

Grievance Redressal System in Securities Market



Indian Securities Market - Overview

Market Regulator SEBI



Stocks and
Commodities
Derivative
Exchanges



NSE, BSE, MSE,
MCX etc.



Depositories



NSDL, CDSL



Other
Intermediaries



Stock Brokers,
RTAs, Mutual
Funds, Investment
Advisors etc.

Starting Investment in Securities Market

Accounts Required



Bank Account



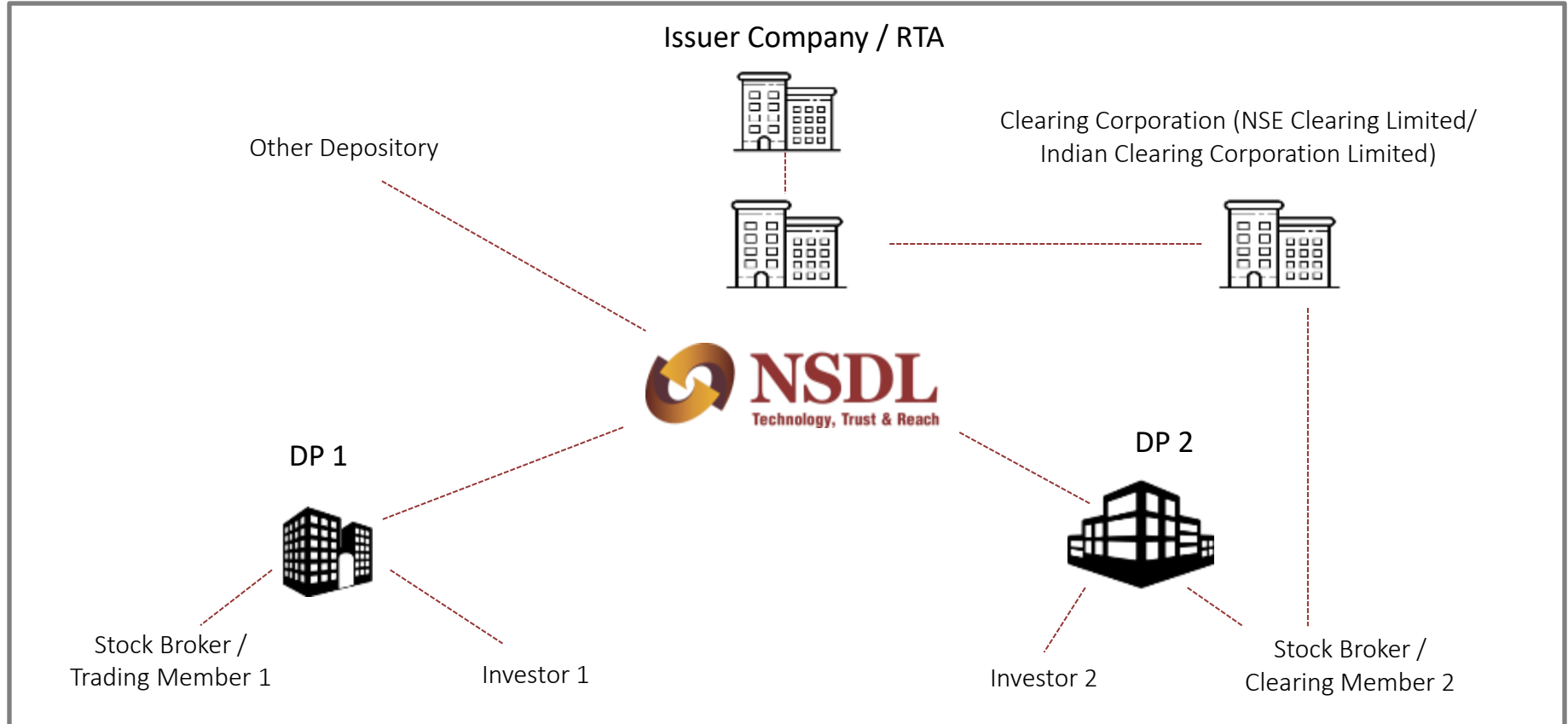
Trading or Broking Account



Demat Account

Many DPs offer a 3-in-1 account opening facility which gives you the convenience of opening a trading, demat and bank account – all together. Now many DPs are offering online demat account opening. Trading or Broking account is required only if you want to buy / sell shares through stock exchange.

