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

Appeal No. 7157 of 2026

Gondaliya Amirali Mahmadali	:	Appellant
	Vs	
CPIO, SEBI, Mumbai	:	Respondent

ORDER

1. The appellant had filed an application dated October 01, 2026 (received by SEBI through RTI MIS portal) under the Right to Information Act, 2005 ("**RTI Act**"). The respondent, by a letter dated October 16, 2026, responded to the application filed by the appellant. The appellant filed an appeal dated October 21, 2026 (Reg. No. SEBIH/A/E/26/00403). 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:

"Me ye janna chahta hu ki SABI ne kis basis par angelone ko broker ka liyesine issues bases pe issues Kiya gya .jab castmer ko services hi nhi de sakte to kis crity bases pe liyesine diya gaya .mera angelone me demat account he .ME date 5 august 2026 ko LICIka offer for sale me apply karne chahta tha jiska paise apni bank se apne demat account me transfer kiye or 416 sher ke liye apply karna chahta tha mene angelone me call lagaya jo call 100 120 waiting aarhi thi or call disconnect hojaye ye har baar call same problem call120 130 135 weating or call disconnect hojaye call 15 se 25 minutes weiting or call disconnect me baar barr call lagaya har baar hahi hua or offer for sale ka time nikal gaya mene angelone me camplene ki jiska camplene no.29581951 he fir date 26 August 2026 ko hindustan Cooper ka offer for sele aaya mene apne demat account ma 199999rs transfer kiye or call angelone me lagaya. Same mere wife ke account me 200000rs transfer angelone me kiye or mere ladke ke demat account me 200000rs transfer kiye or sabke phone se apply ke liye call lagaya same problem call120 130 135 weating or call disconnect hojaye call 15 se 20 minutes weiting or call disconnect hojaye ye har baar hahi ho raha tha or apply karne ka time nikal gaya mene angelone me sab account me camplene dali .

me ye janna chah ta hu jab angelone ke paas offer for sale me oder lagane ki koi sistume hi nhi to angelone ko broker ka liyesine issues kis bases pe Kiya gya apply nhi home ki wajah se castmer ko lose ho raha he jesa muje apply nhi hone wajah se hua Me ye janna chahta hu ki angelone apne castmer ko instion lone deta he unke biznes lone deta jo unke baines partner dete he. Kya castmer ko pata hota he ki lone kha se ho rhi he or angelone ka use kitne%hote he.
castmer ko sab deaitel dete he lone kha se hua kyu ki unke bizznes partner 6. se 7 he .lone kha ki gye castmer ko pta hona chahiye castmer documents angelone ko deya or angelone me documents kaha diya."

3. **Reply of the Respondent** – The respondent, in response to the application, stated that the information sought is in the nature of grievance. The respondent informed that taking action or resolution of grievance does not come under the provisions of RTI Act. Therefore, respondent stated that requested information does not qualify as information under provisions of section 2(f) of RTI Act.

   Nevertheless, respondent informed that any grievance against SEBI registered intermediary/Listed Company/Recognised MII, may be lodge at SCORES website. SCORES enables investors to lodge and follow up their complaints and track the status of redressal of such complaint online from the above website.

4. **Ground of appeal** — The appellant has filed the appeal on the ground that he was refused access to information requested.

5. I have perused the application and the response provided thereto. On consideration, I find that the request of the appellant is more in the nature of grievance. I note that redressal of grievance does not come under the purview of the RTI Act. In this context, I note that the Hon'ble Central Information Commission, in the matter of *Mr. Surendra Vishwakarma vs. President Secretariat* (Order dated April 29, 2016) observed that "*In this context, we note that the RTI Act cannot be used to make the respondent to do certain things or take certain action for the reason that the Act is not the proper law for redressal of grievances/ disputes and there are other appropriate forum(s) for resolving such matters*." Notwithstanding the above, in regard to any grievance related to securities market, the appellant may lodge complaint on the SCORES portal of SEBI. Accordingly, I do not find any deficiency in the response of the respondent.

6. 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: 2026.11.16 15:16:35 +05'30'

Place: Mumbai
Date: November 16, 2026

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