

**GOVERNMENT OF INDIA
MINISTRY OF CORPORATE AFFAIRS
LOK SABHA
UNSTARRED QUESTION NO. 3944
ANSWERED ON MONDAY, August 18, 2025/
Sravana 27, 1947 (Saka)**

Launch of MCA V3 Portal

QUESTION

**3944. Dr. T Sumathy Alias Thamizhachi Thangapandian:
Thiru D M Kathir Anand:**

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

- (a) whether the Government has launched latest Version 3 of MCA portal with 38 new e-forms to avoid glitches and complaints from users during the last two years and if so, the details thereof;**
- (b) the total expenditure incurred by the Government for the launch of Version 3 of the MCA portal;**
- (c) whether the Chartered Accountants and Company Secretaries are able to file more than one crore e-forms through the latest Version 3 of MCA portal and if so, the details thereof; and**
- (d) whether the e-Daakhil portal, National Consumer Helpline (NCH) and Voxya platform are created for filing consumer related complaints and 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): Yes Sir, the Ministry has migrated 38 e-Forms from MCA21 Version 2 to Version 3, effective from 14th July 2025. These include 13 annual filing forms, 6 audit/cost audit forms, and several other compliance and reporting forms. The transition aims to enhance compliance efficiency, standardize data reporting, and promote digitized corporate governance through features such as web-based filing, enhanced validations, pre-filled forms, and robust authentication mechanisms.

(b): The expenditure incurred for the launch of these e-Forms is covered under the overall budget allocation for the MCA21 V3 project. The total expenditure under the project incurred so far is Rs. 243.39 Crore.

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(c): Since the launch of first set of forms in MCA21 V3 on 8th March 2022, more than 1.30 crore eForms have been filed by various stakeholders including Chartered Accountants, Company Secretaries.

(d): To ensure speedy and hassle-free resolution of consumer disputes, the e-Daakhil portal was launched for electronic complaint filing. It has now been integrated into the e-Jagriti Portal. e-Jagriti portal has been developed to enhance consumer grievance redressal through micro-service architecture, Artificial Intelligence / Machine Learning integration and latest features like faceless onboarding and role-based dashboards. It unifies existing applications (OCMS, e-Daakhil, NCDRC CMS, CONFONET application) into a single, scalable system that significantly benefit consumers by enabling them to file complaints seamlessly from anywhere, anytime, with multi-lingual support. The integrated platform streamlines the grievance redressal process, offering faster resolution and enhanced transparency.

The National Consumer Helpline (NCH) administered by the Department of Consumer Affairs has emerged as a single point of access to consumers across the country for their grievance redressal at a pre-litigation stage. Consumers can register their grievances from all over the country in 17 languages including Hindi, English, Kashmiri, Punjabi, Nepali, Gujarati, Marathi, Kannada, Telugu, Tamil, Malayalam, Maithili, Santhali, Bengali, Odia, Assamese and Manipuri through a toll-free number 1915. These grievances can be registered on Integrated Grievance Redressal Mechanism (INGRAM), an omni-channel IT enabled central portal, through various channels- WhatsApp (8800001915), SMS (8800001915), email (nch-ca@gov.in), the NCH app, the web portal (consumerhelpline.gov.in) and the Umang app, as per their convenience. 1110 companies, who have voluntarily partnered with NCH, as part of the 'Convergence' programme directly respond to these grievances according to their redressal process and revert by providing a feedback to the complainant on the portal.
