

Steps to Register a Complaint on the SCORES Portal

1. Visit the SCORES Portal:

Go to the SEBI SCORES website: <https://scores.sebi.gov.in/>

2. Register / Login:

- If you are a new user, click on “**Register**” and create an account using your basic details, mobile number and email ID.
- If you are already registered, click on “**Login**” and enter your credentials.

3. Register the Complaint:

After logging in, select the option to **lodge/register a complaint** and provide the required details, including:

- Name of the intermediary/entity against whom the complaint is being made
- Nature and details of the complaint
- Relevant transaction/account details
- Supporting documents, wherever applicable

4. Submit the Complaint:

Review the information and supporting documents and submit the complaint through the portal.

5. Complaint Registration Number:

Once submitted, a **unique complaint registration number** will be generated. The investor should retain this number for future reference and tracking.

6. Track the Complaint:

The status of the complaint can be monitored by logging into the SCORES Portal using the investor's registered credentials.

Escalation to ODR - ODR Portal: <https://smartodr.in/>

The investor should first communicate the grievance to the concerned **intermediary/entity** and provide it an opportunity to resolve the matter.

If the investor has already communicated the complaint to the **intermediary** and subsequently lodged the complaint on **SCORES**, but is **not satisfied with the resolution**, the investor may seek further resolution through the **Online Dispute Resolution (ODR) Portal**.

The ODR mechanism facilitates online conciliation and/or arbitration for resolving disputes between investors and regulated entities/intermediaries.