

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

Appeal No. 6490 of 2025

Puneet Pandey : Appellant

Vs

CPIO, SEBI, Mumbai : Respondent

ORDER

1. The appellant had filed an application dated May 27, 2025 (received by the respondent through RTI MIS Portal) under the Right to Information Act, 2005 (“**RTI Act**”). The respondent, by a letter dated June 18, 2025, responded to the application filed by the appellant. The appellant filed an appeal (Reg. No. SEBIH/A/E/25/00184) dated July 19, 2025. I have perused the application and the appeal and find that the matter can be decided based on the material available on record.

2. **Query in the application** - The appellant, in his application dated May 27, 2025, sought the following information:

“ We wanted to ask something about our mutual fund from Groww customer support staff, but the customer support staff whose name was Anjali started giving evasive answers, then we asked her to talk to her senior, then she started talking rudely to me.

When we complained to Groww, we were told that they have taken action against their customer support staff, when we asked what action have you taken against your customer support staff, they said that they will not tell us

When we said that it is the customer right, they started threatening us through phone.”

3. **Reply of the Respondent** –The respondent, in response to the application, informed that the information sought is in the nature of complaint and is in the nature of seeking clarification. Accordingly, the same cannot be construed as "information", as defined u/s 2(f) of the RTI Act.

Additionally, the respondent provided information regarding lodging of grievance, if any, on the SCORES portal of SEBI and tracking the status of the same. The respondent also provided the details of the toll free helpline service numbers launched by SEBI to facilitate replies to various queries of the general public on matters relating to securities market.

4. **Ground of appeal** – The appellant has filed the appeal on the ground that he was refused access to information requested.
5. I have perused the application and the response provided thereto. On consideration, I concur with the response of the respondent that query of the appellant is more in the nature of grievance/complaint. 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. 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: August 12, 2025

RUCHI CHOJER

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