

Online Dispute Resolution Portal (ODR Portal)

Securities and Exchange Board of India ('SEBI') vide its circular dated July 31, 2023, read along with circular dated August 4, 2023, has introduced an Online Dispute Resolution Portal (ODR Portal), a platform for resolution of disputes arising in the Indian Securities Market with Market participants.

The ODR portal offers a platform to Members to file any complaint in case the Member is not satisfied with the resolution of the complaints raised directly with the Company or the SCORES platform of SEBI.

Members can raise the dispute resolution process through ODR portal only when it is within the applicable law of limitation and when it is not under consideration under SCORES guidelines or not pending before any court.

'Securities Market Approach for Resolution Through ODR' (SMART ODR Portal) is available for Members on <https://smartodr.in/login>.

For more information on how to resolve your complaints through the ODR Portal, refer the SEBI Circular.