



**DECCAN TRANSCON LEASING LIMITED**  
**SEBI SMART ODR FRAMEWORK**

## INTRODUCTION

To enhance investor grievance redressal in the securities market, the Securities and Exchange Board of India (SEBI) has introduced the SMART ODR (Online Dispute Resolution) Framework. This mechanism aims to provide a fast, cost-effective, and transparent resolution of disputes between investors and listed companies or intermediaries.

## WHAT IS SMART ODR?

SMART stands for Securities Market Approach for Resolution through Technology. It is an online dispute resolution system that allows investors to raise grievances and resolve them through a streamlined digital platform. This framework uses cutting-edge technology to facilitate e-arbitration and e-mediation, reducing the need for physical appearance.

To begin utilising the SMART ODR services, please log in to the SMART ODR Portal (<https://smartodr.in/login>) using your registered credentials. If you are a new user, kindly follow the registration process on the portal.

## WHO CAN USE IT?

The SMART ODR system can be used by investors who have complaints against listed companies, stockbrokers, depository participants, mutual funds, and other registered intermediaries. If the grievance remains unresolved even after using the SCORES platform, the investor can escalate the matter through the SMART ODR system.

## GRIEVANCE REDRESSAL PROCESS: STEP-BY-STEP

### 1. Initial Approach to RTA/Listed Entity:

Investors must first attempt to resolve their grievance directly with the concerned RTA or the listed company.

### 2. Submission of Required Documentation:

Investors are expected to furnish the necessary Investor Service Request (ISR) forms, along with KYC updates and other relevant documentation as advised by the RTA or Depository Participant.

### 3. Escalation to SEBI SCORES Portal:

If the grievance remains unresolved, the next step is to lodge a complaint on the SEBI SCORES Portal.

### 4. Referral to ODR Portal:

Should all previous remedies fail to address the issue, the matter can be escalated to the SMART ODR Portal for resolution through online mediation or arbitration.

#### **5. Applicability for Other Cases:**

Nominees or legal heirs in case of transmission requests, or unresolved service-related issues, may also seek redressal via the ODR Portal.

### **HOW TO USE THE SMART ODR PORTAL**

- 1. Register** – Visit <https://smartodr.in/login> and click on “Create Account” to register.
- 2. File Dispute** – Select “File New Dispute” to initiate the process.
- 3. Choose Intermediary** – Select the concerned intermediary against whom the dispute is being raised.
- 4. Categorise Issue** – Select the relevant category applicable to the dispute.
- 5. Submit Details** – Provide complete details and attach supporting documents.
- 6. Track Progress** – Monitor the dispute resolution status through the “Dispute Timeline” on the portal.

### **CONCLUSION**

The SEBI SMART ODR Framework is a step forward in making the securities market more investor-friendly and efficient. By leveraging technology, SEBI aims to empower investors and build greater trust in the financial system.