



DWARIKESH SUGAR INDUSTRIES LIMITED

Regd. Office & factory: Dwarikesh Nagar – 246 762, Dist. Bijnor, (U.P.)

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Corp. off.; 511, Maker Chambers V, 221, Nariman Point, Mumbai – 400021.

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E Mail: investors@dwarikesh.com; Website: www.dwarikesh.com

CIN: L15421UP1993PLC018642

Date: December 05, 2023

Dear Shareholder,

Subject: Awareness about Online Resolution of Disputes in the Indian Securities Market through Online Dispute Resolution ('ODR') Portal.

We would like to bring to your kind notice the SEBI Circulars on Online Resolution of Disputes – Circular No. SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/131 dated July 31, 2023 and SEBI/HO/OIAE/OIAE_IAD-1/P/CIR/2023/135 dated August 04, 2023 about expanding the scope of the existing dispute resolution mechanism in Indian Securities Market by establishing a common Online Dispute Resolution (ODR) Mechanism which harnesses online conciliation and online arbitration for resolution of disputes arising in the Indian Securities Market.

The ODR Portal allows investors with an additional mechanism to resolve the grievances in the following manner:

Level 1: Raise with Universal Capital Securities Pvt. Ltd., Registrar and Share Transfer Agent (RTA)/ Dwarikesh Sugar Industries Limited

Firstly, all the grievances/ complaints/ disputes against the Company will be directly lodged by sending email to the Company at: investors@dwarikesh.com or to the RTA at: info@unisec.in or may also send their correspondence at below address:

Universal Capital Securities Pvt. Ltd.

Address: C 101, 247 Park, L.B.S. Marg, Vikhroli (West), Mumbai - 400083.

Phone No.: 022-49186178-79

Level 2: SCORES Portal

In case the grievances/ complaints/ disputes are not resolved in level 1 or if the Shareholder is not satisfied with the resolution provided by the Company/ RTA, then the shareholder may register his/ her grievances/ complaints/ disputes on the SCORES Portal at <https://www.scores.gov.in>. FAQs on the process to be followed for registration / lodging complaints / disputes, is available at the weblink <https://scores.gov.in/scores/Docs/FAQ-SCORES.pdf>

Level 3: ODR Portal

In case the Shareholder is not satisfied with the resolution provided in level 2, then the online resolution can be availed by lodging the grievances/ complaints/ disputes through the ODR portal within the time frame under law at <https://smartodr.in/login>. The link is hosted on the website of the Company under investor redressal tab at <https://www.dwarikesh.com/>

IMPORTANT NOTES:

- This is to clarify that the shareholder(s) may initiate dispute resolution through the ODR Portal only, if the grievance lodged against the Company/RTA on SCORES Portal (i.e., Level 1 and Level 2), is not resolved satisfactorily.
- 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-arbitral under Indian law.
- Investor/Shareholders may note that there shall be no fees for Registration of a complaint/dispute on the ODR portal against the Company/RTA or any intermediaries. However, the process of conciliation / arbitration through ODR portal may attract fee and the same shall be borne by the concerned investor/ Company/ its RTA (as the case may be).
- Investors may also refer to the modalities and operational guidelines of the ODR Portal including timelines for review/resolution of complaints filed through the Portal, manner of proceedings to be conducted by the ODR institutions, role and responsibilities of Market Infrastructure Intermediaries, code of conduct for Conciliators and Arbitrators etc. as provided in the SEBI Circulars referred above.
- The aforesaid SEBI circular/ corrigendum can be accessed on the website of SEBI at <https://www.sebi.gov.in> or on the RTA's website: <https://www.unisec.in> or on the Company's website: <https://www.dwarikesh.com/>

For any further queries, you may contact the company at investors@dwarikesh.com or Company's Registrar & Share Transfer Agent at info@unisec.in.

KYC updation:

Shareholders are also advised to submit their PAN, Nomination details, contact details, Bank A/c details and Specimen signature to the RTA/depositary participant/Company, as applicable, at the earliest, if not submitted earlier. The detailed Circular can be accessed at [Link Intime India Pvt Ltd \(unisec.in\)](#)

This is for your kind information. Assuring you of our best services.

For **Dwarikesh Sugar Industries Limited**

Sd/-

B J Maheshwari

Managing Director & CS cum CCO

DIN : 00002075