

STRATAGE UPDATES

Guidelines for online processing of investor service requests and complaints by RTAs

SEBI has issued a circular dated June 8, 2023, ([available here](#)) setting out guidelines for the *online processing of various investor service requests and complaints* to be implemented by the Registrars to an Issue & Share Transfer Agents (“RTAs”) servicing listed companies. The key aspects of the circular are as follows:



- *Digitisation* of raising of various investor requests and complaints by the investors to the RTA and creating a *database for investor requests and complaints* to allow tracking by the investors;
- RTAs to have *functional websites* displaying basic details, names and contact details of their key managerial personnel, FAQs, and a *step-by-step procedure for filing and tracking complaints*;
- Qualified RTAs and RTAs servicing listed companies to implement the *online portal* by January 1, 2024 and June 1, 2024, respectively and inform the investors about the portal electronically; within 30 days of such implementation, a certificate from a practicing Company Secretary is to be obtained certifying compliance with the circular;
- RTAs to ensure that the online portal complies with the existing *SEBI guidelines for Business Continuity Plan and Disaster Recovery*;
- *A common website* made by the Qualified RTAs from July 1, 2024 *with a list of RTAs and listed companies* to redirect investors to the respective websites of the RTAs for further resolution with a feature to update the list.

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