

Circular No.: NSDL/CIR/II/06/2024

April 12, 2024

Subject: Circular on SEBI PRESS release on SCORES 2.0 – New Technology to strengthen SEBI Complaint Redressal System for Investors.

Attention of Issuers & Registrars and Transfer Agents (RTAs) is invited to SEBI Circular No. SEBI/HO/OIAE/IGRD/CIR/P/2023/156 dated September 20, 2023 and NSDL Circular no. NSDL/CIR/II/37/2023 dated September 26, 2023, regarding “Redressal of investor grievances through the SEBI Complaint Redressal (SCORES) Platform and linking it to Online Dispute Resolution platform”.

SEBI has vide press release no. PR. No. 06/2024 dated April 1, 2024 informed about having launched the new version of SCORES 2.0, to strengthen the investor complaint redressal mechanism by making the process more efficient through auto-routing, escalation and monitoring by Depositories to reduce the timeline. Issuers and RTAs may access the SCORES 2.0 mechanism with the website URL <https://scores.sebi.gov.in> from April 01, 2024, as an ‘Entity’. This is to inform you that the login credentials for entities viz. Issuers and RTAs have already been sent by SEBI.

Issuers and RTAs are requested to note that the older version of SCORES i.e. www.scores.gov.in has since been discontinued and investor will not be able to lodge a complaint on the old SCORES portal.

Issuers and RTAs may write for any technical assistance at email on "scoreshelp@sebi.gov.in" or call SEBI at **022-2644-9377/022-4045-9377/022-2075-2247** or on SEBI toll free number at 18002667575/ **1800227575** (Between 9:00 AM to 6:00 PM)

For details, please refer to SEBI Press release and SEBI Circular No. SEBI/HO/OIAE/IGRD/CIR/P/2023/156 dated September 20, 2023 and NSDL Circular no. NSDL/CIR/II/37/2023 dated September 26, 2023 . Issuers and RTAs are requested to take note of the above and ensure compliance.

For and on behalf of
National Securities Depository Ltd

RAKESH M MEHTA
M MEHTA

Digitally signed by
RAKESH M MEHTA
Date: 2024.04.12
12:20:25 +05'30'

Rakesh Mehta
Vice President

Encl.: a/a.

1. Copy of SEBI Press release PR No. 06/2024 as Annexure - A
2. SEBI Circular No. SEBI/HO/OIAE/IGRD/CIR/P/2023/156 dated September 20, 2023 as Annexure - B
3. NSDL Circular no. NSDL/CIR/II/37/2023 dated September 26, 2023 as Annexure - C



PR No.06/2024

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

In its continuous pursuit of protection of interests of investors in the securities market, SEBI has launched the new version of the SEBI Complaint Redress System (SCORES 2.0) today. The new version of SCORES strengthens the investor complaint redress mechanism in the securities market by making the process more efficient through auto-routing, auto-escalation, monitoring by the 'Designated Bodies and reduction of timelines. The new SCORES system has also been made more user friendly.

SCORES is an online system where investors in securities market can lodge their complaints through web URL and an App.

SEBI vide Circular with reference number SEBI/HO/OIAE/IGRD/CIR/P/2023/156 dated September 20, 2023 had appointed the Designated Bodies and defined the roles and responsibilities of the SEBI regulated entities and the Designated Bodies.

The website URL for SCORES 2.0 from April 01, 2024 is <https://scores.sebi.gov.in>

The salient features of SCORES 2.0 are as follows:

- i. Reduced and uniform timelines for redressal of investor complaints across the Securities Market i.e. 21 Calendar days from date of receipt of complaint.
- ii. Introduction of auto-routing of complaints to the concerned regulated entity so as to eliminate time lapses, if any, in the flow of complaints.
- iii. Monitoring of the timely redressal of the investors' complaints by the 'Designated Bodies'.

- iv. Providing two levels of review: First review by the 'Designated Body' if the investor is dissatisfied with the resolution provided by the concerned regulated entity. Second review by SEBI if the investor is still dissatisfied after the first review.
- v. Introduction of auto-escalation of complaint to the next level in case of non-adherence to the prescribed timelines by the regulated entity or the Designated Body as the case may be.
- vi. Integration with KYC Registration Agency database for easy registration of the investor on to SCORES.

Investors can lodge complaints only through new version of SCORES i.e. <https://scores.sebi.gov.in> from April 01, 2024. In the old SCORES i.e. <https://scores.gov.in> investors would not be able to lodge any new complaint. However, Investors can check the status of their complaints already lodged in old SCORES and pending in the old SCORES. Further, the disposed of complaints filed in the old SCORES can be viewed at SCORES 2.0

The old App has been discontinued and a new App in its place will be launched soon.

Mumbai
April 01, 2024