

Online Dispute Resolution (ODR) Portal

SEBI, vide Circulars No. SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/131, SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/135 and SEBI/HO/OIAE/OIAE_IAD-3/P/CIR/2023/191 dated 31 July 2023, 04 August 2023 and 20 December 2023 respectively available at <https://www.paulmerchants.net/paulmerchants/online-dispute-resolution-portal/>, has introduced a Common ODR mechanism to facilitate online resolution of all kinds of grievances/disputes/complaints arising in the Indian Securities Market.

The ODR Portal permits the shareholder(s) an additional mechanism to resolve the grievances/complaints/disputes as mentioned below:

Level 1: Approach RTA or the Company

At the initial stage, all grievances/disputes/complaints are required to be directly lodged with the RTA/the Company.

Level 2: Escalate to SEBI SCORES Platform

In case the grievances/disputes/complaints are not redressed to the satisfaction of the shareholder(s) at Level 1, then the shareholder(s) may escalate the same on the SEBI Complaints Redress System ("SCORES") Platform at <https://www.scores.gov.in> in accordance with the process laid out therein.

Level 3: Initiate Dispute Resolution Process on ODR Platform

In case the grievances/disputes/complaints of the shareholder(s) are not resolved at Level 1/Level 2, then the ODR Process may be initiated through the ODR Portal within the applicable timeframe under law.

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

1. Register on SMART ODR Portal at <https://smartodr.in/login> : Click on "Create Account" to register on the platform.
2. File a New Dispute: Click on "File New Dispute" to begin.
3. Select Intermediary: Select the "Intermediary" against whom you wish to file dispute.
4. Select Category: Select the relevant "Categories" for your dispute.
5. Enter Dispute Details: Fill details of the dispute and attach relevant files or documents.
6. Track Resolution Progress: Once your dispute is filed, you can track progress under the Dispute.