

SEBI underscores 'Investor Charter' for KYC Registration Agencies

The Securities and Exchange Board of India (SEBI) vide its **Circular No. SEBI/HO/MIRSD/PODFATF/P/CIR/2025/62 dated May 06, 2025**, has mandated that all KYC Registration Agencies (KRAs) shall publish an Investor Charter on their websites and through other means to enhance investor awareness.

The charter, developed by SEBI, outlines the various services provided by KRAs, the rights of investors dealing with them, specific actions investors should and should not take, and the available grievance redressal mechanisms.

Key services provided by KRAs include facilitating KYC registration and modification through intermediaries, online tracking of KYC status (distinguishing between 'KYC Validated' for portability and 'KYC Registered'), processing solicited/unsolicited KYC feeds, sending alerts on KYC activity, verifying KYC attributes with official databases, and ensuring data protection.

The charter informs investors of their rights to data privacy, verification of accuracy, accessing grievance redressal, and viewing their Know Your Customer (KYC) status online. It also includes important 'Dos' like submitting accurate information and notifying changes, and 'Don'ts' such as not dealing with unauthorized persons or sharing sensitive details like OTPs.

For grievance redressal, investors are guided to first contact the KRA directly, then escalate to SEBI's SCORES portal if unresolved, and finally utilize the ODR portal for dispute resolution. This mandatory disclosure aims to increase transparency and investor protection in the securities market's KYC process.

Link - <https://www.sebi.gov.in/legal/circulars/may-2025/publishing-investor-charter-for-kyc-know-your-client-registration-agencies-kras-on-their-websites-93811.html>