

**GOVERNMENT OF INDIA
MINISTRY OF CORPORATE AFFAIRS
LOK SABHA
UNSTARRED QUESTION NO. 4069
ANSWERED ON MONDAY, August 18, 2025/
Sravana 27, 1947 (Saka)**

Local Grievance Redressal Helpdesks

QUESTION

4069. Shri Praveen Khandelwal:

Will the Minister of CORPORATE AFFAIRS

be pleased to state:

- (a) whether the Government proposes to set up any regional or local helpdesks in Delhi to support small shareholders, directors or promoters for corporate filings and compliance-related grievances;**
- (b) if so, the timeline for such a mechanism; and**
- (c) the number of complaints received from Delhi regarding MCA portal issues or filing difficulties in the last two 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) : A helpdesk has been established to address stakeholder grievances related to the MCA21 portal. This support mechanism is operational through the MCA website and a toll-free number, ensuring seamless access for stakeholders across various locations, including Delhi. Additionally, for residents of Delhi, the office of the Registrar of Companies (RoC) serves as a public interface, offering direct assistance and facilitating a range of corporate services.

(c): The number of technical grievances related to RoC Delhi Office as submitted by the stakeholders was 11,648 in FY 2024–25, compared to 34,924 in FY 2023–24.
