SEBI Online Dispute Resolution (ODR) Process

Investor Grievance Redressal Framework

The Online Dispute Resolution (ODR) framework established by the Securities and Exchange Board of India (SEBI) enables investors and market participants to resolve eligible disputes through an online mechanism.

Step 1 – Lodge Complaint with the Market Intermediary

The investor should first submit the grievance to the concerned intermediary (such as a stock broker, depository participant, or other SEBI-registered intermediary) and retain the acknowledgement.

Step 2 – Register Complaint on SEBI SCORES

If the grievance is not resolved satisfactorily, the investor may register a complaint through the SEBI SCORES Portal.

Step 3 – Online Dispute Resolution (SMART ODR)

Where applicable, unresolved disputes may be referred through the SMART ODR Portal for online dispute resolution.

Step 4 – Online Conciliation

An independent conciliator facilitates discussions to help the parties reach a mutually acceptable settlement.

Step 5 – Online Arbitration

If conciliation is unsuccessful, the dispute may proceed to arbitration in accordance with the applicable SEBI framework and governing laws.

Step 6 – Final Award / Resolution

The arbitral tribunal issues its award. Any further remedies are available as provided under the applicable legal framework.

Official SEBI Resources

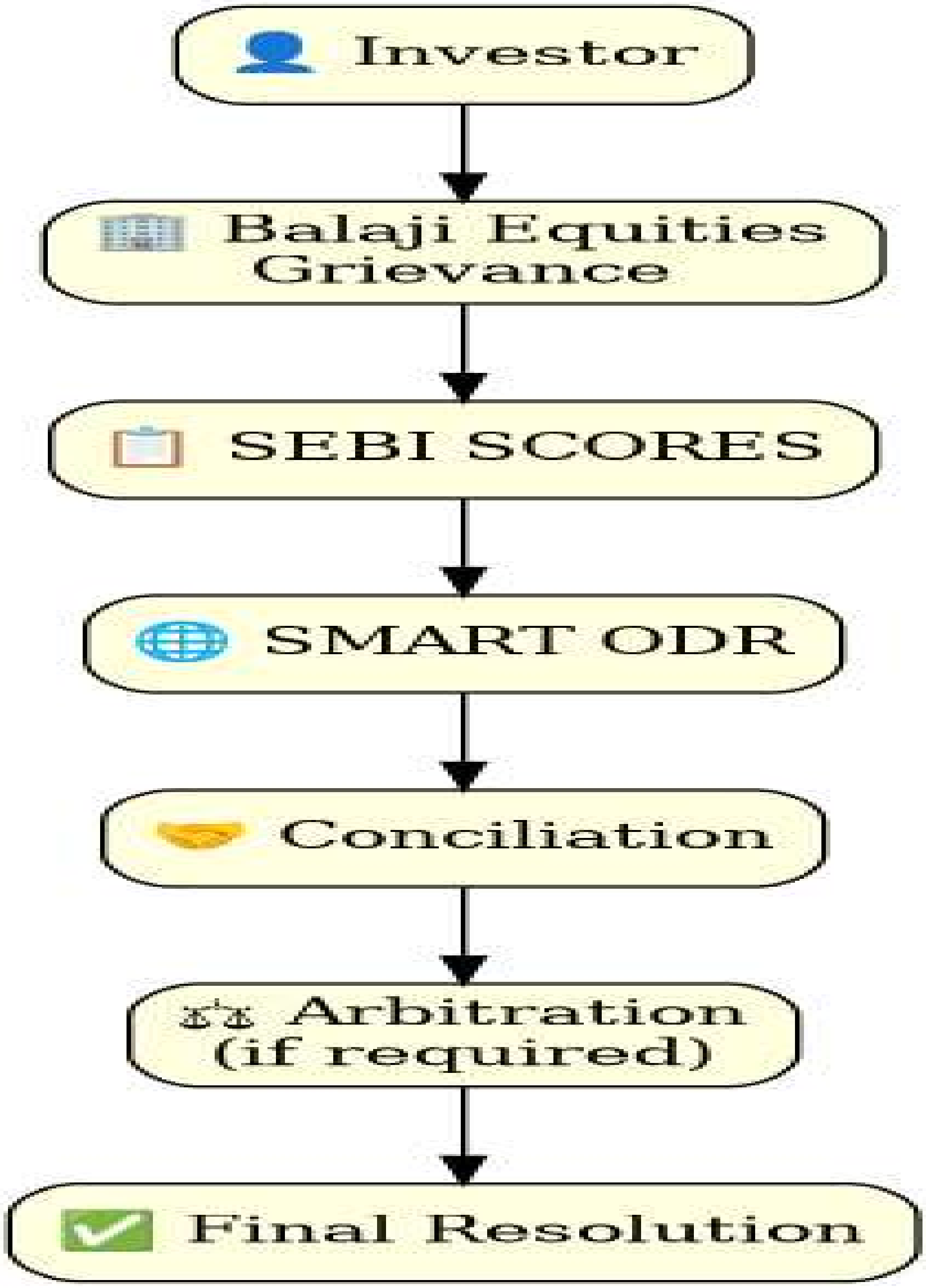
• SEBI SCORES Portal
• SMART ODR Portal
• SEBI Master Circular on Online Dispute Resolution (PDF)

Process Flow

Investor → Concerned Market Intermediary → SEBI SCORES → SMART ODR → Online Conciliation → Online Arbitration (if required) → Final Award / Resolution

BALAJI EQUITIES LIMITED

Online Dispute Resolution (ODR) Process
SEBI / MCX Website Compliance



Useful Links

• SEBI SCORES Portal
• SMART ODR Portal