



SEBI - MASTER  
CIRCULAR FOR ONL

Dear Valued Client,

**Re.: Securities and Exchange Board of India (SEBI) Alternative Dispute Resolution Mechanism (Amendment) Regulations, 2023; Online Resolution of Disputes in the Indian Securities Market**

1. SEBI has provided for online conciliation and online arbitration for the resolution of disputes in the Indian Securities Market, through an Online Dispute Resolution (ODR) Portal.
2. Disputes between investors/clients (including institutional/corporate clients) and listed companies (including their registrar and share transfer agents) or any of specified intermediaries/regulated entities (**Schedule A** of SEBI's Master Circular for Online Dispute Resolution dated July 31, 2023 (updated as on August 11, 2023 and amended as on December 20, 2023 ("**Circular**")) arising from the latter's activities in the securities market, will be resolved by online conciliation and/or online arbitration as specified in the Circular. Unresolved service requests/service related complaints can also be submitted. Please note that Service related complaints shall include non-receipt/ delay of account statement, non-receipt/ delay of bills, closure of account/branch, technological issues, shifting/closure of branch without intimation, improper service by staff, freezing of account, alleged debit in trading account, contact person not available, demat account transferred without permission etc.

3. Barclays Securities (India) Private Limited (BSIPL) is a:

			Listed in the Circular's:
(i)	Stock-broker	INZ000269539 (NSE and BSE)	Schedule A
(ii)	Depository Participant	IN-DP-478-2020 (DP of NSDL)	Schedule A
(iii)	Portfolio Manager	INP000002585	Schedule A
(iv)	Investment Adviser	INA000000391	Schedule A
(v)	Research Analyst	INH000001519	Schedule A

4. Dispute resolution can be initiated through the ODR Portal:
  - if a grievance is not redressed satisfactorily, including after escalation through the SCORES Portal,
  - if the grievance is not satisfactorily resolved or at any stage of the SCORES Portal escalation (prior to or at the end of such escalation),
  - when a complaint/dispute is not under consideration by the market participant or in escalation or not pending before any arbitral process, court, tribunal or consumer forum or is non-arbitrable in terms of Indian law (including when moratorium under the Insolvency and Bankruptcy Code is in operation due to the insolvency process

- or if liquidation or winding up process has been commenced against the market participant),
- when within the applicable law of limitation (reckoned from the date when the issue arose/occurred that has resulted in the complaint/date of the last transaction or the date of disputed transaction, whichever is later).

A market participant may also initiate dispute resolution through the ODR Portal with notice of at least 15 calendar days to the investor/client for resolution of the dispute which has not been satisfactorily resolved between them.

#### 5. Form of Proceedings

- The ODR Institutions shall conduct conciliation and arbitration in the online mode, enabling online/audio-video participation by the investor/client, the market participant and the conciliator or the arbitrator as the case may be. The investor/client may also participate in such online conciliation and arbitration by accessing/utilizing the facilities of Investor Service Centers (ISCs) operated by any of the relevant market infrastructure institutions.
6. The venue and seat of the online proceedings shall be deemed to be the place, in case of disputes between investor/client and listed companies (including their registrar and share transfer agents) or any of the specified intermediaries/ regulated entities in securities market (as specified in **Schedule A** of the Circular): where the investor resides permanently or, where the investor is not an individual, the place where it is registered in India or has its principal place of business in India, as provided in the relevant KYC documents
7. Matters or references currently under consideration of the Investor Grievance Redressal Committee or in arbitration (sole, panel or appellate arbitration) shall be disposed of as per the circulars superseded by the Circular, and within the timelines specified in such circulars. Disputes pertaining to claims against defaulting trading members shall be addressed through the existing mechanism via the Core Settlement Guarantee Fund (Core SGF). All matters that are appealable before the Securities Appellate Tribunal in terms of Section 15T of the SEBI Act, 1992 (other than matters escalated through SCOREs portal in accordance with the SEBI SCOREs Circular), Sections 22A and 23L of the Securities Contracts (Regulation) Act, 1956 and 23A of the Depositories Act, 1996 shall be outside the purview of the ODR Portal.
8. All agreements, contractual frameworks or relationships entered into by market participants with investors/clients presently existing or entered into hereafter shall stand amended or be deemed to incorporate provisions to the effect that the parties will undertake online conciliation and/or online arbitration by participating in the ODR Portal and/or undertaking dispute resolution in the manner specified in the Circular.
9. BSIPL's web-site (<https://www.barclays.in/bsipl/>) has a link (<https://www.barclays.in/content/dam/barclays-in/documents/personal-banking/bsipl/ODR-Portal-Link-Circular-for-Clients-Dec-2023.pdf>) for the Circular and the ODI Portal.
10. You may obtain registration on the ODR Portal and may use the services of the ODR Portal.

Any further amendments to the Circular will apply.

Enclosure: 1) SEBI Master Circular for Online Dispute Resolution - dated 28th December 2023.

If you have any queries in relation to the same, please contact your Relationship Manager or Service Manager.

Yours Sincerely,

Barclays Private Clients

For Barclays Securities (India) Private Limited