Indian Securities Market - Depository System

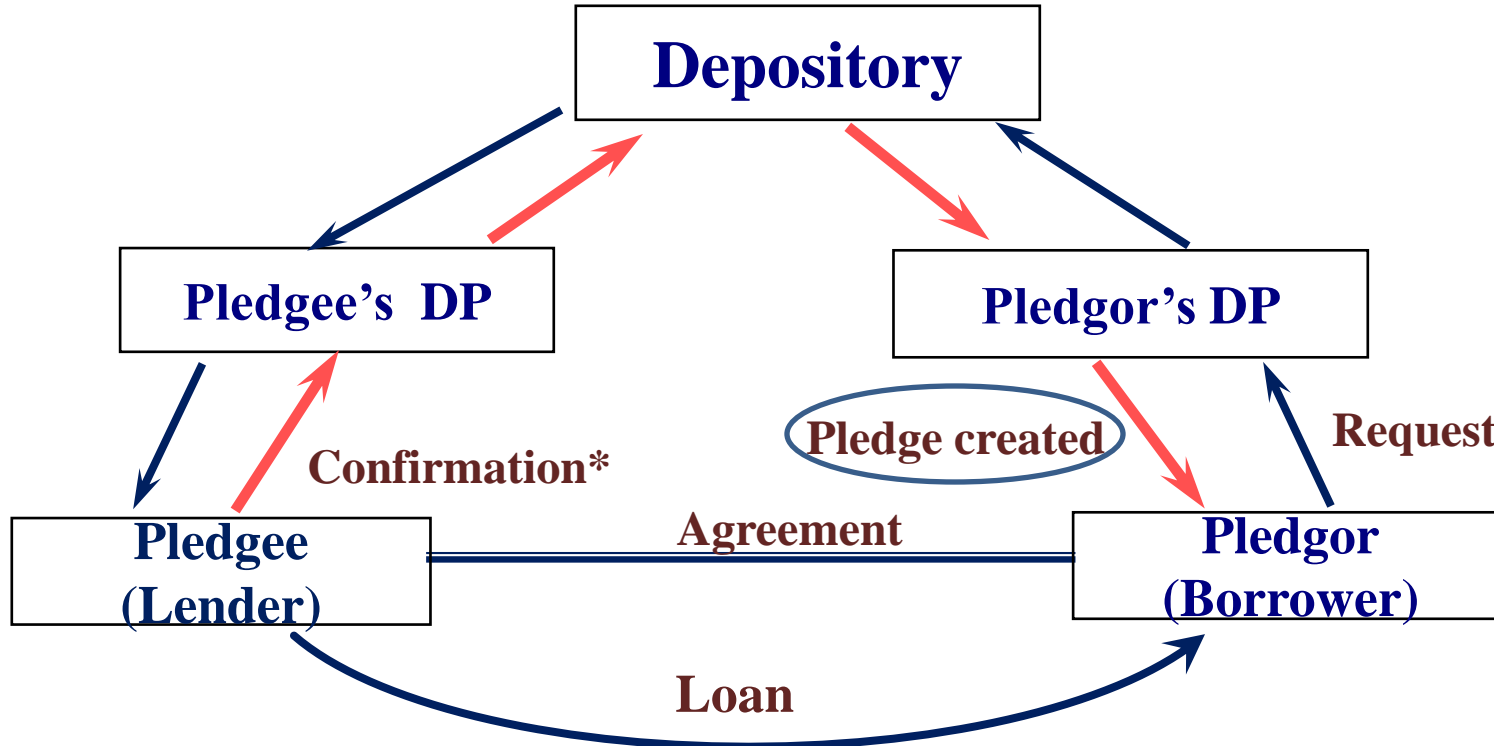


Services offered by Depository Participant



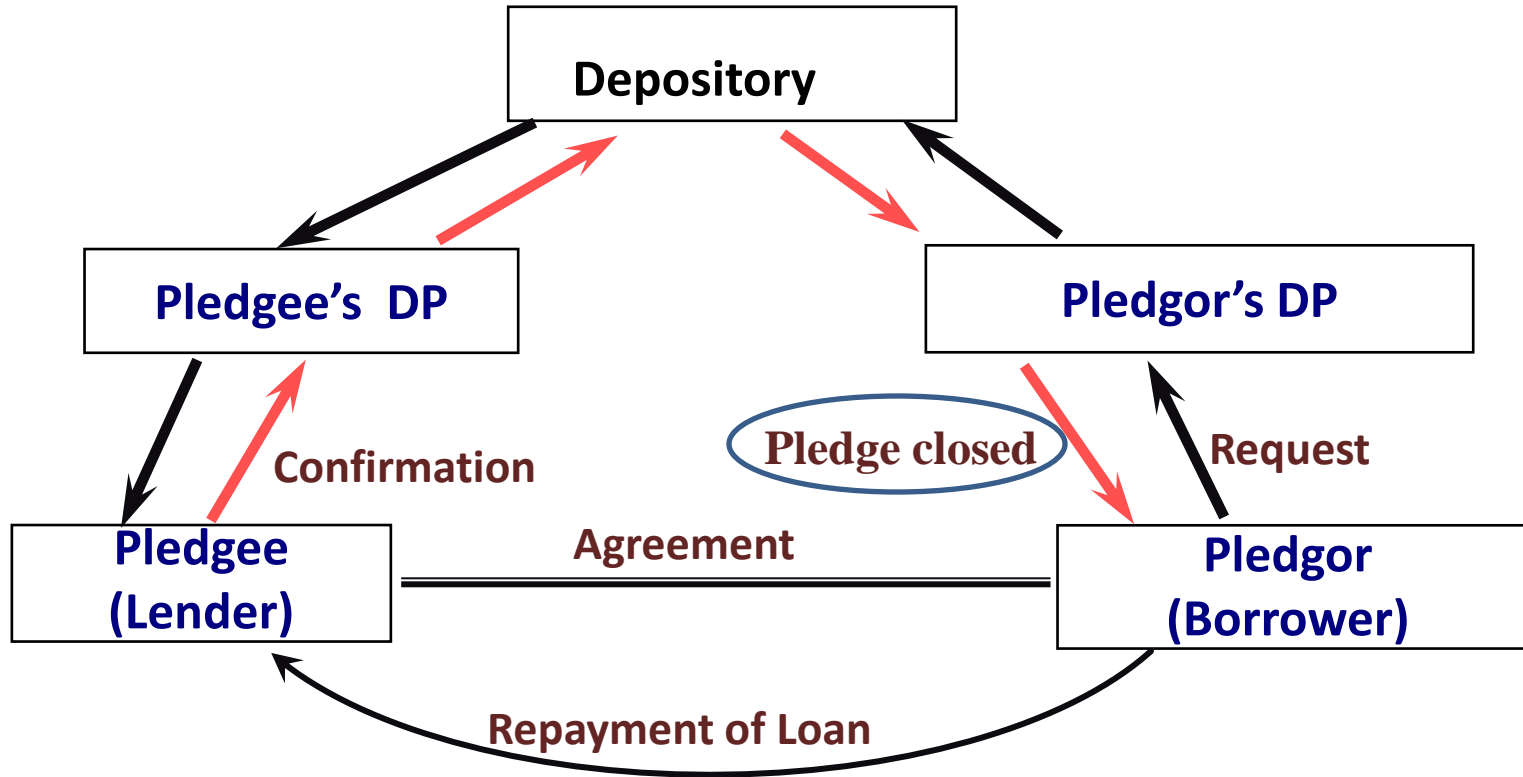
*Even unlisted shares can be dematerialized. **Transfer of securities held in physical form not allowed w. e. f. April 1, 2019. Re-lodgement of transfer deeds which were submitted prior to this, but were rejected or returned, was allowed till March 31, 2021. Shares pending for transfer with listed company / its RTA shall be issued only in demat.

Pledge Creation and Confirmation

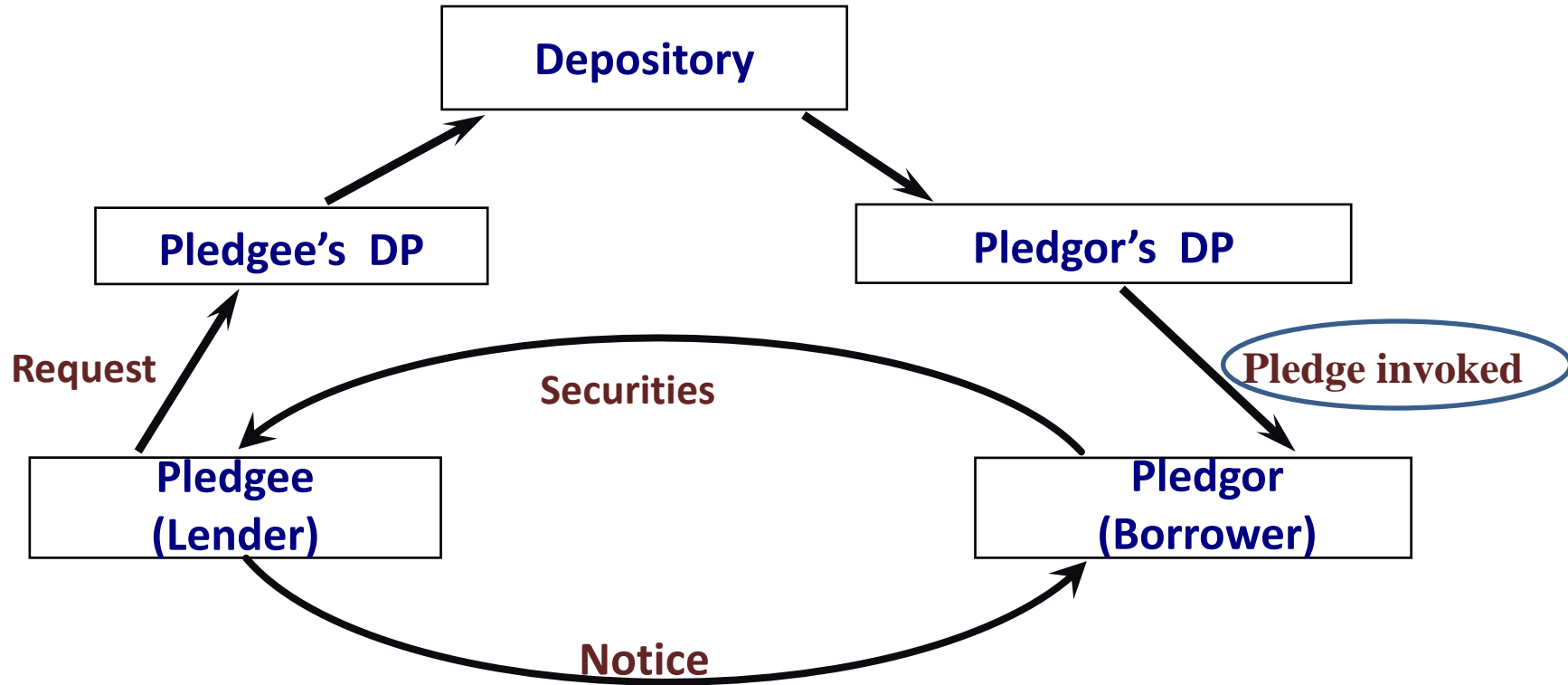


* Not needed if Pledge Standing Instruction is enabled

Pledge Closure (Normal)



Pledge Invocation



Key points on Anti-Money Laundering

Legislative and Regulatory References

- Prevention of Money Laundering Act, 2002
- Prevention of Money Laundering (Rules), 2005
- SEBI Master Circular – October 15, 2019

What is Money Laundering (ML)?

- Money Laundering is “the process in which the proceeds of crime are converted and disguised as legitimate assets”

What is Anti-Money Laundering (AML)?

- Anti-Money Laundering is “the initiative to effectively prevent, detect, control and report ML activities to the authorities”

What are Suspicious Transactions?

Transactions (including attempted transactions), that may involve proceeds from a predicate offence, do not have any economic rationale, made in circumstances of unusual or unjustified complexity or gives rise to a reasonable ground of suspicion that it may involve financing of activities relating to terrorism

Key Authorities – Financial Intelligence Unit (FIU-IND), Ministry of Home Affairs and the Enforcement Directorate

Key points for all Investors

Individuals:

- Provide officially valid documents for proof of identity and address
- Furnish correct information on income, occupation, business, marital status, etc.
- Provide accurate financial information – salary or business income as applicable
- Inform about any changes to the above information
- Invest only using own sources of funds, not third party funds
- Do not fall prey to any gimmicks or schemes from anyone

Non – Individuals:

- Provide Officially Valid Documents (OVD) for proof of identity and address
- Furnish information about Beneficial Owner(s), where applicable
- Furnish all other related documents (AoA, MoA, Partnership deed, ASL, etc.)
- Provide correct information about nature and type of business
- Changes to the above information may be duly informed to DPs

Cooperate with DPs who may seek any additional information for due diligence

Be diligent and aware about various money laundering schemes

Contact your DP or broker in case of any doubts

Be a Prudent Investor



Keep record of documents signed, account statements, contract notes received and payments made. Save important emails and take periodic back up of data.

