



भारतीय प्रतिभूति और विनियमय बोर्ड
Securities and Exchange Board of India



SMART ODR

*“Securities Market Approach
for resolution through Online
Dispute Resolution”*

Disclaimer



- ❖ Information contained in this presentation is as on September 30, 2024.
- ❖ The information contained in this presentation is only for Educational and Awareness Purposes related to securities market .
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Flow of Presentation



- Introduction to SMART ODR
- Key Milestone of SMART ODR
- Process Flow Chart of ODR Process
- Difference between the Old and New online dispute resolution (ODR) mechanism in securities market
- SCORES v/s SMART ODR
- Regulated entities against whom ODR may be initiated
- Timeline of ODR
- SMART ODR Process Flow

Introduction to SMART ODR



Establishment

- Market Infrastructure Institutions (MIIs) under guidance of SEBI, have established and developed a common Online Dispute Resolution Portal ('SMART ODR Portal') for resolving disputes between the parties.

Link

- The link for the Online Dispute Resolution Portal is <https://smartodr.in/>.

Steps

- Step- 1:-The investor/client shall first take up the matter with the Market Participant. If the investor/client is not satisfied with the resolution provided by the Market Participant or no action initiated by the Market participants, then
- Step2:- The investor/client may register the complaint/dispute in SCORES/ SMART ODR Portal.

Note

- It may be noted that in case the investor/client has filed the dispute on SMART ODR Portal, while the complaint is pending on SCORES, then the complaint shall be treated as disposed on SCORES.
- If the investor/client has filed the dispute on SMARTODR Portal, then subsequently, it cannot file the same complaint on SCORES.

Introduction to SMART ODR (Cont....)



Initiating
Dispute
Resolution

- Investors/Clients can register their complaint/dispute on the SMART ODR Portal.
- Upon registration, the complaint is assigned to the relevant Market Infrastructure Institution (MII) through the portal.

Pre-
Conciliation
Process

- The MII aims to resolve the complaint/dispute amicably between the investor/client and the market participant within 21 calendar days from filing.

