



**KYC Registration Agency**  
**Circular**

**Circular No.: NDML/POLICY/2023-0009**

**September 15, 2023**

**Sub: Circular – Online Dispute Resolution (ODR) Portal**

SEBI vide circular No. SEBI/HO/OIAE/OIAE\_IAD-1/P/CIR/2023/145 dated July 31, 2023 (updated as on August 11, 2023), has issued a “**Master Circular for Online Resolution of Disputes in the Indian Securities Market.**” The said master circular is attached for reference and is also available on link [https://www.sebi.gov.in/legal/master-circulars/aug-2023/online-resolution-of-disputes-in-the-indian-securities-market\\_75220.html](https://www.sebi.gov.in/legal/master-circulars/aug-2023/online-resolution-of-disputes-in-the-indian-securities-market_75220.html)

SEBI has established a common Online Dispute Resolution Portal (“ODR Portal”) which harnesses online conciliation and online arbitration for resolution of disputes arising in the Indian Securities Market.

SEBI has directed the stock exchanges and depositories (collectively referred to as Market Infrastructure Institutions (MIIs)) to establish and operate a common Online Dispute Resolution Portal (“ODR Portal”).

SMART ODR Portal (Securities Market Approach for Resolution through ODR Portal) can be accessed via the following link - <https://smartodr.in/login>

NSDL Database Management Limited (“NDML”) has enrolled on the ODR Portal and the link is made available on NDML KRA website <https://kra.ndml.in/kra-web/>

All Intermediaries are requested to take note of the contents of the aforesaid SEBI circular and take steps to enroll on the ODR Portal within the timelines specified and display a link to access the ODR Portal on the homepage of their respective websites, mobile applications or any other electronic interfaces provided to their clients.

In case of any assistance, please write to us on [info.kra@nsdl.com](mailto:info.kra@nsdl.com)

**For and on behalf of NSDL Database Management Limited**

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**Vijay Gupta**  
**Senior Vice President**