

**GOVERNMENT OF INDIA
CORPORATE AFFAIRS
LOK SABHA**

UNSTARRED QUESTION NO:2913
ANSWERED ON:14.03.2013
PHALGUNA SAKA INVESTORS COMPLAINTS
Jaiswal Shri Gorakh Prasad ;Yadav Shri M. Anjan Kumar

Will the Minister of CORPORATE AFFAIRS be pleased to state:

- (a) whether action is taken on all cases for which action was contemplated by the Government for the disposal of investor complaints;
- (b) if so, the details thereof and if not, the reasons therefor;
- (c) whether the illegal activities of the erring companies are not controlled due to delay in taking action and the laws enacted by the Government are not being adhered to properly; and
- (d) if so, the details thereof and the steps proposed to be taken by the Union Government in this regard?

Answer

THE MINISTER OF STATE (INDEPENDENT CHARGE) (SHRI SACHIN PILOT) IN THE MINISTRY OF CORPORATE AFFAIRS

(a) & (b): Yes, Madam. Investor complaints are monitored by the Ministry and field offices. All complaints received are taken up with the concerned companies for redressal. If a company fails to address grievances as per the provisions, suitable action is initiated by the concerned field office. An "Investor Complaint Resolution Forum" has been set up in each office of the Registrar of Companies for improving satisfaction levels of investors. The meeting of the Forum is held every month, where complainants and representatives of concerned companies discuss and resolve investor grievances.

(c) & (d): The Ministry takes prompt action against errant companies as and when complaints are received against them. At present, action has been initiated on complaints received against 87 companies relating to Multi Level Marketing/Ponzi Schemes. Inspection under section 209A, investigation under section 235 and enquiry under section 234 of the Companies Act, 1956 have been ordered against these 87 companies.