In case of payment through credit card, please click on "online payment" link and follow procedure.
- In case of payment thorough online fund transfer facility, please follow the procedure given in the "online fund transfer guide" available on the website at <https://eservices.secp.gov.pk/eServices/>

After you have submitted the process and made payment, your process will be assigned to the concerned officer for processing after verification of payment. 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.

No.	CRO Office	Telephone
1	Karachi 4th Floor, SLIC Building No.2, Wallace Road, Karachi. Email: <a href="mailto:mohammad.naeem@secp.gov.pk">mohammad.naeem@secp.gov.pk</a>	Phone: 021- 99213271-2 Fax 021-99213278
2	Lahore 3rd &4th Floor, Associated House, 7-Egerton Road, Lahore Email: <a href="mailto:liaqat.dolla@secp.gov.pk">liaqat.dolla@secp.gov.pk</a>	Phone: 042-99204962-6 Fax: 042-99202044
3	Islamabad State Life Building, 7-Blue Area, Islamabad Email: <a href="mailto:shahzad.afzal@secp.gov.pk">shahzad.afzal@secp.gov.pk</a>	Phone:051-9208740- 9206219 Fax: 051-9206893
4	Peshawar 1st Floor, State Life Building, The Mall, Peshawar Cantt. Email: <a href="mailto:saqib.aslam@secp.gov.pk">saqib.aslam@secp.gov.pk</a>	Phone: 091-9213178 Fax: 091-9213686
5	Faisalabad Second Floor, Faisalabad Chamber of Commerce and Industry (FCCI) Building, East Canal Road, Faisalabad. Email: <a href="mailto:asghar.baig@secp.gov.pk">asghar.baig@secp.gov.pk</a>	Phone: 041-9230264 Fax: 041-9230263
6	Multan 63-A, 2nd Floor, Nawa-i-Waqt Building, Abdali Road, Multan Email: <a href="mailto:iftikhar.hasan@secp.gov.pk">iftikhar.hasan@secp.gov.pk</a>	Phone: 061-9200530 Fax: 061-9200920
7	Quetta Ground Floor, Aiwan-e-Mashriq Building, Opposite FC Headquarter, Shara-e-Hali, Quetta Email: <a href="mailto:msami@secp.gov.pk">msami@secp.gov.pk</a>	Phone:081-2844136 Fax: 081-2899134
8	Sukkur 28 – D , Hamdard Housing Society, Airport Road, Sukkur Email: <a href="mailto:iftikhar.hasan@secp.gov.pk">iftikhar.hasan@secp.gov.pk</a>	Phone: 071-5630517 Fax: 071-5633757
9.	Gilgit House No. 2, Ayub Colony, Near Apna Bank, Gilgit Email: <a href="mailto:shahzad.afzal@secp.gov.pk">shahzad.afzal@secp.gov.pk</a>	Phone: 05811-922572

## ONLINE INCORPORATION OF COMPANY

11. How can we incorporate a new company by using eServices?

Please follow the procedure given below for company registration using e-Services:

- Reserve Company name by following the procedure detailed in Question No. 10.
- Sign up and generate Personal Identification Number (PIN) using the user registration procedure referred to in Question 6.
- Create separate User IDs and PIN for all proposed Subscribers.
- After successful user registration in e-services, login to eServices through SECP's website <https://eservices.secp.gov.pk/eServices/> using CNIC/NICOP/POC/Passport no. as Login ID and the entering the Password.
- Upon successful login, all available processes will be displayed.
- Click on Company registration process.
- Fill out the data and click "**Continue**" button, which will display the screen where "**Sign form**" option is available.
- 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 copies of CNICs/passports of all the Subscribers, copy of name availability email/letter, and any other required document(s) under Fill New Attachment Form link.
- Open and Save Challan Form which is automatically generated through the System. Do not print Challan at this stage.
- Click "**Sign form**". Please note that sign form link will be activated when once mandatory attachments are made to the process and challan is saved.
- Enter the PIN and click "**Apply user PIN**", field for "**PIN APPLIED**" will be auto-populated and on clicking "**Submit process to SECP**" button, process will be submitted to SECP. Every Subscriber needs to sign forms by logging through his/her User ID and applying PIN.
- 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 the Challan from "Submitted Processes" link available on the left side of the page and pay this Challan in the designated branch of MCB/UBL.
- In case of payment through credit card, please click on "online payment" link and follow procedure.
- In case of payment thorough online fund transfer facility, please follow the procedure given in the "online fund transfer guide" available on the website at <https://eservices.secp.gov.pk/eServices/>

After you have submitted the process and made payment, your process will be assigned to the concerned officer for processing after verification of payment. You will receive an email conveying 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. 10.

## FILING OF RETURNS

12. How can we submit Forms>Returns by using eServices?

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

- Sign up and generate Personal Identification Number (PIN) using the user registration procedure referred to in Question 6.
- After successful user registration in e-services, login to eServices through SECP's website <https://eservices.secp.gov.pk/eServices/> using CNIC/NICOP/POC/Passport no. as Login ID and the entering the Password.
- Upon successful login, list of all companies related with user are displayed.
- Click "**login**" appearing after the relevant company
- The list of all available processes will be displayed.
- Click the relevant process.
- Fill out the data and click "**Continue**" button, which will display the screen where "**Sign form**" option is available.
- Attach the required document(s), if any.
- Open and Save Challan Form which is automatically generated through the System. Do not print Challan at this stage.
- Click "**Sign form**". Please note that sign form link will be activated when once mandatory attachments are made to the process and challan is saved.
- Enter the PIN and click "**Apply user PIN**", field for "**PIN APPLIED**" will be auto-populated and on clicking "**Submit process to SECP**" button, process will be submitted to SECP.
- 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 the Challan from "Submitted Processes" link available on the left side of the page and pay this Challan in the designated branch of MCB/UBL.
- In case of payment through credit card, please click on "online payment" link and follow procedure.
- In case of payment thorough online fund transfer facility, please follow the procedure given in the "online fund transfer guide" available on the website at <https://eservices.secp.gov.pk/eServices/>

After you have submitted the process and made payment, your process will be assigned to the concerned officer for processing after verification of payment. You will receive an email conveying 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. 10.

13. How can I get Challan form for online filing in eServices?

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.

14. Why the Sign Forms link is not active/clickable?

Please note that sign form link will be activated when once mandatory attachments are made to the process and challan is saved.

15. Why am I getting an error while trying to Sign Forms?

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

- a. 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.
- b. 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.
- c. Compatibility view is not enabled in Internet Explorer. Please add SECP website to Compatibility View under Tools> Compatibility View Settings.
- d. Security Settings for java are not set as per requirement.

16. 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?

Contact the concerned Company Registration Office (CRO) for further assistance/information in the matter. For Contact list of CROs, please see Question No. 10.