

Online Dispute Resolution (ODR)

At Absolute Broking, we are committed to resolving investor grievances swiftly and transparently. As part of our regulatory obligations and customer-first approach, we support Online Dispute Resolution (ODR) through SEBI's official platform.

1. What is ODR?

ODR is an online platform introduced by SEBI to help investors and market intermediaries resolve disputes in a structured and timely manner without needing to visit physical offices or courts.

2. When to Use ODR

Investors can use ODR to raise complaints related to trading, demat accounts, service lapses, or unauthorized transactions that remain unresolved by the intermediary.

3. ODR Process

- First, raise the complaint directly with us at support@absolutebroking.com.
- If not resolved within 30 days, escalate through the SEBI SCORES platform.
- If still unresolved, proceed to ODR via the [Smart ODR Portal](#).

4. Smart ODR Portal

The Smart ODR Portal (smartodr.in) is a SEBI-approved platform where you can file disputes, submit evidence, and track resolution timelines—all digitally.

5. Support and Assistance

Our compliance team is available to help guide you through the ODR process. Please write to compliance@absolutebroking.com for any support regarding unresolved disputes.

We are committed to investor protection and believe that ODR is a powerful initiative to ensure transparency, accountability, and convenience in grievance redressal.

