

Investor Grievance Redressal

Investor Complaints through SEBI SCORES Platform

In compliance with SEBI's recent circular (SEBI/HO/OIAE/IGRD/CIR/P/2023/156 dated September 20, 2023), Wheels India Limited provides access to the SEBI Complaint Redressal (SCORES) 2.0 platform, now linked to the Online Dispute Resolution (ODR) system. This updated framework aims to enhance the investor complaint resolution process, making it more efficient and accessible.

What is SEBI SCORES?

SCORES (<https://scores.sebi.gov.in>) is SEBI's centralized online grievance redressal platform, enabling investors to submit and track complaints about listed companies, mutual funds, and other market intermediaries.

Process Flow for Filing a Complaint on SCORES:

1. Access the SCORES Platform

Visit the updated domain: <https://scores.sebi.gov.in>.

2. Register on SCORES

New users should complete the registration process by providing valid email and contact details. Existing users can simply log in.

3. Submit Your Complaint

After logging in, navigate to the complaint submission section. Complete the form by providing relevant details about the grievance, including documentation or evidence if applicable.

4. Receive Acknowledgment

Once submitted, an acknowledgment will be sent, and a unique complaint registration number will be provided for tracking purposes.

5. Monitor Complaint Status

Track the progress of your complaint through regular status updates on the platform. The system will also notify you of any actions taken by SEBI or other involved parties.

6. Online Dispute Resolution

As per SEBI's updated framework, unresolved grievances may proceed to the Online Dispute Resolution platform, facilitating a structured, technology-driven resolution process.

For detailed guidelines, please refer to the SEBI/ NSE circular on Investor Grievance Redressal. These circulars have been uploaded in the Company's website.

SEBI circular No. SEBI/HO/OIAE/IGRD/CIR/P/2023/156 dated September 20, 2023,
Exchange circular No. NSE/ISC/58504 dated September 21, 2023