

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

Appeal No. 6132 of 2024

Abhay Kumar Jain	:	Appellant
	Vs	
CPIO, SEBI, Mumbai	:	Respondent

ORDER

1. The appellant had filed an application dated August 17, 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/24/00195) dated August 28, 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. **Ground of appeal** - The appellant has filed the appeal on the ground that information provided is incomplete, misleading or false information. The appellant, in his appeal, has raised dissatisfaction only with respect to the replies to request no. 1 of his application.
3. **Request in the application** - The appellant, vide his request of the application dated August 17, 2024 sought the following information:

"Please let me know the action taken against Kfin Technology for the complaint No. SEBIE/MH24/MUMB/02...5/1

Any guideline issued to transfer Registrar for display their phone Number and email where investor can talk to them and lodge complaint as toll free number are only computer generated"
4. **Reply of the Respondent** - The respondent, in response to request no. 1 of the application, informed that status of the complaint and the related correspondence can be viewed in SCORES by clicking "View complaint status" under "Investor corner" on the homepage, by providing the complaint registration number, which was allotted at the time of registration of complaint and password as mentioned in the Acknowledgement letter. The respondent also informed the appellant that he may also contact SEBI helpline service numbers to enquire about the status of his complaint

5. I have perused the aforesaid request and the response provided by the respondent. I note that SEBI vide Press Release Notice No. 06/2024 dated April 01, 2024, announced the launch of the new version of SEBI Complaint Redress System (SCORES 2.0). However, on perusal of the reply of the respondent, it is not clear as to whether the respondent has provided information regarding the new version of SCORES to the appellant. Hence, I find it appropriate to remit the application to the respondent for reconsideration.
6. Considering the above observations, I remit the application to the respondent for *de novo* consideration of request no. 1 of the application and sending appropriate response to the appellant in terms of RTI Act, within 15 working days from the date of receipt of this order.

Place: Mumbai

Date: September 24, 2024

RUCHI CHOJER

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