

Investor Awareness for Smart ODR

✓ What is SMART ODR?

The SMART ODR (Online Dispute Resolution Portal) is an investor-friendly, fully digital platform introduced by SEBI to resolve disputes between investors and market intermediaries in a fast, cost-effective, and transparent manner. This platform enables online conciliation and arbitration, making the dispute resolution process seamless and accessible from anywhere.

✓ Key Highlights:

- ☐ 100% Online – No paperwork or physical visits.
- ☐ Quick and Transparent – Time-bound resolution process.
- ☐ For All Investors – Retail and institutional clients.
- ☐ Covers Brokers, Depository Participants, AMCs, RTAs, etc.

✓ How to Use the SMART ODR Platform?

- ☐ First, raise your complaint directly with us (the market participant).

If not resolved satisfactorily, escalate via SEBI SCORES (<https://scores.sebi.gov.in>).

- ☐ If still unresolved, initiate dispute resolution via the SMART ODR Portal:

- Visit: <https://smartodr.in>
- Register/login
- Submit your complaint and documents
- Track resolution status online

✓ Who Can Use SMART ODR?

- ☐ Investors (retail and institutional)
- ☐ Clients of stock brokers, DPs, AMCs, RTAs, etc.
- ☐ Any party involved in securities market-related disputes

✓ Why It Matters:

- ☐ This initiative by SEBI enhances investor protection and provides an efficient grievance redressal mechanism for disputes involving market entities.
- ☐ As a responsible market participant, we encourage all our clients to utilize the SMART ODR platform for resolution of unresolved issues.

Issued in public interest

As per SEBI Circular SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/145