

Investor Awareness – Benefits of SEBI SCORES (SEBI Complaints Redress System)

The **SEBI Complaints Redress System (SCORES)** is an online platform established by the Securities and Exchange Board of India (SEBI) to facilitate the efficient redressal of investor grievances against SEBI registered intermediaries.

Key Benefits of SEBI SCORES

24×7 Digital Accessibility

Investors can lodge, monitor & track complaints online at any time & from any location, eliminating the need for physical documentation or personal visits.

Complete Transparency

The platform enables investors to monitor the real time status of their complaints, review the Action Taken Reports (ATRs) submitted by intermediaries & avail themselves of the automated escalation mechanism wherever applicable.

Time-Bound Resolution

SEBI's regulatory framework requires registered intermediaries to address investor grievances within prescribed timelines, thereby promoting prompt & efficient complaint resolution.

Centralized Grievance Management

SCORES provides a single, secure & standardized platform for the submission, processing & monitoring of investor complaints.

Enhanced Investor Confidence

By ensuring transparency, accountability & regulatory oversight, SCORES strengthens investor confidence in the Indian securities market.

Investor Awareness – Benefits of Smart ODR (Online Dispute Resolution)

Smart ODR offers investors an efficient & technology-driven mechanism for resolving eligible disputes through online conciliation & arbitration in accordance with the regulatory framework prescribed by SEBI & the Stock Exchanges.

Key Benefits of Smart ODR

Completely Online Process

Eligible disputes may be resolved through virtual conciliation & arbitration proceedings, enabling investors to participate remotely without the need to travel.

Faster Resolution

The online dispute resolution framework is designed to facilitate the expeditious disposal of eligible disputes through a structured & time bound process.

Cost-Effective Mechanism

By minimizing travel, paperwork & procedural complexities, Smart ODR provides an economical alternative for resolving eligible disputes.

Convenience and Accessibility

Investors can participate in proceedings from any location using digital communication platforms, making the process more accessible and user friendly.

Fair and Structured Process

The framework ensures that both parties are provided with an opportunity to present their respective submissions before the matter is concluded in accordance with the applicable rules & regulations.

Investor Note

Investors are encouraged to first approach the concerned SEBI registered intermediary for the resolution of any grievance. If the grievance remains unresolved, they may avail themselves of the grievance redressal & dispute resolution mechanisms made available through **SEBI SCORES** & the **Smart ODR** framework, as applicable under the prevailing SEBI regulations.