

**GOVERNMENT OF INDIA
MINISTRY OF CORPORATE AFFAIRS**

**LOK SABHA
UNSTARRED QUESTION NO. 239
ANSWERED ON MONDAY, FEBRUARY 2, 2026/MAGHA 13, 1947 (SAKA)**

INVESTOR EDUCATION AND PROTECTION FUND AUTHORITY

239. SHRI LUMBARAM CHOUDHARY:

Will the Minister of CORPORATE AFFAIRS be pleased to state:

- (a) the salient features of the integrated portal and dedicated call centre launched by the Investor Education and Protection Fund Authority (IEPFA) to facilitate services for the investors;**
- (b) the number of claims processed so far alongwith the extent to which these measures have curtailed the timelines for transferring shares and dividends to the real stakeholders;**
- (c) the details of the Electronic Verification Report (EVR) mechanism and its role in digital verification;**
- (d) whether the Government has prepared any roadmap to increase the accessibility and availability of IEPFA's digital services, especially for rural and semi-urban investors; and**
- (e) 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 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) & (e): 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.
