



## Metropolitan Stock Exchange of India Limited

**Department:** Investor Grievance & Arbitration

**Segment:** All

**Circular No:** MSE/ISC/7885/ 2019

**Date :** July 9, 2019

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**Subject: Displaying SCORES related information on the website**

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To All Members,

In terms of the provisions of Rules, Bye-Laws and Regulations of the Exchange, the Members of the Exchange are notified as under:

SEBI vide letter dated July 3, 2019 with a view to make the complaint redressal mechanism through SCORES more efficient, has directed that 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
  - ii. PAN
  - iii. Address
  - iv. 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.

The details may be referred from the SCORES website (link: <https://scores.gov.in/scores/Welcome.html>).

Members are requested to take note of the same and ensure compliance.

**For and on behalf of  
Metropolitan Stock Exchange of India Limited**

**Shilpa Mhapsekar  
Asst. Manager – Investor Grievance & Arbitration and Compliance**