

Online Dispute Resolution (ODR) platform for online

If the Investor is not satisfied with the resolution provided by DP or other Market Participants, then the Investor has the option to file the complaint/ grievance on SMARTODR platform for its resolution through by online conciliation or arbitration.

Steps to be followed in ODR for Review, Conciliation and Arbitration :-

- Investor to approach Market Participant for redressal of complaint
- If investor is not satisfied with response of Market Participant, he/she can escalate the complaint on SEBI SCORES portal.
- Alternatively, the investor may also file a complaint on SMARTODR portal for its resolution through online conciliation and arbitration.
- Upon receipt of complaint on SMARTODR portal, the relevant MII will review the matter and endeavour to resolve the matter between the Market Participant and investor within 21 days.
- If the matter could not be amicably resolved, then the Investor may request the MII to refer the matter case for conciliation.
- During the conciliation process, the conciliator will endeavor for amicable settlement of the dispute within 21 days, which may be extended with 10 days by the conciliator.
- If the conciliation is unsuccessful, then the investor may request to refer the matter for arbitration.
- The arbitration process to be concluded by arbitrator(s) within 30 days, which is extendable by 30 days

Link For Smart ODR - <https://smartodr.in/login>