

ONLINE DISPUTE RESOLUTION ('ODR') PORTAL

Securities and exchange board of india ("sebi") vide circular no. SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/131 dated july 31, 2023 ("initial odr circular") provided guidelines for online resolution of disputes in the indian securities market through establishment of a common online dispute resolution ("odr") portal which harnesses online conciliation and online arbitration for resolution of disputes arising between investors and listed companies or specified intermediaries/regulated entities in the securities market.

Follow below steps to resolve dispute through the **SMART ODR Portal** -

1. Register on SMART ODR Portal: 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 Timeline.

These SEBI circulars are available on the website of SEBI and can also be accessed by below links:

DOCUMENTS	VIEW
Circular no. SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/131 dated July 31, 2023: Online Resolution of Disputes in the Indian Securities Market	view
Circular no. SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/135 dated August 4, 2023 titled 'Corrigendum cum Amendment to Circular dated July 31, 2023: Online Resolution of Disputes in the Indian Securities Market	view
Circular no. SEBI/HO/OIAE/OIAE_IAD-3/P/CIR/2023/191 dated December 20, 2023: Amendment to Circular dated July 31, 2023 on Online Resolution of Disputes in the Indian Securities Market	view
Master Circular no. SEBI/HO/OIAE/OIAE_IAD-3/P/CIR/2023/195 dated updated as on December 28, 2023 : Master Circular for Online Resolution of Disputes in the Indian Securities Market	view

SMART ODR Portal can be accessible by this link: <https://smartodr.in/login>