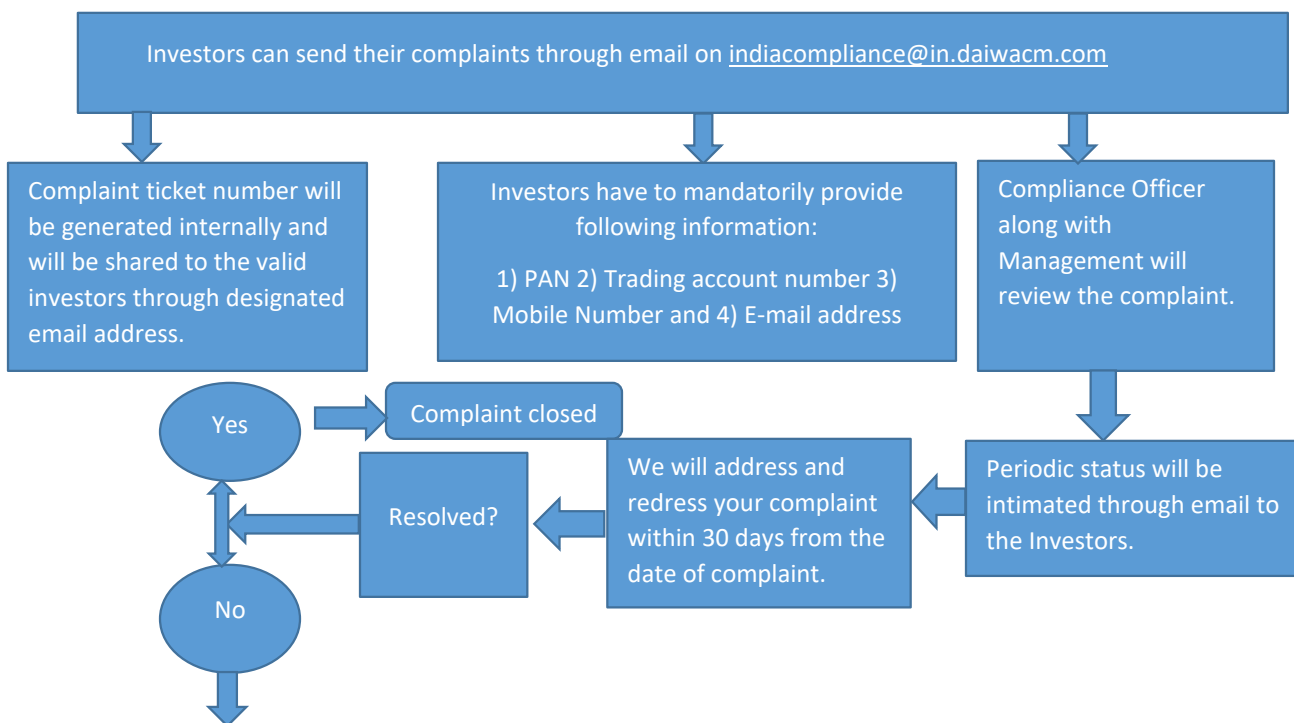


Complaint Process Flow Chart for Investors/Client



Investors can take up the Complaint with the stock exchanges i.e. BSE and NSE.

In case your complaint has not been addressed/ redressed by the trading member file complaint with NSE and BSE.

Full procedure can be accessed through following link:

- NSE: https://archives.nseindia.com/invest/resources/download/Investor_guide_complaint.pdf
- Bse: https://www.bseindia.com/static/investors/Complaint_against_Companies.aspx

Additionally, investor can also lodge a complaint on SCORE, a web based centralized grievance redressal system of SEBI

Investors who wish to lodge a grievance/complaint on SEBI Complaint Redress System (SCORES) are requested to register themselves on <https://scores.gov.in>.

Full SCORE procedure can be viewed through this link:

<file:///S:/1.%20Compliance%20&%20Secretarial%20-%20PY/LEGAL%20UPDATES/FAQ-SCORES.pdf>

After exhausting all the above available options for resolution of the grievance, if the investor/client is still not satisfied with the outcome, he/she/they can initiate dispute resolution through the ODR Portal (Online Dispute Resolution Portal) as per SEBI Circular vide SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/131 dated July 31, 2023, on "Online Resolution of Disputes in the Indian Securities Market". ODR Portal can be accessed here - [SMARTODR](#)