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CIN No. U67190WB2010PTC153468

REDRESSAL OF INVESTOR GRIEVANCES AGAINST STOCK BROKERS AND AUTHORISED PERSONS IN SEBI COMPLAINTS REDRESS SYSTEM (SCORES)

SEBI vide its circular ref. no. CIR/MIRSD/18/2011 dated August 25, 2011 has commenced processing of investor grievances in a centralized web-based complaints redressal system, 'SCORES'. The salient features of this system are:

- Centralized database of all complaints;
- Online movement of complaints to the concerned entities;
- Online upload of Action Taken Reports (ATRs) by the concerned entities; and
- Online tracking of status of complaints by investors.

The investor grievances received by SEBI against stock brokers and authorised persons will be taken up electronically with the concerned stock exchange(s) through SCORES (<https://scores.gov.in/Admin>). The stock exchange(s) shall, in turn, take up the matter with the concerned stock brokers/ authorised persons.

The stock brokers and authorised persons shall take adequate steps for redressal of grievances within one month from the date of receipt of the complaint and keep the investor/stock exchange(s) duly informed of the action taken thereon. Failure to comply with the said requirement will render the stock broker liable for penal action.

Please visit the following hyperlink to go through the aforesaid SEBI circular.

[Circular ref. no. CIR/MIRSD/18/2011 dated August 25, 2011.](#)