

Status of complaints received on SEBI Complaint Redressal System (SCORES) as on November 30, 2025

A	B	C	D	E	F
Complaints Pending as on October 31, 2025* (with Entities, Designated Bodies, SEBI and Investor awaiting review)	Complaints received during the month (November 2025)	Complaints Pending as on November 30, 2025* (with Entities, Designated Bodies, SEBI and Investor awaiting review)	Complaints Disposed during the month (November 2025)	Average Resolution Time (in days) taken by the Entities to provide the ATR (November 2025)	Average resolution time (in days) taken for <u>First Level Review complaints</u> to provide the ATR (November 2025)
5,481	5,070	5,317	5,234	7	4

**Pending complaints also include complaints wherein entities, Designated Bodies have submitted their Action Taken reports to the investors within the stipulated time and complaints are kept pending giving opportunity for the investors to escalate in case of dissatisfaction.*

Workflow for SCORES 2.0

- As per SCORES 2.0, complaints are automatically forwarded to entity and entity has 21 days to submit the ATR to investor.
- Investor can opt for 1st level review within 15 days if not satisfied with the ATR. The complaint is shown in pending list for 15 days despite ATR is submitted by entity.
- If investor does not opt for review, then the complaint is disposed. In case if investor opts for 1st level review then Designated body will take up the complaint and submit ATR.
- Investor again has time of 15 days to opt for 2nd level review if not satisfied with the ATR submitted by Designated Body. The complaint is shown in pending list for 15 days despite ATR is submitted by Designated Body.
- If investor does not opt for review, then the complaint is disposed.
- In case if investor opts for 2nd level review then SEBI will take up the complaint and submit ATR.
- Complaint is also treated as disposed if investor opts for Online Disputes Redressal (ODR) mechanism.