

## **SCORES**

In case the investor is not satisfied with the redressal of the investment Adviser or otherwise the investor may lodge the complaint with SEBI's web-based complaints redressal system (SCORES).

<https://scores.gov.in/scores/Welcome.html>

For Android App:

[https://play.google.com/store/apps/details?id=com.ionicframework.sebi236330&hl=en\\_IN&gl=US&pli=1](https://play.google.com/store/apps/details?id=com.ionicframework.sebi236330&hl=en_IN&gl=US&pli=1)

For iOS App:

<https://apps.apple.com/in/app/sebiscores/id1493257302>

## **Online Dispute Resolution (ODR)**

Your attention is drawn to the SEBI circular no. SEBI/HO/OIAE/OIAE\_IAD-1/P/CIR/2023/145 dated July 31, 2023 (updated as on August 4, 2023), on "Online Resolution of Disputes in the Indian Securities Market".

A copy of the said SEBI circular is here – [https://www.sebi.gov.in/legal/master-circulars/aug-2023/online-resolution-of-disputes-in-the-indian-securities-market\\_75220.html](https://www.sebi.gov.in/legal/master-circulars/aug-2023/online-resolution-of-disputes-in-the-indian-securities-market_75220.html)

A common Online Dispute Resolution Portal ("ODR Portal") which harnesses online conciliation and online arbitration for resolution of disputes arising in the Indian Securities Market has been established.

SMART ODR Portal (Securities Market Approach for Resolution through ODR Portal) can be accessed via the following link – <https://smartodr.in/login>

You are requested to take note of the contents of the SEBI circular.