



भारतीय प्रतिभूति
और विनिमय बोर्ड
Securities and Exchange
Board of India

ASSISTANT GENERAL MANAGER

MIRSD

SEBI/MIRSD/ 16742/2019
July 03, 2019

To

All Depositories

Dear Sir/Ma'am,

Sub: Displaying of information regarding SEBI Complaint Redress System (SCORES) in the website

1. SEBI has commenced processing of complaints through SCORES since June, 2011.
2. With a view to make the complaint redressal mechanism through SCORES more efficient, all Depository Participants are directed to display the following information on their websites:

Filing complaints on SCORES – Easy & quick

- a. Register on SCORES portal
 - b. Mandatory details for filing complaints on SCORES:
 - i. Name, PAN, Address, Mobile Number, E-mail ID
 - c. Benefits:
 - i. Effective communication
 - ii. Speedy redressal of the grievances
3. Further, it is also directed to all the Depository Participants to include procedure for filing of complaints on SCORES and benefits for the same in the welcome kit to be given to the investors at the time of their registration with them.
 4. The Depositories are advised to bring the contents of the letter to the notice of Depository Participants for necessary action.

Yours faithfully,

Sisir Mondal

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