



<b>Department: Investor Services Department</b>	<b>Segment: All</b>
<b>Circular No: MSE/ISC/9636/2020</b>	<b>Date: October 23, 2020</b>

**Subject: Clarification on SEBI Circular SEBI/HO/OIAE/IGRD/CIR/P/2020/152 dated 13 August, 2020 on Investor grievances redressal mechanism – Handling of SCORES complaints by stock exchanges and Standard Operating Procedure for non-redressal of grievances by listed companies**

To All Members and Market participants,

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

SEBI has issued a Circular No. SEBI/HO/OIAE/IGRD/CIR/P/2020/208 dated October 22, 2020 on Clarification on SEBI Circular SEBI/HO/OIAE/IGRD/CIR/P/2020/152 dated 13 August, 2020 on Investor grievances redressal mechanism – Handling of SCORES complaints by stock exchanges and Standard Operating Procedure for non-redressal of grievances by listed companies.

The copy of the said SEBI circular is enclosed as **Annexure A**.

Members and Market participants are requested to take note of the contents of the circular.

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

**Khaja Mohideen  
AVP - Investor Services Department**