

<b>Department: Investor Services Department</b>	<b>Segment: All</b>
<b>Circular No: MSE/ISC/15158/2024</b>	<b>Date: April 08, 2024</b>

**Subject: SCORES 2.0 New Technology to strengthen SEBI Complaint Redressal System for Investors**

To

All Market Participants / Listed Companies / Municipal Debt Securities / Registrars and Share Transfer Agents

Exchange vide Circular No. MSE/ISC/14188/2023 dated September 22, 2023, and Circular No. MSE/ISC/14537/2023, dated December 04, 2023, had informed the Market participants with respect to SEBI circular no. SEBI/HO/OIAE/IGRD/CIR/P/2023/156 dated September 20, 2023, on Redressal of Investor Grievances through the SEBI Complaint Redressal (SCORES) Platform.

In continuation to the same, SEBI vide its press release no. PR No.06/2024 dated April 01, 2024, has informed that the new version of the SEBI Complaint Redress System (SCORES 2.0) has been launched w.e.f. April 01, 2024. A Copy of the release is attached herewith as **Annexure A**, which is self-explanatory.

All Market Participants / Listed Companies / Municipal Debt Securities / Registrars and Share Transfer Agents are required to note and adhere to the below:

1. SCORES user ID and Password details are being sent to the e-mail ID of the respective contact person, by SEBI.
2. Upon receipt of the "Complaint" through SCORES, Listed Company/ Municipal Debt Securities/Registrars and Share Transfer shall resolve the complaint within **21 calendar days** and submit Action taken Report (ATR) vide SCORES. The submitted ATR will be automatically routed to the complainant.
3. In case complainant is not satisfied with the resolution, the said complaint will be escalated to the Exchange, for review. Such escalated complaints are required to be addressed by the Exchange within **10 calendar days**.
4. Subsequent to the first review by the Exchange, if the investor still remains dissatisfied with the resolution, they can escalate the complaint for a second review to SEBI.

5. In case of nonadherence to the prescribed timelines by the Listed Company/ Municipal Debt Securities/Registrars and Share Transfer or the Designated Body as the case may be, the complaint will be auto escalated to the next level.
6. At any stage, Investor will have an option to refer the complaint to ODR (Online Dispute Resolution). Once the Complaint has been referred to ODR, the same shall be treated as disposed of in SCORES 2.0.
7. All Listed Companies shall take note of Schedule VI of the SEBI circular no. SEBI/HO/OIAE/IGRD/CIR/P/2023/156 dated September 20, 2023, read with SEBI circular no. SEBI/HO/OIAE/IGRD/CIR/P/2023/183 dated December 01, 2023, for timelines for handling of complaints and actions in case of non-compliances.

All are requested to take note of the contents of the aforesaid circular.

**For and on behalf of  
Metropolitan Stock Exchange of India Limited**

**Khaja Mohideen  
AVP - Investor Services Department**