

Department: Investor Services Department	Segment: All
Circular No: MSE/ISC/17098/2025	Date: April 30, 2025

Subject: Master Circular – Investor Grievance Redressal Mechanism

To Market Participants,

Market participants are hereby informed that, with a view to facilitating market participants having access to all the applicable circulars at one place, a MasterCircular has been prepared. This Master Circular is a compilation of circulars issued by the Investor Service Department of MSE for the period from 01st April 2024 to 31st March 2025.

The Master circular is attached as Annexure A

Market participants are requested to take note of the same.

For and on behalf of
Metropolitan Stock Exchange of India Limited

Khaja Mohideen
AVP - Investor Services Department

TABLE OF CONTENTS

	Circular between 01st-April-2024 to 31st-March-2025		
A	Know Your Client And KRA		
Sr. No.	Subject	Page No.	Circular No.
1	Entities Permitted by Ministry of Finance to Perform Authentication under the Aadhaar Act	2	Exchange Circular No: MSE/ISC/15831/2024, 19 th August 2024

B	Investor complaint Redressal System		
Sr. No.	Subject	Page No.	Circular No.
1	SCORES 2.0 New Technology to strengthen SEBI Complaint Redressal System for Investors	2	SEBI Press Release No.06/2024, dated April 1, 2024 Exchange Circular No: MSE/ISC/15158/2024, dated 08 th April 2024
2	Dissemination of the SCORES 2.0 domain name on the website of the Trading Members	3	Circular No: MSE/ISC/16135/2024, dated 09 th October, 2024
3	Investor Charter for Stockbroker	4	SEBI Circular No. SEBI/HO/MIRSD/MIRSD-PoD1/P/CIR/2025/22, dated 21 st February 2025 Exchange Circular No: MSE/ISC/16815/2025, dated 26 th February 2025

A. Know Your Client And KRA

1) Entities Permitted by Ministry of Finance to Perform Authentication under the Aadhaar Act

Ministry of the Finance has issued a notification dated August 13, 2024 regarding the entities permitted to perform authentication under the Aadhaar Act for the purposes of section 11A of the Money laundering Act.

B. Investor complaint Redressal System

1) SCORES 2.0 New Technology to strengthen SEBI Complaint Redressal System for Investors

Exchange vide Circular No. MSE/ISC/14188/2023 dated September 22, 2023, and Circular No. MSE/ISC/14537/2023, dated December 04, 2023, had informed the Market participants with respect to SEBI circular no. SEBI/HO/OIAE/IGRD/CIR/P/2023/156 dated September 20, 2023, on Redressal of Investor Grievances through the SEBI Complaint Redressal (SCORES) Platform.

In continuation to the same, SEBI vide its press release no. PR No.06/2024 dated April 01, 2024, has informed that the new version of the SEBI Complaint Redress System (SCORES 2.0) has been launched w.e.f. April 01, 2024. A Copy of the release is attached herewith as Annexure A, which is self-explanatory.

1. All Market Participants / Listed Companies / Municipal Debt Securities / Registrars and Share Transfer Agents are required to note and adhere to the below: 1. SCORES user ID and Password details are being sent to the e-mail ID of the respective contact person, by SEBI.
2. Upon receipt of the "Complaint" through SCORES, Listed Company/ Municipal Debt Securities/Registrars and Share Transfer shall resolve the complaint within 21 calendar days and submit Action taken Report (ATR) vide SCORES. The submitted ATR will be automatically routed to the complainant.
3. In case the complainant is not satisfied with the resolution, the said complaint will be escalated to the Exchange, for review. Such escalated complaints are required to be addressed by the Exchange within 10 calendar days.

4. Subsequent to the first review by the Exchange, if the investor still remains dissatisfied with the resolution, they can escalate the complaint for a second review to SEBI. Registered Office: Building A, Unit 205(A), 2nd Floor, Agastya Corporate Park, Sunder Baug Lane, L.B.S. Road, Kurla (W), Mumbai - 400070 Tel.: +91-22-6112 9000 • customerservice@msei.in • www.msei.in • CIN: U65999MH2008PLC185856 .
5. In case of nonadherence to the prescribed timelines by the Listed Company/ Municipal Debt Securities/Registrars and Share Transfer or the Designated Body as the case may be, the complaint will be auto escalated to the next level.
6. At any stage, Investor will have an option to refer the complaint to ODR (Online Dispute Resolution). Once the Complaint has been referred to ODR, the same shall be treated as disposed of in SCORES 2.0.
7. All Listed Companies shall take note of Schedule VI of the SEBI circular no. SEBI/HO/OIAE/IGRD/CIR/P/2023/156 dated September 20, 2023, read with SEBI circular no. SEBI/HO/OIAE/IGRD/CIR/P/2023/183 dated December 01, 2023, for timelines for handling of complaints and actions in case of non-compliances. All are requested to take note of the contents of the aforesaid circular.

All Market Participants / Listed Companies / Municipal Debt Securities / Registrars and Share Transfer Agents are requested to take note of the content of the aforesaid circular.

2) Dissemination of the SCORES 2.0 domain name on the website of the Trading 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-mentioned circular and ensure compliance.

3) Investor Charter for Stock Broker

This has reference to our earlier circular No. MSE/ISC/11192/2021, dated December 07, 2021, informing about SEBI Circular No. SEBI/HO/MIRSD/DOP/P/CIR/2021/676 dated December 02, 2021, and Circular No. MSE/ISC/11266/2021, dated December 22, 2021 regarding Publishing Investor Charter and Disclosure of Investor Complaints by Stockbrokers on their websites.

SEBI in a move to enhance financial consumer protection alongside enhanced financial inclusion and financial literacy and in view of the recent developments in the securities markets including introduction of Online Dispute Resolution (ODR) platform and SCORES 2.0, it has been decided to modify the investor charter for stockbrokers.

In view of above enclosed please find SEBI Circular No. SEBI/HO/MIRSD/MIRSD-PoD1/P/CIR/2025/22 dated February 21, 2025 regarding Investor Charter for Stockbrokers. The contents of the said circular are self-explanatory.

The provisions of this circular shall come into immediate effect. Members are required to take note and ensure compliance.