

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](http://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](mailto: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 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