

**Sub: Redressal of Investor Grievances through the SEBI Complaint Redressal (SCORES) Platform**

Dear Sir,

SEBI vide circular No. SEBI/HO/OIAE/IGRD/CIR/P/2023/156 dated September 20, 2023, and Exchange vide circular No. NSE/ISC/58504 dated September 21, 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, Market Participants were advised to disseminate the provisions of the said circular on their respective websites.

It is reiterated that the Listed Companies should update SCORES 2.0 domain name (<https://scores.sebi.gov.in>) against the old domain i.e., (<https://www.scores.gov.in>). Further, they are also required to update the revised process flow of complaint redressal mechanism on their respective websites.

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