

## “GRIEVANCES REDRESSAL MECHANISM AT IEPFA”

1. IEPFA is mandated to refund unclaimed shares and dividends to the rightful claimants, based on the claim application made under Form IEPF-5.
2. For the purpose of addressing grievances, different mail IDs like [iepf@mca.gov.in](mailto:iepf@mca.gov.in), [iepf.grievances@mca.gov.in](mailto:iepf.grievances@mca.gov.in), [seniorcitizen.iepfa@mca.gov.in](mailto:seniorcitizen.iepfa@mca.gov.in) were used.
3. In order to streamline the grievance redressal system, a “Grievances Ticketing System” with upgraded features has been established for updating the investors in respect of the status of their claims/queries.
4. Henceforth, all grievances/queries regarding status of the claims/dividends would be responded through “Grievances Ticketing System” only. A flow chart in PPT format titled “How to Register Grievances” has been uploaded on the webpage ([iepf.gov.in](http://iepf.gov.in)) under “What is New”-Notices and Circulars.
5. **Usage of above all email-IDs shall be disabled/discontinued w.e.f from 06<sup>th</sup> September-2024 for Grievances Redressal.**