

ONLINE DISPUTE RESOLUTION PORTAL

The Securities and Exchange Board of India (“SEBI”) has introduced a common Online Dispute Resolution Portal (“ODR Portal”) vide its Circular bearing reference no. SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/131 dated July 31, 2023.

The ODR Portal is designed with aim to provide a seamless and efficient platform for resolving disputes with Market Participants in the Indian Securities Market. The said Portal offers a user-friendly platform to file complaint/dispute for resolution through online conciliation and arbitration as per the below procedures:

- a) For any unsatisfied outcome of any grievance taken up with the Company and further escalating through the SCORES Portal; if the investor/client is still not satisfied, he/she can initiate dispute resolution through the ODR Portal after exhausting these options.
- b) Alternatively, investor/client may initiate dispute resolution through the ODR Portal, if the grievance lodged with the Company was not satisfactorily resolved or at any stage of the subsequent escalations mentioned in the point (a) above (prior to or at the end of such escalation/s).

Investors/clients may [click here](https://smartodr.in/login) (https://smartodr.in/login) to register/raise their concern(s).