

Circular No.: NSDL/POLICY/2024/0044

April 10, 2024

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

Attention of Participants is invited to SEBI Circular No. SEBI/HO/OIAE/IGRD/CIR/P/2023/156 dated September 20, 2023 –(Ref:NSDL Circular no. NSD/POLICY/2023/0126 dated September 22, 2023) regarding “Redressal of investor grievances through the SEBI Complaint Redressal (SCORES) Platform and linking it to Online Dispute Resolution platform”.

In this context, SEBI vide press release no. PR. No. 06/2024 dated April 1, 2024(copy enclosed) 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. Participants may access the SCORES 2.0 mechanism with the website URL <https://scores.sebi.gov.in> from April 01, 2024, as an ‘Entity’. Further, the login credentials for entities viz. Depository Participants (DPs) have already been sent by SEBI at the registered email ID of the Compliance Officer as maintained with Depository.

Participants 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.

Participants 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 (Ref. NSDL Circular no. NSD/POLICY/2023/0126 dated September 22, 2023).

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

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

**Arockiaraj  
Manager**

Enclosure: 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	1. Para 20 of NSDL Master Circular for Participants on 'Grievance Redressal' chapter. 2. Circular No.: NSDL/POLICY/2023/0161 dated November 13, 2023
Artificial Intelligence /Machine Learning Reporting Form (if offering or using such technologies as defined) (Annually)	Within three months of the end of the financial year	Through e-PASS	Circular No.: NSDL/POLICY/2024/0003 dated January 05, 2024
Cyber Security & Cyber Resilience framework of Depository Participants (Quarterly)	By 15 <sup>th</sup> of the following month.	Through e-PASS	Para 2.59 of NSDL Master Circular for Participants on 'Internal Controls/Reporting to NSDL/SEBI' chapter.
Reporting of status of the alerts generated by Participants (Quarterly)	Within 15 days from end of the quarter	Through e-PASS	Para 11.7 of NSDL Master Circular for Participants on 'Internal Controls/Reporting to NSDL/SEBI' chapter.
Risk based Supervision of Participants (Half yearly)	By April 30 <sup>th</sup>	Through e-PASS	Para 7 of NSDL Master Circular for Participants on 'Internal Controls/Reporting to NSDL/SEBI' chapter.
Tariff Sheet (Yearly)	By April 30 <sup>th</sup>	Through e-PASS	Circular No.: NSDL/POLICY/2023/0158 dated November 09, 2023
Internal/ Concurrent Audit Report (Half yearly)	By May 15 <sup>th</sup>	Through e-PASS	Para 20.4 of NSDL Master Circular for Participants on 'Internal Controls/Reporting to NSDL/SEBI' chapter and Circular No.: NSDL/POLICY/2024/0042 dated April 08, 2024



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**