Dear Shareholder,

As per a recent Circular (SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/131) dated July 31, 2023, 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 redressal 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:

An investor shall:

1. First take up the grievance with the Market Participant by lodging a complaint directly with the concerned Market Participant i.e Company.
2. If the grievance is not redressed satisfactorily in point 1, then the investor may, in accordance with the SCORES guidelines, escalate the same through the SCORES Portal.
3. After exhausting these options for resolution of the grievance, if the investor is still not satisfied with the outcome, the investor(s) can initiate dispute resolution through 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: https://www.sebi.gov.in/legal/master-circulars/aug-2023/online-resolution-of-disputes-in-the-indian-securities-market_75220.html .

To access the ODR Portal click on: https://smartodr.in/intermediary/login