



Central Depository Services (India) Limited

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COMMUNIQUÉ TO DEPOSITORY PARTICIPANTS

CDSL/OPS/DP/POLCY/2019/332

July 04, 2019

SEBI LETTER – DISPLAYING OF INFORMATION REGARDING SEBI COMPLAINT REDRESS SYSTEM (SCORES) IN THE WEBSITE

DPs are advised to refer to our Communiqué no. CDSL/OPS/DP/POLCY/2018/132 dated March 16, 2019 wherein we have informed regarding SEBI letter dated March 07, 2018 suggesting that intermediaries should provide a link to SCORES portal, within the demat account dashboard of clients to make it easier to lodge grievances.

SEBI now vide its letter dated July 03, 2019 has directed all intermediaries to display the following information on their website to make the complaint redressal mechanism through SCORES more efficient.

Filing compliant on SCORES – Easy & quick

- a. Register on SCORES portal
- b. Mandatory details for filing complaints on SCORES
 - I. Name, PAN, Address, Mobile Number, E-mail ID
- c. Benefits:
 - i. Effective Communication
 - ii. Speedy redressal of the grievances

Further, DPs are advised to include procedure for filing of complaints on SCORES and benefits for the same in the welcome kit which is being provided to the investors at the time of account opening

Queries regarding this communiqué may be addressed to **CDSL – Helpdesk**: on telephone numbers (022) 2305-8624, 2305-8639, 2305-8642, 2305-8663, 2305-8640, 2300-2041 or 2300-2033. Emails may be sent to: helpdesk@cdslindia.com.

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