

Helpdesk mechanism to address grievances of MCA21 portal with high successful resolution ratio

The 2021 to 2025 period saw approx. 3.84 crore filings done via MCA21

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Version-3 of MCA21 (MCA21 V3) has been launched to promote Ease of Doing Business, strengthen compliance and enhance transparency. Through MCA21 V3, functionalities like Web filings, LLP Module, Company module, e-Enforcement, e-Adjudication, e-Consultation, e-Book Learning Management System have already been implemented.

All filings are now being made through V3. During the last three years forms which have been filed on the MCA21 V3 portal are:

Financial Year	Total No. of Forms filed
2023-24	80,77,210
2024-25	87,79,125
2025-26 (As on 31st Jan 2026)	86,99,486

A helpdesk mechanism to address grievances related to the MCA21 portal has been established. During the FY 2025-26 (up to 31st Jan 2026) 3,16,877 helpdesk tickets were raised on the portal of which about 98%, were successfully resolved.

These tickets encompassed a range of issues including technical problems, awareness issues, processing-related requests and stakeholder suggestions or feedback.

MCA21 is a transaction-heavy system processing a large number of e-forms every year. In the last five years (2021-2025), a total of approximately 3.84 crore filings were made. Of these 3.33 crore filings were approved through Straight Through Process, 40.8 lakhs filings were approved by the concerned Registrar of Companies and Regional Directors while 8.3 lakhs Forms were rejected by the concerned officers.

This information was given by the Minister of State in the Ministry of Corporate Affairs; and the Minister of State in the Ministry of Road, Transport and Highways, Shri Harsh Malhotra in a written reply to a question in Rajya Sabha today.

NB/ONP

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