

Circular No.: NSDL/POLICY/2019/0038

July 5, 2019

**Subject: Providing information regarding SEBI Complaint Redress System (SCORES) to the investors.**

All Participants are hereby informed that SEBI vide its letter dated July 03, 2019, with a view to make the complaint redressal mechanism through SCORES more efficient, has advised as under:

1. Participants shall 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
2. Participants shall include the abovementioned procedure for filling 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.

Accordingly, Participants are requested to take note of the above and ensure compliance.

For and on behalf of  
**National Securities Depository Limited**

**Chirag Shah**  
Senior Manager

Enclosed: One

**FORTHCOMING COMPLIANCE**

Particulars	Deadline	Manner of sending	Reference
Investor Grievance Report (Monthly)	By 10 <sup>th</sup> of the following month.	Through e-PASS	Circular No. NSDL/POLICY/2015/0096 dated October 29, 2015
Compliance Certificate (January - June)	July 31st every year	Digitally signed compliance certificate by email at nsdl-bp-inspection@nsdl.co.in Alternatively, by hard copy to Inspection Department.	Circular No. NSDL/POLICY/2010/0017 dated February 22, 2010 and Circular No. NSDL/ POLICY/2018/0028 dated May 21, 2018.

