



Central Depository Services (India) Limited

Convenient ⊕ Dependable ⊕ Secure

COMMUNIQUÉ TO DEPOSITORY PARTICIPANTS

CDSL/IG /DP/POLCY/2023/482

August 11, 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 mandatory to be registered on the Common Online Dispute Resolution Portal ("ODR Portal") and to display a link to the ODR Portal on the home page of their website and mobile apps.

CDSL vide communique no. CDSL/L&CS/DP/POLCY/2023/459 dated August 04, 2023 have shared the steps involved for registering on the SMART ODR Portal. Also vide communique no. CDSL/L&CS/DP/POLCY/2023/473 dated August 09, 2023, DPs were advised to register on the Common Online Dispute Resolution Portal and display the link to the ODR Portal on the home page of their website and mobile apps and ensure timely completion by August 15, 2023.

DPs are once again advised to ensure compliance on or before August 15, 2023.

In case of any issues during account creation or any queries related to ODR (including non-receipt of email with verification link), the DPs are requested to email at help@smartodr.in or contact +91- 8105148710.

Sd/-

Shelma Dsouza
Senior Manager– Investor Grievance