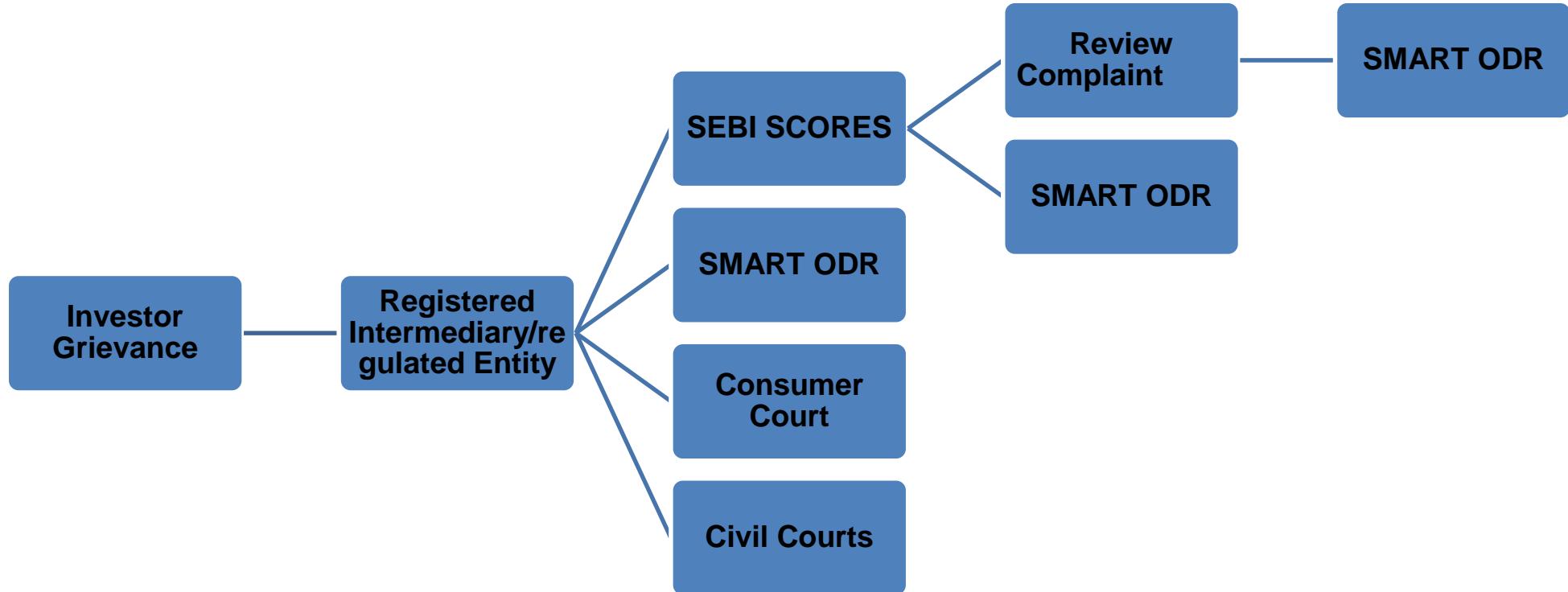
Initiating
Conciliation

- If no resolution is reached during the Pre-Conciliation Period, the investor/client can initiate online conciliation through the SMART ODR Portal.
- This involves a neutral third party assisting in reaching an agreement.

Market
Participant
Initiating
Dispute
Resolution

- Market participants can also initiate online dispute resolution through the SMART ODR Portal after providing a 15-day notice to the investor/client.
- This applies to unresolved disputes between the investor/client and the market participants.

Process Flow Chart of ODR



Difference between the Old and New online dispute resolution (ODR) mechanism in securities market



Old Mechanism

- For clients of Brokers, DPs and investors in listed companies and their RTAs
- Multi layered: IGRC, arbitration and appellate arbitration
- Exchanges and Depositories had their own panel of conciliators
- Offline (during COVID thru Zoom)

New Mechanism

- For almost all specified securities markets regulated entities
- Three step:-
 - Pre-conciliation
 - Conciliation
 - Arbitration
- MIs tie up with ODR institutions who maintain a panel of conciliators and arbitrators
- Cases assigned on round robin logic
- Exception Broker/DP on an interim basis
- End to end online process

Regulated entities against whom ODR may be initiated



List of securities market intermediaries / regulated entities against whom investors may invoke the ODR process:

- AIFs –Fund managers
- Banker to an Issue and Self-Certified Syndicate Banks
- CIS –Collective Investment management company
- Commodities Clearing Corporations
- Depository Participants
- Investment Advisors
- InvITs -Investment Manager
- Merchant Bankers
- Mutual Funds –AMCs
- Portfolio Managers
- Registrars and Share Transfer Agents
- REITs –Managers
- Research Analyst
- Stock brokers(including Online Bond Platform & Online Bond platform Providers)
- Listed companies

Regulated entities against whom ODR may be initiated



- ❖ Disputes amongst Securities Market regulated entities can be initiated either in SMART ODR
 - or
 - Independent Institutional Arbitration

❖ List of specified Intermediates and / regulated entities

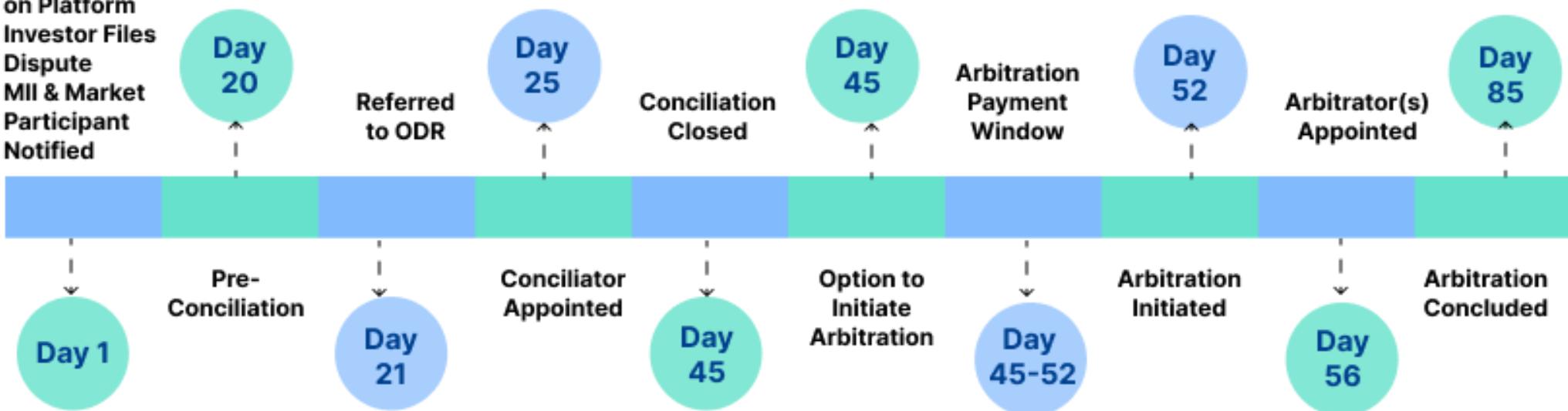
- *Clearing Corporations & their constituents*
- *Commodities Clearing Corporations,*
- *Credit Rating Agency and rating clients*
- *Custodians and their clients/FPIs*
- *Debenture Trustees and issuers*
- *Designated Depository Participant & their clients / FPIs*
- *ESG Ratings Providers and their clients*
- *KYC Registration Agency & their clients / intermediaries*
- *Merchant Banker and issuers*
- *Mutual Funds and Mutual Fund Distributors*
- *Proxy Advisory and their clients*
- *Proxy advisors and listed entities*
- *Registrars and Share Transfer Agents and their clients*
- *Research Analyst and their clients*
- *Stock brokers and their Authorised Persons*
- *Trading Members & Clearing Members*
- *Vault Managers and beneficial owners^{3a}*

