



**Details of NDA Securities Limited as per the SEBI Circular Ref.: SEBI/HO/MIRSD/MIRSD-PoD-1/P/CIR/2023/30, dated 15th February, 2023**

**iii. Step by step procedures for opening an account, filing a complaint on designated email id, and finding out the status of the complaint etc.**

Designated e- mail ID for registering the grievances for NDA Securities Limited:  
**Investorcell@ndaindia.com**

**You may reach us on: 011-46204009/60**  
[Timings: 10.30 AM to 5:45 PM (Monday to Friday)]

We try to resolve your query in shortest time possible. If you wish to accelerate your complaint or know about the progress regarding your complaint, you can mail us at [investorcell@ndaindia.com](mailto:investorcell@ndaindia.com).

- **Procedure for filing a complaint with NDA Securities Limited**

Investors could lodge their complaints against Stock-Brokers along with the supporting documents either by registering their complaints through ODR Portal (w.e.f August 16, 2023) or SCORES (<https://scores.gov.in/scores/Welcome>).

**a) Complaint Through ODR Platform may be lodged in the Following manner:**

### Hello, File a Dispute on SMARTODR

SMARTODR connects you to neutral and independent Online Dispute Resolution (ODR) Institutions that will help you resolve your dispute completely  
Please Note that Dispute Filing will be enabled only from August 16th, as per the SEBI circular dated 31st July, 2023.

- 1**  
**File a New Dispute**  
Click on File a New Dispute in the sidebar or the 3-dash menu (if on mobile).
- 2**  
**Select Intermediary**  
Select the Intermediary against whom you wish to file a dispute.
- 3**  
**Select Category**  
Select the Category of your dispute and the relevant Stock Exchange or Depository.
- 4**  
**Fill Dispute Details**  
Fill Details of the Dispute and attach files relevant to the dispute.
- 5**  
**Track Progress**  
Once your dispute is filed, you can track the progress under the Dispute Timeline section of your dispute.

Once you file your first dispute, you will be able to track it on this page.