

Investor Grievance



Mode of filing complaints

Any investor having grievance against their Trading Member and/or claim against a Defaulter Member, can register the complaint/claim with BSE in respect of transactions executed on BSE trading platform.

A standard Complaint Form has been specified to enable the Investors to lodge their complaints. The Investors may also lodge a complaint by providing detailing the facts and accompanied by relevant supporting documents.

Investor can file complaint by following modes:

- In person at the Investor Service Center of the Exchange
- By Post / Courier
- By email
- By facility provided on BSE website under e-Complaint
- By SCORES (SEBI Complaints Redress System)

Mode of filing complaints

- In person at the Investor Service Center of the Exchange:
Investor can submit complaint at nearest Investor Service Centre of the Exchange by visiting office. Name of Investor Service Centre and contact details are available on Exchange website on link:
https://www.bseindia.com/static/investors/cac_tm.aspx

Investor who wants to file claim against Defaulter Member can visit on below website; wherein, Investor can get following information:

- Claim Form
- Norms for eligibility of claims for compensation from IPF
- FAQ on processing Investor claim
- List of Defaulter Member
- Notices issued by Exchange
- Copy of Public Notice issued by the Exchange for inviting claim against Defaulter

https://www.bseindia.com/static/investors/Claim_against_Defaulter.aspx

Mode of filing complaints

➤ By Post / Courier:

Investor can send complaint by Post / Courier in prescribed complaint form along with supporting documents at the nearest Investor Service Centre. Address of Investor Service Centre and contact details are available on Exchange website on link:

https://www.bseindia.com/static/investors/cac_tm.aspx

➤ By email:

Investor can send complaint to Exchange by email along with supporting documents. Email id and contact details are available on Exchange website on link:

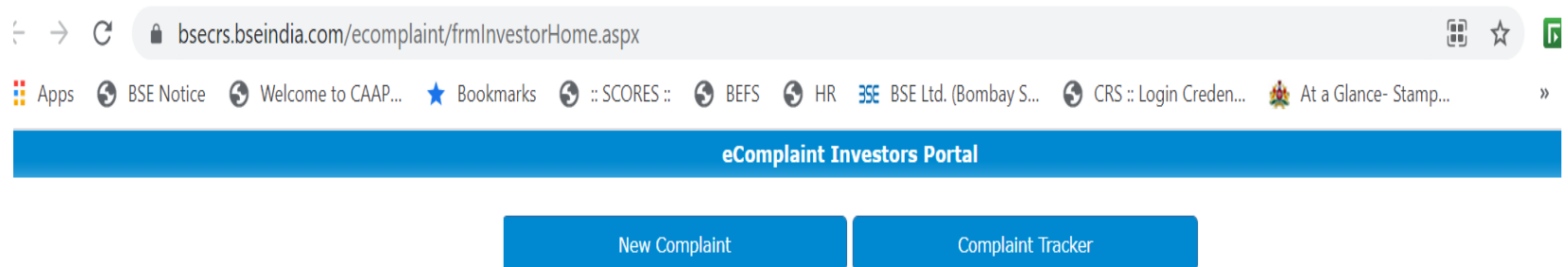
https://www.bseindia.com/static/investors/cac_tm.aspx

Mode of filing complaints

- By facility provided on BSE website under e-Complaint:
E-Complaint portal facilitates Investor to lodge complaint/claim online on BSE website with help of their PAN on below link:
<https://bsecrets.bseindia.com/ecomplaint/frmInvestorHome.aspx>

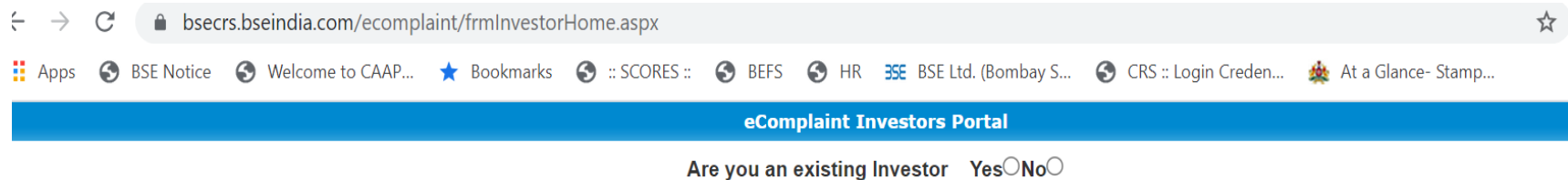
The above facility is available on BSE website under “Investor” -> “Investor Complaints”

Once you open the said link, you will get below display. Click on “New Complaint” on the said page:



Mode of filing complaints

If you are already registered as client under concerned Trading Member against whom you want to file complaint, then select “Yes” or select “No” on below display.