SCORES v/s SMART ODR

SCORES	SMART ODR
Completely Free for all Market Participants	Free for Investor till Conciliation stage. Fees Payable by investor for initiating arbitration
Any dispute arising between Investor and Market Participant is outside the SCOPE of SCORES	Adjudication of Disputes is within the SCOPE of SMART ODR
Limitation period is 1 year	Limitation period is as per The Arbitration and Conciliation Act i.e. 3 years
No Action can be initiated Against investors	Market Participants can initiate action against investors through SMART ODR by giving 15 days notice

Timeline of ODR

- Investor Registers on Platform
- Investor Files Dispute
- MII & Market Participant Notified



SMART ODR Process Flow

SMART ODR Process Flow



Investor Registration

Already have an account? [Login here.](#)

Important Note

Please register with the email ID you have associated with a stock exchange or depository. This will ensure that your dispute is processed quickly.

Name*

Enter Email ID*

Enter Phone Number*

PAN Number*

Select State*

City* Pincode*

Enter Complete Address*

Investors can Create an Account easily from this

The SMART ODR Portal - Securities Market Approach for Resolution Through ODR Portal, has been established by the 7 Market Infrastructure Institutions together with ODR Institutions to help investors access efficient dispute resolution fully online.

Follow the steps below to resolve a dispute.

- 1 Register on SMART ODR Portal**
Click on Create Account to register on the platform.
- 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.

MSE
MCX
NCDEX
NSDL
NSE
CADRE
CORD
Jupitice
PRESOLV360
{sama}
webnyay
Privacy - Terms

SMART ODR Process Flow



Enter Email ID*

Enter Phone Number*

PAN Number*

Select State*

City*

Enter Complete Address*

Enter Password*

Confirm Password*

I agree to SMART ODR Terms and Conditions

Proceed

Privacy - Terms

BSE CDSL XMSE MCX NCDEX CORD Jupitice JustACE PRESOLV360

Once your dispute is filed under the Dispute Timeline.

Please review and accept the Terms and Conditions.

Please review and accept the terms and conditions to proceed with the account creation.

iii. **Waiver:** No waiver of any provision of these Terms shall be binding unless executed and notified by the Host in writing to you. No waiver of any of the provisions of these Terms shall be deemed or shall constitute a waiver of any other provision and no waiver shall constitute a continuing waiver. You hereby waive any present or future claims you have against the Host arising from your use of the Platform.

iv. **Assignment:** You may not assign your obligations under these Terms or any part thereof without the prior written consent of the MIIs.

v. **Severability:** If any provision of these Terms is determined to be invalid or unenforceable, it will not affect the validity or enforceability of the other provisions of these Terms, which shall remain in full force and effect.

vi. **Governing Law:** These Terms are governed by the laws of India. Any disputes that may arise in connection herewith or relating to these Terms or anything done hereunder shall be subject to the exclusive jurisdiction of the courts at Mumbai, Maharashtra, India.

Accept & Proceed Cancel

Copy also sent via e-mail

Button is activated only upon scrolling to the bottom

SMART ODR Process Flow



SMARTODR
Securities Market Approach for Resolution Through ODR Portal

Dispute History →

+ File a New Dispute

Hello, File a Dispute on SMARTODR

SMARTODR connects you to neutral and independent Online Dispute Resolution (ODR) Institutions that will help you resolve your dispute completely online.

