



Process for On-line Dispute Resolution

1. In terms of SEBI's Master Circular No SEBI/HO/OIAE/OIAE_IAD-3/P/CIR/2023/195 for On-line Dispute Resolution dated 20th December 2023 (updated as on 28th December 2023), we provide below the link to login to On-line Dispute Resolution Portal ("**ODR Portal**") - a Common Portal to harness On-line conciliation and On-line arbitration for resolution of disputes:
 - a. [SEBI's Master Circular for On-line Dispute Resolution SEBI/HO/OIAE/OIAE_IAD-3/P/CIR/2023/195 dated 20th December 2023.](#)
 - b. <https://smartodr.in/login>
2. Disputes between Investors/Clients and the Company (including the Registrar and Transfer Agent) arising out of latter's activities in the securities market, will be resolved in accordance with the annexed Master Circular and by harnessing On-line conciliation and/or On-line arbitration as specified in the Master Circular.
3. The investor/client shall first take up his/her/their grievance with the Company by lodging a complaint directly with the Company.
4. If the grievance is not redressed satisfactorily, the investor/client may, in accordance with the SCORES guidelines, escalate it through the SCORES Portal in accordance with the laid out process.
5. 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.
6. Alternatively, the investor/client can initiate dispute resolution through the ODR Portal if the grievance lodged with the Company was not satisfactorily resolved.