

## **FREQUENTLY ASKED QUESTIONS:**

### **1 Question: Why I am not able to create new user id although I have a valid ICAI registration number?**

Answer: ICAI registration number may not be there in the existing data of ICAI provided to CAG office, please contact ICAI office to get it updated.

### **2 Question: What information do I have to furnish to office of CAG of India for any problem to be solved?**

Answer: ICAI registration number and user id (if it is known).

### **3 Question: What should I do if I do not have second email address?**

Answer: You may enter any dummy email address (eg.- xyz@abc.in - which should include @ and .) . In that case you will not get any information on that email address.

### **4 Question: Why am I not able to use special characters?**

Answer: For security reasons, special characters are not allowed in the data.

### **5 Question: Why am I not able to update the data after successful login as it displays the message ' ICAI Registration number is not valid'?**

Answer: The firms which had entered data in the previous years with invalid ICAI registration number, will not be able to update/save the data. They have to register again with valid ICAI Registration number and re-enter the details of the firm.

### **6 Question: What should I do if there is a break of internet connectivity or if the system hangs while saving the data?**

Answer: Login again. Check the data, to verify whether it has been saved. If not, re-enter the data.

### **7 Question: What is the mandatory data to be entered/updated by CA firms?**

Answer: The details of Firm, Partners, Employees (if any), Branches (if any) are the mandatory data to be entered/updated even by the firms those have entered the data in previous years. Sole proprietors must enter details of the sole partner (i.e. Sole Proprietor) otherwise Acknowledgement letter cannot be generated and hence may not consider for empanelment.

### **8 Question: Can I enter the turnover, service tax paid, etc in lakh or in thousand?**

Answer: No, all the amount has to be in actual rupees only, without decimal.

### **9 Question: The firm has converted to partnership firm during previous financial year and there was no income from the firm to the new partners. How should the income (remuneration, interest on capital and share of profit) be shown?**

Answer: All income received by the partners from the firm (sole proprietor or partnership) during previous financial year is to be filled.

**10 Question: How shall I confirm completion of online application and generate acknowledgment letter.**

Answer: After entering of all the required information and uploading the required documents, you can generate acknowledgement letter which confirms completion of online application.

**11 Question: Which income is to be included under other Business/Professional income (Column 15 under Partners/Sole Proprietor Details).**

Answer: Only Business/Professional income (e.g. sitting fees, director fee etc.) received other than from the firm are to be included. It does not include other incomes (e.g. interest on fixed deposits, bank interest etc.). In case the income in column 15(ii) is more than the total receipts from the firm (column 14), it is presumed that the partner is engaged in other profession.

**12 Question: What should be the income of the partner who became FCA during previous financial year and shown as FCA as on 01st January.**

Answer: The partner shown as FCA as on 01st January must satisfy the income criteria applicable to an FCA partner as per policy.

**13 Question: Can data filed online be again modified/ updated after the data is saved/completed?**

Answer: The information filed online in the application can be edited/modified any number of times till last date of online application.

**14 Question: Should I send the documents by post also, in case I have submitted/uploaded scanned copies of the documents.**

Answer: Yes. Documents are required to be sent by post also in addition to uploading/submission of scanned copies of documents.

**15 Question: By which date, can I upload documents in support of online data.**

Answer: Till the last date of submission of online application.

**16 Question: What is meant by sister concern?**

Answer: Sister concern means organizations under the same management where important decisions are taken by a person or group of persons managing one or more organizations.

**17 Question: Why is my firm not allotted any audit by CAG although it is empanelled?**

Answer: It is not necessary that all empanelled firms are allotted audit as the allotments are made on the basis of ranking/points i.e. merit of the firms and availability of audits.