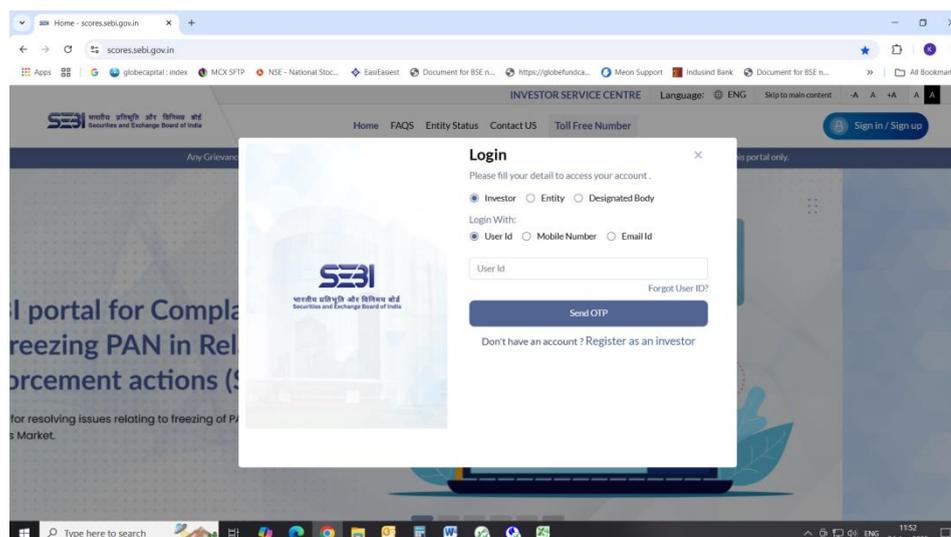
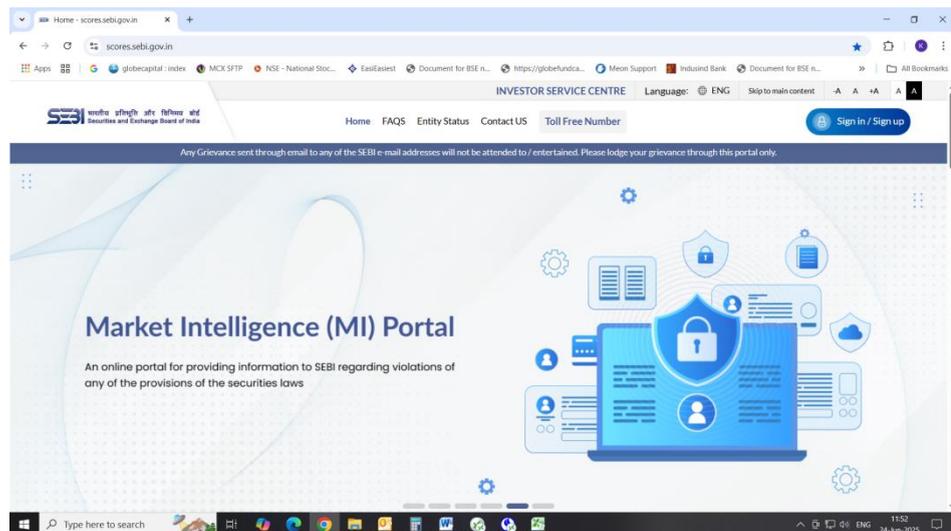
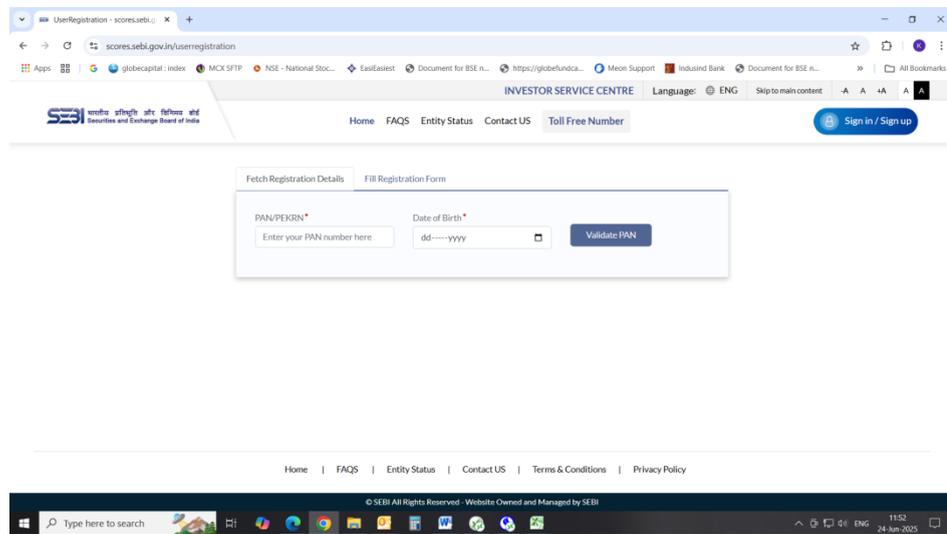


