

- **How do I make changes in my registration Certificate?**

Go to [www.mcgm.gov.in](http://www.mcgm.gov.in) or [www.portal.mcgm.gov.in](http://www.portal.mcgm.gov.in) --> ONLINE Services --> Shops and Establishment --> Select **FORM E** [Apply Here](#)

- **How does the system work?**

1. Customer has to fill the application form with required details.
2. Scan and upload the documents
3. Pay to MCGM via online payment.

On successful payment, **receipt** will be delivered on the registered email ID

On **approval** of application, **Registration Certificate** will be delivered on employers email ID.

- **In case of incomplete documents are uploaded by the Applicant ?**
- If incomplete documents are uploaded by the Applicant then remarks for compliance will be send to employers email ID. If compliance is not done by employer within 15 days , the application will be rejected.  
After rejection, remarks with reason will be sent on applicants email ID.

#### **In case of payment transaction is succesful but application number is not generated ?**

- For payment Queries please contact on [payment@mcgm.gov.in](mailto:payment@mcgm.gov.in)
- The amount will be automatically credited to your account in 4 days.

#### **What browsers are supported?**

- For optimal performance, we recommend Microsoft Internet Explorer 9.0 and above, Google Chrome and Mozilla Firefox.

#### **Will I receive confirmation email my fees has been paid?**

- Yes, you will receive payment receipt on email.

#### **Will I able to print my payment receipt and certificate?**

- Yes..

#### **What if the website is down or for some reason i am unable to use this site?**

- You can try again after some time.

#### **What if my transaction fails mid-way?**

- In such a case, the amount will get reversed to the source account. For payments made using credit card/debit card or net banking, the amount will get reversed within 4 business days

**What is Document types allowed to upload?**

- Supported document formats will be PDF, jpg, Jpeg, .png **(The size of file upto 2 mb is allowed)**

**What modes of payment are available?**

- MCGM has following comprehensive range of payment modes to facilitate e payment:  
Credit Cards  
Debit Cards  
Net Banking ( Approximately 70 banks enabled)