

Investor Services

Latest Development and Innovation

ISTF - breakout session
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NSDL
Technology, Trust & Reach

Latest developments

Sr. No.	Particulars / Topics
1	Introduction of common Online Dispute Resolution Portal (ODR Portal) in the Indian Securities Market to Foster Investor Protection.
2	NSDL's Market Ka Eklavya
3	Digital Initiatives by NSDL

Introduction of common Online Dispute Resolution Portal (ODR Portal)

- Investor/client may initiate dispute resolution through ODR portal, if the grievance lodged with the concerned Market Participant was not satisfactorily resolved.
- The ODR Portal offers a user-friendly platform to file complaint/dispute for resolution through online conciliation and arbitration.
- The new ODR Framework will enhance transparency, fairness, and impartiality while rendering decisions, fostering trust in the dispute resolution process.
- ODR Portal will significantly elevate the standard of dispute resolution facility available to investors.

- The specially designed program to engage with students and introduce them with securities market.
- Program intends to equip students with basic knowledge and skills about managing money at an early age.
- To build foundation of financial discipline, Paving the road for future investors and Awareness of financial products.
- 375 programs conducted in 8 languages were attended by more than 24,000 students.



- Online facility to lodge query / complaint to NSDL.
- Online nomination facility to investors.
- Online updation of email ID, Mobile Number and income range.
- New Enhancement in NSDL Mobile Application (SPEED-e).
 - Download of Client Master Report (CMR) & NSDL e-CAS
 - Enhanced for e-Voting.

Thank you