BO may note that off-market transfer of shares leads to change in ownership and cannot be treated as pledge.

Change password of your online accounts frequently.

Never share your passwords, OTP, CVV and PIN with any one.

Never click on suspicious links received via SMS, email or social media platforms.

Read SMS, emails, letters, statements, bills sent by your broker, bank, DP and NSDL. These are sent to you to keep you updated.

Accept the DIS only if serial number is pre printed and Client ID is pre stamped or pre printed. Keep DIS in safe custody. Do not to leave the DIS “blank or signed” with the Depository Participants (DPs) or any other person/entity when not in use.

Be a Prudent Investor



- Inform your DP about any change in your Personal Information such as address, bank account immediately.
- If your DP is offering you an online account opening facility, you also have the facility to close your account online.

Always mention your Mobile Number and email ID in account opening form and keep them updated.

NSDL publications and presentations are available in Hindi, English and other languages at www.nsdl.co.in → Education

Schedule of Awareness Programs, Registration, Feedback and Webinar Recordings are available at www.nsdl.co.in → Education

Be a Prudent Investor – Don'ts



Never deal with any unregistered or unauthorised market intermediary. Check on the SEBI's website that your stock broker / authorised person, mutual fund distributor, investment advisor are registered with SEBI.

Never invest with borrowed money. Avoid unnecessary loans and credits.

Be a Prudent Investor

**Nominate Karo - Surakshit, Samajhdaar,
aur Atmanirbhar Niveshak Bano !**

NOMINATE YOUR LOVED ONES TODAY!!

**Opt-in/Opt-out of Nomination in your demat account for
ensuring smooth transmission of securities and to prevent
accumulation of unclaimed assets in securities market.**



SCAN TO
KNOW
MORE



SCAN TO
NOMINATE
ONLINE*

***Applicable to single demat account holder (Resident Individual) who
have not opted-in/opted-out for Nomination in their demat account.**

Be a Prudent Investor

Do Not Fall Prey To Stock Tips, Hot Picks etc. Circulated on Twitter, Instagram, WhatsApp, Telegram, Unsolicited SMS, YouTube Channels etc.



Be a Prudent Investor – Consult a SEBI Registered Investment Advisor and Do Your Own Homework Before Investing

Be a Prudent Investor

Do Not Invest In Any Ponzi Scheme, Unregistered Collective Investment Scheme or Any Other Schemes Promising Unrealistic Returns



Be a Prudent Investor – Consult a SEBI Registered Investment Advisor and Do Your Own Homework Before Investing

Be Vigilant! Invest through a SEBI registered Intermediary

Investors are advised to stay away from fraudulent schemes/Apps promising unrealistic returns.

Beware of impersonators !!

For more information on NSDL Depository Participants registered with SEBI, visit https://nsdl.co.in/direct_search.php on NSDL website.

For SEBI registered Intermediaries, visit [SEBI | Recognised Intermediaries](#) on SEBI website.



SEBI Complaints Redressal System - SCORES 2.0



The graphic is a vertical poster for the SEBI Complaints Redressal System (SCORES) 2.0. At the top left is the SEBI logo with the text 'Securities and Exchange Board of India' in Hindi and English. At the top right is the NSDL logo with the text 'Technology, Trust & Reach' and 'IPDT'. The main title 'SCORES 2.0' is in large, bold, red letters. Below it, the text 'Your One Stop solution' and 'SEBI Complaints Redressal System' is in black. A hand is holding a smartphone that displays the SCORES 2.0 login screen. At the bottom, a section titled 'HOW SCORES WORKS' lists five steps: 1. Register on SCORES, 2. Lodge Complaint, 3. Track Status, 4. Seek Review, and 5. Provide Feedback.

SCORES 2.0
Your One Stop solution
SEBI Complaints Redressal System

HOW SCORES WORKS

1. Register on SCORES
2. Lodge Complaint
3. Track Status
4. Seek Review
5. Provide Feedback

For more information, visit <https://scores.sebi.gov.in/scores-home>

Dharohar – Milestones in the Indian Securities Market

Explore the evolution of
Indian Securities Market



Website: <https://mism.org/>

Get ready to explore the transformation of India's securities market!

SEBI's 'Dharohar' platform offers a unique glimpse into the market's growth over the years.

For more information, visit <https://mism.org/>



dharohar

Milestones in the Indian Securities Market

An Initiative By



Launched by SEBI on the occasion of 76th Republic Day, January 26, 2025

Be a Prudent Investor



Secure your investments and protect your peace of mind by choosing only

SEBI REGISTERED INTERMEDIARIES



SEBI भारतीय प्रतिष्ठान और विनिवेश बोर्ड
Securities and Exchange Board of India


UNLOCK THE WEALTH OF KNOWLEDGE WITH Soothi 2.0 App

- User-friendly interface with comprehensive tools aimed at simplifying complex financial concepts
- Resources and Educational Videos designed to increase investor awareness
- Unbiased, Objective and Trusted Source of Investment Awareness
- Reliable and essential insights into the securities market
- Vital for young investors, who are at the beginning of their financial journey
- Access a range of Financial Tools and Calculators
- Do your Financial Health Check up

Empower yourself in the world of **Investing**

Download Our App Now!

Available on the App Store and Google Play



SEBI भारतीय प्रतिष्ठान और विनिवेश बोर्ड
Securities and Exchange Board of India

NSDL
National Securities Depository Limited

SCORES 2.0
Your One Stop solution
SEBI Complaints Redressal System

HOW SCORES WORKS

1. Register on SCORES
2. Lodge Complaint
3. Track Status
4. Seek Review
5. Provide Feedback

Nominate your loved ones Today !!

Opting-in or opting-out of nomination is mandatory in your Demat account.



SCAN TO NOMINATE ONLINE

*Applicable to single demat account holders (resident individuals) who have not opted in or opted out of nomination in their demat account.



ATTENTION

Stay vigilant and protect yourself from potential scams on social media, particularly involving any payment requests or subscriptions.

Conduct extensive research and exercise due diligence to protect your money



In case of receiving suspected fraud communication, report to Chakshu Platform of Department of Telecommunications

<https://sancharsaathi.gov.in/sfc/Home/sfc-complaint.jsp>



In case of receiving spam or UCC, Make DND complaint at respective TSP's app/website

TRA I DND APP, OR CALL/SMS TO 1909



In case fraud has already happened, report the same to Cyber Crime

Helpline 1930

Website www.cybercrime.gov.in



Online Closure of Demat Account

If your DP is offering you an online account opening facility, you also have the facility to close your account online.

SEBI Launches Free Online Investor Certification Examination

Enhance your investment knowledge and test your skills with this voluntary certification program



भारतीय प्रतिभूति और विनियम बोर्ड
Securities and Exchange Board of India



NISM National Institute of
Securities Markets
A Capacity Building Initiative of SEBI

TEST YOUR KNOWLEDGE WITH

SEBI-Investor Certification Exam

The registration process is easy just use your Aadhaar and OTP. Don't miss this opportunity to test your financial skills and stay ahead

Free



Certificate

Think you know the basics of securities market?



Test your knowledge of securities Markets and investment.



Test your knowledge about investment process and associated risks



Test your attitude and behaviour towards Investment

+91 8080806476 certification@nism.ac.in

FREE ONLINE CERTIFICATION EXAM

- To test your Knowledge about securities market

Free Study Material No Exam Fee

SCAN FOR REGISTRATION
<https://sice.nism.ac.in/>



Test your Knowledge with

SEBI- Investor Certification Examination



<https://sice.nism.ac.in/>



भारतीय प्रतिभूति और विनियम बोर्ड
Securities and Exchange Board of India

+91 8080806476 certification@nism.ac.in

For more information, visit

SEBI Investor Website (<https://investor.sebi.gov.in/>)
NISM website (<https://www.nism.ac.in/sebi-investor-certification-examination/>).

