GOVERNMENT OF INDIA
MINISTRY OF CORPORATE AFFAIRS

LOK SABHA
UNSTARRED QUESTION NO. 3523
ANSWERED ON MONDAY, AUGUST 10, 2026/SHRAVANA 19, 1948 (SAKA)

INTEGRATED CLAIM SETTLEMENT SYSTEM UNDER IEPFA

3523. Shri Praveen Patel:
Shri Anurag Sharma:
Shri Radheshyam Rathiya:
Shri Damodar Agrawal:
Dr. Manna Lal Rawat:
Smt. Mahima Kumari Mewar:
Dr. Sanjay Jaiswal:

Will the Minister of CORPORATE AFFAIRS be pleased to state:

(a) whether the Government has undertaken measures to strengthen the claim settlement mechanism under the Investor Education and Protection Fund Authority (IEPFA);
(b) if so, the details thereof;
(c) the number of claims received, approved and disposed of through the Integrated IEPFA Portal since its operationalisation;
(d) whether any assessment has been made regarding the reduction in claim processing and settlement timelines following the integration of MCA-21, National Securities Depository Limited/Central Depository Services (India) Limited (NSDL/CDSL) and Public Financial Management System (PFMS), if so, the details thereof;
(e) the number of grievances received and resolved through the dedicated IEPFA Call Centre since its operationalisation, including the average grievance resolution time; and
(f) whether the Government proposes further reforms, including automation, digital verification, simplified documentation, enhanced investor awareness and technology-enabled monitoring, to improve transparency, efficiency, accessibility and timely settlement of claims under the IEPFA framework 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) and (b): Yes, Sir. The Government has undertaken several measures to strengthen the claim settlement mechanism under the Investor Education and Protection Fund Authority (IEPFA). An Integrated Portal and Call Center was launched in August 2025 for claims settlement and improved investor grievance handling. To support this integration, re-notified versions of Form IEPF-5 and the Electronic Verification Report (EVR) have been introduced w.e.f. 6th October 2025 with

enhanced features such as auto-fetching of bank details linked to the destination demat account and company-side validation of shareholding details at the EVR stage.

(c): The number of claims received, approved and disposed of through the Integrated IEPFA Portal since its operationalisation till 3rd August, 2026 are as under:

Number of applications received	**Number of applications approved**	**Number of applications rejected**
1,01,730	**82,413**	**6,599**

(d): The IEPFA periodically reviews the processing and settlement of claims. The time taken to process claims depends upon the completeness of details and documents given by the claimant and the verification report given by the companies. The time taken would vary depending on the category and completeness of the claim. However, at present, the overall processing time has been significantly reduced and claims, where e-Verification Report has been filed by the Company in June, 2026, have been processed.

(e): Between 1st September, 2025 and 31st July, 2026, the Call Centre received a total of 1,48,308 calls, all of which were resolved.

(f): The IEPFA Integrated Portal 2.0 envisages further upgradation of investor claim settlements by establishing a unified digital platform with end-to-end digital workflows between all the concerned agencies leveraging Digilocker, Aadhaar based biometric authentication and Artificial Intelligence (AI) based processing. Simplification and rationalisation of the IEPF claim-filing process are undertaken through periodic amendments to the relevant Rules with the objective of improving transparency, efficiency, accessibility and timely settlement of claims under the IEPFA framework.

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