NSE

Circular

National Stock Exchange Of India Limited

Department : INVESTOR SERVICES CELL	
Download Ref No: NSE/ISC/2019/41519	Date : July 4, 2019
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To All Members,

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

This has reference to SEBI letter dated July 3, 2019 related to SEBI Complaint Redress System (SCORES).

In order to make the complaint redressal mechanism through SCORES more efficient, SEBI has directed all the members to display the following information on their websites:

Filing of complaints on SCORES – Easy & quick

a. Register on SCORES portal
b. Mandatory details for filing complaints on SCORES:
    i. Name, PAN, Address, Mobile Number, Email ID
c. Benefits:
    i. Effective communication
    ii. Speedy redressal of the grievances

Further, all the members are directed 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 registration with them.

All the members may refer the SCORES website (link: https://scores.gov.in/scores/Welcome.html) and the FAQs available thereon for the same.

For any clarifications, members may contact the Investor Services Cell of the Exchange.

For National Stock Exchange of India Ltd

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