

Investor Awareness: All You Need to Know About SEBI's Online Dispute Resolution (ODR) Portal

In a landmark move to safeguard investor interests and enhance transparency in the securities market, the **Securities and Exchange Board of India (SEBI)** has launched a **smart Online Dispute Resolution (ODR) portal**. This platform aims to **digitally resolve disputes** between investors and regulated entities like brokers, listed companies, and intermediaries.

<https://help.smartodr.in/docs/category/investor---basics>

What is the ODR Portal?

[Online Dispute Resolution \(ODR\)](#) The **ODR Portal** is a centralized, digital platform developed under SEBI's guidance to **streamline and simplify the dispute resolution process** in the securities market.

When you can use ODR

You can use ODR to resolve disputes about:

- Trading issues with your broker
- Problems with listed companies
- Issues with share transfer agents
- Demat account problems

Steps to resolve your dispute

Step 1: Direct Complaint

Contact your broker or the concerned company directly with your complaint.

Step 2: SCORES Portal

If not resolved satisfactorily, escalate through the [SEBI SCORES Portal](#)

Step 3: ODR Portal

If the grievance **still remains unresolved**, the investor can now approach the **ODR Portal** to initiate a **dispute resolution process** through the [ODR Portal](#)

How to File a Complaint on the ODR Portal: Step-by-Step Guide

1. **Register on SMART ODR Portal:** Click on *Create Account* to register on the platform using your PAN, email ID, and contact details.
2. **File a new dispute:** Click on *File a New Dispute* to begin.
3. **Select intermediary:** Select the intermediary against whom you wish to file a dispute.
4. **Select category:** Select the relevant categories for your dispute.
5. **Enter dispute details:** Fill details of the dispute and attach relevant files or documents.

6. **Track resolution progress:** Once your dispute is filed, track progress easily under the *Dispute Timeline*.

How the process works

Conciliation (free attempt at settlement)

- An **independent conciliator** is appointed from a panel maintained by the ODR institution.
- The conciliator tries to help you and the other party reach an agreement, ensuring closure and compliance.
- Takes 21 days (can extend to 31 days if both parties agree)
- Cost: Free for you - your broker/company pays all fees
- If successful, you get a legally binding settlement agreement

Arbitration (if conciliation fails)

- An independent arbitrator makes a binding decision
- Timeline: 30 days for the award
- For claims ₹1,00,000 or below: Document-only process (no hearing required)
- For claims above ₹1,00,000: Hearings conducted online

Fees and charges

- **Registration and conciliation:** Free - no charges for registering complaints or conciliation
- **Arbitration fees (only if conciliation fails):** Fees vary based on claim amount as specified by SEBI
- **Late filing fee:** ₹1,000 if you file after 6 months from the dispute date


What happens during arbitration

1. Your broker must deposit the full claim amount with the stock exchange/depository within 10 days
2. You can get interim relief - up to ₹5,00,000 from the deposited amount while the case is ongoing
3. Decision timeline: Arbitrator gives the award within 30 days
4. Payment: If you win, your broker must pay within 15 days of the award
5. If your broker doesn't comply, you get assistance in enforcing the award

If you get interim money but lose the case, you must return the amount received. If you don't return it, your trading will be suspended until repayment, and your demat and mutual fund holdings will be frozen.

Important points

- You cannot use ODR if your matter is already in court
- The arbitrator's decision is legally binding and enforceable
- Your broker cannot charge you any fees for this dispute resolution process
- All proceedings happen through video calls - you don't need to travel anywhere

 **Stay Informed. Stay Protected.**