GOVERNMENT OF INDIA
MINISTRY OF CORPORATE AFFAIRS
LOK SABHA
UNSTARRED QUESTION NO. 3892
ANSWERED ON MONDAY, MARCH 24, 2025
CHAITRA 03, 1947 (SAKA)

Challenges in Implementation of MCA21 Portal

3892. Shri Appalanaidu Kalisetti :

Will the Minister of CORPORATE AFFAIRS
be pleased to state:
(a) the current status of the MCA21 portal and key challenges faced in its implementation;
(b) whether companies, particularly SMEs, have reported difficulties in filing statutory documents due to system glitches or technical issues and if so, the details thereof;
(c) whether audits or assessments have been conducted to evaluate the portal's efficiency and user satisfaction and if so, the key findings and corrective action taken by the Government;
(d) the number of company registration applications initiated and successfully completed during the last five years, year-wise along with the rejected and pending applications;
(e) the total number of statutory filings (such as annual returns, financial statements) submitted during the last five years, year-wise and the percentage of filings that faced technical issues or delays;
(f) the measures taken by the Government to address these challenges and improve user experience?

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)   : MCA21 portal was operationalized in 2006, and is a comprehensive registry for incorporation and statutory filing related services of Companies & LLPs. Overtime different versions of portal have been developed in consultation with stakeholders and currently Version 3 of MCA21 portal is operational. During the period 01.04.2024 to 28.02.2025, 84.31 lakhs forms have been filed. SMEs have filed 72,205 statutory documents on the MCA21 portal during the period 01.04.2024 to 28.02.2025 as against 72,517 number of filings during 01.04.2023 to 31.03.2024. A comprehensive grievance redressal mechanism has been established including a call center, web-ticketing and live chat connect for the stakeholders to raise tickets, which are being redressed promptly. This mechanism is regularly monitored by the Ministry.

(c) : The portals efficiency is reflected in the increased number of filings being made over the years as reflected in answer to part (d) & (e) below. Further the time taken for incorporation and voluntary strike-off of companies and LLPs,

has reduced over time. The security and confidentiality of information submitted through the MCA21 portal is ensured by adhering to established data security standards, including the MEITY guidelines, CERT-In regulations, ISO 27001, and Information Security Protocols.

(d) The following are the details of Companies registered in last five years:-

Year	Companies	
	Registered	Rejected
2020-21	155379	9877
2021-22	167086	10062
2022-23	159302	11444
2023-24	185318	19313
2024-25 (till Feb 2025)	159982	14078

As on 28th February 2025, 5163 applications of Company incorporation are pending with Central Registration Centre.

(e) : The details of annual returns and financial statements filed for last five years is as follows: -

Year	Filings	% of technical issues*
2020-21	18,91,883	2.70%
2021-22	19,06,664	2.40%
2022-23	20,04,472	2.70%
2023-24	20,41,278	2.20%
2024-25 (till Feb,2025)	21,06,788	3.30%

*Technical issues includes approval and payment related issues.

(f) The Ministry has introduced several digital initiatives to address challenges faced by stakeholders and to enhance user experience, which include:

(i) Augmented server capacity and bandwidth during peak filing period.

(ii) Webinars and trainings are conducted regularly for handholding stakeholders. Video tutorials, user manuals and FAQs are available on portal for assisting users in filing of returns.

(iii) The Chatbot serves as a unified communication channel, allowing stakeholders to interact via chat or call for query resolution.

(iv) Portal provides dashboard facility to the stakeholders for real-time tracking of filings, payment status and approvals.

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