

Based on the operational guidelines of the SMART ODR portal, as per SEBI's new Master Circular for Online Dispute Resolution, a client (investor) can lodge a complaint through a structured three-tier process flow. The details for filing a complaint by a client are as follows:

Prerequisites for filing on SMART ODR: Investors cannot directly access the ODR platform. They must first complete the "Grievance Redressal Stack" below: Direct Complaint:

Step1: First file a complaint with the stock broker/depository participant (DP).

Step-2 SCORES 2.0 Escalation: If the complaint is not resolved within the timeline (typically 21 days) or if the resolution is not satisfactory, the investor must escalate it through SEBI's SCORES 2.0 portal.

Step-3 ODR Portal: Only after completing these steps—or if the matter is not pending with another forum (court/consumer forum)—can an investor access SMART ODR.

How do I Login to the Portal?

1. First, the investor clicks on the **Login Portal**.
2. If the Investor does not have a **Login ID & Password**, he or she must create one.
3. For the creation of a **password**, he has to click **Create one here** and has to fill out the details.
4. After creating a **Login ID & Password**, he can file a dispute with the concerned authority, as mentioned on the portal.

Click on the SMART ODR Portal to Login

Step-by-Step Process Flow on SMART ODR Step

1. **Registration and Account Setup Access:** Visit <https://smartodr.in>.
2. **Sign-up:** Click on "Create Account" or "Investor Login."
3. **Required Information:** Enter name, PAN, mobile number, and email ID. OTP verification is usually required.
4. **Starting a Dispute File a New Dispute:** Select the "File a New Dispute" button on the dashboard.
5. **Select an Intermediary:** Select the required category (e.g., Stock Broker or Depository Participant) and search for the specific entity.
6. **Previous References:** You must provide the SCORES Complaint ID or the reference number of a complaint previously filed with the broker.
7. **Document Upload and Submission Details:** Enter complete dispute details. Evidence: Upload supporting documents (contract notes, ledger statements, DIS copies, emails, etc.).
8. **Limit:** Typically up to 20MB per dispute.
9. **Submit:** Upon submission, a unique Dispute ID is generated for tracking.
10. **MII Review (First 21 Days)** The relevant Market Infrastructure Institution (MII)—such as NSE, BSE, CDSL, or NSDL—reviews the dispute.
11. They attempt to resolve the matter amicably between the investor and the broker/DP within 21 calendar days.
12. **Online Conciliation:** If the MII review fails, the matter is referred to an independent ODR institution.
13. **A neutral conciliator is appointed. Process:** Conducted entirely online via video conferencing. Timeline: 21 days (extendable by 10 days if both parties agree).
14. **Cost:** Free for investors; The broker/DP pays the conciliation fee.

- Online Arbitration (if conciliation fails) If no settlement is reached, the investor can opt to initiate arbitration. An arbitrator is appointed to pass a "binding award."
- Fees: For claims above ₹1,00,000, arbitration fees are charged as per SEBI's slab. For claims below ₹1,00,000, it is often a "documents only" process. Interim relief:
- In some cases, the broker may be required to deposit the disputed amount with the MII, and the investor may receive interim relief (up to ₹5 lakh) until the final award is issued.
- Summary of Timeline and Resolution Stage Responsible Body Standard Timeline Direct Complaint Broker / DP
21 days Score 2.0 SEBI / Broker 21 days MII Review (ODR) NSE/BSE/CDSL/NSDL 21 days Conciliation (ODR) ODR Institution 21 (+10) days Arbitration (ODR) Arbitrator 30 (+30) days