

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

Appeal No. 6161 of 2024

Ashok Kumar Singh	:	Appellant
	Vs	
CPIO, SEBI, Mumbai	:	Respondent

ORDER

1. The appellant had filed an application (Reg. No. SEBIH/R/P/24/00179) dated July 27, 2024 (received by SEBI on August 05, 2024) under the Right to Information Act, 2005 (“**RTI Act**”). The respondent, by a letter dated August 19, 2024, responded to the application filed by the appellant. The appellant filed an appeal dated September 14, 2024 (received by the Office of Appellate Authority on September 19, 2024). I have perused the application, the response of the respondent and the appeal and find that the matter can be decided based on the material available on record.
2. **Ground of appeal-** On perusal of the appeal, it appears that the appellant is not satisfied with the response provided by the respondent.
3. **Request nos. 1, 2 and 4 of the application** - The appellant, vide his request nos. 1, 2 and 4 of the application sought the following information regarding his letter/complaint sent by post on July 4, 2024 to SEBI:

1. I had sent application through one post article RJ30...294IN to SEBI Chairperson, Mumbai Maharashtra on July 04, 2024, which is received by you on July 08, 2024. What actions you have taken on above application? Provide daily progress report?
2. Where and with which officers was my application pending during the said period? Give information.
4. How long will it take for my application to be finally processed and disposed of?
4. **Reply of the Respondent** – The respondent, in response to the queries 1, 2 and 4 informed that the appellant’s complaint letter is registered by SEBI in SCORES against registration no. SEBIP/JH24DHAN/01...7/1 on July 11, 2024. Further the respondent informed that the detailed status of the complaint 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 requests 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. **Request no. 3 of the application** - The appellant, vide his request nos. 3 of the application sought the following information:

As per rule, within how many days of receipt of the application, Chairperson Office SEBI Mumbai, disposes of the complaint.

7. **Reply of the Respondent** - The respondent, in response to query 3 of the application, informed that the investor grievances received by SEBI against intermediaries/listed companies/market infrastructure institution (entities) are taken up electronically with the concerned entities through SCORES. The respondent further informed that the entities are responsible for taking adequate steps for redressal of grievances within 21 calendar days from the date of receipt of the complaint
8. I have perused the aforesaid request and the response provided by the respondent. On consideration, I find that the respondent has adequately addressed the said requests by providing the information available with him. Further, I note that the appellant in his appeal has made submissions regarding not getting satisfactory redressal of his grievances within the stipulated time. In this regard, 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.*” Accordingly, no further interference of this forum is warranted at this stage.

9. Considering the above observations, I remit the application to the respondent for *de novo* consideration of request nos. 1, 2 and 4 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.
10. The Appeal is accordingly disposed of.

Place: Mumbai

Date: October 15, 2024

RUCHI CHOJER

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