



Dear Shareholders,

The Securities and Exchange Board of India ("SEBI") has issued a circular on July 31, 2023 (ref. no. SEBI/HO/OIAE/OIAE IAD-1/P/CIR/2023/131) and introduced a common Online Dispute Resolution ("ODR") mechanism to facilitate online resolution of all kinds of disputes arising in the Indian securities market. The said circular was further amended by SEBI on August 4, 2023 (vide corrigendum - ref. no. SEBI/HO/OIAE/OIAE IAD-1/P/CIR/2023/135).

The new Metrix to raise a compliant / dispute under the investor grievance redressal mechanism (including through the ODR web portal) is, as below:

1. Level 1 – Raise the Complaint with Integrated Registry Management Services Private Limited [Registrar and Transfer Agent ("RTA")]/ Company:

Initially, all grievances/ disputes/ complaints against the Company are required to be directly lodged with its Registrar and Transfer Agent ("RTA")/ the Company.

Shareholders may lodge the same by sending an email to cs@davangeresugars.com (Company 's email id) or irg@integratedindia.in (RTA's email id) or by sending physical correspondence to RTA at:

Integrated Registry Management Services Private Limited ,No. 30, Ramana Residency, 4th Cross, Sampige Road Malleswaram, Bangalore – 560003 Tel: +91-80-23460815-818 | Fax: +91-80-23460819 Mobile No: 9620213528

2. Level 2 – SEBI SCORES:

Disputes remaining unresolved at Level 1 may then be raised through SEBI Complaints Redress System ("SCORES") which can be accessed at <https://www.scores.gov.in/> . FAQs on the process to be followed for registration / lodging complaints / disputes, is available at <https://www.scores.gov.in/scores/Docs/FAQ-SCORES.pdf>

Factory & Admin Office : Kukkuwada - 577 525. Davangere. Davangere Taluk & District. Karnataka. INDIA.
Phone : PBX : 08192-201623, 24, 25, 28, 29, 201626 Accounts Direct : 08192-201789 Fax : 08192-201627.
E-mail : davangeresugars@gmail.com, accounts@davangeresugars.com, material.dscl@gmail.com
Website : www.davangeresugars.com

Regd. Office : 73/1, P.B. No. 312, Shamanur Road, Davangere-577 004. Karnataka State. INDIA.
Phone : 08192-222022 to 26 Fax : 08192-222028. Email : ssg555@gmail.com

Corporate Office : No. 19, Shivashankar Plaza, 3rd Floor, Richmond Circle, Lalbagh Road, Bengaluru - 560 027. Karnataka State INDIA.
Phone : 080-22272183 Fax : 080-22222779

3. Level 3 – ODR Platform:

An investor can initiate online dispute resolution through the ODR portal, within the applicable timeframe under law, after the option to resolve complaint / dispute with the listed entity through the routes available at Level 1 and Level 2 are exhausted.

It may be noted that the dispute resolution through the ODR portal can be initiated only if such complaint / dispute is not pending before any arbitral process, court, tribunal or consumer forum or if the same is non-arbitrable under Indian law.

There is no fee for registration of complaints / disputes on the ODR Portal. However, the process of conciliation / arbitration through ODR portal may attract fee and the same shall be borne by the concerned investor / listed entity / its RTA (as the case may be).

If you have any questions or require further information, please feel free to reach out to us.

Thanking you,

Yours faithfully,

For Davangere Sugar Company Limited

Sd/-

Nidhi Vaswani

Company Secretary

Membership No. F9251