



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

**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**