

**GOVERNMENT OF INDIA
MINISTRY OF CORPORATE AFFAIRS
LOK SABHA
UNSTARRED QUESTION NO. 210
ANSWERED ON MONDAY, FEBRUARY 03, 2025
MAGHA 14, 1946 (SAKA)**

Glitches in MCA-21 Portal

210. Dr. T Sumathy *Alias* Thamizhachi Thangapandian

**Will the Minister of CORPORATE AFFAIRS
be pleased to state:**

- (a) Whether the Government is aware of the glitches in the corporate filing portal- MCA-21;**
- (b) Whether the Government has taken any measures to improve the functioning of the portal;**
- (c) if so, the details thereof;**
- (d) whether any measures are taken to protect the data of companies being filed via portal; and**
- (e) if so, the details thereof?**

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) : MCA21 is the first Mission Mode e-Governance Project under National eGovernance Plan (NeGP). The Ministry of Corporate Affairs has been operating it from end-to-end for registry and incorporation related services of Companies & LLPs since 2006 and corporates have been making filings on this portal since then. During the recent period from 01.04.2024 to 27.01.2025, a total of 80.26 lakh forms have been filed on the MCA21 portal, compared to 73.29 lakh forms filed during the corresponding period in the previous year. Also, on the newly developed MCA21 V3 platform, 53.08 lakh forms were filed from 01.04.2024 to 27.01.2025, as against 47.72 lakh forms filed during the same period in the preceding year indicating an overall increase in the number of filings, enhanced stakeholder engagement with the system as also the robustness & reliability of the MCA21 platform.**
- (b) & (c): The MCA21 V3 platform facilitates Ease of Doing Business, and has introduced web-based forms, enabling real-time validation of the data entered by stakeholders. Additionally, a user registration process has been implemented to enhance user identification and authentication. This process enables users to track the status of their filed forms and download challans and certificates directly from their application dashboard. To further support stakeholders, a live chat feature has been integrated into the helpdesk, providing real-time assistance and enhancing the overall user experience.**
- (d) & (e): The security and confidentiality of information submitted through the MCA21 portal are ensured by adhering to established data security standards, including the MEITY guidelines, CERT-In regulations, ISO 27001, and Information Security Protocols. Multi-factor authentication has been introduced to verify the identity of users accessing the system. Additionally, measures such as masking private information from public view have been implemented to maintain the confidentiality and integrity of the data.**

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