

ONLINE DISPUTE RESOLUTION PORTAL (ODR)

What is ODR- Online Dispute Resolution Portal

SEBI has introduced the ODR portal facility in continuation with the existing dispute resolution mechanism in the Indian securities market by streamlining dispute resolution under the aegis of Stock Exchanges and Depositories (collectively referred to as Market Infrastructure Institutions (MIs)), by expanding their scope and by establishing a common Online Dispute Resolution Portal ("ODR Portal") which harnesses online conciliation and online arbitration for resolution of disputes arising in the Indian Securities Market.

When can an investor/ client use ODR portal

- 1) An investor/client shall first take up his/her/their grievance with the Market Participant by lodging a complaint directly with the concerned Market Participant.
- 2) If the grievance is not redressed satisfactorily, the investor/client may, in accordance with the SCORES guidelines, escalate the same through the SCORES Portal in accordance with the process laid out therein.
- 3) If the investor/client is still not satisfied with the outcome, he/she/they can initiate dispute resolution through the ODR Portal.
- 4) Alternatively, the investor/client can initiate dispute resolution through the ODR Portal if the grievance lodged with the concerned Market Participant was not satisfactorily resolved or at any stage of the subsequent escalations mentioned above (prior to or at the end of such escalation/s).

Where

The ODR Portal i.e., SMART ODR Portal <https://smartodr.in> (Securities Market Approach for Resolution Through ODR Portal)

Who can use the same

Investors/ clients can invoke the ODR process for resolving the Disputes against below List of securities market intermediaries / regulated entities-

1. AIFs – Fund managers
2. CIS – Collective Investment management company
3. Depository Participants
4. Investment Advisors
5. InvITs - Investment Manager
6. Mutual Funds - AMCs
7. Portfolio Managers
8. Registrars and Share Transfer Agents
9. REITs – Managers
10. Stock brokers

For further information on 'Online Resolution of Disputes in the Indian Securities Market' please refer SEBI Circular No. SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/131 dated July 31, 2023