1 File a New Dispute
Click on File a New Dispute in the sidebar or the 3-dash menu (if on mobile).

2 Select Intermediary
Select the Intermediary against whom you wish to file a dispute.

3 Select Category
Select the Category of your dispute and the relevant Stock Exchange or Depository.

4 Fill Dispute Details
Fill Details of the Dispute and attach files relevant to the dispute.

5 Track Progress
Once your dispute is filed, you can track the progress under the Dispute Timeline section of your dispute.

Report a bug

Logout

Rohan Thomas Testing 1
Investor

Once you file your first dispute, you will be able to track it on this page.

Privacy - Terms

Guide to help investors file their first dispute

SMART ODR Process Flow



The screenshot shows the SMART ODR platform interface. At the top left is the SMART ODR logo with the tagline "Securities Market Approach for Resolution through ODR Portal". On the left sidebar, there are links for "Dispute History", "File a New Dispute", "Report a bug", and "Logout". A user profile for "Rohan Thomas Testing 1" is also visible. The main content area is titled "File A Dispute" and "Select Intermediary Type". A modal window is open, asking "Have you tried resolving this Dispute with the intermediary?", with "Yes" checked. It also includes fields for "Date Of Lodging Primary Dispute" (dd/mm/yyyy) and "Primary Dispute Reference No.", and buttons for "Proceed" and "Cancel". A green callout bubble on the right says "Preliminary Check whether dispute has been filed with MP". The background shows categories like Listed Companies/ Registrars & Transfer Agents / Non-Domestic Remat, Brokers, Mutual Funds, and Depository Participants.

SMART ODR
Securities Market Approach for Resolution through ODR Portal

File A Dispute

Select Intermediary Type [?]

Have you tried resolving this Dispute with the intermediary?

Yes No

Date Of Lodging Primary Dispute [?] dd/mm/yyyy

Primary Dispute Reference No. [?]

Proceed Cancel

Preliminary Check whether dispute has been filed with MP

Report a bug

Logout

Rohan Thomas Testing 1
Investor

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SMART ODR Process Flow



SMART ODR
Securities Market Approach for Resolution Through ODR Portal

Dispute History

File a New Dispute →

Report a bug

Logout

Rohan Thomas Testing 1
Investor

File A Dispute

Select Intermediary Type ⓘ

- Listed Companies/ Registrars & Transfer Agents / Non-Demat and Remat
- Brokers
- Depository Participants
- Mutual Funds
- Other Entities
- Investment Adviser / Research Analyst

Select Intermediary

Fill Dispute Details

Cancel Proceed

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First-Order Categorization of Disputes

SMART ODR Process Flow



SMART ODR
Securities Market Approach for Resolution Through ODR Portal

File A Dispute

Dispute History

+ File a New Dispute →

Report a bug

Logout

Rohan Thomas Testing 1
Investor

Fill Dispute Details

Privacy - Terms

Select Intermediary Type

Other Entities

Select Intermediary

- Merchant Bankers
- Debenture Trustee
- Bankers to an Issue
- Credit Rating Agencies
- Custodian of Securities
- Venture Capital Funds
- KYC Registration Agency (KRA)
- Alternative Investment Fund
- Infrastructure Investment Trusts (InvITs)
- Real Estate Investment Trust
- Foreign Venture Capital Investor

Second-Order Categorization of Disputes

SMART ODR Process Flow



SMART ODR
Securities Market Approach for Resolution Through ODR Portal

Dispute History

+ File a New Dispute →

Report a bug

Logout

Rohan Thomas Testing 1
Investor

smartodr.in/investor/dispute-registration

File A Dispute

Select Intermediary Type

Other Entities

Select Intermediary

Merchant Bankers

Fill Dispute Details

Enter Intermediary Name ?

AJCON GLOBAL SERVICES LTD.

Non-receipt of shares in Public / Rights issue (including allotment letter)

Non-receipt of interest for delay in despatch/credit of Refunds

Non-receipt of interest for delay in despatch/credit of Dividend

Allotment of Shares in Physical mode even though DP-ID, Client-ID given

Receipt of Refund/Dividend in Physical mode even though opted for Electronic mode

Blocking/Unblocking amount under ASBA

Application not appearing in IPO bid file

Non-exercise of due-diligence/inadequate disclosure

Others

Type of Securities

Mode of Holding Securities

Physical

Demat

Claim Amount* (Input 0 if Not Applicable)

Select Specific Intermediary from the dropdown menu



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SMART ODR Process Flow



Nature of Dispute Related To *

Non-receipt of refund in Public / Rights issue

I am writing to bring to your attention the non-receipt of my refund for the [Name of the Issue] that was recently closed. Despite the closure of the allotment process, I am yet to receive the refund amount for the shares that were not allotted to me.

