

BEFORE THE APPELLATE AUTHORITY
(Under the Right to Information Act, 2005)
SECURITIES AND EXCHANGE BOARD OF INDIA

Appeal No. 6122 of 2024

Ramavathu	:	Appellant
Koteswararaonaik		
	Vs	
CPIO, SEBI, Mumbai	:	Respondent

ORDER

1. The appellant had filed an application dated August 12, 2024 (received by the respondent through RTI MIS Portal) under the Right to Information Act, 2005 ("**RTI Act**"). The respondent, by a letter dated August 23, 2024 responded to the application filed by the appellant. The appellant filed an appeal (Reg. No. SEBIH/A/E/24/00185) dated August 23, 2024. I have carefully considered the application, the response and the appeal and find that the matter can be decided based on the material available on record.

2. **Request in the application** - The appellant, vide his request of the application dated August 12, 2024 enclosed a complaint against broker Zerodha and sought the following information:

"I like to know the conditions behind cash in settlement in AUCTION report given to me. I suffered 74 lakh loss in that. Request you provide right information of the attached problem."

3. **Reply of the Respondent** - The respondent, in response to the application, informed that the information sought is in the nature of grievance. The respondent also informed the appellant that taking action or resolution of grievance does not come under the provisions of RTI Act. Therefore, the information sought does not qualify as information under provisions of section 2(f) of RTI Act.

Further, the respondent provided information regarding lodging of grievance, if any, on the SCORES portal of SEBI or SCORES Mobile App. The respondent also provided the toll free helpline numbers launched by SEBI to facilitate replies to various queries of the general public on matters related to securities market.

4. **Ground of appeal** – The appellant has filed the appeal on the ground that information provided is incomplete, misleading and false information.
5. I have perused the aforesaid request and the response provided thereto. On consideration, I concur with the response of the respondent that request of the appellant is more in the nature of grievance. I note that redressal of grievance does not come under the purview of the RTI Act. In this context, I note that the Hon'ble Central Information Commission, in the matter of *Mr. Surendra Vishwakarma vs. President Secretariat* (Order dated April 29, 2016) observed that *"In this context, we note that the RTI Act cannot be used to make the respondent to do certain things or take certain action for the reason that the Act is not the proper law for redressal of grievances/ disputes and there are other appropriate forum(s) for resolving such matters."* Notwithstanding the same, I note that the respondent has appropriately guided the appellant to refer to the SCORES website for lodging his grievance, if any, and also provided helpline service numbers launched by SEBI, to facilitate replies to various queries of the general public on matters relating to securities market. I note that SCORES is an online platform designed to help investors to lodge their complaints, pertaining to securities market, with SEBI against listed companies and SEBI registered intermediaries. In view of the same, I find that the application has been adequately addressed and no further intervention is warranted at this stage.
6. In view of the above observations, I find that there is no need to interfere with the decision of the respondent. The Appeal is accordingly dismissed.

Place: Mumbai

Date: September 12, 2024

RUCHI CHOJER

**APPELLATE AUTHORITY UNDER THE RTI ACT
SECURITIES AND EXCHANGE BOARD OF INDIA**