NSDL Newsletter for Investors

The Financial Kaleidoscope – Free monthly newsletter



The Financial
Kaleid scope
Defining the different shapes of investment

**March
2025**

**Women and
Financial Planning:
Taking Charge of Your
Financial Future**



www.nsdl.co.in



Education



**Newsletter – The
Financial Kaleidoscope**

SEBI Investor Website



हर निवेशक की ताकत
Har Investor Ki Taaqat

<https://investor.sebi.gov.in>

UNLOCK THE **WEALTH** OF **KNOWLEDGE**
AT THE SEBI INVESTOR WEBSITE
Empower yourself in the world of investing

 Dive into Money Matters to grasp Personal Finance concepts.

 Educational Resources, related to investments, including securities market

 Access a range of Financial Tools and Calculators.

 Evaluate your Financial Health with the easy check.

Join on a journey of informed decision-making and confident participation in the securities market.








Learn to Manage Your Money for Financial well-being.

For more information related to investments in securities market, please visit SEBI Investor Website <https://investor.sebi.gov.in>

SEBI Saaṛṥhi 2.0 Mobile App



UNLOCK THE **WEALTH** OF **KNOWLEDGE** WITH **Saaṛṥhi App**

-  User-friendly interface with comprehensive tools aimed at simplifying complex financial concepts.
-  Resources and Educational Videos designed to increase investor awareness.
-  Unbiased, Objective and Trusted Source of Investment Awareness
-  Reliable and essential insights into the securities market.
-  Vital for young investors, who are at the beginning of their financial journey
-  Access a range of Financial Tools and Calculators,
-  Do your Financial Health Check-up,

Empower yourself in the world of investing



For more information related to investments in securities market, please visit SEBI Investor Website <https://investor.sebi.gov.in/> and SEBI Saaṛṥhi Mobile App

If You are holding Securities in Paper form

1. Provide PAN, KYC information and Nomination to RTA / Company for all joint holders.
2. Get PAN and Aadhaar linked for all joint holders.
3. Folio may be frozen if not complied.
4. Electronic interface provided by company / RTA for various service requests like issuance of duplicate shares, transmission, change in name etc.
5. SEBI has prescribed 'Simplified and Standard Norms' for processing of various service requests [Form ISR – 1 and other forms available on website of listed company / RTA].

Lodge complaints for Unsolicited Communication and fraudulent activities using telecom resources

In case of Unsolicited Communication and fraudulent activities using telecom resources, you can lodge complaints as follows:

- a) In case of receiving spam or commercial communication make “DND” complaint at respective Telecom Service Provider’s App/Website, TRAI DND App, or Call/SMS to 1909
- b) In case of receiving suspected fraud communication, report the same to “Chakshu Platform” of DoT (<https://sancharsaathi.gov.in/sfc/Home/sfc-complaint.jsp>)
- c) In case fraud has already happened Report the same to Cyber Crime helpline number 1930 or website (<https://www.cybercrime.gov.in>)



Be alert.

Never click on unknown links... you may risk exposing your bank account to frauds.



Beware of unknown links:

- Delete SMS/emails with unknown links immediately
- Verify details of website if it requests financial details
- Do not share personal or bank information on social media



For more details, visit <https://rbikehtahai.rbi.org.in/dp>



Issued in public interest by
भारतीय रिज़र्व बैंक
RESERVE BANK OF INDIA
www.rbi.org.in

DigiSaathi, 24/7 helpline for automated responses on information related to digital payment options
Toll-Free Number: 1800-891-3333; A Short Code: 14431; Website: www.digisaathi.info



Be cautious

while scanning QR codes to make payments.

Be alert of online loan apps and quick-win lottery schemes

Beware of links offering:

Unauthorised Digital Lending Apps
Fake Lottery Schemes



- While making payments using QR code confirm the name on the screen
- Never download Lending Apps from unknown sources
- Do not share personal or bank information with unknown entities

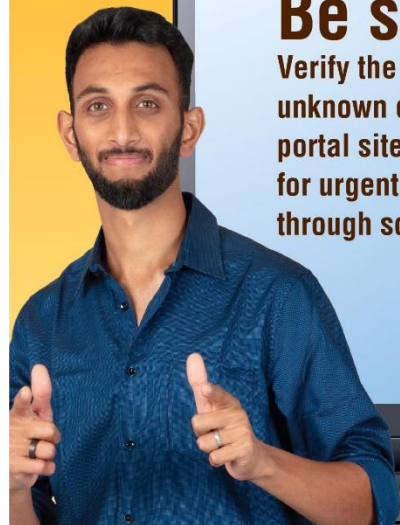


For more details, visit <https://rbikehtahai.rbi.org.in/dp>



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www.rbi.org.in

DigiSaathi, 24/7 helpline for automated responses on information related to digital payment options
Toll-Free Number: 1800-891-3333; A Short Code: 14431; Website: www.digisaathi.info



Be smart.

Verify the credentials of unknown callers, investment portal sites and requests for urgent help for money through social media.

Prasidh Krishna
Indian Cricketer, RBI Employee



Beware of fraudsters:

- Do not answer calls/emails from unknown persons demanding money
- Check details of websites/Apps offering high returns
- Verify requests for urgent help for money



For more details, visit <https://rbikehtahai.rbi.org.in/dp>



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भारतीय रिज़र्व बैंक
RESERVE BANK OF INDIA
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DigiSaathi, 24/7 helpline for automated responses on information related to digital payment options
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Grievance Redressal System at NSDL

Grievances Redressal

1. Read Investor Charter at www.nsdl.co.in → Education
2. Lodge your complaint with SEBI at <https://scores.sebi.gov.in/> or SEBI Saaṛthi Mobile App.
3. For filing dispute for resolution by conciliation and arbitration, visit SEBI's Securities Market Approach for Resolution Through ODR (SMART ODR) Portal <https://smartodr.in/login>
4. SEBI Toll free helpline - 18002667575 / 1800227575
5. NSDL helpline - 022-48867000
6. Online submission of Grievances at www.nsdl.co.in → Query related to Demat
7. NSDL email for grievance - relations@nsdl.com
8. NSDL email for other information - info@nsdl.com



Online Submission of Grievance at NSDL

[Home](#) : [About Us](#) : [Downloadables](#) : [Investors](#)

Investors

➔ [Post your complaints / queries to NSDL](#)



➔ To post your complaint to SEBI Complaints Redress System (SCORES), [Click here](#)

Download SEBI SCORES Mobile App  [Apple App store](#)  [Google Play Store](#)

➔ [Securities Market Approach for Resolution Through ODR Portal](#)

➔ [Disclosure of investor complaints, arbitration details and penal actions against Depository Participants](#)

➔ [Disclosure of regulatory orders by Depository and arbitration awards](#)

➔ [Standard Operating Procedure \(SOP\) for reversal of Erroneous Transfer \(OTP challenge Cases\)](#)

➔ Post your complaints w.r.t informing market manipulation/fraudulent activities on email id: report-mktmanipulation@nsdl.com

Online Submission of Grievance at NSDL

Grievance Redressal Portal

Search articles

Add Ticket



Knowledge Base



IN

Investors

Investors

5 Articles · 5 Sections

Online Submission of Grievance at NSDL

Complaint Details

☒ I have a Complaint * ☐ I have a Query *

Name of Account Holder *

PAN of Investor

DP ID *

DP Name

Client ID *

Type of Complaint *

(See Below) ▼

Complaint Sub Type *

Name *

(See Below) ▼

Queries/Comments/Details Of Complaint *

(Please give complete details of complaint/your query so that we can effectively respond you)

Online Submission of Grievance at NSDL

Query/Complaint Form

Complaint Details

☒ I have a Complaint * ☐ I have a Query *

Name of Account Holder *

PAN of Investor

DP ID *

DP Name

Client ID *

Type of Complaint *

(See Below)

Account Opening Related - (I)

Demat / Remat Related - issuer - (II-a)

Demat / Remat Related - DP - (II-b)

Transaction Statement Related - (III)

Charges Related - (V)

Delivery Instruction Related (DIS) - (VI)

Account Closure related - (VII)

Manipulation / Unauthorised action related - (VIII)

Company / RTA related - (IX)

others - (X)

CAS (Content related) - (XI)

CAS (Servicing related) - (XII)

CAS (Other issues related) - (XIII)

Improper Services Related - (IV)

UCC Related (Heading) - (XIV)

Account Opening Related - (I) ▾

Complaint Sub Type *

Denial in opening an account - (I-a) ▾

Name *

Queries/Comments/Details Of Complaint *

Online Submission of Grievance at NSDL

Query/Complaint Form

Address Line 1	<input type="text"/>	Address Line 2	<input type="text"/>
Address Line 3	<input type="text"/>	Address Line 4	<input type="text"/>
City	<input type="text"/>	State	<input type="text" value="(See Below)"/>
Zip/Pin Code	<input type="text"/>	Telephone*	<input type="text"/>
E-Mail*	<input type="text"/>	Country	<input type="text"/>
		Facsimile(Fax)	<input type="text"/>

Select the area in which
you have any queries/
comments and provide the
following details

(See Below) ▼

Upload File

No file chosen

Note: Attachment allowed in PDF only - upto size 1MB.

