



*Dear Investors,*

To enhance the awareness of investors about the availability of the common Online Dispute Resolution (“ODR Mechanism”) to facilitate online resolution of all kinds of disputes arising in the Indian Security Market, we wish to inform that SEBI vide its Circular dated July 31, 2023 read with SEBI Circular dated August 4, 2023, SEBI Circular dated December 20, 2023 and other relevant SEBI Circulars has established a common ODR Portal which harnesses online conciliation and online arbitration for resolution of any disputes arising in the Indian Securities Market.

As per the said Circulars, investors shall first take up their grievance with the listed entity by lodging a complaint directly with the concerned listed entity and if the grievance is not redressed satisfactorily, the investor may, in accordance with the SCORES guidelines, escalate the same through the SCORES Portal at <https://scores.sebi.gov.in/>, in accordance with the process laid out therein. After exhausting all available options for resolution of the grievance, if the investor is still not satisfied with the outcome, he/she can initiate dispute resolution through the ODR Portal at <https://smartodr.in/login>. Alternatively, the investor/client can initiate dispute resolution through the ODR Portal if the grievance lodged with the Company was not satisfactorily resolved in accordance with and subject to the aforesaid circulars.

It must be noted that the dispute resolution through the ODR portal can be initiated only if such Complaint / dispute is not pending before any arbitral process, court, tribunal or consumer forum or if the same is non-arbitrable under Indian Law. There shall be no fees for registration of a complaint/dispute on the ODR portal, and the fees for conciliation or arbitration process including applicable GST, stamp duty etc. shall be borne by the Investor/Company/other market participant as the case may be.



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