

NIRMAN ODR (Online Dispute Redressal System)

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Client Module

Login Process –

1. Click on below link
 - a. <https://epledge.nirmanbroking.com:8086/nirmanodr/>



**NIRMAN
ODR**
(Online Dispute Redressal System)

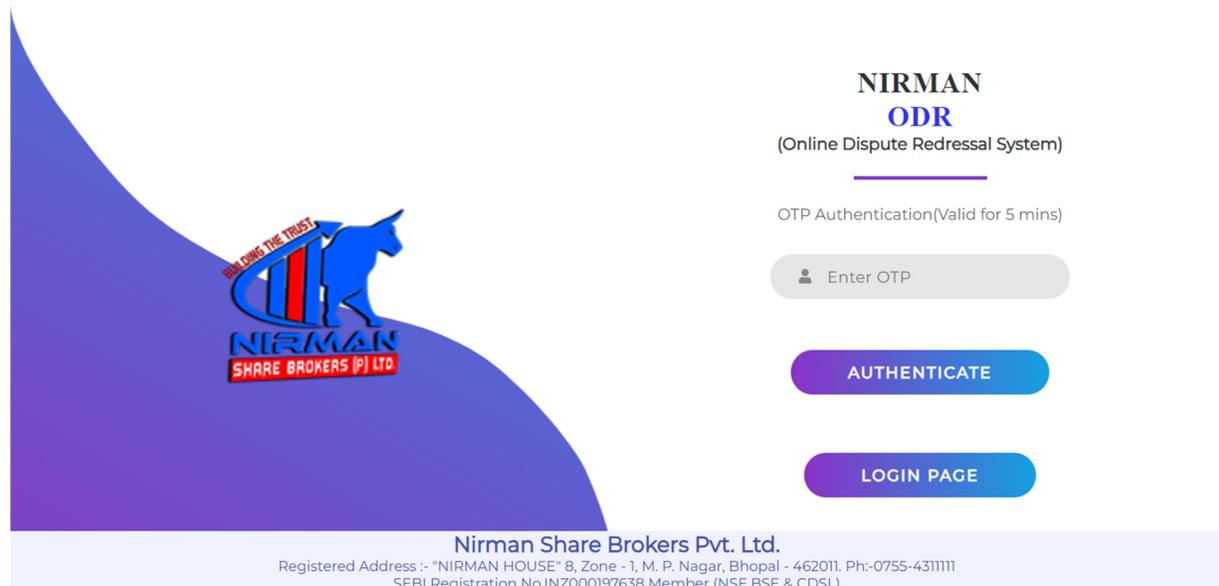
Enter Client Code

Enter PAN number

LOGIN

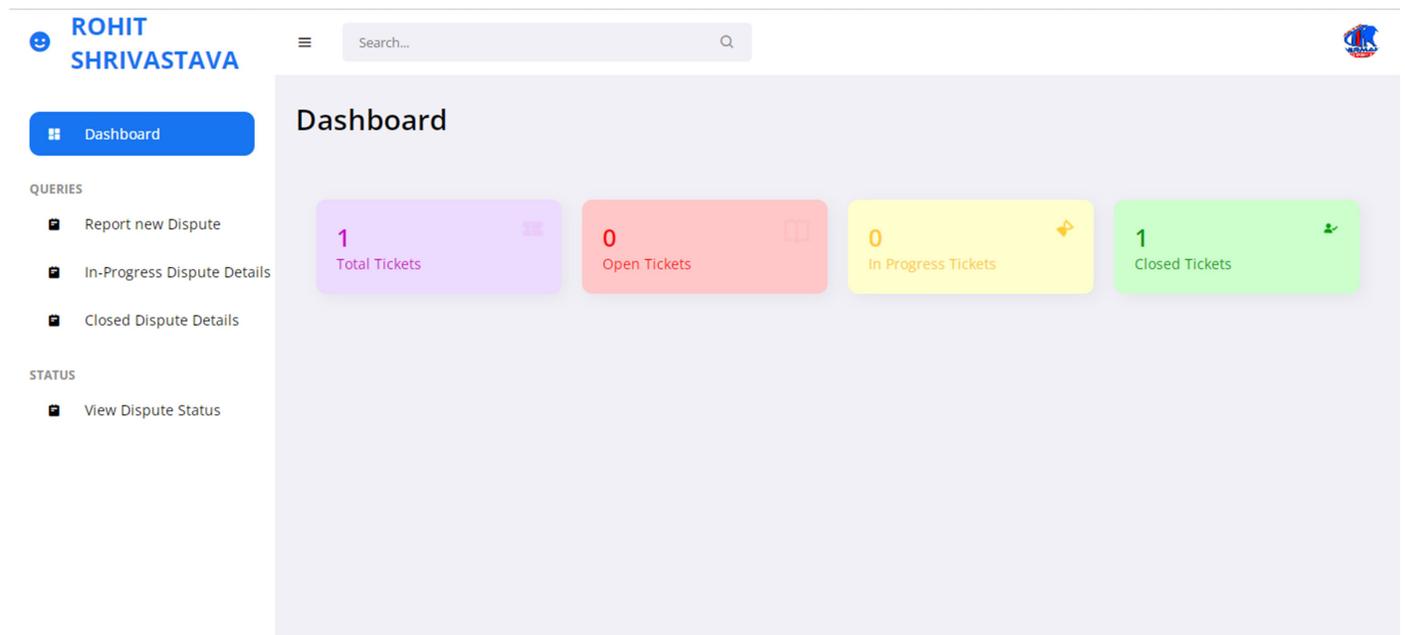
Nirman Share Brokers Pvt. Ltd.
Registered Address :- "NIRMAN HOUSE" 8, Zone - 1, M. P. Nagar, Bhopal - 462011. Ph:-0755-4311111
SEBI Registration No.INZ000197638 Member (NSE,BSE & CDSL)

