

Lodge Complaint in ODR

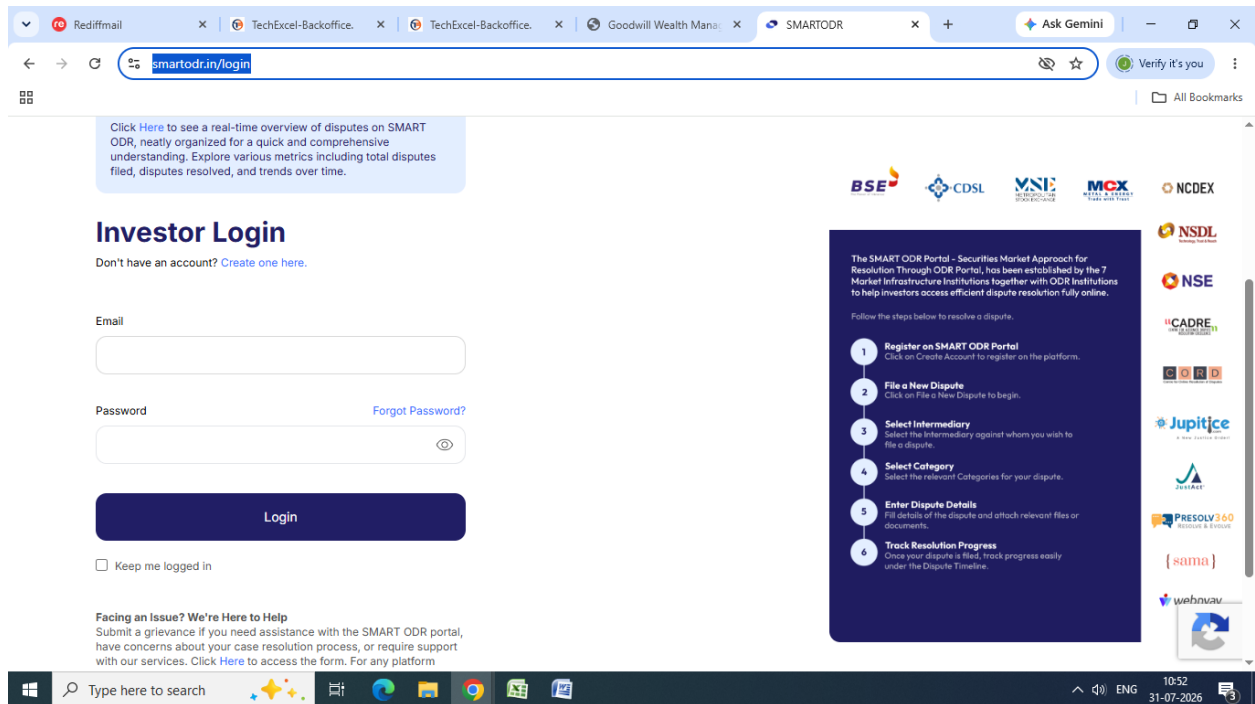
Step 1

Enter the below mentioned link

<https://smartodr.in/login>

Step 2

Below mentioned screen with display



Click create under Investor Login

Step 3

Below mentioned screen will display,

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*

State*

City*

Pincode*

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.

BSE CDSL VNI MCX NCDEX NSDL NSE CADRE JUPITICE ZESTART PRESOLV360 {sama} webnyay

State*

City*

Pincode*

Enter Complete Address*

Enter Password*

Confirm Password*

☐ I agree to SMART ODR Terms and Conditions

Proceed

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Enter Name, Email Id, Phone Number, Pan Number, State, City, Pin. Enter complete address, Enter Pass word and confirm the pass word. Tick "I agree to SMART ODR Terms and Conditions" then click Proceed.

Step 4

Go to front page. The below said screen will display.

The screenshot shows the SMARTODR login page. At the top, there's a navigation bar with logos for BSE, CDSL, VNI, MCX, NCDEX, NSDL, NSE, CADRE, C O B D, Jupitice, Zerodha, PRESOLV 360, { sama }, and wehnvav. The main content area has a 'Dispute Data Dashboard' link and an 'Investor Login' section. The login section includes fields for 'Email' and 'Password', a 'Forgot Password?' link, and a 'Login' button. Below the login button is a 'Keep me logged in' checkbox. On the right side, there's a vertical list of logos for various market infrastructure institutions and a 6-step process for resolving a dispute.

Dispute Data Dashboard
Click [Here](#) to see a real-time overview of disputes on SMART ODR, neatly organized for a quick and comprehensive understanding. Explore various metrics including total disputes filed, disputes resolved, and trends over time.

Investor Login

Don't have an account? [Create one here.](#)

Email

Password [Forgot Password?](#)

[Login](#)

☐ Keep me logged in

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Login with email id and pw and lodge your complaint.