

## **ONLINE DISPUTE RESOLUTION (ODR)**

Securities and Exchange Board of India (SEBI) vide its circular dated July 31, 2023, introduced Online Dispute Resolution (ODR) in Indian Securities Market. In addition to SCORES, Investors now have an additional mechanism available for dispute resolution.

An investor/client shall first take up his/her/their grievance with the Market Participant by lodging a complaint directly with the concerned Market Participant. If the grievance is not redressed satisfactorily, the investor/client may, in accordance with the SCORES guidelines, escalate the same through the SCORES Portal. After exhausting all available 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.

For more information in this regard please refer below SEBI Circular dated July 31, 2023 read with corrigendum cum amendment to Circular dated July 31, 2023.