

### **Introducing Online Dispute Resolution (“ODR”): An all-new dispute resolution platform**

Pursuant to the SEBI circulars dated July 31, 2023 and August 4, 2023, an ODR Common Portal named “SMART ODR” has been launched. (Securities Market Approach for resolution through ODR Portal).

This platform has been set up to improve investors’ grievance redressal by providing them access to Online Dispute Resolution Institutions for the resolution of their complaints.

To raise a grievance through the ODR portal, you need to follow the following steps:

- First, lodge your grievance with the Registrar and Transfer Agent, viz. Link Intime India Private Limited (“RTA”) / the Company (collectively known as “Market Participants”) (email address and address of the RTA are available on the website of the Company);
- If the grievance is not redressed satisfactorily, you may escalate the grievance through the SCORES portal;
- After exhausting all available options for resolution of the grievance and in case you do not find a satisfactory resolution, you may initiate dispute resolution through the ODR Portal

Alternatively, you can initiate dispute resolution through the ODR Portal if the grievance lodged with the concerned Market Participant was not satisfactorily resolved.

For more information on how to resolve your grievances through the ODR Portal, refer to the [SEBI Circular](#).

To access the ODR Portal, [click here](#).