

BEFORE THE APPELLATE AUTHORITY
(Under the Right to Information Act, 2005)
SECURITIES AND EXCHANGE BOARD OF INDIA

Appeal No. 7099 of 2026

Vikram Aggarwal : Appellant

Vs

CPIO, SEBI, Mumbai : Respondent

ORDER

1. The appellant had filed an application dated August 30, 2026 (received by SEBI through RTI MIS portal) under the Right to Information Act, 2005 (“**RTI Act**”). The respondent, by a letter dated September 21, 2026, responded to the application filed by the appellant. The appellant filed an appeal dated September 22, 2026 (Reg. No. SEBIH/A/E/26/00353). I have perused the application, the response of the respondent and the appeal and find that the matter can be decided based on the material available on record.
2. **Queries in the application** - The appellant, in his application, sought the following information:

“I seek information and records under the RTI Act 2005 concerning SEBI handling and routing of complaints submitted by me through SCORES and subsequently routed or referred to the MINE system. The complaints concern: 1.HDFC Bank Limited complaint submitted on or about 24 June 2025 and escalated in July 2025 2 Kotak Mahindra Bank Limited successor to ING Vysya Bank complaint submitted on or about 13 May 2025 3 Punjab National Bank complaint submitted on or about 24 June 2025 4 Indian Hotels Company Limited or IHCL complaint submitted by me during 2025 Please identify the exact SCORES reference numbers from SEBI records using my name Vikram Aggarwal together with the entity and date information above. I am not seeking reconsideration or reopening of any complaint. I seek only existing records held by SEBI. Please provide:

- 1. The SCORES reference number date of receipt and subject recorded for each complaint*
- 2. The SEBI department division or office initially assigned each complaint*
- 3. Copies of internal file notes case notes system entries or other recorded material concerning classification processing and routing of each complaint to MINE*

4. *The date on which each complaint was routed to MINE and the recorded reason or basis for that decision*
5. *A copy of the rule circular policy SOP internal instruction workflow rule or other recorded authority governing such routing from SCORES to MINE*
6. *The SEBI department division office or officer that approved or authorised the routing in each case*
7. *Copies of communications or records by which each complaint or information contained in it was transferred or made available through MINE*
8. *Records identifying the authority entity department or recipient to which each complaint was transmitted or made accessible through MINE*
9. *Copies of any response report communication status entry closure note or other material subsequently received or created by SEBI concerning each complaint*
10. *Records showing whether routing to MINE closed or changed the status of the corresponding SCORES complaint and the basis for that action*
11. *Records showing the procedure available to a complainant to track respond escalate or appeal after routing from SCORES to MINE*
12. *Relevant audit log transfer log routing log or system entries for these complaints if maintained*
13. *If SEBI determined that any complaint required treatment as market intelligence rather than through SCORES please provide the recorded determination and the regulatory policy or administrative basis relied upon*
14. *If any material is exempt please provide the reasonably severable non-exempt portion and identify the RTI Act provision relied upon This request concerns existing records only and does not ask the CPIO for an opinion explanation or fresh determination.”*

3. **Reply of the Respondent** – The respondent, in response to query no. 1, informed that a total of 7 SCORES complaints were filed by the appellant against HDFC Bank Limited, Kotak Mahindra Bank Limited and Punjab National Bank. The respondent has also enclosed along with response the details of SCORES reference number and date of receipt.

With regard to query nos. 2-4 & 6-14, the respondent informed that the ATR of complaints lodged on SCORES is available on SCORES website and the same can be accessed by logging in with login credentials. Further, respondent informed that appellant can refer to Frequently Asked Questions(**FAQs**) available on SCORES and SEBI website.

With regard to query no. 5, the respondent informed that the appellant can refer to the circular on SCORES platform dated September 20, 2023. The respondent also provided the link for accessing the said Circular.

4. **Ground of appeal** – The appellant has filed the appeal on the ground that he was provided incomplete, misleading or false information.
5. I have perused the application and the response provided thereto. With regard to query no.1, I note that the respondent has adequately addressed the query by providing the information available with him.
6. With regard to the other queries in the application, I note that the respondent has informed that the appellant can refer to the ATR of complaints, which can be accessed by him from SCORES. Accordingly, I do not find any further intervention of this forum necessary.
7. In view of the above observations, I find that there is no need to interfere with the decision of the respondent. The appeal is accordingly dismissed.

**RUCHI
CHOJER**  Digitally signed by
RUCHI CHOJER
Date: 2026.10.16
15:02:57 +05'30'

RUCHI CHOJER

Place: Mumbai

Date: October 16, 2026

**APPELLATE AUTHORITY UNDER THE RTI ACT
SECURITIES AND EXCHANGE BOARD OF INDIA**