

NEW GRIEVANCE REDRESSAL SYSTEM

Client Grievance can be initiated directly

If investor is not satisfied with the Resolution response of Market Participant then escalate through SEBI (SCORES) or initiate dispute resolution through ODR .

Level 1 : Market Participant (Intermediaries)

If investor is not satisfied with response of Market Participant then

Level 2 : Escalate through SEBI SCORES PORTAL

If investor/client is still not satisfied with the response on SCORES, then initiate dispute through ODR

Level 3 : ODR Portal

Stages of resolution of disputes through ODR ?

