

GOVERNMENT OF INDIA  
MINISTRY OF CORPORATE AFFAIRS

**RAJYA SABHA**  
**UNSTARRED QUESTION NO. 374**  
ANSWERED ON TUESDAY THE 3<sup>rd</sup> FEBRUARY, 2026

**INVESTOR SERVICES OF IEPFA**

374. Shri Mokariya Rambhai:  
Smt. Rekha Sharma:

Will the Minister of Corporate Affairs be pleased to state:

- (a) the key features of the integrated portal and dedicated call centre launched by the Investor Education and Protection Fund Authority (IEPFA) to facilitate investor services;
- (b) the number of claims processed and the extent to which these measures have reduced the timelines for transfer of shares and dividends to rightful claimants;
- (c) the details of the Electronic Verification Report (EVR) mechanism and its role in enabling digital verification; and
- (d) whether the Ministry has prepared any roadmap to expand the reach and accessibility of IEPFA's digital services, particularly for rural and semi-urban investors, if so, the details thereof?

**ANSWER**

MINISTER OF STATE OF THE MINISTRY OF CORPORATE AFFAIRS AND MINISTRY  
OF ROAD TRANSPORT AND HIGHWAYS

(HARSH MALHOTRA)

(a): The Integrated Portal has been launched to facilitate seamless delivery of services to claimants by harmonising MCA-21 system, depositories, and PFMS. Once a claim is approved on MCA-21, the system automatically generates the files for execution on the depositories and PFMS portals through API Integration. This automation has significantly reduced the turnaround time for the claim settlement process. Further, the call centre, which is synced with the Integrated portal, facilitates real time update to the claimants. Toll free number of the call centre is 14453 and the information is available in 11 languages. Multilingual IVRS is available round the clock.

(b): Around 32000 claims have been approved since the launch of the Integrated Portal in August 2025 which is a significant increase from that of the last previous year.

(c): After application form IEPF-5 is filed by the claimant, the Electronic Verification Report (EVR) is filed by the company within 30 days. The approved EVR is processed by Investor Education and Protection Fund Authority (IEPFA) till securities are transferred in the claimant's account. The EVR is signed through Digital Signature of the Nodal Officer of the company. The EVR Forms are integrated with the Depositories wherein details are auto validated through the depositories.

(d): The IEPFA has adopted a structured, multi-pronged roadmap to enhance the accessibility and availability of its digital services, with special focus on rural and semi-urban investors.

IEPFA has significantly expanded its outreach in rural and under-served areas through awareness camps in regions with limited banking access ensuring wider accessibility of digital financial services in these regions. Under its outreach programme “Niveshak Didi 2”, IEPFA has strengthened financial awareness, especially for first-time vulnerable investor, with simple content on savings, budgeting, credit use, digital services, investments, insurance and fraud prevention. These camps use a multi-layered mobilisation model involving Self-Help Groups (SHGs), Anganwadi and ASHA networks, trained local volunteers, and community-based communication channels.

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