Accepted : jpeg, .pdf, .png, .jpg, .xlsx, .csv, .mp3, .zip, .mp4, .doc, .docx
Note: Total file size cannot exceed 20 MB

Non-receipt of shares in Public / Rights issue (including allotment letter)
 Non-receipt of interest for delay in despatch/credit of Refunds
 Non-receipt of interest for delay in despatch/credit of Dividend
 Allotment of Shares in Physical mode even though DP-ID, Client-ID given
 Receipt of Refund/Dividend in Physical mode even though opted for Electronic mode
 Blocking/Unblocking amount under ASBA
 Application not appearing in IPO bid file
 Non-exercise of due-diligence/Inadequate disclosure
 Others

Type of Securities

Shares

Mode of Holding Securities

Physical
 Demat

DP ID

IN303456

Client ID

12345678

Claim Amount* (Input 0 if Not Applicable)

8000000

I confirm that the dispute I am filing is not subject to any ongoing judicial proceedings. I understand that this platform cannot intervene or provide solutions for matters that are currently under legal consideration in court. I hereby affirm that all information provided is accurate and truthful to the best of my knowledge. *

Attach multiple files upto 20mb with a dispute

SMART ODR Process Flow



SMART ODR
Securities Market Approach for Resolution Through ODR Portal

File A Dispute

Dispute Registered Successfully! ✓

Your dispute has been registered successfully. The Dispute ID for your reference is NSE-MB-2023-10-798955. An e-mail has been sent to the ID provided by you.

An authorized representative from NSE will get in touch with you for Pre-Conciliation.

Once filed, a unique Dispute ID is generated for each Dispute

Next Steps for your Dispute

- 1 Intermediary Confirmation**
The Intermediary will confirm your dispute within the next 3 days. If they add a comment to your dispute, you will be notified.
- 2 MII Review**
The MII associated with this dispute can refer the dispute for Online Dispute Resolution.
- 3 ODR Institution Selection**
An Online Dispute Resolution (ODR) Institution will be selected via round robin once an MII refers a dispute for ODR.
- 4 Conciliation**
The ODR Institution will appoint a qualified Conciliator and resolve the dispute within 21 days.
- 5 Arbitration**
In case of failure of Conciliation, Arbitration can be initiated. The ODR Institution will appoint an arbitrator and an award will be passed within 30 days.

Report a bug

Logout

Shraddha Paghdar
Investor

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SMART ODR Process Flow



Dispute History > null-MB-2023-10-798955

Shraddha Paghdar vs Dummy Intermediary SB + DP

NSE-MB-2023-10-798955

Awaiting MII Review
21 Days for MII to Review Dispute

Dispute Details:
1 Dispute Filed

Non-receipt of refund in Public / Rights issue /

I am writing to bring to your attention the non-receipt of my refund for the [Name of the Issue] that was recently closed. Despite the closure of the allotment process, I am yet to receive the refund amount for the shares that were not allotted to me.

+ Add Comment

Shraddha Paghdar, Investor 31 Oct, 2023 12:28:25 PM

Hello everyone, just wanted to touch base regarding my earlier post about the non-receipt of my refund for the [Name of the Issue]. As of now, I'm still awaiting the refund. I understand that sometimes delays can happen, and I remain hopeful. If anyone has any updates or suggestions based on their experiences, I'd be so grateful to hear them.

+ Reply

Attachments:

DisputeFiling.png uploaded by Shraddha Paghdar on 31 Oct, 2023 12:28:44 PM

+ Add Attachment

All Stakeholders can add Comments to a Dispute

Get Informed about who attached a document when

Report a bug

Logout

Shraddha Paghdar Investor

Privacy - Terms

SMART ODR Process Flow



Dispute History > null-MB-2023-10-798955

Shraddha Paghdar vs Dummy Intermediary SB + DP

NSE-MB-2023-10-798955

Awaiting MII Review
21 Days for MII to Review Dispute

Dispute Details: 1 Dispute Filed

Non-receipt of refund in Public / Rights issue /

I am writing to bring to your attention the non-receipt of my refund for the [Name of the Issue] that was recently closed. Despite the closure of the allotment process, I am yet to receive the refund amount for the shares that were not allotted to me.

