



Central Depository Services (India) Limited

Convenient Dependable Secure

COMMUNIQUE TO DEPOSITORY PARTICIPANTS

CDSL/IG /DP/POLCY/2023/473

August 09, 2023

REDRESSAL OF INVESTOR GRIEVANCES ON ODR PLATFORM & DISPLAY OF LINK TO THE ODR PORTAL ON THE HOME PAGE OF WEBSITES AND MOBILE APPS

Depository Participants ('DP') are hereby informed that pursuant to SEBI Circular (SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/131) dated July 31, 2023, it is not only mandatory to be registered on the Common Online Dispute Resolution Portal ("ODR Portal") but also to display a link to the ODR Portal on the home page of their website and mobile apps.

CDSL vide communique reference CDSL/L&CS/DP/POLCY/2023/459 dated August 04, 2023 have shared the steps involved for registering on the SMART ODR Portal.

DPs are requested to take note of the aforesaid SEBI Circular and CDSL communique by registering and displaying of link to the ODR Portal on the home page of their website and mobile apps and ensure timely completion by August 15, 2023.

In case of any issues during account creation, the DPs are requested to email at help@smartodr.in or contact +91- 8105148710.

Sd/-

Shelma Dsouza
Senior Manager– Investor Grievance