

# SAMURAI®



## **Redressal of Investor Grievances through SEBI complaints Redress System (SCORES) platform**

SEBI launched a centralized web based complaints redress system 'SCORES' in June 2011. The purpose of SCORES is to provide a platform for aggrieved investors, whose grievances, pertaining to securities market, remain unresolved by the concerned listed company or registered intermediary after a direct approach.

SCORES also provides a platform, overseen by SEBI through which the investors can approach the concerned listed company or SEBI registered intermediary in an endeavor towards speedy redressal of grievances of investors in the securities market. **It would, however, be advisable that investors may initially take up their grievances for redressal with the concerned listed company or registered intermediary, who are required to have designated persons/officials for handling issues relating to compliance and redressal of investor grievances.**

### **A) From 1st August 2018, it has been made mandatory to register on SCORES 2.0.**

#### **➤ Procedure for filing complaints on SCORES 2.0**

##### **I Using web portal:**

- a. Click on <https://scores.sebi.gov.in/> for lodging a complaint.
- b. 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.
- c. After logging into SCORES, investors must click on "Complaint Registration" under "Investor Corner".
- d. Investor should provide complaint details.
- e. Investors must select the correct complaint category, entity name, and nature of complaint.
- f. Investors must provide complaint details in brief (up to 1000 characters).
- g. 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.

To check the complaint status, an investor can click on "View Complaint Status" under "Investor Corner" on the homepage. Alternatively, the investor can also login into their account and click on "View Complaint Status" under "Investor Corner".

##### **II Using Mobile App:**

- a. Download Mobile App SEBI Scores
- b. Sign up using Name, Pan, Address, Email Id & Mobile No
- c. To register complaint, please click on Register complaint
- d. To check the complaint status, an investor can click on "Complaint Status"

#### **➤ Benefits of filing complaints on SCORES 2.0**

- a. Effective Communication
- b. Speedy Redressal of the grievances
- c. Online viewing by investors of actions taken on the complaint and its current status.

### **B) At any stage, Investor will have an option to refer the complaint to ODR (Online Dispute Resolution) on <https://smartodr.in/login>. Once the Complaint has been referred to ODR, the same shall be treated as disposed of in SCORES 2.0.**

**Issued by Samurai Securities Pvt. Ltd. to increase awareness regarding Online Mechanisms for Investor Grievance Redressal.**

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