

Introducing ODR: An all-new dispute resolution platform by SEBI!

As per a recent Circular (SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/131, SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/195) dated 31-Jul-23, SEBI has launched the ODR Portal i.e. Smart ODR Portal (Securities Market Approach for Resolution through ODR Portal).

SEBI has set up this platform to improve investors' grievance redressed by providing them access to Online Dispute Resolution Institutions for the resolution of their complaints. To raise a complaint through the ODR portal, you need to follow the below steps:

- First lodge a complaint with your broker/market participant
- If not satisfied, you may escalate the complaint through the SCORES Portal
- In case you do not find a satisfactory resolution, you may raise a dispute on the ODR Portal

However, you can initiate dispute resolution through the ODR Portal without having to go through SCORES Portal if the grievance lodged with the concerned Market Participant was not resolved satisfactorily.

For more information on how to resolve your complaints through the ODR Portal, refer to SEBI Circular, [SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/131](#)

[SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/195](#)