

## **Introduction to Online Dispute Resolution (ODR) Portal by**

### **SEBI for members of the Company**

The Securities Exchange Board of India ("SEBI") has introduced a common Online Dispute Resolution Portal ("ODRP"). This initiative is outlined in SEBI's circulars dated July 31, 2023 (ref. no. SEBI/HO/OIAE/OIAE\_IAD-1/P/CIR/2023/131) and August 4, 2023 (ref. no. SEBI/HO/OIAE/OIAE\_IAD-1/P/CIR/2023/135).

The ODRP aims to harnesses online conciliation and online arbitration for resolution of disputes arising in the Indian Securities Market. Any disputes or unresolved issues related to service requests, service-related complaints between investors/shareholders and listed companies (including their RTA) or any other specified intermediaries/regulatory entities arising from their activities in the securities market will be addressed under this mechanism, in accordance with the guidelines provided in the aforementioned SEBI Circulars.

A brief overview for initiating the process to raise a complaint/dispute under the investor grievance redressal mechanism (including through the ODR web portal), is outlined below:

#### **Level 1 - Lodge Complaint with the Company/ Alankit Assignments Limited (Registrar and Transfer Agent - "RTA"):**

In the initial stage, members are encouraged to directly communicate their grievances or complaints to the Company/ RTA. Members may lodge the same by sending an email to [secretarial@lordschloro.com](mailto:secretarial@lordschloro.com) / [rta@alankit.com](mailto:rta@alankit.com) or by sending physical correspondence at:

Alankit Assignments Limited  
4E/2 Jhandewalan Extension  
New Delhi-110 055, Delhi  
Phone: 011-42541234 / 23541234  
Website : <https://www.alankit.com>  
E-mail : [rta@alankit.com](mailto:rta@alankit.com)

#### **Level 2–SEBI Complaints Redress Systems ("SCORES"):**

The grievances/ disputes/complaints which remain unresolved at Level 1, or if the member is not satisfied with the resolution provided by the Company/ RTA, then a complaint may be escalated through the SCORES Portal of SEBI which can be accessed at <https://www.scores.gov.in>.

**Level 3-Through ODR Platform:**

After exhausting all available options for resolution of the grievance provided at Level 1 or 2, and if the investor/member is still not satisfied with the outcome, he/she/they can initiate dispute resolution through the ODR Portal

**Important notes with respect to ODR portal are as under:**

- a) The link to access the ODR Portal as well operational guidelines of the ODR as provided in the SEBI Circular (s) are hosted on our website [www.lordscholoro.com/](http://www.lordscholoro.com/). Further, the investor may directly access the ODR portal by clicking at <https://smartodr.in/register>.
- b) It may be noted that the dispute resolution through the ODR portal can be initiated only if such complaint / dispute is not pending before any arbitral process, court, tribunal or consumer forum or if the same is non-arbitrable under Indian Law.
- c) There shall be no fees for registration of a complaint/dispute on the ODR portal, and the fees for conciliation or arbitration process including applicable GST, stamp duty etc. shall be borne by the Investor /Company/other market participant as the case may be.
- d) For any queries on the above matter, members may contact the Company's Registrar & Share Transfer Agent, Alankit Assignments Limited at [rta@alankit.com](mailto:rta@alankit.com) or the Company at [secretarial@lordscholoro.com](mailto:secretarial@lordscholoro.com).