

## **SMART ODR Portal**

SEBI vide its circulars dated July 31, 2023 and August 04, 2023 has streamlined the existing dispute resolution mechanism in the Indian securities market 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.

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. 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. After exhausting these options for resolution of the grievance, if the investor/client is still not satisfied with the outcome, he/she/they can initiate dispute resolution through the ODR Portal.

Click on the link below to access the SMART Online Resolution of Dispute Portal:

<https://smartodr.in/login>