

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

Appeal No. 6175 of 2024

Harendra Ken	:	Appellant
	Vs	
CPIO, SEBI, Mumbai	:	Respondent

ORDER

1. The appellant had filed an application (Registration No. SEBIH/R/P/24/00187) dated Nil (received by SEBI on August 17, 2024) under the Right to Information Act, 2005 (“**RTI Act**”). The respondent, by a letter dated August 27, 2024, responded to the application filed by the appellant. The appellant filed an appeal dated Nil (received by the Office of Appellate Authority on September 23, 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. **Request in the application-** The appellant, vide his application dated Nil, *inter alia*, has submitted that he had bought 500 shares of Leaprofin Securities Ltd, however, he is unable to get payment for the same as the registered office of the said company has been closed. The appellant has requested that he may be helped with respect to the aforesaid grievance.
3. **Reply of the Respondent -** The respondent, in response to the application informed that the information sought is in the nature of grievance. Further, the respondent informed that taking action or resolution of grievance does not come under the provisions of RTI Act. Therefore, it does not qualify as information under provisions of section 2(f) of RTI Act. The respondent further informed that investor grievances may be lodged through SCORES and also provided the details of toll free helpline service number launched by SEBI to facilitate replies to various queries of the general public on matters relating to securities market
4. **Ground of appeal -** On perusal of the appeal, it appears that the appellant is not satisfied with the response provided by the respondent.

5. I have perused the aforesaid request and the response provided thereto. On consideration, I concur with the response of the respondent that request of the appellant is more in the nature of grievance. 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.*" Notwithstanding the same, 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. I note that SCORES is an online platform designed to help investors to lodge their complaints, pertaining to securities market, 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

RUCHI CHOJER

Date: October 17, 2024

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