File a Complaint in BSE

The complete route from your first email to a binding recovery, in one page beside your case file.

Who Can Use This Route?

Any investor with a dispute against a BSE registered broker or intermediary: unauthorised trades, funds or shares not released, brokerage beyond what was agreed, account handling concerns, or demat related disputes. A loss from normal market movement does not qualify.

The 5 Steps to File Your Complaint Online

Step 1 Register on the BSE Investor Services Portal with your email ID and mobile number. Keep your PAN ready, the exchange requires it.

Step 2 Log in and open the complaint form. Choose the category that matches your dispute, a wrong category is the most common cause of delay.

Step 3 Describe the dispute in facts and dates, not emotions. Name the amounts, the transaction references, and the resolution you want.

Step 4 Upload every proof: contract notes, ledger, bank statements, emails, WhatsApp screenshots, and call recordings where available, arranged in date order.

Step 5 Review and submit. Save the unique reference number, every status check and escalation runs on it.

Two More Ways to File

By email: write to the Investor Services Cell at **is@bseindia.com** with your details, the broker's name, the dispute in facts and dates, and all documents attached. For trading platform or technical issues, use bsehelp@bseindia.com instead.

Offline: submit BSE's prescribed complaint form with supporting documents at the Department of Investor Services or your nearest Regional Investor Service Centre, along with your PAN, email ID, and mobile number.

By phone: the exchange helplines are **022 45720400** and **022 45720600**. Keep your reference number ready before calling.

Documents Checklist

- Account opening form and KYC documents
- Contract notes for all disputed transactions
- Trading account ledger
- All emails and written communication about the dispute
- Your complaint to the broker and their reply (or proof of silence)
- SEBI SCORES acknowledgement, if already filed
- Dispute specific proof, like trade confirmations or brokerage screenshots

If the Complaint Does Not Resolve: The Escalation Ladder

1. Broker's grievance cell (in writing, first and always) → **2. BSE complaint** (this guide) → **3. SEBI SCORES** (the regulator's record) → **4. SMART ODR conciliation** (free for investors) → **5. Arbitration** (binding award;

fees start at Rs. 5,400 and are refunded when you win).

Real result through this route: an investor we represented recovered Rs. 73,000 from an advisory firm through BSE arbitration after conciliation failed. The route works when it is walked in order, with the record complete at every stage.

Three Rules That Protect Your Case

1. Everything in writing. Phone promises do not exist in a hearing.

2. Never close a complaint until the problem is actually solved, not merely answered.

3. File early. Delay weakens evidence and can double arbitration fees.

Stuck at any stage, or want the filing done right the first time? Our team has recovered lakhs for investors through these exact routes. Register for a free consultation at **aseemjuneja.in/contact-us**