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?

If dispute remain unresolved	Time limit is 21 days for review process
Step 2 : Concilations	
If matter not resolved in review it may be referrred to concillation through ODR	Time limit is 21 days for concilation process extendable by 10days
Step 3 : Arbitration	
If investor is unsatisfied with concilation order/decision the matter may be referred to Arbitration through ODR	Time limit is 30 days for arbitration process extendable by 30days
Courts	

Investor not satisfied with Arbitration award may approach court