- b. Enter OTP received on registered mobile of Nirman's investor.



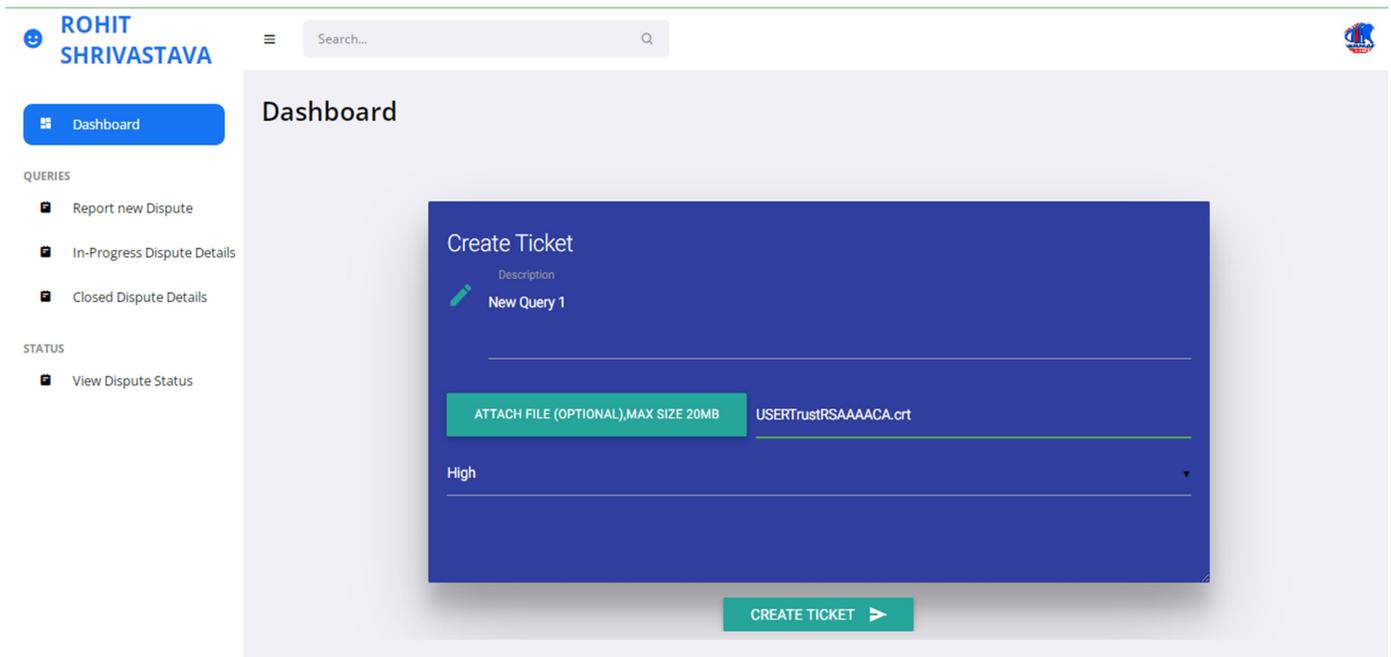
Dashboard –

You can see the below snapshot of dashboard, it has live view of status of tickets. Remaining links will be discussed further in this document.

