

**GOVERNMENT OF INDIA
FINANCE
LOK SABHA**

UNSTARRED QUESTION NO:2553
ANSWERED ON:11.03.2011
SETTING UP OF HELPLINE INVESTORS
Das Shri Khagen

Will the Minister of FINANCE be pleased to state:

- (a) whether the Securities and Exchange Board of India (SEBI) is considering to introduce/set up helpline for investors;
- (b) if so, the details thereof; and
- (c) the extent by which this will be helpful in educating the investors in the country for informed investments by them?

Answer

MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI NAMO NARAIN MEENA)

- (a) Securities and Exchange Board of India (SEBI) currently has four dedicated investor helplines. SEBI has also decided to set up, on pan India basis, a toll free helpline.
- (b) The dedicated helpline numbers are 91-22-26449188 / 40459188 for investor assistance and 91-22-26449199 / 40459199 for investor grievances. A toll free helpline is decided to be set up by SEBI on a pan India basis in both English and Hindi, to start with.
- (c) At present SEBI responds to the queries of investors through telephone, e-mails, letters, and in person to those who visit SEBI offices. FAQ on its websites also helps in educating investors. The toll free helpline on a pan India basis is an attempt to scale up this assistance.