

Department: Investor Services Department	Segment: All
Circular No: MSE/ISC/16135/2024	Date: October 09, 2024

Subject: Dissemination of the SCORES 2.0 domain name on the website of the Trading Members

To

All Members,

SEBI vide circular No. SEBI/HO/OIAE/IGRD/CIR/P/2023/156 dated September 20, 2023, and Exchange vide circular No. MSE/ISC/14188, dated September 22, 2023, had issued a Circular on Redressal of investor grievances through the SEBI Complaint Redressal (SCORES) Platform and linking it to Online Dispute Resolution platform. Vide the aforesaid circulars, Members were advised to disseminate the provisions of the said circular on their respective websites.

Further, the Exchange circulars MSE/ISC/7885/2019, dated July 9, 2019, MSE/ISC/11898/2022, dated June 06, 2022, and MSE/ISC/12549/2022, dated November 10, 2022, stated that the Members were required to publish the scores link on their respective websites under the Contact Us Page. It is further reiterated that the Members should update SCORES 2.0 domain name (<https://scores.sebi.gov.in>) against the old domain i.e., (<https://www.scores.gov.in>). Also, the members are required to update the revised process flow of complaint redressal mechanism on their respective websites.

Members are required to take note of the above referred circular and ensure compliance.

**For and on behalf of
Metropolitan Stock Exchange of India Limited**

**Khaja Mohideen
AVP - Investor Services Department**