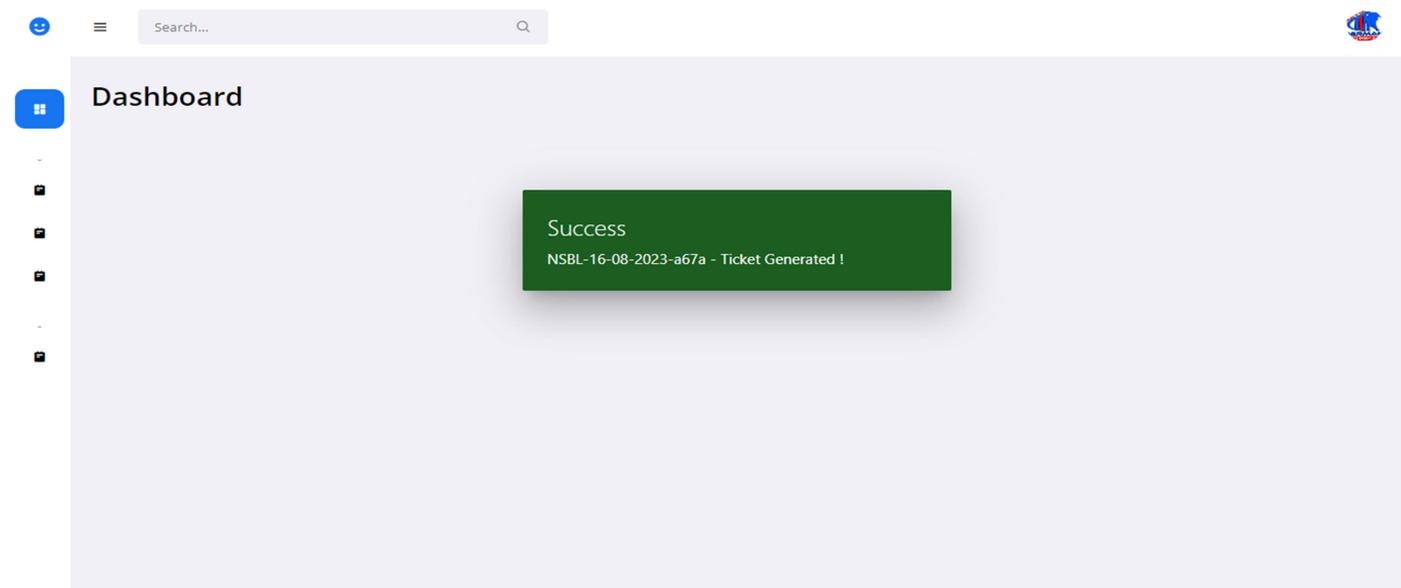


Lodging new dispute –

By clicking on Report new Dispute, create ticket window will open from there user can raise his/her dispute.



New ticket will be generated with unique ticket id, a confirmation will be sent to investor's registered email id which contains details of disputes with its ticket id.



View dispute status-

You can see disputes with their current status, their respective ticket id's, user can edit the open and in-progress disputes if he/she feels there is a need to update information for the admin.

The screenshot shows a dashboard titled "Check Status". At the top, there is a search bar and a filter section with "Filterer", "Priority", and "Status" dropdowns. Below this is a table with the following data:

TICKET ID	PRIORITY	DISPUTE	FILE NAME	DOWNLOAD	DATE TIME	STATUS	EDIT DISPUTE
NSBL-16-08-2023-a67a	High	New Query 1	client_export_inspection_cap.csv	Download Attachment	16-08-2023 14:28:19	Open	Click here to edit

View in-progress disputes-

By clicking on In-Progress Dispute Details user can see dispute's current progress, they will receive progress status from admin who is taking care of his/her dispute, also user can add additional comments for the admin regarding that dispute.

The screenshot shows a dashboard titled "In Progress Tickets". At the top, there is a search bar and a "Filterer" dropdown. Below this is a table with the following data:

TICKET ID	FILE NAME	DOWNLOAD	UPDATE DATE TIME	ADMIN REMARKS	ADD COMMENTS
NSBL-16-08-2023-a67a	CMPT57645.pdf	Download Attachment	16-08-2023 14:31:25	We are taken up the request	Click here to add comments

View closed disputes-

After dispute resolution, user can see his/her resolved dispute by clicking on Closed Dispute Details link, also can download supporting file regarding that dispute resolution.

Search...

Dashboard

Closed Tickets

Filter

TICKET ID	FILE NAME	DOWNLOAD	UPDATE DATE TIME	ADMIN REMARKS	ADD COMMENTS
NSBL-16-08-2023-a67a	12309_ALLOC_22052023.T0003	Download Attachment	16-08-2023 14:33:03	Query Solved	NA

For any Query Contact us

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