

# **Investor Awareness Notice: Introducing SMART ODR – Your Online Dispute Resolution Platform**

## **What is SMART ODR?**

The **SMART ODR (Online Dispute Resolution Portal)** is an investor-friendly, fully digital platform introduced by **SEBI** to resolve disputes between **investors and market intermediaries** in a fast, cost-effective, and transparent manner.

This platform enables **online conciliation and arbitration**, making the dispute resolution process seamless and accessible from anywhere.

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## **Key Highlights:**

- ✓ **100% Online** – No paperwork or physical visits.
- ✓ **Quick and Transparent** – Time-bound resolution process.
- ✓ **For All Investors** – Retail and institutional clients.
- ✓ **Covers Brokers, Depository Participants, AMCs, RTAs, etc.**

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## **How to Use the SMART ODR Platform**

1. First, **raise your complaint directly** with us (the market participant).
2. If not resolved satisfactorily, **escalate via SEBI SCORES** (<https://scores.gov.in>).
3. If still unresolved, **initiate dispute resolution via the SMART ODR Portal:**
  - Visit: <https://smartodr.in>
  - Register/login
  - Submit your complaint and documents
  - Track resolution status online

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## **Who Can Use SMART ODR?**

- Investors (retail and institutional)
- Clients of stock brokers, DPs, AMCs, RTAs, etc.
- Any party involved in securities market-related disputes

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## **Why It Matters:**

This initiative by SEBI enhances **investor protection** and provides an efficient grievance redressal mechanism for disputes involving market entities.

As a responsible market participant, we encourage all our clients to utilize the SMART ODR platform for resolution of unresolved issues.

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**Issued in public interest**

**R K GLOBAL SHARES & SECURITIES LTD**

As per SEBI Circular SEBI/HO/OIAE/OIAE\_IAD-1/P/CIR/2023/145