Filing compliant on SCORES is Easy & quick and checking status of Complaint

Steps to Register on SCORES portal

- A. Login to scores portal : [Filing of complaints on SCORES – Easy & quick](#)
- B. To become a registered user of SCORES, complainant can click on “Sign in/Sign up” appearing on the homepage of the SCORES portal. Click on Register at ‘Don’t have an account?’ on the pop-up page. The complainant can register on SCORES in two alternate ways.
 - i. Fetching Registration Details from the KYC Registration Agency (KRA) database. (or)
 - ii. Filling the registration form





- C. If Complainant is registering through Fetching Registration Details from the KYC Registration Agency (KRA) database :
- Complainant needs to enter the PAN number and Date of Birth.
 - Upon clicking 'Validate PAN', the mobile number registered with KRA database will be displayed in the masked format.
 - If the complainant consents to fetch the details from KRA, complainant needs to verify the registered mobile number through One Time Password (OTP) verification.
 - Upon successful OTP verification, the mandatory KYC details required for registering on SCORES will be fetched from the KRA database.
 - Subsequently, the complainant can set user id and password.
- D. If Complainant register by filing the registration :
- Fill Mandatory details for filing complaints on SCORES
- Complainant needs to enter the 'PAN number' and 'Name as per PAN'.
 - Upon clicking 'Validate PAN', the PAN is verified through Online PAN Verification facility of Protean eGov Technologies Ltd.
 - Upon successful verification, complainant can enter the required KYC details. It is mandatory to get e-mail address and Mobile Number verified through OTP verification process.
 - Subsequently, the complainant can set user id and password.
- E. A Complainant can sign in to lodge his/her complaint:
- i. Complainant can sign in to their account using either of the following ways:
 - a) by entering User ID set by complainant while registering on SCORES
 - b) by entering registered Mobile Number; or
 - c) by entering registered E-mail ID.

- iii. Complainant have to enter the OTP sent to the Mobile Number/ E-mail ID as well as password to access the 'Investor Dashboard'
- F. Complainant can click on 'Lodge a complaint'. The complainant needs to choose the appropriate category/ sub-category of complaint and lodge the complaint against the concerned entity.
- G. Complainants can also lodge complaints through SCORES mobile app which is available on Android and iOS. The process of registration and lodging the complaint are same as done through SCORES website www.scores.sebi.gov.in.
- H. Benefits:
 - i. Effective Communication
 - ii. Speedy redressal of the grievances

Checking status –

- 1- Login to scores portal : [Filing of complaints on SCORES – Easy & quick](#)
- 2- The status of the complaint can be viewed in the Investor dashboard section.
- 3- Further, the complainant can check the complete Action History of the complaint by clicking on the registration number.
- 4- Kindly note that complainant will also receive e-mail and SMS notifications on the registered e-mail ID and registered Mobile Number, whenever Entity/ Designated Bodies/SEBI seeks clarification, submits ATR, etc.