

SMART ODR

IMPORTANT COMMUNICATION TO SHAREHOLDERS

Securities and Exchange Board of India ('SEBI') vide **circular no. SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/131** dated July 31, 2023 provided guidelines for online resolution of disputes in the Indian securities market through establishment of a common ODR Portal which harnesses online conciliation and online arbitration for resolution of disputes arising between investors/clients and listed companies or specified intermediaries/regulated entities in the securities market.

SEBI vide **Master Circular no. SEBI/HO/OIAE/OIAE_IAD-3/P/CIR/2023/195** dated December 28, 2023 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.sebi.gov.in/>. After exhausting the above options, if the investor is not satisfied with the outcome, he/she/they can initiate dispute resolution through the ODR Portal.

The SMART ODR Portal can be accessed at: <https://smartodr.in/login>.

The complete Master Circular for Online Dispute Resolution can be accessed at: https://www.sebi.gov.in/legal/master-circulars/dec-2023/master-circular-for-online-resolution-of-disputes-in-the-indian-securities-market_80236.html