

ONLINE DISPUTE RESOLUTION (ODR) FRAMEWORK

SEBI Circular Nos. **SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/131** dated **July 31, 2023** read with **SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/135** dated **August 04, 2023**

- The SEBI Circular Number SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/131 dated July 31, 2023 directed that the disputes between Investors/Clients and listed companies including their Registrar and Share Transfer Agents will be resolved in accordance with the said circular and by harnessing online conciliation and/or online arbitration.
- As per the said Circular; it has been e it advised that an investor/client shall first take up grievance with the Company by lodging a complaint directly with the concerned Company. If the grievance is not redressed satisfactorily, the investor/client may, in accordance with the SCORES guidelines, escalate the same through the SCORES Portal in accordance with the process laid out therein. After exhausting these options for resolution of the grievance, if the investor/client is still not satisfied with the outcome, dispute resolution can be initiated through the ODR Portal.
- Alternatively, the investor/client can initiate dispute resolution through the ODR Portal if the grievance lodged with the concerned Company was not satisfactorily resolved or at any stage of the subsequent escalations mentioned in the above paragraph. The Company may also initiate dispute resolution through the ODR Portal after having given due notice of at least 15 calendar days to the investor/client for resolution of the dispute which has not been satisfactorily resolved between them.
- The dispute resolution through the ODR Portal can be initiated when the complaint/dispute is not under consideration in terms of above or SCORES guidelines as applicable or not pending before any arbitral process, court, tribunal or consumer forum or are non-arbitrable in terms of Indian law.
- The dispute resolution through the ODR Portal can be initiated when within the applicable law of limitation (reckoned from the date when the issue arose/occurred that has resulted in the complaint/date of the last transaction or the date of disputed transaction, whichever is later).



- *For further details, kindly refer the SEBI Circulars as have been issued by SEBI. Link thereof along with link of ODR Portal has also been provided by the Company under **SMART ODR TAB** at the Website of the Company.*

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