

Process to raise complaint in SCORE webpage

Step by step process to raise complaint in SCORE webpage

1. Visit <https://scores.sebi.gov.in/> to register as new user. Here, user needs to give important personal information like name, e-mail, address, PAN no. etc. On successful registration, SCORE will send user id and password to registered e-mail id.
2. Go to login page <https://scores.sebi.gov.in/> in left side of webpage enter USERNAME and PASSWORD provided by SCORE, then click "SIGN IN".
3. After successful login, in top left side user will get "COMPLAINT REGISTRATION", "SEND REMINDER" & "VIEW COMPLAINT STATUS" option. Click on COMPLAINT REGISTRATION option to raise new complaint.
4. Then Complaint Registration Form will open, where user needs to fill up personal details like name, address, mobile no. etc.
5. In bottom part of Complaint Registration Form user should select category of complaints like Mutual fund, Depository participant listed companies, Broker etc.
6. Once user selects the category, web page will ask for other details like type of complaint, name of mutual fund Company, descriptions of complaints etc. User can also upload supporting document up to 1MB. Then click submit.
7. Then you will get complain registration number. (SMS and e-mail confirmation).
8. User needs to wait for 30 days for the response.