

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

Appeal No. 5618 of 2023

Pakala Govindalal Baba	:	Appellant
	Vs	
CPIO, SEBI, Mumbai	:	Respondent

ORDER

1. The appellant had filed an application dated January 19, 2023 (received by SEBI on January 24, 2023) under the Right to Information Act, 2005 (“**RTI Act**”). The respondent, by a letter dated February 07, 2023, responded to the application filed by the appellant. The appellant filed an appeal dated February 24, 2023 (received by the Office of Appellate Authority on March 09, 2023). 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. **Queries in the application-** The appellant, in his application dated January 19, 2023, *inter alia*, stated that his shares of certain companies were held with Karvy Stock Broking Ltd from 2018 and that dividends were also released. Further, the appellant provided details with respect to his Demat and trading accounts and stated that no information was received from SCORES and NSE. The appellant, vide his application, requested to take action to release the company shares held by Karvy Stock Broking Ltd.
3. The respondent, in response to the application, informed that information sought by the appellant is in the nature of grievance. The respondent also informed that taking action or resolution of grievance does not come under the provisions of RTI Act. Therefore, the application does not qualify as seeking information under section 2(f) of the RTI Act. The respondent also provided information regarding lodging of grievance on the SCORES portal of SEBI and tracking the status of the same. Further, the respondent 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. Further, the appellant was advised to refer to the FAQs on “Investor Grievances- SCORES”, available on the SEBI website. The respondent also provided the link for accessing the said FAQs.

4. **Ground of appeal-** On perusal of the appeal, it appears that the appellant is not satisfied with the response provided by the respondent. The appellant, in his appeal, *inter alia*, submitted that he had sought information about his shares which were held with Karvy Stock Broking Ltd.
5. I have perused the application and the response provided thereto. I note that the appellant, in his application, has categorically requested the respondent to take action to release his shares held by Karvy Stock Broking Ltd. In my opinion, if the appellant has any grievance, he may approach the appropriate grievance redressal forum. I note that redressal of grievance does not fall within the ambit of the RTI Act. Hon'ble CIC, 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.*" In view of these observations, I do not find any deficiency in the response.
6. Further, 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 no further intervention is warranted at this stage.
7. 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: April 05, 2023

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