

INVESTOR GRIEVANCE REDRESSAL POLICY

1. Introduction

Deccan Health Care Limited (“the Company”) is committed to maintaining high standards of investor service and ensuring timely and effective redressal of investor grievances in compliance with applicable laws and regulations. This Policy establishes a structured framework for handling investor complaints in a fair, transparent, and efficient manner while safeguarding the Company’s operational and legal interests.

2. Objective

The objective of this Policy is to provide a mechanism for prompt redressal of investor grievances, enhance investor confidence and transparency, ensure compliance with regulatory requirements, and define escalation pathways in line with prescribed frameworks.

3. Scope

This Policy applies to all investors and shareholders of the Company and includes complaints relating to non-receipt of dividends, delay in transfer/transmission of shares, issue of duplicate share certificates, dematerialization/rematerialization issues, non-receipt of annual reports or communications, and any other investor-related matter.

4. Grievance Redressal Mechanism

4.1 Lodging of Complaints

Investors are requested to lodge complaints with the Company or its Registrar and Transfer Agent (RTA) through registered communication channels, providing complete details and supporting documents.

4.2 Processing of Complaints

Complaints shall be reviewed based on available records and documentation. The Company/RTA shall make reasonable efforts to resolve grievances within a reasonable timeframe. Resolution shall be subject to verification and compliance with applicable laws.

4.3 Nature of Resolution

The Company shall address only genuine and substantiated grievances, seek additional documentation where required, and reserve the right to reject incomplete, incorrect, or unverifiable claims.

5. Escalation Mechanism

5.1 SEBI SCORES Platform

If the investor is not satisfied with the resolution, the complaint may be escalated through <https://scores.sebi.gov.in>.

5.2 Online Dispute Resolution (SMARTODR)

If the grievance remains unresolved, investors may initiate dispute resolution through <https://smartodr.in>. The process shall be conducted in accordance with SEBI guidelines.

6. Limitation of Liability

The Company’s responsibility is limited to matters within its control and records. The Company shall not be liable for delays caused by third parties, incorrect or incomplete information provided by



investors, or technical disruptions beyond its control. Timelines are indicative and subject to the nature and complexity of the grievance.

7. Compliance and Monitoring

The Compliance Officer shall oversee implementation of this Policy. Investor grievances shall be periodically reviewed and reported in accordance with applicable regulatory requirements.

8. Amendment

The Company reserves the right to amend this Policy at any time in line with regulatory and business requirements.

9. Disclaimer

This Policy is intended to provide a general framework and does not create legally enforceable rights beyond those provided under applicable laws.

10. Contact Details

Compliance Officer

Deccan Health Care Limited

Cs@deccanhealthcare.co.in

Info@deccanhealthcare.co.in

Registrar and Transfer Agent (RTA)

Bigshare Services Private Limited

E-2/3, Ansa Industrial Estate, Sakivihar Road,

Saki Naka, Andheri (East), Mumbai – 400072, India

Email: investor@bigshareonline.com

Website: www.bigshareonline.com

Registered Office:

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