

Complaint against Registered Investment Advisors (RIA) who are members of BSE Administration & Supervision Ltd. (BASL)

Investors Grievances against RIAs

Investor can lodge a complaint through email at _____ or through the facility provided on website under Investor section “[e-Complaint Registration](#)”.

Additionally, investor can also lodge a complaint on [SCORES](#), a web based centralized grievance redressal system of SEBI.

The complaints of investors against RIA who are members of BASL are forwarded to the concerned RIA for resolution.

In case no reply is received from the RIA or the reply received from the RIA does not satisfy the complainant or the matter is not getting settled amicably, the same is placed before Investors' Grievances Redressal Committee (IGRC).

Investors' Grievances Redressal Committee (IGRC):

IGRC is a conciliatory mechanism; wherein, both the parties to the dispute are called before the Committee and efforts are made to arrive at the solution which is acceptable to both the parties.

Complaints not taken up at the Exchange

BASL will not deal with certain types of complaints. Illustrative list of nature of complaints that would not be handled by Investor Services Cell are as under:

- 1) Complaints which are relating to entities which are not regulated by BASL / entities which are not registered with BASL as RIA
- 2) Complaints which are relating to activities other than trading
- 3) Complaints relating to transactions which are in the nature of loan or financing and not within the framework defined by the BASL
- 4) Complaints involving payment of funds and transfer of securities to entities other than BASL Registered RIA
- 5) Complaints in respect of transactions which are already subject matter of Arbitration /Appellate Arbitration proceedings
- 6) Claims for mental agony/harassment and expenses incurred for pursuing the matter w
- 7) Claim for notional loss, opportunity loss for the disputed period or trade.

The contact person for complaints through SCORES is as under:

Mr./ Ms. _____ Ph. No. _____