



Complaint Redressal Mechanism through SCORES

This is with reference to SEBI & Exchange directive related to SEBI Complaint Redress System (SCORES)

Please find below procedure for filing of complaints on SCORES and benefits for the same:

(A) Procedure for filing of complaints on SCORES:

- From 1st August 2018, it has been made mandatory to register on SCORES for lodging a complaint.
- To become a registered user of SCORES, investors may click on “Register here” under “Investor Corner” appearing on the homepage of SCORES portal.
- Investors will have to fill in Registration form. Fields like Name, Address, E-mail Address, PAN and Mobile Number are mandatory fields and are required to be filled up. The username and password of SCORES will be sent to the investor’s registered email id. If an investor is already a registered user, they can login by entering their username and password.
- After logging into SCORES, investors must click on “Complaint Registration” under “Investor Corner”.
- Investor should provide complaint details.
- Investors must select the correct complaint category, entity name, and nature of complaint.
- Investors must provide complaint details in brief.
- A PDF document (up to 2MB of size for each nature of complaint) can also be attached along with the complaint as supporting document.

On successful submission of complaint, system generated unique registration number will be displayed on the screen which may be noted for future correspondence. An email acknowledging the complaint with complaint registration number will also be sent to the email id entered in the complaint registration form. A text message will also be sent to the investor informing them about registration of the complaint.

(B) Benefits:

- Effective communication
- Speedy redressal of the grievances

Links to SCORES Portal and FAQs on SCORES:

SCORES Portal: <https://scores.gov.in/scores/Welcome.html>

SCORES FAQs: https://www.sebi.gov.in/sebi_data/faqfiles/apr-2019/1556089488014.pdf