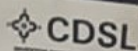


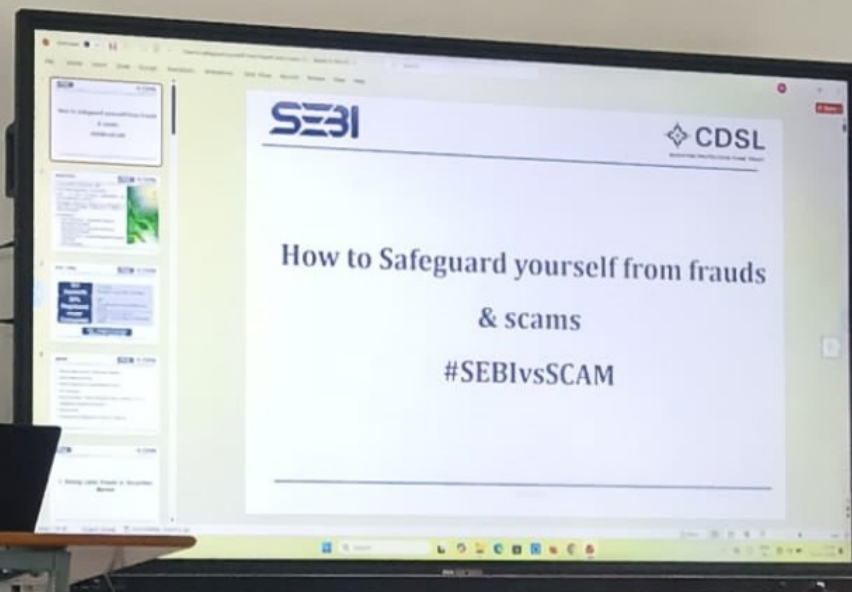
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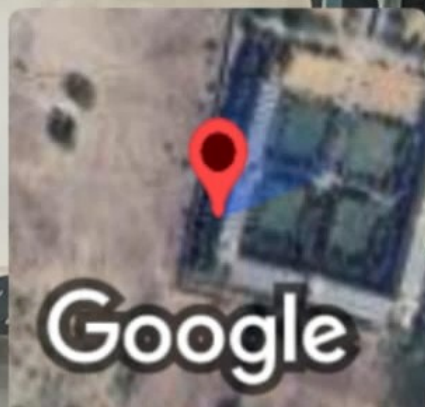


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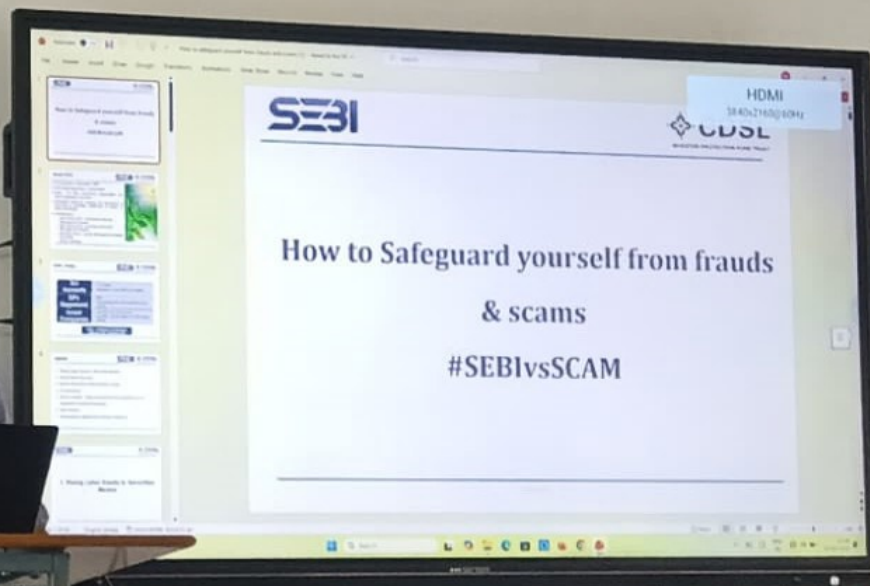
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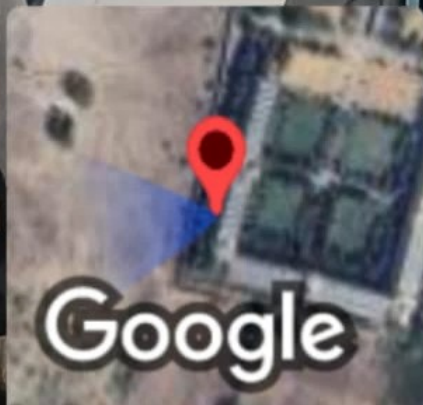
SMART ODR Portal **SEBI CDSL**

The SMART ODR Portal - Securities Market Approach for Resolution Through ODR Portal, has been established by the 7 Market Infrastructure Institutions together with ODR Institutions to help investors access efficient dispute resolution fully online.

