

Smart Online Dispute Resolution (ODR)

We are committed to addressing investor concerns and resolving disputes efficiently. The Securities and Exchange Board of India (SEBI) has introduced an Online Dispute Resolution (ODR) platform to address investor grievances in the securities market.

The ODR platform utilizes online conciliation and arbitration to resolve disputes between investors and market participants such as listed companies and intermediaries.

Investors must first lodge complaints with the relevant market participant. If the issue remains unresolved, they can escalate the matter through the SCORES portal. Only after exhausting these options can investors utilize the ODR platform.

Click here for Link to access ODR Portal: [SMARTODR](#)