

MOST IMMEDIATE

No. 3/ 11/2011-IGM
Government of India
Ministry of Corporate Affairs

Shastri Bhawan, "A" Wing, 5th Floor,
Dr. Rajendra Prasad Road,
New Delhi-110 001.

Dated: 21.07.2011

To

All Regional Directors,
(North, South, East, West,
North-West,
North-East and South-East Regions)

Subject: Clearance of pendency in resolving the grievances of Investors - Holding of Lok Adalat - Regarding

Sir,

As you are aware, for the redressal of investors' grievances the Ministry has an Investor Grievances Management Cell (IGMC) at the Headquarters and nodal officers at all field offices of Regional Directors and Registrars of Companies. The investors may take up their grievances with the concerned nodal officers at the Regional level. With the implementation of MCA-21 programme, the investors can also lodge their complaints online. The system acknowledges the receipt of complaint online by generating a complaint number which can be used for future follow up of the complaint. All complaints received in physical form are also logged into the MCA-21 system.

2. For improving the satisfaction of the investors and to bring transparency in the working of the Ministry, it has been decided to hold Lok Adalat on a fixed day in the office of the Registrars of Companies. On that fixed day, the ROCs will take up all the complaints received upto 30 days prior to the day of holding of the Lok Adalat. The ROCs will inform the complainants about the day of holding of Lok Adalat and request them to attend the Lok Adalat in person or be available over phone. The companies against whom there are complaints may be asked to send their officers in the Lok Adalat for redressal of the complaints. If any company informs that the grievances have been redressed, the same may be got confirmed from the complainants and the status entered into MCA 21 system.

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3. First such Lok Adalat may be held on Friday, the 26th August, 2011 from 10.00 A.M. to 11.00 A.M. in Delhi, Mumbai, Kolkata, Chennai, Bangalore, Hyderabad and Ahmedabad. From the month of September 2011 onwards, the Lok Adalat would be held on the last Friday of the month from 10.00 A.M. to 11.00 A.M. in each ROC. The Regional Directors would oversee the proceedings of the Lok Adalats through video conferencing.

4. All the concerned Regional Directors are requested to take necessary action in this regard and also furnish a report on the proceedings and resolution of complaints to the Ministry on the day of holding of the Lok Adalat through email.

Yours faithfully,

(B.P. Bimal)

Under Secretary to the Govt. of India

Tele: 011-23073017

Copy to:

- (1) All Registrars of Companies
- (2) All Official Liquidators
- (3) Secretary/AS/Joint Secretaries/Other Senior Officers
- (4) All Directors/Deputy Secretaries/Under Secretaries
- (5) PSs to CAM/MOS
- (6) MCA Circular Portal