- An investor/client (including institutions/corporate client) shall first take up grievance directly with the Market Participant by lodging a complaint.
- If the grievance is not redressed satisfactorily, the investor/client may escalate through SEBI SCORES.
- If the investor/client is not satisfied with the outcome, then the investor/client can initiate ODR through the SMART ODR portal.
- An investor/client can initiate dispute through ODR if grievance is lodged directly with Market Participant and remains unresolved, OR after lodging grievance on SCORES and is not satisfactorily resolved.
- Market Participant may also initiate dispute through the ODR Portal by giving notice period of 35 calendar days to the investor/client for resolution of the dispute, which is not resolved.
- For more information, visit SEBI Circular No. SEBI/DO/ODR/2021/0001 dated 11th Sep 21, 2021 on SEBI website.



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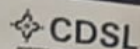
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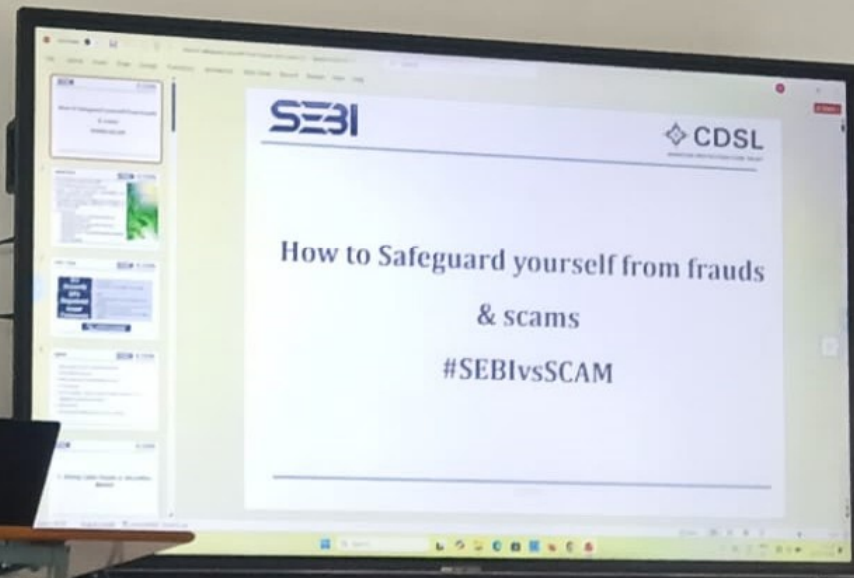
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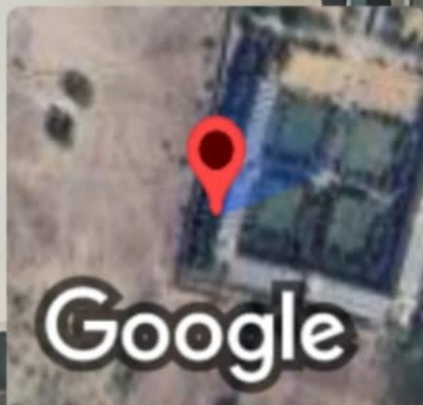


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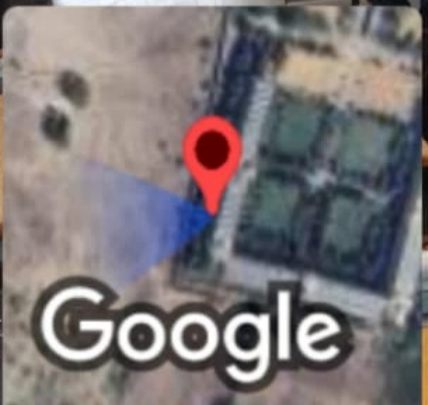
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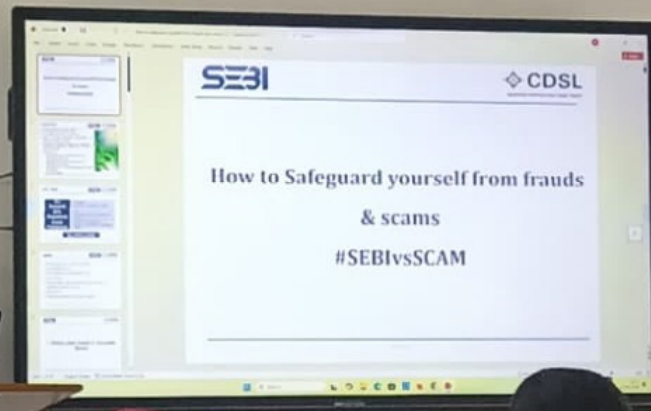


