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ODR PORTAL

Smart ODR

Introduction of Online Dispute Resolution Portal (ODR Portal) in the Indian Securities Market

Securities and Exchange Board of India (SEBI) vide its Circular dated July 31, 2023(Updated as on August 4,2023), has announced the introduction of a common Online Dispute Resolution Portal ("ODR Portal"), whereby the existing dispute resolution mechanism in the Indian securities market is being streamlined under the aegis of Stock Exchanges and Depositories (collectively referred to as Market Infrastructure Institutions (MIIs)), by expanding their scope and by establishing a common ODR Portal which harnesses online conciliation and online arbitration for resolution of disputes arising in the Indian Securities Market.

The complete Master Circular for Online Dispute Resolution, issued by SEBI, can be accessed here.

The ODR Portal named "SMART ODR" can be accessed through the URL: https://smartodr.in/login.

SEBI Circular dated September 20, 2023, explains in detail the mechanism for invoking Redressal of investor grievances through the SEBI Complaint Redressal (SCORES) Platform and linking it to Online Dispute Resolution platform. You can access the SEBI Circular here.