
NATIONAL COMMODITY & DERIVATIVES EXCHANGE LIMITED

Circular to all members of the Exchange

Circular No. : NCDEX/INVESTOR SERVICES-002/2024

Date : April 09, 2024

Subject : SCORES 2.0 New Technology to strengthen SEBI Complaint Redressal System for Investors

This is with reference to Exchange circular no. NCDEX/INVESTOR SERVICES-012/2023 dated December 04, 2023 wherein the members were informed with respect to SEBI circular SEBI/HO/OIAE/IGRD/CIR/P/2023/183 dated December 01, 2023 on Redressal of investor grievances through the SEBI Complaint Redressal (SCORES) Platform.

In continuation to the above, SEBI vide press release no. PR No.06/2024 dated April 01, 2024, has informed that the new version of the SEBI Complaint Redressal System (SCORES 2.0) for investors has been launched w.e.f. April 01, 2024. The same can be accessed through the link <https://scores.sebi.gov.in/>.

A Copy of the press release is attached herewith as Annexure A.

All members are advised to adhere to the following:

1. SCORES user ID and Password details are being sent to the e-mail ID of the respective contact person, by SEBI.
2. Upon receipt of the "Complaint" through SCORES, all members shall resolve the complaint **within 21 calendar days** and submit Action taken Report (ATR) vide SCORES. The submitted ATR will be automatically routed to the complainant.
3. In case complainant is not satisfied with the resolution, the said complaint will be escalated to the Exchange for review. Such escalated complaints are required to be addressed by the Exchange **within 10 calendar days**.
4. Subsequent to the first review by the Exchange, if the investor still remains dissatisfied with the resolution, they can escalate the complaint for a second review to SEBI.
5. In case of non-adherence to the prescribed timelines by the member or the Exchange as the case may be, the complaint will be auto escalated to the next level.
6. At any stage, Investor will have an option to refer the complaint to ODR (Online Dispute Resolution). Once the Complaint has been referred to ODR, the same shall be treated as disposed of in SCORES 2.0.
7. All the members are advised to take note of the same and ensure compliance.

For and on behalf of

National Commodity & Derivatives Exchange Limited

Smita Chaudhary

Sr. Vice President– Arbitration & ISC

For further information / clarifications, please contact

1. Customer Service Group on toll free number: 1800 26 62339
2. Customer Service Group by E-mail to: askus@ncdex.com

प्रेस विज्ञप्ति
PRESS RELEASE

संपर्क प्रभाग, सेबी भवन, बांद्रा कुर्ला कॉम्प्लेक्स, बांद्रा (पूर्व), मुंबई - 400 051
Communications Division, SEBI Bhavan, Bandra Kurla Complex, Bandra (E), Mumbai - 400 051
दूरभाष / Tel: +91-22-26449000 ईमेल / email:press@sebi.gov.in वेबसाइट /website: www.sebi.gov.in

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