+ Add Comment

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+ Reply

Attachments:

DisputeFiling.png uploaded by Shraddha Paghdar on 31 Oct, 2023 12:28:44 PM

+ Add Attachment Accepted : jpeg, pdf, png, jpg, xlsx, csv, mp3, zip,

All Stakeholders can add Comments to a Dispute

Get Informed about who attached a document

Report a bug

Logout

Shraddha Paghdar Investor

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SMART ODR Process Flow



SMART ODR
Securities Market Approach for Resolution Through ODR Portal

Dispute History →

File a New Dispute

Report a bug

Logout

Shraddha Paghdar Investor

Dispute History > null-MB-2023-10-798955

Shraddha Paghdar vs Dummy Intermediary SB + DP

NSE-MB-2023-10-798955

Pre-Conciliation ⏪ Dispute Timeline ⏪ Dispute Overview ⏪

Awaiting MII Review
21 Days for MII to Review Dispute

Investor Shraddha Paghdar registered a new dispute.
31 Oct, 2023 11:25:05 AM

Investor Shraddha Paghdar added a new Comment to the Dispute.
31 Oct, 2023 12:28:27 PM

Investor Shraddha Paghdar added a new File to the Dispute.
31 Oct, 2023 12:28:47 PM

Track all events in a Dispute from the Timeline Tab

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SMART ODR Process Flow



MII's can resolve a dispute in Pre-Conciliation, forward it to ODR, or Return a Dispute

Dispute History > DMDP-MF-2023-10-107383
Shraddha Paghdar vs Dummy Intermediary LC Awaiting MII Review

DMDP-MF-2023-10-107383

Pre-Conciliation Dispute Timeline Dispute Overview

Dispute Details:
1 Dispute Filed

Others /
des

+ Add Comment

Attachments:
+ Add Attachment
Accepted: .jpeg, .pdf, .png, .jpg, .xlsx, .csv, .mp3, .zip, .mp4, .doc, .docx
Note: Total file size cannot exceed 20 MB

Report a bug
Logout
Dummy MII DP
MII - Dummy MII

Privacy - Terms

SMART ODR Process Flow



Dispute History > DMDP-MF-2023-10-107383

Shraddha Paghdar vs Dummy Intermediary LC

Conciliation Initiated

5 Days for Conciliator Appointment

Pre-Conciliation Dispute Timeline Dispute Overview

Investor Shraddha Paghdar registered a new dispute.
31 Oct, 2023 11:23:59 AM

MII - Dummy MII DP added a new Comment to the Dispute.
31 Oct, 2023 05:12:44 PM

MII - Dummy MII DP changed Status to CONCILIATION INITIATED.
31 Oct, 2023 05:12:53 PM

Status of the Dispute changes once forwarded to ODR

Report a bug

Logout

Dummy MII DP
MII - Dummy MII

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SMART ODR Process Flow



Pre-Conciliation ⚡ Dispute Timeline ⚡ Dispute Overview ⚡

Your dispute is with Dummy ODR SB ODR Institution.

[Click here to view your Case](#)

Investor Shraddha Paghdar registered a new dispute.
31 Oct, 2023 11:23:59 AM

MII - Dummy MII DP added a new Comment to the Dispute.
31 Oct, 2023 05:12:44 PM

MII - Dummy MII DP changed Status to CONCILIATION INITIATED.
31 Oct, 2023 05:12:53 PM

ODR Institution - Dummy ODR SB posted an update.

In your conciliation case with number NSE-SB-2023-10-605570, X has appointed Conciliator Mr. Manas Dhiman in this matter. John Doe has been appointed as your Case Manager. All Communications going ahead will be done through email/SMS from X. You can log in on [odrx.live](#) with OTP and your email id. Upon logging in, you can set your password. In case of any query or assistance, Please feel free to reach out to your Case Manager John Doe on Call/WhatsApp at +91 12121 78910

Send an Update in your case

Accepted : .jpeg, .pdf, .png, .jpg, .xlsx, .csv, .mp3, .zip, .mp4, .doc, .docx

Note: Total file size cannot exceed 20 MB

Report a bug

Logout

Dummy ODR User
ODR Institution - Dummy ODR

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ODR Institution posts relevant Updates regarding the dispute

SMART ODR Process Flow



Dispute History > DMDP-MF-2023-10-107383

Shraddha Paghdar vs Dummy Intermediary LC

DMDP-MF-2023-10-107383

Pre-Conciliation Dispute Timeline Dispute Overview

Your dispute is with Dummy ODR SB ODR Institution.

