

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

Appeal No. 5651 of 2023

Aditya Kumar Sharma	:	Appellant
Vs		
CPIO, SEBI, Mumbai	:	Respondent

ORDER

1. The appellant had filed an application dated January 30, 2023 (received by SEBI on February 06, 2023) under the Right to Information Act, 2005 (“**RTI Act**”). The respondent, by a letter dated March 03, 2023, responded to the application filed by the appellant. The appellant filed an appeal dated March 16, 2023 (received by the Office of Appellate Authority on April 03, 2023). The appeal is being taken up for consideration and disposal today due to personal exigency and intervening holidays. 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 30, 2023, *inter alia*, provided details of his Demat and trading A/c. Further, the appellant stated that he had done fund transfer through Paytm many times but he had some doubt that the amount of shares had not reached in his Demat account. The appellant sought details of the officer to whom he can make an application for conducting investigation in the matter.
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 response provided by the respondent is misleading and that the same is not connected to his request.
5. I have perused the application and the response provided thereto. I note that the appellant, in his application, mentioned regarding his grievance. The appellant has sought details of the officer for making an application for investigating into his matter. In this regard, 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. It is understood that SCORES is an online platform designed to help investors to lodge their complaints, pertaining to securities market, online with SEBI against listed companies and SEBI registered intermediaries. 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: May 04, 2022

B RAJENDRAN

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