

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

Appeal No. 6234 of 2024

Amar Patil	:	Appellant
	Vs	
CPIO, SEBI, Mumbai	:	Respondent

ORDER

1. The appellant had filed an application dated September 23, 2024 (received by the respondent through RTI MIS Portal) under the Right to Information Act, 2005 (“**RTI Act**”). The respondent, by a letter dated October 18, 2024, responded to the application filed by the appellant. The appellant filed an appeal (Reg. No. SEBIH/A/E/24/00279) dated November 15, 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. **Queries in the application** - The appellant, vide his application dated September 23, 2024, sought the following information:

“ I seek details regarding the official documents provided by SEBI to the Multi Commodity Exchange of India Ltd. (MCX) related to the handling of complaints by MCX received through the SEBI Complaints Redress System (SCORES) platform. Specifically, I request copies of the following documents:

1) Standard Operating Procedures (SOPs): All information in any form regarding Standard Operating Procedures developed by SEBI for MCX to follow when addressing complaints from the SCORES platform.

2) Guidelines or Circulars: All the documents related to guidelines or circulars issued by SEBI that outline the procedures for MCX in handling complaints received via the SCORES platform.

3) Training Materials: All information in any form regarding training materials or manuals provided by SEBI to MCX staff for managing complaints from the SCORES platform.

4) *Reports on Complaint Resolution: All documents related to reports or documents detailing the resolution process and outcomes of complaints handled by MCX as per SEBI's directives.*

5) *Correspondence Records: All information in any form regarding correspondence between SEBI and MCX concerning complaint handling protocols or specific complaints referred through SCORES.*

6) *Performance Metrics: Documentation that includes performance metrics or assessments related to how effectively MCX has managed complaints received via the SCORES platform.*

7) *Feedback Mechanism Documents: All documents that outline feedback mechanisms established for complainants regarding their grievances processed through MCX.*

8) *Compliance Reports: All Documents related to compliance checks conducted by SEBI on MCX's handling of complaints, including any audit reports.*

9) *Meeting Minutes: All Minutes from meetings between SEBI and MCX that discuss complaint management and resolution strategies.*

10) *Policy Documents: All policy documents that define the roles and responsibilities of MCX in relation to complaint handling as mandated by SEBI.*

11) *Statistical Data: All information in any form related to Aggregated statistical data on complaints received, resolved, and pending with MCX over a specified period.*

12) *Case Studies or Best Practices: All information in any form related to case studies or best practices shared by SEBI with MCX regarding effective complaint resolution strategies."*

3. **Reply of the Respondent** - The respondent, in response to queries in the application, informed that the information sought by the appellant is vague and not specific. Accordingly, the same cannot be construed as "information", as defined u/s 2(f) of the RTI Act. Notwithstanding the aforesaid, the respondent informed that all circulars issued to market infrastructure institutions (**MIIs**) related to handling of SCORES platform are already available on SEBI website.
4. **Ground of appeal** – The appellant has filed the appeal on the ground that he was refused access to the information requested.

5. I have perused the application and the response provided by the respondent. On consideration, I concur with the response of the respondent that the queries of the appellant are vague and not specific. In this regard, I note that the Hon'ble Central Information Commission (hereinafter referred to as "**CIC**") in the matter of *Ms. Sarika Jain vs National Hydroelectric Power Corporation Limited* (order dated April 25, 2014) held that "*As regards the first part i.e. copies of all documents in relation to the contracts mentioned in the RTI application, the Commission finds that the term "all" used by the Appellant here is very vague and does not pin point the particular document she wants to obtain from the Respondents. The Appellant is, therefore, advised to be more specific and identify the documents she wants to obtain from the Respondents ...*". Accordingly, I do not find any deficiency in the response of the respondent.
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: December 10 , 2024

RUCHI CHOJER

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