

**GOVERNMENT OF INDIA
MINISTRY OF CORPORATE AFFAIRS
LOK SABHA
UNSTARRED QUESTION NO. 1161
ANSWERED ON Monday, December 8, 2025
Agrahayana 17, 1947 (Saka)**

Technical glitches in MCA 21 V3 Portal

**1161. Shri Bidyut Baran Mahato:
Shri Mukeshkumar Chandrakaant Dalal:
Shri Balabhadra Majhi:
Shri Lumbaram Choudhary:
Shri Jaswantsinh Sumanbhai Bhabhor:
Shri Yogender Chandolia:
Shri Murasoli S:
Shri Vijay Kumar Dubey:
Shri Dulu Mahato:
Shri Dineshbhai Makwana:
Shri Ravindra Shukla Alias Ravi Kishan:
Shri Bibhu Prasad Tarai:
Shri Anil Firojiya:
Shri Dharambir Singh:
Dr. Prabha Mallikarjun:**

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

- (a) the manner in which the Government is assessing the reduction in technical glitches and server capacity issues raised by MSMEs/stakeholders during the initial phase of the MCA21 V3 portal by third party audit especially in Dahod district in Gujarat;**
- (b) the success rate of Straight Through Processing (STP) of high-throughput forms such as AOC-4 and MGT-7;**
- (c) whether Artificial Intelligence and data analytics features have been integrated into the newly created V3 enforcement module, if so, the details thereof;**
- (d) whether the Government has developed simple training modules/help desks for Micro, Small and Medium Enterprises and their professionals to use the e-forms and digital signature features of the said V3 portal especially in the said district and if so, the details thereof;**
- (e) whether dedicated help-desks, mobile facilitation vans or district-level awareness camps have been conducted in Aspirational Districts including Bhiwani and Mahendragarh where thousands of small companies and professionals face digital barriers;**
- (f) if so, the details thereof and if not, whether the Ministry proposes special MCA-awareness camps in Bhiwani-Mahendragarh to help local MSMEs transition smoothly to the V3 digital ecosystem, if so, the details thereof;**
- (g) the steps taken by the Union Government to address system errors, filing failures and delays in processing approvals, incorporations and statutory forms under the Companies Act, 2013;**

(h) the total number of filings, approvals and rejections recorded on the MCA21 platform during the last five years, along with the average turnaround time for key processes such as incorporation, name reservation, charge registration, and compliance filings; and

(i) whether the Union Government has undertaken/proposes to undertake system upgrades, capacity augmentation, stakeholder consultations or independent audits to ensure greater ease of compliance, improved digital reliability and transparent central monitoring under the framework 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) The MCA21 V3 system was launched in phases with initial phase starting from May 2021. During the initial phase of introduction of electronic filing through MCA21 portal, a network of Certified Filing Centres (CFC) were setup across the country to provide services free of cost for e-Filing of documents to the stakeholders who did not have the necessary computing/ IT infrastructure or capability to use the same for e-Filing from their own locations. With adoption of the electronic filings over the years, stakeholders are now being facilitated through Centralized Helpdesk operations for any assistance. The MCA21 V3 platform is monitored through a 24x7 Network Operations Centre and application monitoring tools. Grievances or queries reported by stakeholders including MSMEs and those from Dahod district are captured through the central ticketing system and are taken up for root-cause analysis and suitable remedial action is taken.

(b) MCA21 V3 supports Straight Through Processing (STP) for specified high-volume forms, including AOC-4 and MGT-7/MGT-7A. MGT 7 is a STP form and gets approved on payment of fee. During 2024-25, a total of 12.68 Lakh MGT -7/7A forms were approved through STP. AOC-4 is conditional STP and is approved subject to the form meeting all statutory validations. During 2024-25, out of the total 10.73 Lakh AOC-4 forms filed by stakeholders, 98% were processed Straight Through Process.

(c) Data analytics-driven features have been integrated in MCA21 V3 including enforcement and compliance modules. These include Early Warning System (EWS) and Compliance Management System (CMS) which use risk-based classification of companies and filings, automated generation of alerts and exception reports, pattern analysis of non-compliance.

(d) The Ministry, through the MCA21 portal, has developed and made available guidance material, including step-by-step e-form filing manuals, video guides, FAQs, and system prompts in the web-based forms to help MSMEs and professionals use the e-forms and other features like digital signature. In addition, a central helpdesk (toll-free number, e-mail and live-chat facility) is in place to handhold stakeholders across the country, including in Dahod and other districts.

(e) & (f) MCA, in collaboration with professional institutes such as the Institute of Chartered Accountants of India (ICAI) and the Institute of Company Secretaries of India (ICSI), and through its Regional Directorates and Registrars of Companies,

organises regular stakeholder awareness programmes, webinars and awareness camps on the MCA21 V3 system, for ensuring smooth transition to V3 digital ecosystem. During 2025, about 50 webinars and 10 user sessions were conducted with the help of ICSI and ICAI for stakeholder awareness.

(g) A helpdesk mechanism to address grievances related to the MCA21 portal has been established. Helpdesk tickets are raised on the portal. These tickets encompassed a range of issues including technical problems, processing-related requests and stakeholder suggestions or feedback. The helpdesk system incorporates a user feedback mechanism to assess the quality of resolutions. To further enhance the quality of grievance redressal, MCA has partnered with professional institutes to review ticket closures. A dedicated team from these institutes works in close coordination with MCA to monitor grievance handling and collect user feedback post-ticket closure. The effectiveness and quality of ticket resolutions are reviewed regularly.

Further, to address technical issues measures are taken up as required including continuous optimisation of application code and infrastructure configuration.

(h) MCA21 is a transaction-heavy system processing a large number of e-forms every year. In the last five years (2020-2025), a total of 3.84 crores filings were made on MCA21 portal. Of these 3.33 crores filings were approved through Straight Through Process, 40.8 lakhs filings were approved by the concerned Registrar of Companies and Regional Directors, a total of 8.3 lakhs Forms were rejected by the officers and about 1 lakh forms are in others category (under processing, cancelled etc.)

The average turnaround time in last five years for Company incorporation and name reservation is between 1 to 2 days, charge registration is instantaneous. Major compliance filings such as MGT 7/ 7A and AOC 4 is instantaneous for forms approved through Straight Through Process mode.

(i) During the peak filing season the capacity is augmented through the deployment of additional application and database servers. A joint technical team comprising officers from the Ministry, the MCA21 service provider, the Project Monitoring Unit/consultants, and representatives from professional institutes is instituted to monitor incidents and resolve grievances on priority. In addition, regular release-management and bug-fix cycles are implemented to promptly address issues reported by stakeholders.
