Refund Policy - Arbitration

For matters pertaining to the Indian Securities Market only

1. Applicability

Arbitration matters related to the Indian securities market are conducted in accordance with the SEBI Circular on Online Dispute Resolution (ODR).

CADRE ODR is currently empanelled with the Bombay Stock Exchange as a Primary ODR Institution and with the National Stock Exchange as a Secondary ODR Institution.

2. Eligibility for Refund

If your arbitration matter has been closed in your favour, you may submit a Refund Request Form. This process is in accordance with the SEBI Circular, as stipulated for arbitration matters in the securities market. In particular, Clause 28(c) of the SEBI Circular provides: "*Subject to the terms of the arbitral award, the person who is successful in the arbitration proceedings shall receive a refund of amounts deposited by such person.*"

The Refund Request Form collects all essential details required to verify and process your refund efficiently.

Link to refund form:
https://forms.zohopublic.in/cadreodr/form/RefundofArbitrationfeesaspertheSEBICircularforODRS/formperma/c58yf0N1NmngFbl_hnaPNoFUJbCbnNh0WZ2ISrjBn5k

3. Processing Timelines

Once the Refund Request Form is submitted, it is reviewed and verified within two working days. Refunds are processed only on the 3rd and 18th of each month, and will be released on the first applicable cycle following the completion of the 30-day period. Please note that this timeline may be extended if any discrepancies are found or if the details provided require correction.

4. Correction of Details

In case of incomplete or incorrect information in the submitted form, a member of our team will reach out to you to rectify the details. Processing timelines may be extended until all required information is correctly provided.

5. Support and Assistance

For any assistance, clarifications, or updates regarding your refund request, you may contact your Case officer or reach us at resolve@cadreodr.com.