D f d t 8 H h

Submit

Clear

Online Submission of Grievance at NSDL

- Your grievance shall be attended and response will be sent by email to you.
- In case, you wish you may Lodge your complaint with SEBI at <https://scores.sebi.gov.in/>
- SEBI helpline - 1800 266 7575 / 1800 22 7575 (Toll free) / SEBI Mobile App

Grievance Redressal System at SEBI

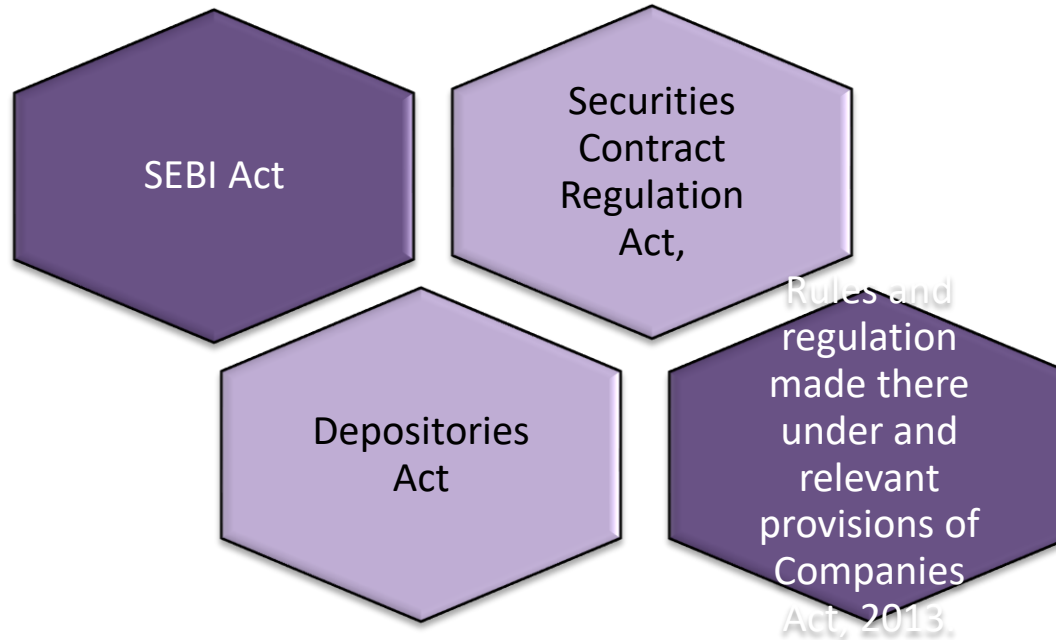


SEBI COmplaints REdress System (SCORES)

- SEBI has launched SCORES 2.0 version w.e.f. **April 1, 2024**
- SCORES platform: <https://scores.sebi.gov.in/>
- Online platform for investors to lodge their complaints related to securities market.
- Complaints against listed companies and SEBI registered intermediaries
- Status of every complaint:
 - Can be viewed online in the SCORES website
 - Can be obtained from toll free helpline
- Entity/Investor can seek/provide clarification on complaint online
- Unique complaint registration number for future reference and tracking.
- All complaints received by SEBI against listed companies and SEBI registered intermediaries are dealt through SCORES.



Complaints arising out of issues that are covered under:





Matters not considered as complaints in SCORES



- Complaint not pertaining to investment in securities market
- Anonymous Complaints (except whistleblower complaints)
- Incomplete or un-specific complaints
- Allegations without supporting documents
- Suggestions or seeking guidance/explanation
- Not satisfied with trading price of the shares of the companies
- Non-listing of shares of private offer
- Disputes arising out of private agreement with companies/intermediaries
- Matter involving fake/forged documents
- Complaints on matters not in SEBI purview
- Complaints about any unregistered/ un-regulated activity



Complaints against companies that cannot be dealt on SCORES

Unlisted/delisted
companies

Companies placed on
Dissemination Board of
Stock Exchange

Sick companies

Suspended companies,
companies under
liquidation, etc.

Vanishing company

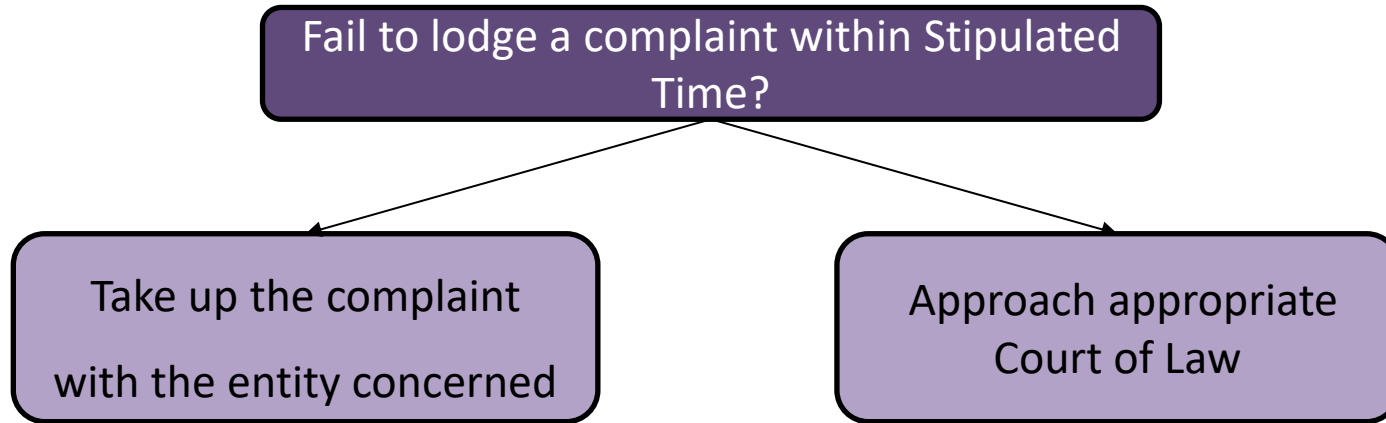
Company falling under
the purview of other
regulatory bodies

Complaints that are
sub-judice

Company where a
moratorium order is
passed in winding up /
insolvency proceedings

Lodging complaint in SCORES

- Lodge a complaint on SCORES within **three (03)** years from the date of cause of complaint.



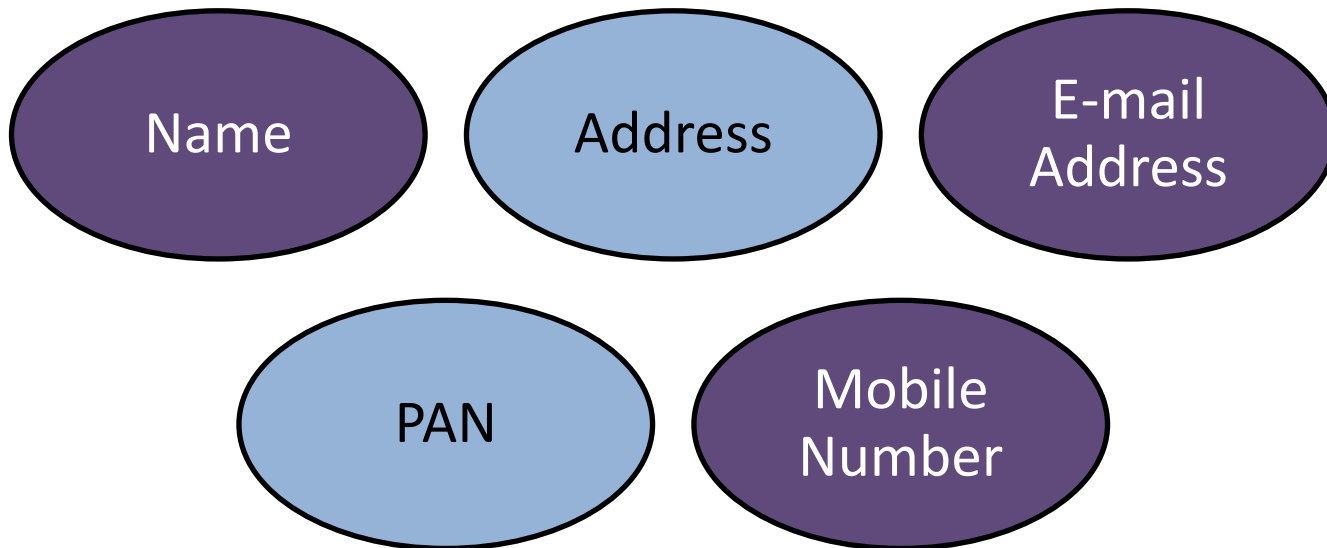


Lodging complaint in SCORES

- Investor may lodge complaint on SCORES within **three (03)** years from date of cause of complaint, where;
 - Investor has approached listed company or registered intermediary for redressal of complaint and,
 - Concerned listed company or registered intermediary rejected the complaint or,
 - Complainant hasn't received any communication from listed company or intermediary concerned or,
 - Complainant is not satisfied with reply given to him or redressal action taken by the listed company or an intermediary.

