

**GOVERNMENT OF INDIA
MINISTRY OF CORPORATE AFFAIRS**

**LOK SABHA
UNSTARRED QUESTION NO. 4859
ANSWERED ON MONDAY, MARCH 23, 2026/CHAITRA 02, 1948 (SAKA)**

INVESTOR EDUCATION AND PROTECTION FUND AUTHORITY

4859. SHRI MUKESHKUMAR CHANDRAKAANT DALAL:

SHRI LUMBARAM CHOUDHARY:

SHRI KOTA SRINIVASA POOJARY:

SHRI RAMESH AWASTHI:

SHRI TEJASVI SURYA:

SHRI BALABHADRA MAJHI:

SHRI YOGENDER CHANDOLIA:

SMT. MAHIMA KUMARI MEWAR:

DR. NISHIKANT DUBEY:

SHRI VISHNU DAYAL RAM:

SHRI DAMODAR AGRAWAL:

SHRI ANURAG SHARMA:

Will the Minister of CORPORATE AFFAIRS be pleased to state:

(a) whether the Integrated Portal introduced by the Investor Education and Protection Fund Authority (IEPFA), integrating MCA-21, depositories and public financial management systems, has resulted in improvement in processing timelines, reduction in pendency and enhanced transparency in claim settlements, particularly for claimants from Nabarangpur Lok Sabha Constituency of Odisha;

(b) if so, the details thereof including comparative data on average disposal time and post-approval transfer timelines before and after operationalisation of the Portal;

(c) whether the re-notified Form IEPF-5 and Electronic Verification Report (EVR) framework, along with dedicated investor support mechanisms have strengthened data validation, ease of filing and grievance redressal for claimants;

(d) if so, the details thereof including measurable outcomes in terms of reduction in errors, processing time and investor complaints including Nabarangpur Lok Sabha Constituency; and

(e) whether awareness or facilitation initiatives have been undertaken in regions such as Jhanshi-Lalitpur in Uttar Pradesh to assist investors in filing claims and 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) & (b): The Integrated Portal of the Investor Education and Protection Fund Authority (IEPFA) has resulted in improvement in processing timelines, reduction in pendency and enhanced transparency in claim settlements. From the period April 2025 to August 2025, IEPFA had approved 3079 claims, however, following the launch of integrated portal in August 2025, IEPFA has approved more than 54,000 claims on the new portal till date. A dashboard has been made available to the claimant to check the status of his/her claims.

Claimants can raise tickets for resolution of his/her grievances and check updated status. This has benefitted all claimants including those from Odisha.

(c) & (d) : The new IEPF 5 and IEPF 5 [Electronic Verification Report(EVR)] forms, introduced in October 2025, validate claimant credentials through Permanent Account Number (PAN) and demat account verification, while share details are pre validated with depositories thereby reducing scope of errors leading to speedier processing and reducing instances of form resubmissions. The dashboard alongwith the integrated call centre gives real-time resolution to redress the grievances/queries of claimants. To facilitate ease of filing claims, simple FAQs and user manuals are available on the website of IEPFA (www.iepf.gov.in). This has benefitted all claimants including those from Odisha.

(e): In the current financial year, three investor awareness camps were conducted in the Jhansi and Lalitpur region. No separate camps for filing purposes have been organised in these regions due to the user-friendly features of the portal as described in reply to the parts (c) and (d) above.
