

## SCORES 2.0 NEW TECHNOLOGY TO STRENGTHEN SEBI COMPLAINT REDRESSAL SYSTEM FOR INVESTORS

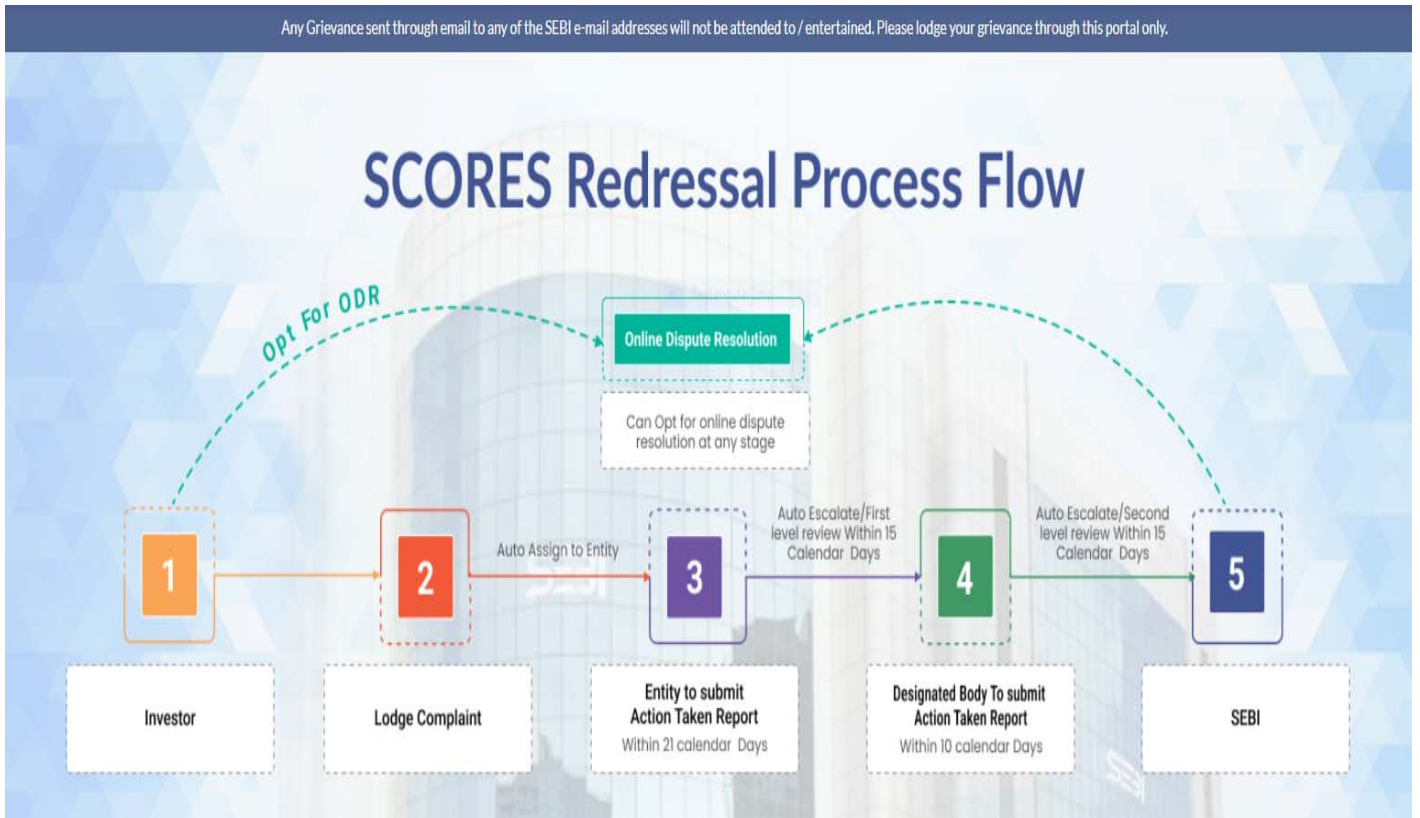
SEBI in its continuous pursuit of protection of interests of investors in the securities market, has launched the new version of the SEBI Complaint Redress System (SCORES 2.0).

The new version of SCORES i.e. SCORES 2.0 strengthens the Investor complaint redress mechanism in the securities market by making the process more efficient through auto-routing, auto-escalation, monitoring by the Designated Bodies and reduction of timelines. The new SCORES 2.0 system has also been made more user friendly.

SCORES 2.0 is an online system where investors in securities market can lodge their complaints through web URL and an App.

The website URL for SCORES 2.0 from April 01, 2024 is <https://scores.sebi.gov.in>

The Process to lodge complaint through SCORES 2.0 is as under:



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