Mandatory information required

- For lodging a complaint in SCORES, following personal information has to be mandatorily provided by investors/complainants:





How to lodge complaint online in SCORES?

Visit SEBI
SCORES
website.



Register on
SCORES before
lodging a
complaint.

SCORES Website Homepage

The screenshot shows the SCORES Website Homepage. The header includes the SEBI logo and the text "Sebi Complaints Redress System". The main content area is divided into sections: "Investor Corner" with links like "View Complaint Status", "Investor Login", and "New Investor Registration"; a "Welcome" message; a "Disclaimer" section; and a "For Listed Companies" section. The right sidebar contains a "File Complaint" section with a "Register on SCORES" link and a "For Listed Companies" section.

SCORES Complaint Registration Form

The screenshot shows the SCORES Complaint Registration Form. The header includes the SEBI logo and the text "Sebi Complaints Redress System". The main content area is titled "Complaint Registration Form" and includes a note: "If Investors are advised to mention Mobile Numbers while filling the complaint on". The form is divided into two sections: "Investor Details" and "Complaint Details". The "Investor Details" section includes fields for Name of Investor, Address of Correspondence of Investor, Pincode, State/UT, City/Locality, PAN of Investor, Author Number of Investor, CMC ID of Investor, Phone Number, and Mobile Number (For receiving SMS). The "Complaint Details" section includes fields for E-mail Address of Investor, Bank Account Number of Investor, Bank Name, and Bank IFSC Code. The bottom of the form has a "Select Category" section with a list of categories.

How to lodge complaint online in SCORES?

Provide your
complaint
details.



Select correct
complaint
category, entity
name and
nature of
complaint.



Provide
complaint
details in brief
(up to 1000
characters).



PDF document
(up to a
maximum size
of 2 MB) can
also be
attached along
with complaint
as supporting
document.

Complaint Details

Complaint Details

Select Category

Categories

Listed Companies/ Registrars & Transfer Agents / Non-Demat and Remat	Brokers/Stock Exchanges	Depository Participant/ Depository	Mutual Funds	Other Entities	Manipulation	Investment Adviser / Research Analyst	Fake and Forged
--	----------------------------	---------------------------------------	--------------	-------------------	--------------	--	--------------------

* Have you lodged a complaint with the concerned intermediary / listed company for redressal of your complaint? ☐ Yes ☐ No

* Selected Category :

* Enter Company Name :


* Designated Stock Exchange :

* Nature of Complaint Related to :

☐ Issue ☐ Transfer ☐ Corporate Benefits ☐ Interest for delay ☐ Debt/Bond ☐ Other Complaints

Type of Securities (eg. shares, debentures etc. or name of the scheme pertaining to mutual fund) :

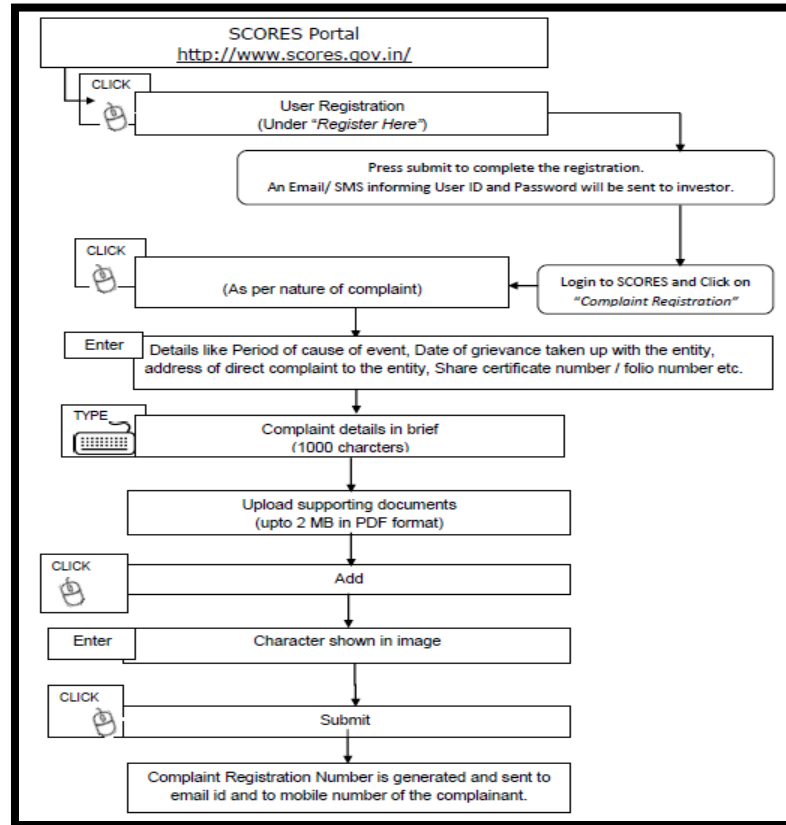
Mode of Holding Securities : ☐ Physical ☐ Demat



Can't read? Try different words.

Enter the characters as shown in the image

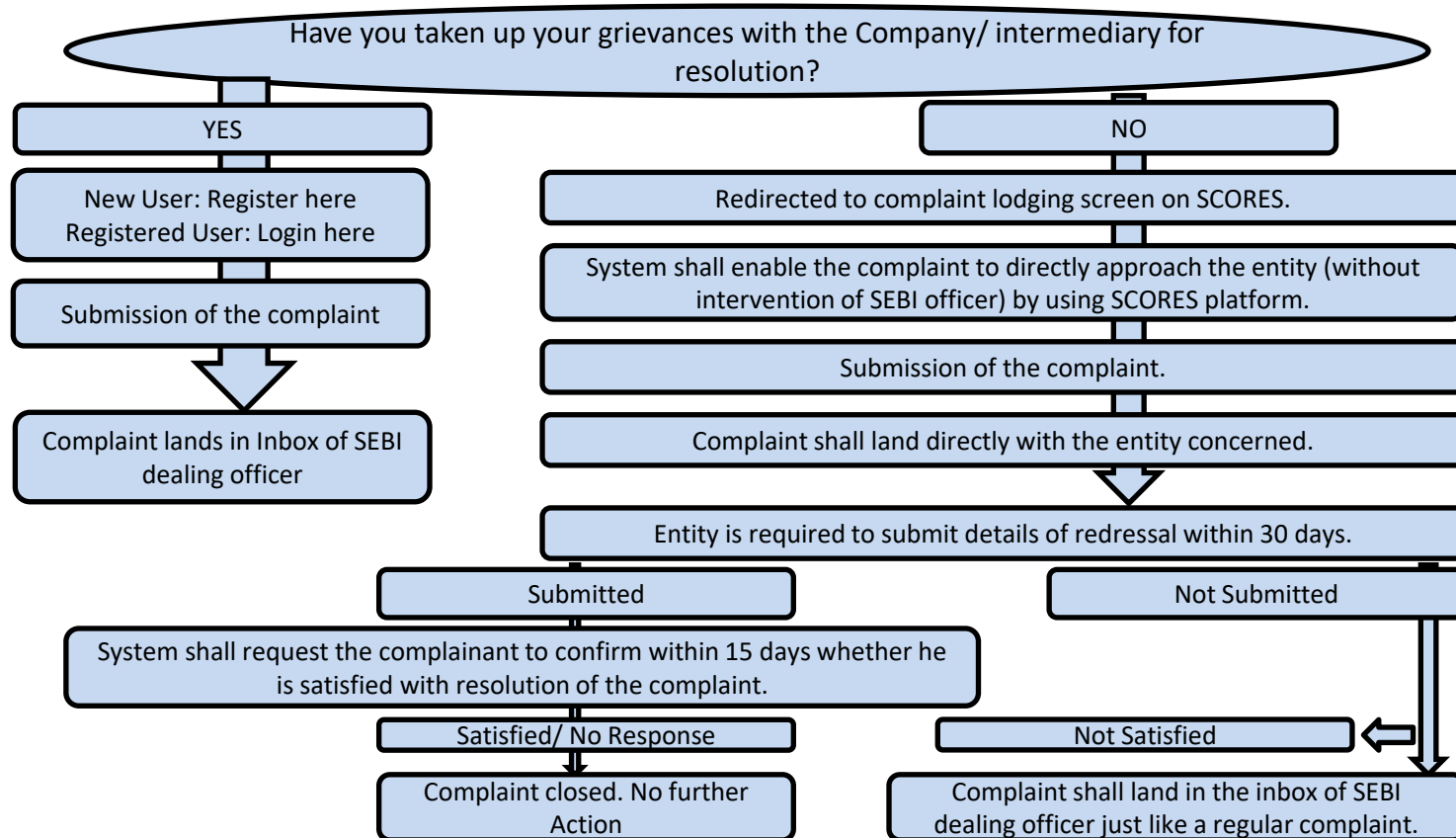
How to lodge complaint online in SCORES?





