



Central Depository Services (India) Limited

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COMMUNIQUE TO REGISTRAR & TRANSFER AGENTS

CDSL/IG/RTA/POLCY/2023/196

September 13, 2023

REDRESSAL OF INVESTOR GRIEVANCES ON ODR PLATFORM

Issuer / RTAs are hereby informed that pursuant to SEBI Circular (SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/131) dated July 31, 2023, it is mandatory to be registered on the Common Online Dispute Resolution Portal ("ODR Portal") which harnesses online conciliation and online arbitration for resolution of disputes arising in the Indian Securities Market.

In this connection, the ODR Portal i.e. SMART ODR Portal {hyperlink: <https://smartodr.in>} (Securities Market Approach for Resolution Through ODR Portal) is now live, pursuant to the aforesaid SEBI Circular. This platform is designed to enhance investor grievance redressal by enabling investors to access Online Dispute Resolution Institutions for the resolution of their complaints.

The SMART ODR Portal has been setup by the relevant Market Infrastructure Institutions (MII's) together with the participation of reputed ODR Institutions.

To gain access to the SMART ODR platform, the Issuer / RTAs are hereby requested to get themselves registered on the SMART ODR Portal and set up their respective accounts for receiving complaints registered against the concerned Issuer / RTAs.

The steps involved for completing the aforesaid process would be shared with the email ID of your respective Compliance Officer/ email ID registered with SCORES vide email ID - no-reply@mailers.smartodr.in. The same is also reiterated for reference of all Issuer / RTAs:

- i. Click on the verification link provided in the email sent to respective Issuer / RTAs.
- ii. You will be prompted to set a password for your account as specified in the email.
- iii. After setting the password, please go through the Portal Terms & Conditions. Upon acceptance of the same your account will be created.
- iv. After setting the password & accepting the Terms & Conditions, your account will be created and you can start exploring the SMART ODR portal.

Please note that your account will only be fully activated once you have clicked the verification link as mentioned in the email and set your password.



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The Issuer / RTAs are requested to take note that as per the aforesaid SEBI Circular, registration of Issuer / RTAs on the ODR Portal must be completed by September 15, 2023 and therefore advised to take necessary steps to ensure verification of account.

In case of any issues during account creation, the Issuer / RTAs are requested to email at help@smartodr.in or contact +91- 8105148710.

Sd/-

Shelma D'Souza
Senior Manager – Investor Grievance