PRESS RELEASE

"SMART ODR" an Online Dispute Resolution Portal in the Indian Securities Market

Mumbai, August 14, 2023: In order to streamline the current dispute resolution mechanism in the Indian Securities Market, the Securities and Exchange Board of India (SEBI) vide circular dated July 31, 2023 has directed the Market Infrastructure Institutions (MIIs) to establish a common Online Dispute Resolution Portal (ODR Portal) for online conciliation and arbitration of disputes arising in the securities market.

Dispute between investors and listed companies, specified intermediaries and regulated entities would come under the ambit of this Online Dispute Resolution.

Investors and listed companies, specified intermediaries and regulated entities would resolve their dispute in Indian Securities Market using "SMART ODR" an Online Dispute Resolution Portal (ODR Portal), launched in association with all the MIIs.

The platform is going live on August 16, 2023. Link for the same is https://smartodr.in

Speaking about this development, Mr. P. S. Reddy, MD & CEO, MCX said, "With the onset of rapid digitization in Indian financial markets, the online dispute resolution platform will empower the market participants to solve their disputes in a seamless and transparent manner with greater efficiency."

The ODR Portal has the necessary features to facilitate the enrolment of Investors / Client and Market Participants, allowing them to file their complaints/dispute and to upload relevant documents.

The Exchange has empaneled "Lex Carta Pvt Ltd (JustAct)" as the primary Online Dispute Resolution (ODR) service provider for MCX. A complaint/dispute initiated through the ODR Portal will be referred to an ODR Institution empaneled by a MII.

The ODR will provide an efficient mechanism for dispute resolution between Investors / Clients and all the stakeholders in the Indian Securities Market.

About MCX:

Having commenced operations on November 10, 2003, Multi Commodity Exchange of India Limited (MCX) is India's first listed electronic exchange with pan-Indian presence. MCX is India's leading commodity derivatives exchange with a market share of about 96.7 per cent in terms of the value of commodity futures contracts traded in financial year 2022-23. MCX serves as a dynamic platform for Indian commodity market ecosystem, offering dual advantages of fair price discovery and efficient risk management. It offers trading in a diverse range of commodities, spanning multiple segments including bullion, energy, metals and agri commodities, as well as sectoral commodity indices. The exchange has forged strategic alliances with various international exchanges, as well as Indian and international trade associations. For more information about MCX and its products visit: www.mcxindia.com

Media contact:

Rovina Adenwalla

Communications and Investor Relations

Phone: +91 22 6731 8888 Ext: 9216

Mobile: +91 86578 58093

Email: media@mcxindia.com