How are investor complaints handled? – Existing

(Effective from August 01, 2018)



Scenarios when SEBI disposes off complaints

On receipt of satisfactory action taken report along with supporting documents, if any, from the concerned entity responsible for resolving the complaint.

On failure by the investor/complainant to give complete details/documents required for redressal of their complaint within the prescribed time.

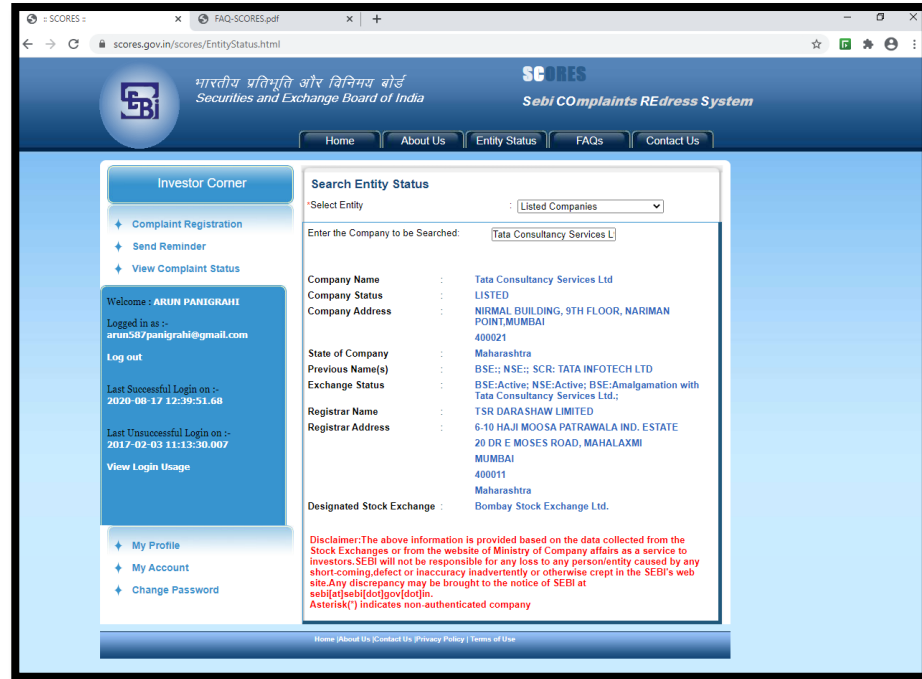
When the concerned entity's case is pending with court/ other judicial authority.



Entity Status in SCORES Website

Entity Status:

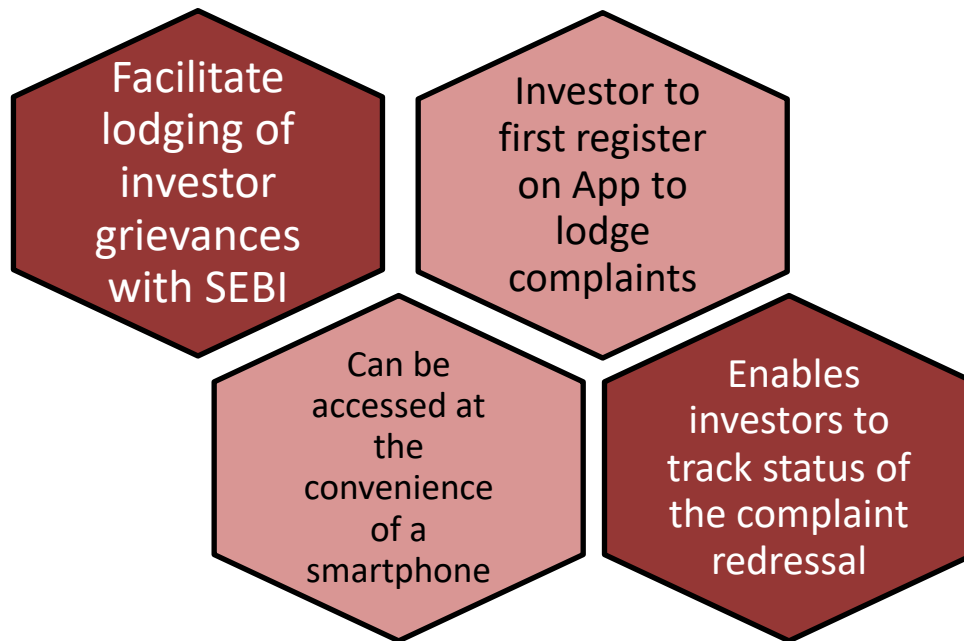
- Available in entity status tab in SCORES Website.
- Gives information regarding listed companies, SEBI registered intermediaries, CIS, etc.



The screenshot shows the SCORES website interface. The top navigation bar includes links for Home, About Us, Entity Status, FAQs, and Contact Us. The main content area is titled "Search Entity Status" and features a search bar where "Tata Consultancy Services Ltd" has been entered. Below the search bar, a table displays the company's details:

Company Name	Tata Consultancy Services Ltd
Company Status	LISTED
Company Address	NIRMAL BUILDING, 9TH FLOOR, NARIMAN POINT, MUMBAI 400021
State of Company	Maharashtra
Previous Name(s)	BSE:: NSE:: SCR: TATA INFOTECH LTD
Exchange Status	BSE:Active; NSE:Active; BSE-Amalgamation with Tata Consultancy Services Ltd.
Registrar Name	TSR DARASHAW LIMITED
Registrar Address	6-10 HAJI MOOSA PATRAWALA IND. ESTATE 20 DR E MOSES ROAD, MAHALAXMI MUMBAI 400011
Designated Stock Exchange	Maharashtra Bombay Stock Exchange Ltd.

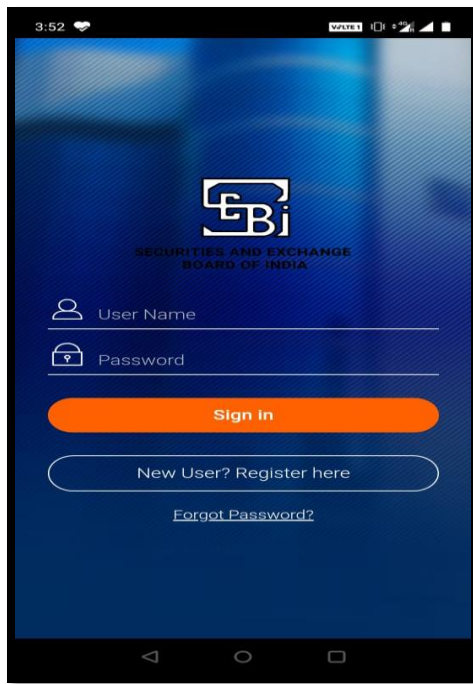
A disclaimer at the bottom states: "Disclaimer: The above information is provided based on the data collected from the Stock Exchanges or from the website of Ministry of Company Affairs as a service to investors. SEBI will not be responsible for any loss to any person/entity caused by any short-coming, defect or inaccuracy inadvertently or otherwise crept in the SEBI's web site. Any discrepancy may be brought to the notice of SEBI at [sebi@sebi\(dot\)gov\(dot\)in](mailto:sebi@sebi(dot)gov(dot)in). Asterisk(*) indicates non-authenticated company."



