

ONLINE DISPUTE RESOLUTION (ODR) PORTAL

SECURITIES AND EXCHANGE BOARD OF INDIA (SEBI) HAS ISSUED A CIRCULAR SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/131 DATED JULY 31, 2023, TO STREAMLINE THE EXISTING DISPUTE RESOLUTION MECHANISM IN THE INDIAN SECURITIES MARKET BY ESTABLISHING A COMMON ONLINE DISPUTE RESOLUTION PORTAL WHICH HARNESSSES ONLINE CONCILIATION AND ONLINE ARBITRATION FOR RESOLUTION OF DISPUTES.

- Dispute Resolution Mechanism link for Investors: <https://smartodr.in/login>

As per the said SEBI Circular, Disputes, if any, between Investors/Shareholders and Listed companies, Investors/Shareholders and Registrar and Share Transfer Agents (RTAs) of the Listed companies, will be resolved in accordance with said SEBI circular.

- A. Investors/Shareholders are required to first take up their grievance with the RTA/Listed Entity.
- B. Investors/Shareholders are required to provide requisite set of documents along with Investor Service Request (ISR) forms and complete formalities of KYC Updation, etc. with RTA/ Depository Participant as suggested to resolve their query.
- C. If the grievance is not redressed satisfactorily, the same can be raised through SEBI SCORES Portal.
- D. After exhausting all aforesaid options, if the dispute remains unresolved, dispute resolution through the ODR Portal can be taken up.
- E. Investors/Shareholders on account of nominations or transmission may also refer any unresolved issue of any service requests / service-related complaints for resolution on the ODR portal.

Follow below steps to resolve dispute through the SMART ODR Portal –

- I. Register on SMART ODR Portal: Click on “Create Account” to register on the platform.
- II. File a New Dispute: Click on “File New Dispute” to begin.
- III. Select Intermediary: Select the “Intermediary” against whom you wish to file dispute.
- IV. Select Category: Select the relevant “Categories” for your dispute.
- V. Enter Dispute Details: Fill details of the dispute and attach relevant files or documents.
- VI. Track Resolution Progress: Once your dispute is filed, you can track progress under the Dispute Timeline.

WEBLINK OF SEBI CIRCULAR SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/131 DATED JULY 31, 2023 IS GIVEN BELOW:

https://www.sebi.gov.in/legal/circulars/jul-2023/online-resolution-of-disputes-in-the-indian-securities-market_74794.html