[Click here to view your Case](#)

Investor Shraddha Paghdar registered a new dispute.
31 Oct, 2023 11:23:59 AM

Dispute Resolved - Conciliation Download JSON

Report a bug Logout Dummy ODR User ODR Institution - Dummy ODR

ODR Institutions can change dispute status based on the outcome of the Conciliation

Dispute History > DMSB-LC-2023-11-192750

Shraddha Paghdar vs Dummy Intermediary LC

DMSB-LC-2023-11-192750

Pre-Conciliation Dispute Timeline Dispute Overview

Your dispute is with Dummy ODR SB ODR Institution.

[Click here to view your Case](#)

Investor Shraddha Paghdar registered a new dispute.
01 Nov, 2023 11:16:09 AM

Conciliation Failed Download JSON

Report a bug Logout Dummy ODR User ODR Institution - Dummy ODR

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SMART ODR Process Flow



Shraddha Paghdar vs Dummy Intermediary LC
DMSB-LC-2023-11-192750

Conciliation Failed

[Click here to Initiate Arbitration](#)

Pre-Conciliation Dispute Timeline

Dispute Details: 2 Disputes Filed

- Issue / Non-receipt of refund in Public / Rights issue
- Non-receipt

+ Add Comment

Attachments:

- Disputes (70).xlsx uploaded by Shraddha Paghdar on 01 Nov, 2023 11:15:11 AM

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Investors / Market Participants have option to request Arbitration

Arbitration Pre-Requisites

Once you click Proceed, the ODR Institution will be notified of your intent to initiate arbitration. However, the 30 day window for Arbitration begins only once payment for Arbitration is Completed.

After successfully initiating Arbitration, please get in touch with the ODR Institution and complete payments with them at the earliest. Below is a table of the arbitration fees applicable for different claim values.

Claim	Arbitration	ODR Institution fees	Total*
1 Lakh - 10 Lakh	Rs. 8000	Rs. 1000	Rs. 9000
Above Rs 10 Lakh - 20 Lakh	Rs. 12000	Rs. 1500	Rs. 13500
Above Rs 20 Lakh - 30 Lakh	Rs. 16000	Rs. 2000	Rs. 18000
Above Rs 30 Lakh - 50 Lakh	Rs. 60000	Rs. 7500	Rs. 67500
Above Rs 50 Lakh	Rs. 120000	Rs. 15000	Rs. 135000

*Total is excluding applicable GST & Stamp Duty Charges.

In case the claim value is greater than 30 Lakh, the ODR Institution will appoint a panel of 3 arbitrators.

I have read the Arbitration Terms and Conditions. I acknowledge and agree to initiate arbitration under the terms outlined in the Arbitration Agreement. I understand that this means any disputes will be resolved through binding arbitration instead of a court process, with the consequences outlined in the Arbitration Agreement.

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Shraddha Paghdar vs Dummy Intermediary LC
DMSB-LC-2023-11-192750

Arbitration Requested

7 Days for Completing Payment to Initiate Arbitration

Pre-Conciliation Dispute Timeline Dispute Overview

Dispute Details: 2 Disputes Filed

- Issue / Non-receipt of refund in Public / Rights issue
- Non-receipt

+ Add Comment

Attachments:

- Disputes (70).xlsx

[Privacy - Terms](#)

7 day payment window to complete relevant payments

SMART ODR Process Flow



Shraddha Paghdar vs Dummy Intermediary SB + DP
DMSB-SB-2023-09-886718

Arbitration Initiated

Download JSON

5

Days for Arbitrator(s)
to be appointed

Pre-Conciliation Dispute Timeline Dispute Overview

Your dispute is with Dummy ODR DP ODR Institution.

[Click here to view your Case](#)

- Investor Shraddha Paghdar registered a new dispute.
28 Sep, 2023 07:17:33 PM
- MII - Dummy MII SB changed Status to CONCILIATION INITIATED.
28 Sep, 2023 07:17:44 PM
- ODR Institution - Dummy ODR DP changed Status to CONCILIATION FAILED.
06 Oct, 2023 11:28:49 AM
- ODR Institution - Dummy ODR DP changed Status to ARBITRATION INITIATED.
06 Oct, 2023 11:28:54 AM
- ODR Institution - Dummy ODR DP posted an update

Shraddha Paghdar vs Dummy Intermediary SB + DP
DMSB-SB-2023-09-886718

Arbitration In Progress

Pre-Conciliation Dispute Timeline Dispute Overview

Your dispute is with Dummy ODR DP ODR Institution.