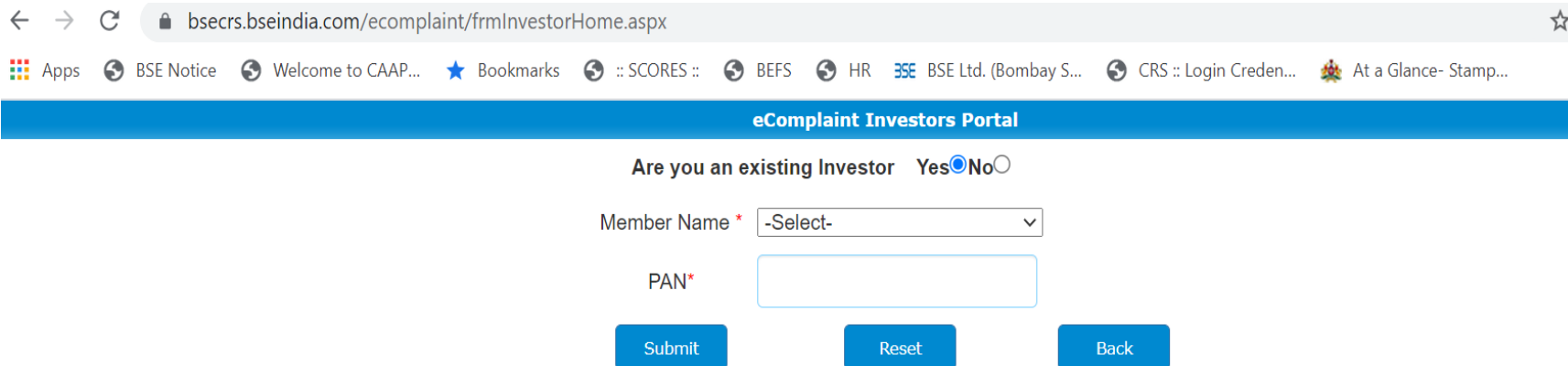
← → ↻ bsecrs.bseindia.com/ecomplaint/frmInvestorHome.aspx ☆

Apps BSE Notice Welcome to CAAP... Bookmarks :: SCORES :: BEFS HR BSE BSE Ltd. (Bombay S... CRS :: Login Creden... At a Glance- Stamp...

eComplaint Investors Portal

Are you an existing Investor Yes No

If you have selected “Yes” then you will get below display; wherein, you will select Member name from drop down and enter your PAN and click on submit.



← → ↻ bsecrs.bseindia.com/ecomplaint/frmInvestorHome.aspx ☆

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eComplaint Investors Portal

Are you an existing Investor Yes No

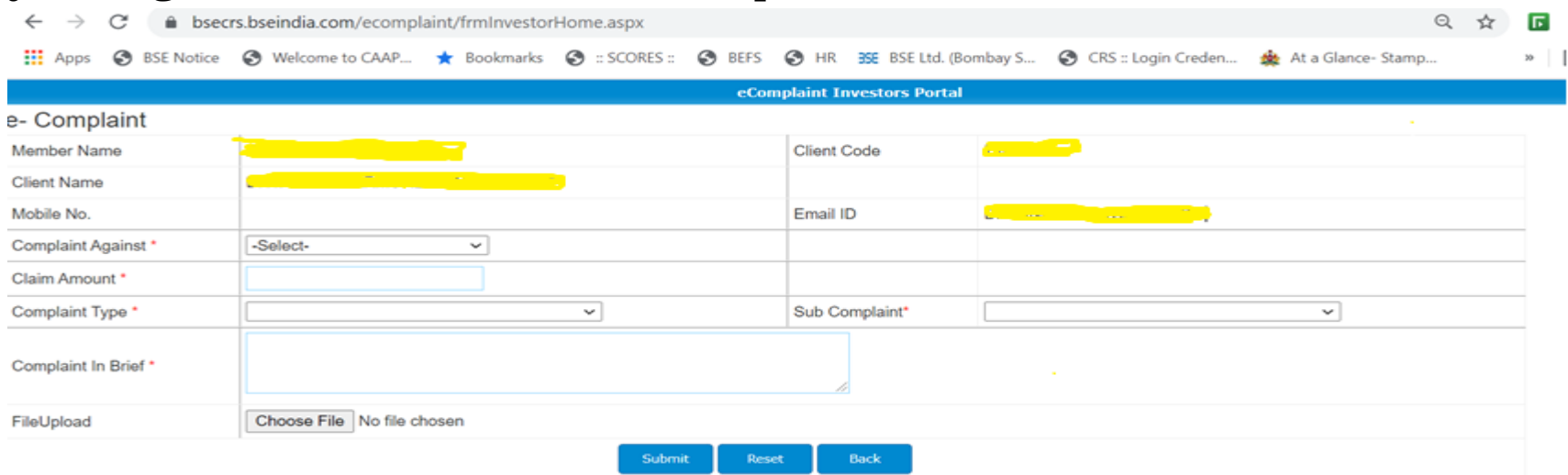
Member Name *

PAN*

Submit Reset Back

Mode of filing complaints

In below display, the Investor has to give brief details of complaint, claim amount, complaint type etc. Investor can also attach documents and submit the complaint. On submission of the complaint, Investor will get system generated email with e-Complaint number.



The screenshot shows a web browser window with the URL `bsecrecs.bseindia.com/ecomplaint/frmlInvestorHome.aspx`. The page title is "eComplaint Investors Portal". The form is titled "e- Complaint" and contains the following fields:

Member Name	[Redacted]	Client Code	[Redacted]
Client Name	[Redacted]	Email ID	[Redacted]
Mobile No.			
Complaint Against *	-Select-		
Claim Amount *	<input type="text"/>		
Complaint Type *	<input type="text"/>	Sub Complaint*	<input type="text"/>
Complaint In Brief *	<input type="text"/>		
FileUpload	Choose File No file chosen		

At the bottom of the form, there are three buttons: "Submit", "Reset", and "Back".

Mode of filing complaints

- By SCORES (SEBI Complaints Redress System):
SCORES facilitates client to lodge complaint online with SEBI on below link which SEBI forward to Exchanges for processing:
https://www.bseindia.com/static/investors/cac_tm.aspx



Thank You