

CORPORATE AFFAIRS COMMISSION



SERVICE RENDERED AND REVISED SERVICE TIMELINES (PERFORMANCE TARGET)

S/No.	Service	Timeline
Name Reservation		
1.	Availability (Name Reservation)	4 Working Hours
2.	Name Substitution	6 Working Hours
3.	Consent for Restricted Names, Limited By Guarantee and Incorporated Trustees	48 Working Hours
New Registrations		
(Upon receipt of all relevant documents or Compliance with any raised Query)		
4.	Companies	24 Working Hours
5.	Business Names	24 Working Hours
6.	Incorporated Trustees	24 Working Hours
7.	Limited By Guarantee	48 Working Hours
8.	Limited Liability Partnership	12 Working Hours
9.	Limited Partnership	12 Working Hours
Post – Registrations for Companies		
(Upon Receipt of Email or Physical Submission by Courier Companies or Compliance with any issued query)		
10.	Change of Name	12 Working Hours
11.	Increase/Reduction of Shares	12 Working Hours
12.	Mortgages/Debenture/Charges	12 Working Hours
13.	Conversion	12 Working Hours
14.	Certified True Copy (CTC) of Certificates	12 Working Hours
15.	Deed of Release	12 Working Hours
16.	Alteration of Memo and Articles	12 Working Hours
17.	Certified True Copy of Certificates	12 Working Hours
18.	CAC 5 (Allotment, Surrender, Transfer & Transmission of Shares)	12 Working Hours
19.	CAC 6 (Secretary)	12 Working Hours
20.	CAC 7 (Particulars of Directors)	12 Working Hours
21.	CAC 8 (Registered Address)	12 Working Hours
22.	Change of Person with Significant Control (PSC)	12 Working Hours
23.	Fourteenth Schedule	12 Working Hours
24.	Edit Director	12 Working Hours
25.	Edit Shareholder	12 Working Hours
26.	Annual Returns	24 Working Hours
27.	Miscellaneous	24 Working Hours

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Post – Registrations for Business Names

(Upon Receipt of Application or Physical Submission By Courier Companies or Compliance with any issued query)

- | | | |
|-----|---------------------------------|------------------|
| 28. | All Business Names Applications | 48 Working Hours |
|-----|---------------------------------|------------------|

Post – Registrations for Incorporated Trustees

(Upon Receipt of Application or Physical Submission By Courier Companies or Compliance with any issued query)

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| 29. | All Post Incorporated Trustees Applications | 48 Working Hours |
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Miscellaneous Post – Incorporation Applications Submitted Through State Offices

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|-----|---|----------------|
| 30. | Applications Originating from State Offices | 7 Working Days |
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Customer Complaint Resolution

Complaint Handling:

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|-----|-------------------|------------------|
| 31. | Simple Complaint | 48 Working Hours |
| 32. | Complex Complaint | 72 Working Hours |

Others

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- | | | |
|-----|---|--------------------|
| 33. | Status Report | Instant |
| 34. | Compliance with the Late Business Commencement Date | 12 Working Hours |
| 35. | Accreditation of Registered Agents | 24 Working Hours |
| 36. | Search Report | 24 Working Hours |
| 37. | Letter of Good Standing | 3 – 5 Working Days |

Please note:

To expedite processing, we advise all customers to ensure that their applications strictly adhere to the checklist/guidelines published by the commission and that the correct fees are paid