

National Stock Exchange Of India Limited**Department: INVESTOR SERVICES CELL**

Download Ref No: NSE/ISC/57958

Date: August 11, 2023

Circular Ref. No: 27/2023

To All Market Participants

Sub: Registration of Market Participants on SMART ODR PLATFORM

This is in continuation of SEBI circular reference no. SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/131 dated July 31, 2023 & Circular no. SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/135 dated August 04, 2023 and the Exchange circular nos. NSE/ISC/57791 dated August 01, 2023 and NSE/ISC/57870 dated August 04, 2023 on Online Resolution of Disputes in the Indian Securities Market.

In this regard, please note that SMART ODR Portal name "SMART ODR" is now live and can be accessed through the URL: <https://smartodr.in/login>

All Market Participants are advised to follow the below mentioned steps mentioned below for registration and account verification.

1. Market Participants shall receive an email from SMART ODR PORTAL (no-reply@mailers.smartodr.in) for account creation. The email contains necessary procedure for account creation and will be sent to the registered compliance officer's email id as available in the Exchange records.
2. Market Participants are required to click on "Verify Email" link mentioned in the email. They will be then redirected to the SMARTODR Portal for acceptance of the terms and conditions. Subsequently, it will prompt to set a password. The password should be of minimum 8 characters which should include at least 1 uppercase, 1 lowercase, 1 number and 1 special character.
3. After accepting the Terms and Condition and 2 Factor authentication, Market Participants are required to complete the login procedure on the SMART ODR Portal. The Terms and Conditions shall also be sent on the aforesaid email ID's.
4. There is a facility to add additional users using the "User Management" section under the Profile icon on the left-hand side of the portal.
5. Market Participants are advised to complete the entire registration procedures within the timelines as prescribed in SEBI circular dated July 31, 2023.

In case of any issues during registration process, please email at help@smartodr.in or contact on the helpline number +91- 8105148710. Please note that the user manual is available at <https://help.smartodr.in/>

Market Participants are requested to take note of the Circular's contents and comply accordingly.

**For and on behalf of
National Stock Exchange of India Limited**

**Shanti Idnani
Associate Vice President**

Toll Free No	Email id
1800 266 0050 (select option 5)	ignse@nse.co.in