

Investor Awareness Notice: Introducing SMART ODR – Your Online Dispute Resolution Platform

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

1. First, **raise your complaint directly** with us (the market participant).
 2. If not resolved satisfactorily, **escalate via SEBI SCORES** (<https://scores.gov.in>).
 3. 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.
