






Since 1907

Diverse Technology Integrated Approach

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Awareness about Online Dispute Resolution (ODR) Portal

In reference to SEBI Circular No. SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/131 dated July 31, 2023, we hereby inform that with a view to streamline the existing Dispute Resolution Mechanism, an online dispute resolution portal has been created by SEBI which will harness online conciliation and online arbitration for the resolution of disputes between investors and clients and listed entities including RTAs or any other specified intermediaries registered with SEBI.

Further, SEBI vide Circular No. SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/135 dated August 4, 2023 clarified that for any grievance, the investor are advised to first take up the matter with Market Participant (which includes listed entity). Thereafter, if the grievance is not redressed, the investor may escalate the same through SCORES portal. Lastly, if it is still not redressed completely, then online dispute can be raised through Smart ODR portal of SEBI which can be accessed at following link:

<https://smartodr.in/login>

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