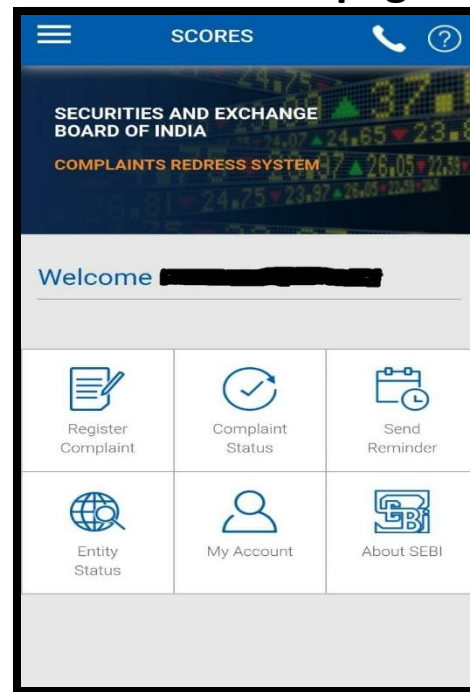


SEBI SCORES App

SCORES APP login page



SCORES Home page





SEBI SCORES App



Register Complaint

←

REGISTER COMPLAINT

Enter Your contact details

*Name of Investor:

Complaint Lodged by:

*Address of Correspondence of Investor:

City/Location:

Pincode:

*State/UT:

ANDAMAN AND NICOBAR ISLANDS ▾

PAN of Investor:

PAN is mandatory for Stock Broker & Sub Broker Complaints

Aadhar Number of Investor:

Register Complaint

←

Register Complaint

Complaint Type

Add Details

Review Complaint & Submit

1

2

3

Select your complaint category

Listed Companies/ Registrars to an Issue/Share Transfer Agent /Non-Demat and Remat ▾

Brokers/Stock Exchanges ▾

Depository Participants/ Depository ▾

Mutual Funds

Other Entities ▾

Manipulation ▾

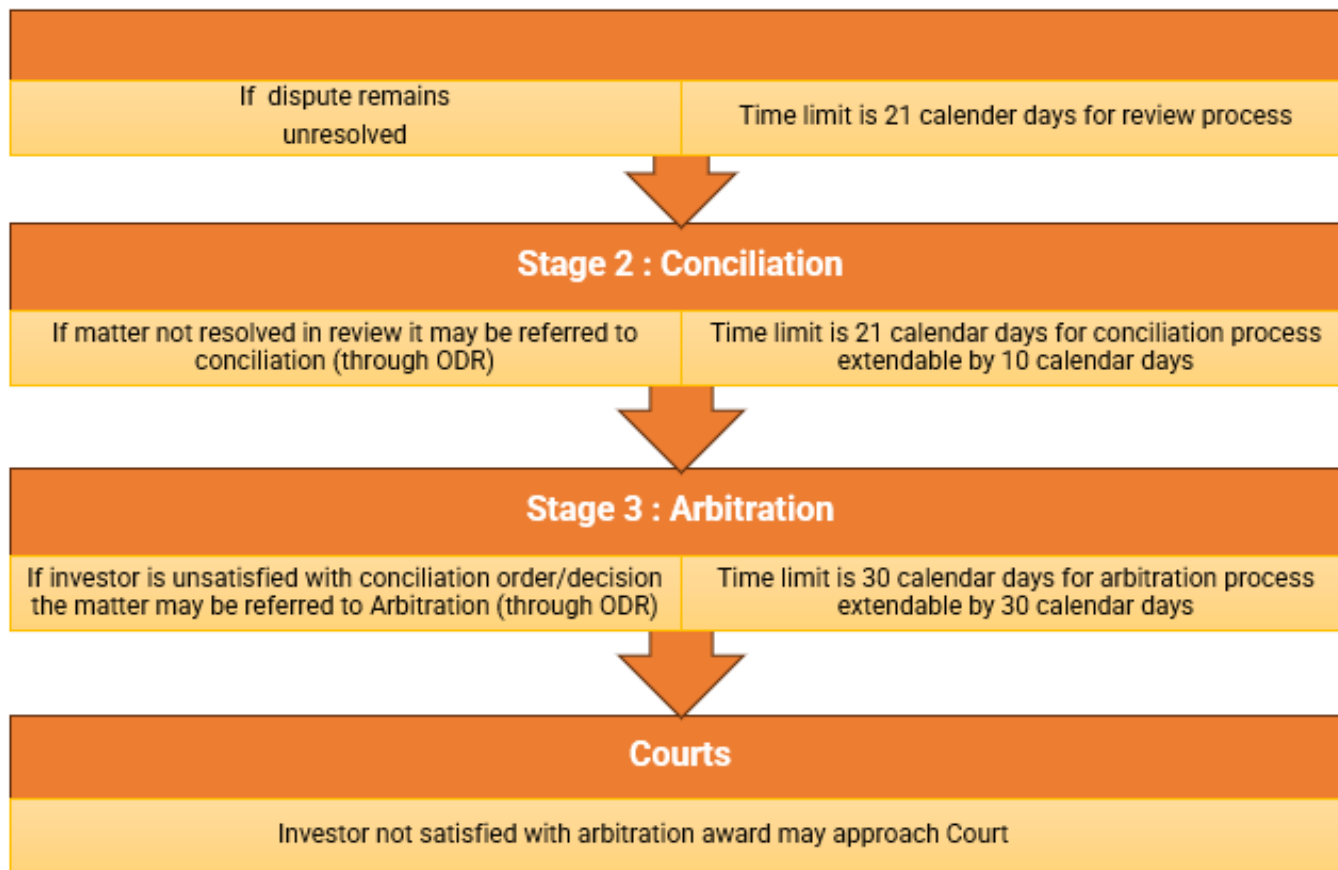
Investment Adviser/ Research Analyst ▾

Fake and Forged

SMART Online Dispute Resolution (SMART ODR) Mechanism

1. An investor/client (including institutional/corporate client) shall first take up grievance directly with the Market Participant by lodging a complaint.
2. If the grievance is not redressed satisfactorily, the investor/client may escalate through SEBI SCORES.
3. If the investor/client is still not satisfied with the outcome, then the investor/client can initiate ODR through the SMART ODR portal.
4. An investor/client can initiate dispute through ODR if grievance is lodged directly with Market Participant and remains unresolved; **OR** after lodging grievance on SCORES and is not satisfactorily resolved.
5. Market Participant may also initiate dispute through the ODR Portal by giving notice period of 15 calendar days to the investor/client for resolution of the dispute, which is not resolved.
6. For more information, visit SEBI Circular No. SEBI/HO/OIAE/OIAE_IAD-3/P/CIR/2023/195 dated July 31, 2023 on SEBI website.

Stages of SMART ODR





SEBI Toll Free Helpline



➤ **SEBI Toll Free Helpline Numbers:**

1800 266 7575

1800 22 7575



➤ **Operational hours:** 9:00 a.m. to 6:00 p.m.

[except public holidays declared in the state of Maharashtra]

➤ **Languages:** 8

[English, Hindi, Bengali, Gujarati, Marathi, Kannada, Telugu and Tamil]

➤ **Objective:** Facilitating replies to various queries of general public on matters relating to securities market



Regulators/Authorities for grievances not dealt by SEBI

Regulators/ Authorities	Grievances pertaining to
Reserve Bank of India (RBI)/ Banking Ombudsman	<ul style="list-style-type: none">- Banks deposits and banking products- Fixed Deposits and other matters with Non-Banking Financial Companies (NBFCs)- Primary Dealers
Ministry of Corporate Affairs(MCA)	<ul style="list-style-type: none">- Deposits u/s 73 & 74 of Companies Act, 2013- Unlisted companies- Mismanagement of companies, financial performance of the company, Annual General Meeting, etc.- Nidhi Companies- Companies struck off from RoC- Vanishing Company.- All matters as delegated under overriding powers under Companies Act 2013- Sick companies or a company where a moratorium order is passed in winding up- Companies under liquidation



Regulators/Authorities for grievances not dealt by SEBI

Regulators/ Authorities	Grievances pertaining to
Insurance Regulatory and Development Authority of India (IRDAI)	- Insurance Companies / Brokers / Agents/ Products and Service
Pension Fund Regulatory and Development Authority (PFRDA)	- Pension funds
Competition Commission of India (CCI)	- Monopoly and anti-competitive practices
National Housing Bank (NHB)	- Housing Finance Companies
Insolvency and Bankruptcy Board of India	- Companies where insolvency proceedings has started
Respective Stock Exchange	- Complaints against suspended companies

Be a Prudent Investor



Demat Ki Paathshala - An initiative by NSDL for Investor Education

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THANK YOU

We welcome your feedback and suggestions about this program at www.nsdل.co.in /
info@nsdl.com