



Awareness about Online Dispute Resolution (ODR) Portal

This has reference to SEBI Circular No. SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/131 dated 31st July, 2023. With a view to streamline existing Dispute Resolution Mechanism, an online dispute resolution portal has been created by SEBI which will harness online conciliation and online arbitration for resolution of disputes between investors and clients and listed entities including Registrar and Share Transfer Agent (RTA) or any other specified intermediaries registered with SEBI.

Furthermore, SEBI vide Circular No. SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/135 dated 4th August, 2023 has clarified that for any grievance, investors will first take up the matter with Market Participant (which includes listed entity). If the grievance will remain unredressed, the investor may escalate the same through SCORES portal. Lastly, if grievance will still remain unredressed completely, then online dispute can be raised by the investor through Smart ODR portal of SEBI which can be accessed at following link:

<https://smartodr.in/login>

All concerned are requested to make a note of above.