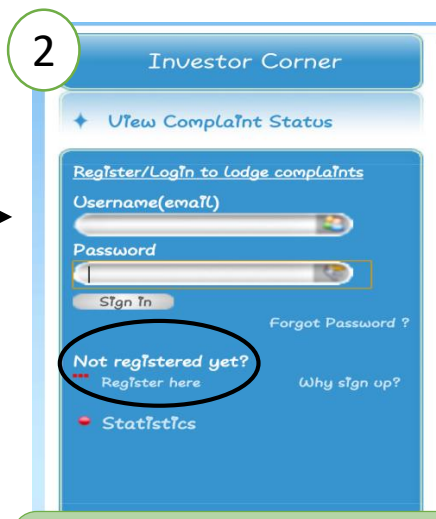
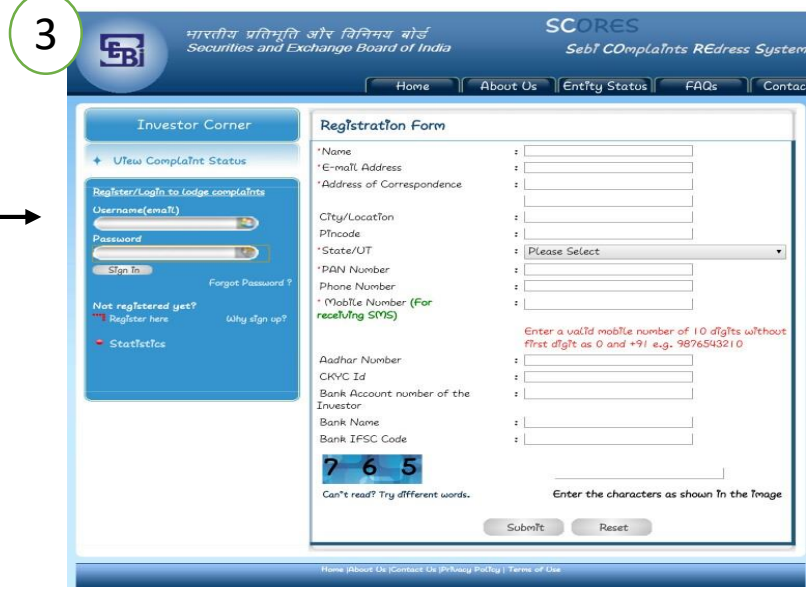


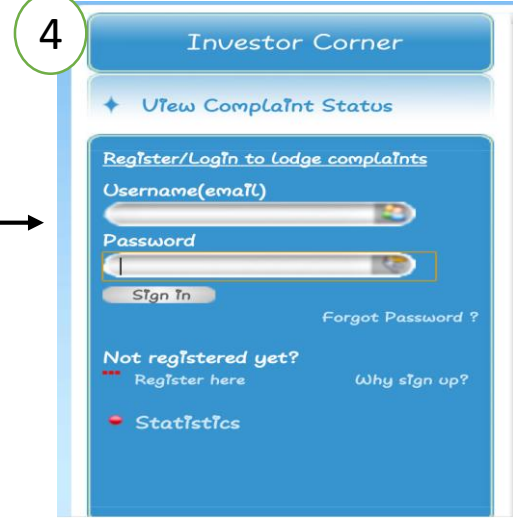
1 Investors may lodge their complaint on Scores portal please visit <https://scores.gov.in>



2 Investor shall click on **Register here** under **"Not Registered yet ?"** tab, if he/she is a first-time user (Left side of the web page)



3 Investors shall fill Registration form and all mandatory fields. 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 login credentials (**Refer Step 2**)

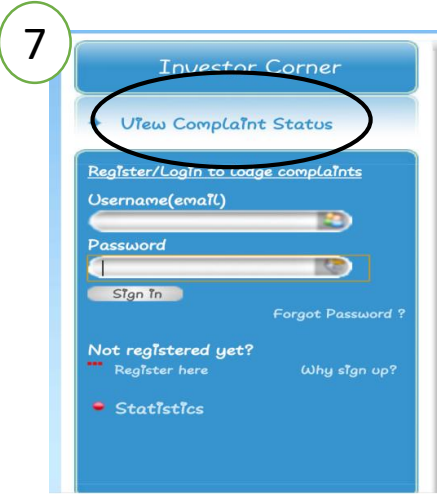


4 After logging into SCORES, investors can enroll its complaint.

Benefits of Listing:

1. Effective communication
2. Speedy redressal of grievances
3. Tracking of complaints will get easier

SEBI Circular
SEBI/MIRSD/16740/
2019 dated July 03,
2019



7 Complainant can check the status of their complaint by clicking on "View Complaint Status" tab. Investor should use complaint registration number which was allotted at the time of registering then enter the password.



6 On successful submission of complaint, system generates unique registration number which will be displayed on the screen for future correspondence. An email and text message acknowledging the complaint and complaint registration number will also be sent to complainant at its registered contact details.



5 **Note:** Investor should provide complaint details (Max 1000 characters allowed) by selecting the correct complaint category, entity name, and nature of complaint. A PDF document (up to 2 MB) can also be attached as supporting document.