

SEBI releases updated Investor Charter for RTAs

The Securities and Exchange Board of India vide its **Circular No. SEBI/HO/MIRSD/MIRSD-PoD/P/CIR/2025/67 dated May 14, 2025**, has revised the Investor Charter for Registrars to an Issue and Share Transfer Agents (RTAs) to reflect recent market developments such as the introduction of the Online Dispute Resolution (ODR) platform and SCORES 2.0.

The updated charter aims to enhance financial consumer protection and improve grievance redressal processes. Registered RTAs are now required to display the revised charter on their websites, offices, and via email to shareholders. The Registrar Association of India (RAIN) must also publish the charter on its website.

In addition, RTAs must disclose monthly complaint data on their websites using the format provided in Annexure B. These disclosures are intended to improve transparency and are supplementary to existing requirements. The revised charter outlines key services, expected timelines for service delivery, investors' rights, and a clear grievance redressal mechanism, including options for escalation through SCORES 2.0 and the SMARTODR platform.

The previous circular from November 2021 is rescinded, and the relevant clause in the Master Circular dated May 7, 2024, is amended accordingly. This circular is effective immediately and issued under the authority granted by the SEBI Act, 1992, and relevant regulations.

Link - <https://www.sebi.gov.in/legal/circulars/may-2025/investor-charter-for-registrars-to-an-issue-and-share-transfer-agents-rtas-93919.html>