[Click here to view your Case](#)

- Investor Shraddha Paghdar registered a new dispute.
28 Sep, 2023 07:17:33 PM
- MII - Dummy MII SB changed Status to CONCILIATION INITIATED.
28 Sep, 2023 07:17:44 PM
- ODR Institution - Dummy ODR DP changed Status to CONCILIATION FAILED.
06 Oct, 2023 11:28:49 AM
- ODR Institution - Dummy ODR DP changed Status to ARBITRATION INITIATED.
06 Oct, 2023 11:28:54 AM
- ODR Institution - Dummy ODR DP posted an update

SMART ODR
Securitised Dispute Resolution for Investment Through Blockchain

Shraddha Paghdar vs Dummy Intermediary SB + DP
DMSB-SB-2023-09-886718

Dispute Resolved - Arbitration

Pre-Conciliation Dispute Timeline Dispute Overview

Upon completion of
proceedings, dispute
Status is changed

28 Sep, 2023 07:17:33 PM

- MII - Dummy MII SB changed Status to CONCILIATION INITIATED.
28 Sep, 2023 07:17:44 PM
- ODR Institution - Dummy ODR DP changed Status to CONCILIATION FAILED.
06 Oct, 2023 11:28:49 AM
- ODR Institution - Dummy ODR DP changed Status to ARBITRATION INITIATED.
06 Oct, 2023 11:28:54 AM



SEBI Investor Certification Exam



भारतीय प्रतिभूति और विनियम बोर्ड
Securities and Exchange Board of India



राष्ट्रीय प्रतिभूति बाजार संस्थान
National Institute of Securities Markets
A Capacity Building Initiative of SEBI

SEBI-Investor Certification Exam

Free
Online



Educated Investor is an Empowered Investor

Benefits:

- Test knowledge of securities Markets and investment.
- Get comprehensive knowledge on investment journey
- Learn about investment process and associated risks
- Investment approach aligned with individual risk appetite

+91 8080806476

certification@nism.ac.in

FREE VOLUNTARY ONLINE EXAM

Aims to enhance financial literacy
Promote informed decision making while investing



Free Study Material



No Exam Fee



SCAN FOR
REGISTRATION



SCAN TO VISIT
SEBI Investor Website
[Https://Investor.Sebi.Gov.In](https://Investor.Sebi.Gov.In)

हर निवेशक की ताकत
Har Investor Ki Taqat

SEBI Saa₹thi App



UNLOCK THE **WEALTH OF KNOWLEDGE** WITH **Saa₹thi App**

- User-friendly interface with comprehensive tools aimed at simplifying complex financial concepts.
- Resources and Educational Videos designed to increase investor awareness.
- Unbiased, Objective and Trusted Source of Investment Awareness
- Reliable and essential insights into the securities market.
- Vital for young investors, who are at the beginning of their financial journey
- Access a range of Financial Tools and Calculators,
- Do your Financial Health Check-up,

Empower yourself in the world of investing



New SEBI Investor Website



<https://investor.sebi.gov.in>



Dive into Money Matters to grasp Personal Finance concepts.



Educational Resources, related to investments , including securities market



Access a range of Financial Tools and Calculators.

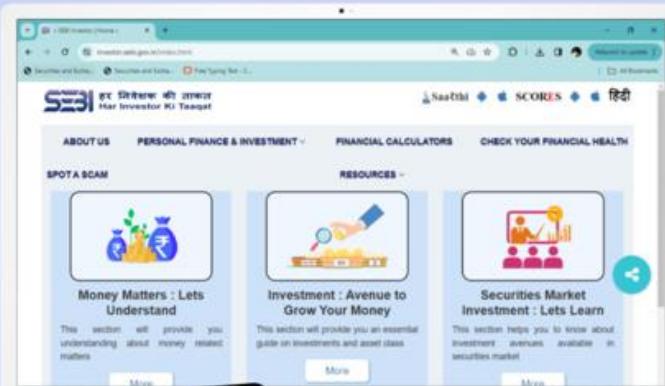


Evaluate your Financial Health with the easy check.

Join on a journey of informed decision-making and confident participation in the securities market.

UNLOCK THE **WEALTH OF KNOWLEDGE**
AT THE SEBI INVESTOR WEBSITE

Empower yourself in the world of investing



TO VISIT THE SEBI
INVESTOR WEBSITE,
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Thank You