

Reference - Awareness about Online Resolution of Disputes in the Indian Securities Market through Online Dispute Resolution ('ODR') Portal

The Securities Exchange Board of India ('SEBI') vide its circular dated July 31, 2023 has introduced a Online Dispute Resolution ('ODR') Portal to facilitate online resolution of disputes arising in the Indian Securities Market. The ODR Portal provides members with an additional mechanism to resolve their grievances. Any unresolved issues pertaining to any service related complaints between members and listed entity including its Registrar & Share Transfer Agents in the securities market, will be resolved in accordance with the abovementioned SEBI Circular.

Further, SEBI vide circular no. SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/135 dated August 4, 2023 has clarified that the investor shall first take up his/her/their grievance with the Market Participant (Listed Companies, specified intermediaries, regulated entities) by lodging a complaint directly with the concerned Market Participant. If the grievance is not redressed satisfactorily, the investor may, escalate the same through the SCORES Portal <https://scores.gov.in/scores/Welcome.html> . After exhausting the above options, if the investor is not satisfied with the outcome, he/she/they can initiate dispute resolution through Smart ODR Portal of SEBI which can be accessed at link: <https://smartodr.in/login>