



भारतीय प्रतिभूति और विनिमय बोर्ड  
Securities and Exchange Board of India

**CIRCULAR**

CIR/IMD-DoF-1/11/2012

April 16, 2012

To  
All Stock Exchanges

Dear Sir / Madam,

**Sub: Processing of investor complaints against companies applying for listing of debt securities in SEBI SCORES system**

1. With effect from June 2011, SEBI has launched a new web based centralized grievance system called SCORES for more efficient and transparent processing of complaints.
2. Vide circular No. CIR/OIAE/2/2011 dated June 3, 2011, SEBI has mandated all listed companies to have SCORES user id and password for processing complaints through the SCORES system.
3. In this regard, in addition to companies mentioned in the aforesaid circular, it is advised that companies which apply to the stock exchanges for listing of debt securities in accordance with SEBI (Issue and Listing of Debt Securities), 2008 are mandated to apply for authentication for SCORES when they file for approval for listing of debt securities.
4. The company may apply for SCORES authentication in the format as specified in the Annexure to the circular No. CIR/OIAE/2/2011 dated June 3, 2011. Once filled, the company shall scan the form and e-mail the same at [scores@sebi.gov.in](mailto:scores@sebi.gov.in) and send the hard copy to Office of Investor Assistance and Education (OIAE) Department, SEBI, SEBI Bhavan, Plot No.C4-A,'G' Block, Bandra Kurla Complex, Bandra (East), Mumbai 400051.
5. A company shall use the same SCORES authentication for all subsequent issues of debt securities listed with any of the stock exchanges. Companies which have already obtained SCORES authentication from SEBI for issue of debt securities need not obtain the authentication again.
6. The Stock exchanges shall ensure that the company applying for listing of debt securities has SCORES authentication before granting of such approval to the company.

7. The stock exchanges are accordingly advised to bring the provisions of this circular to the notice of all the companies when they file for approval for listing of their debt securities on the stock exchange and disseminate the same on the stock exchange website.
8. This Circular is issued in exercise of powers conferred under Section 11(1) of the Securities and Exchange Board of India Act, 1992 to protect the interests of investors in securities and to promote the development of, and to regulate the securities market.
9. This Circular is available on SEBI website at [www.sebi.gov.in](http://www.sebi.gov.in) under the categories “Legal Framework” and “Corporate debt market”.

Yours faithfully,

**Maninder Cheema**  
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