

**GOVERNMENT OF INDIA  
MINISTRY OF CORPORATE AFFAIRS**

**RAJYA SABHA  
UNSTARRED QUESTION NO. 988  
ANSWERED ON TUESDAY, THE 8<sup>th</sup> DECEMBER, 2015**

**IMPROVING THE PROCESS OF E-FILING OF DOCUMENTS**

**QUESTION**

988. SHRI VIVEK GUPTA:

Will the Minister of CORPORATE AFFAIRS be pleased to state:

- (a) whether the Ministry is aware that several difficulties are being faced by companies and professionals in electronic filing of forms and documents;
- (b) the details of the steps taken by the Ministry to improve the process of electronic filing of documents including the steps taken to implement the suggestions given by stakeholders;
- (c) whether the Ministry is intending to relax the existing set of stringent regulations pertaining to electronic-filing of documents to provide relief to the assesseees; and
- (d) if so, the details thereof and if not, the reasons therefor?

**ANSWER**

THE MINISTER OF CORPORATE AFFAIRS

(SHRI ARUN JAITLEY)

(a) & (b):

I. Ministry of Corporate Affairs provides End to End e-Governance Services on its MCA 21 portal, which may occasionally have software and hardware related issues at either end. To address any difficulty, stakeholders may contact the Corporate Seva Kendra (MCA helpdesk) Service being run by the Ministry for the resolution of the issue(s). Stakeholders may also raise their complaints online through MCA Service Desk Ticket System by raising an online ticket on the Ministry's website. Timely resolution of all such complaints is monitored by the Ministry. In peak filing period or based on feedback received from stakeholders, the number of persons deployed in the Corporate Seva Kendra (helpline) is increased to attend calls and resolve the issue

contd ...P.2

: 2 :

adequately. In addition to this, the stakeholders may also raise their concerns by sending an email to **appl.helpdesk@mca.gov.in**. Helpdesk operators also, when necessary, reach out proactively to complainants for resolution of complaints.

II. Server and Bandwidth capacities are regularly monitored and enhanced to avoid congestion and provision of seamless service to stakeholders during the peak filing period.

III. Ministry has a dedicated e-Governance Division which intensively monitors not only performance of MCA 21 system but also the status of work at various Registrars' offices across the country and timely resolution of stakeholders' complaints and positive consideration of any suggestions.

(c) & (d): Ministry had inter-alia notified the Companies (Registration of Office and Fee) Rule, 2014 vide GSR No. 268(E) dated 31.03.2014 applicable w.e.f. 01.04.2014. The said rules inter-alia provides for manner and conditions of filing of documents (Rule 7) and also provides for authentication of documents (Rule 8).

Rule 8 of the said rule inter-alia provides for electronic document shall be authenticated by authorized signatories using digital signature.

The aforesaid rules have been prescribed in consultation with various stakeholders with a view to maintain the integrity of data relating to documents/eforms filed by the stakeholders and also there is no proposal before the Ministry for relaxing the rules relating to electronic filing of documents.

\*\*\*\*\*