

Portal glitch: FM directs MCA to form a special team to address public grievances

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Finance Minister Nirmala Sitharaman on Tuesday instructed the Ministry of Corporate Affairs (MCA) to set up a special team to address the public grievances on priority as regards the glitches faced in the filing of forms under version 3.0 of MCA21.

This follows a review meeting conducted by Sitharaman after several users of MCA 21 took to social media to express their angst over the technical issues faced by them at the time of filing, since the launch (January 23) of the



Nirmala Sitharaman

new forms under version 3.

Sitharaman also directed MCA to monitor the issues on a daily basis, according to a tweet from the Minister's office.

Several company secretaries (CS) and chartered ac-

countants (CAs) across the country have been raising issues with the MCA21 portal. A few have even posted messages with photos and small videos of issues they were facing while submitting or filing documents under version 3 of MCA21.

MONITOR ISSUES

Interestingly, while Sitharaman has admitted issues with MCA21 and quickly directed MCA to set up special team to resolve the issue, the MCA in a tweet claimed that everything is working fine on the portal. "Stakeholders, please note that filing is happening across all the recently launched forms. Users may

reach out to helpdesk for any assistance related to forms or on the new registration and DSC association processes," said the tweet.

DATA ANALYTICS

L&T Infotech has the contract for operating and maintaining MCA21 V3.0.

While presenting the Budget for 2021-22, Sitharaman said the government would use data analytics, artificial intelligence and machine learning to launch MCA21 3.0, which will add facilities such as e-scrutiny, e-consultation, e-adjudication and compliance management, among others.