SCORES Portal

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SCORES Portal Latest News

Capital markets regulator Sebi resolved 4,493 investor complaints through its online grievance redressal platform SCORES last month.

About SCORES Portal

- SCORES, or the **SEBI Complaints Redress System**, is an online platform launched in 2011 that enables investors to **file and track complaints against listed entities** and SEBI-registered **market intermediaries.**
- As per the upgraded SCORES 2.0 framework, **complaints are automatically directed to the concerned entities,** which are **mandated to respond with** an **Action Taken Report (ATR) within 21 days.**
- **If the investor is dissatisfied** with the response, they **may seek a First Level Review within 15 days.**
    - During this review period, complaints **remain classified as pending**, **even if an ATR** has already been **submitted**.

    - **In cases** where the **grievance remains unresolved following** the **First Level Review,** investors have the **option to escalate the matter to SEBI** f**or a Second Level Review.**
    - The **complaints may be closed** if the **investor opts for resolution through** the **Online Dispute Resolution (**ODR) mechanism.
- Thus, the SCORES Portal enables market intermediaries and listed companies to receive complaints online from investors, redress such complaints, and report redressal online.
- **An investor who is not familiar with SCORES** or does not have access to SCORES **can lodge complaints in physical form** at any of the offices of SEBI.
    - Such complaints **would be scanned and also uploaded in SCORES** for processing.

Source: BS
