



Central Depository Services (India) Limited

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COMMUNIQUE TO DEPOSITORY PARTICIPANTS

CDSL/OPS/DP/POLCY/2022/14

January 07, 2022

INCREASING AWARENESS REGARDING ONLINE MECHANISMS FOR INVESTOR GRIEVANCE REDRESSAL

DPs are advised to refer to SEBI Circular no. **SEBI/HO/MRD1/MRD1_ICC1/P/CIR/2022/05** dated January 05, 2022, regarding **Increasing Awareness regarding Online Mechanisms for Investor Grievance Redressal** [refer Annexure].

DPs are advised to encourage their clients to lodge their complaints through online mechanisms more specifically through SCORES portal and SCORES mobile application for effective redressal of grievances. The clients can also lodge online complaints / grievances directly with depository through link / option available on website.

DPs are advised to take note of the same and educate their clients accordingly.

Queries regarding this communiqué may be addressed to **CDSL – Helpdesk**: on telephone numbers (022) 2305-8624, 2305-8639, 2305-8642, 2305-8663, 2305-8640, 2300-2041 or 2300-2033. Emails may be sent to: helpdesk@cdslindia.com.

sd/-

Nilesh Shah
Asst. Vice President - Operations



CIRCULAR

SEBI/HO/MRD1/MRD1_ICC1/P/CIR/2022/05

January 05, 2022

To,

**The Managing Directors / Chief Executive Officers
All Recognized Stock Exchanges including Commodity Derivatives Exchanges/
Depositories / Clearing Corporations**

Sir / Madam,

Subject: Increasing Awareness regarding Online Mechanisms for Investor Grievance Redressal

1. Investors are encouraged to lodge their complaints through online mechanisms more specifically through SCORES portal and SCORES mobile application for effective redressal of grievances.
2. In this regard, in order to increase the awareness regarding online grievance redressal mechanisms, all Recognized Stock Exchanges including Commodity Derivatives Exchanges/ Depositories / Clearing Corporations are advised to display the following on the home page of their websites and mobile apps:
 - 2.1. link / option to lodge complaint with them directly.
 - 2.2. link to SCORES website/ link to download SCORES mobile app.
3. All Recognized Stock Exchanges including Commodity Derivatives Exchanges/ Depositories / Clearing Corporations are advised to:
 - 3.1. Make necessary amendments to the relevant bye-laws, rules and regulations.
 - 3.2. Communicate to SEBI, the status of the implementation of the provisions of this circular through the Monthly Development Report(MDR).
4. This circular is issued in exercise of the powers conferred under Section 11(1) of the Securities and Exchange Board of India Act 1992 read with Section 10 of the Securities

Contracts (Regulation) Act, 1956 to protect the interests of investors in securities and to promote the development of, and to regulate the securities market.

5. This circular is available on SEBI website at www.sebi.gov.in under the category "Circulars".

Yours faithfully,

Nirdosh Rajan Minz
Deputy General Manager
Market Regulation Department
Email: nirdoshrm@sebi.gov.in