

Filing of complaints through SEBI's online portal 'SCORES' and 'SMARTODR portal'

- Easy & Quick

Step-by-Step Resolution Flow

- **Direct Complaint:** Approach the broker, mutual fund, or intermediary compliance officer first. They are given a strict limit (typically 21 calendar days) to resolve the issue.
- **SEBI SCORES 2.0:** If unsatisfied or delayed, register and lodge your grievance on the SCORES Portal. It features automated routing and a dual-review system.
- **SMART ODR Escalation:** If the grievance remains unresolved or you are unhappy with the SCORES outcome, escalate the matter digitally via the SMART ODR Portal for formal online conciliation and binding arbitration.

A. Register On SCORES / SMARTODR Portal

B. B.Mandatory Details For filling Complaints on SCORES:

- ☐ Full legal name (as per PAN)
- ☐ Permanent Account Number (PAN)
- ☐ Current residential address
- ☐ Active mobile number and email ID
- ☐ Supporting trade logs, ledger copies, or screenshots

C. Benefits:

- i. Effective Communication
- ii. Speedy Redressal of Grievance / Dispute

<http://scores.sebi.gov.in>

<https://smartodr.in/login>