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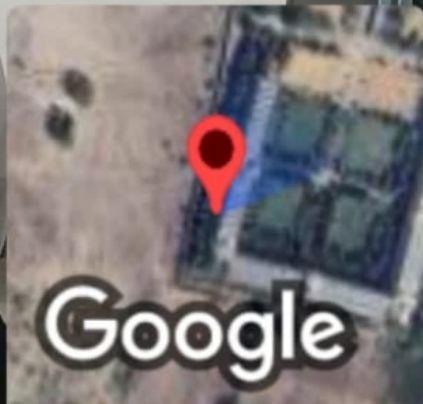
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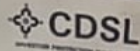
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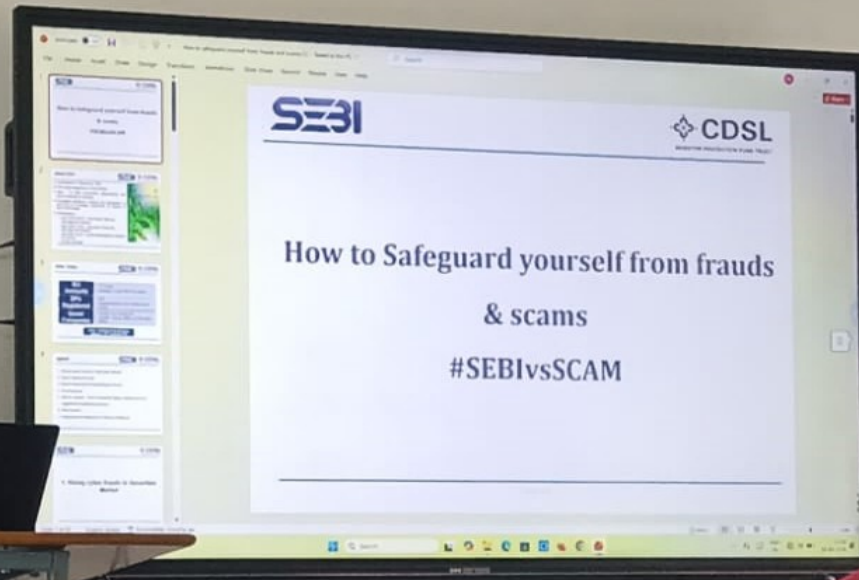
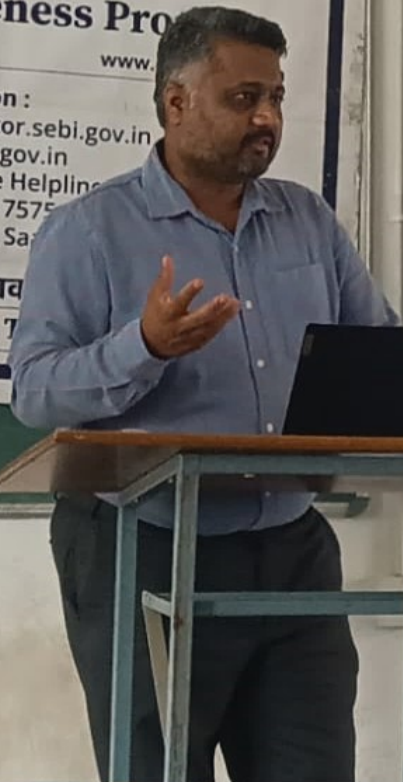
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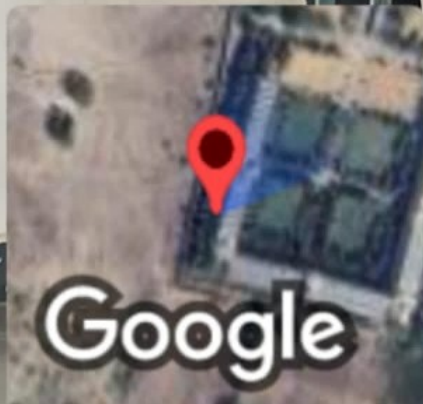
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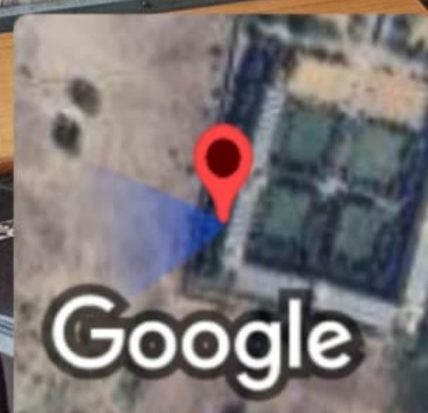


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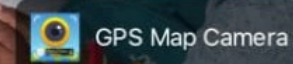
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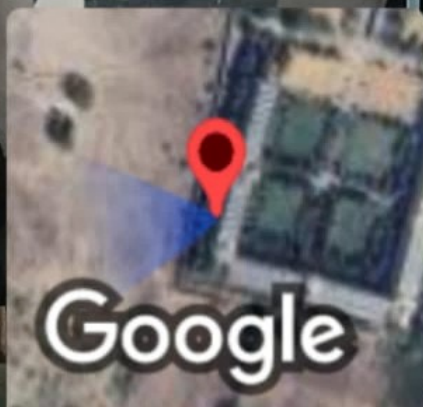
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- Market Participant may also initiate dispute through the ODR Portal by giving notice period of 15 calendar days to the investor/client for resolution of the dispute, which is not resolved.
- For more information, visit SEBI Circular No. SEBI/CMDR/DOA/DOA_1405/2019/DOA dated July 11, 2019 on SEBI website.



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