

GOVERNMENT OF INDIA
MINISTRY OF CORPORATE AFFAIRS
RAJYA SABHA
UNSTARRED QUESTION NO. 1164
ANSWERED ON- 10.02.2026
MCA-21 V3 portal glitches

1164. Shri Mohammed Nadimul Haque:

Will the Minister of Corporate Affairs be pleased to state:

- (a) whether technical issues in MCA-21 V3 portal caused filing delays for companies;
(b) if so, the number of complaints received and filings affected; and
(c) the total number of filings, approvals and rejections recorded on the MCA21 platform during the last five years?

ANSWER

MINISTER OF STATE IN THE MINISTRY OF CORPORATE AFFAIRS; MINISTER OF STATE IN THE MINISTRY OF ROAD TRANSPORT AND HIGHWAYS
(SHRI HARSH MALHOTRA)

(a) & (b) Version-3 of MCA21 (MCA21 V3) has been launched to promote Ease of Doing Business, strengthen compliance and enhance transparency. Through MCA21 V3, functionalities like Web filings, LLP Module, Company module, e-Enforcement, e-Adjudication, e-Consultation, e-Book Learning Management System have already been implemented. All filings are now being made through V3. During the last three years the number of forms which have been filed on the MCA21 V3 portal are as under:

Financial Year	Total No. of Forms filed
2023-24	80,77,210
2024-25	87,79,125
2025-26 (As on 31st Jan 2026)	86,99,486

A helpdesk mechanism to address grievances related to the MCA21 portal has been established. During the FY 2025-26 (up to 31st Jan 2026), a total of 3,16,877 helpdesk tickets were raised on the portal and of which about 98%, were successfully resolved. These tickets encompassed a range of issues including technical problems, awareness issues, processing-related requests and stakeholder suggestions or feedback.

(c) MCA21 is a transaction-heavy system processing a large number of e-forms every year. In the last five years (2021-2025), a total of approximately 3.84 crore filings were made. Of these 3.33 crore filings were approved through Straight Through Process, 40.8 lakhs filings were approved by the concerned Registrar of Companies and Regional Directors while 8.3 lakhs Forms were rejected by the concerned officers.
