

INVESTOR GRIEVANCE REDRESSAL POLICY OF INTERISE TRUST

A. Background

The Units of Interise Trust ('Trust'), an Infrastructure Investment Trust registered with SEBI are listed on recognised stock exchanges i.e. BSE Limited ('BSE') and National Stock Exchange of India Limited ('NSE').

The Trust has also issued Non-Convertible Debentures ('NCDs') and Commercial Papers ('CPs') on a private placement basis, which are listed on the debt segment of BSE Limited.

The Trust may also issue securities, from time to time which in turn will be held by Security holder

The Unitholders ('Unitholders'), Non-Convertible Debenture holders ('NCD holders'), Commercial Paper holders ('CP holders') and Security holders, are hereinafter collectively referred to as 'Investors'.

KFin Technologies Limited ('Kfin'), is the Registrar and Transfer Agent ('RTA') for the Units issued by the Trust and is primarily responsible to effectively address and redress the grievances of the Unitholders.

MUFG Intime India Private Limited (formerly known as Link Intime India Private Limited) ('MUFG') is the RTA for the NCDs and CPs issued by the Trust and is responsible for addressing the grievances of the NCD and CP holders, in a timely manner. The Trust may appoint such other RTA, as may be required, from time to time, for securities, as may be issued by the Trust, from time to time.

KFin, MUFG and other RTA are collectively referred to as RTAs.

Interise Investment Managers Limited, Investment Manager ('IM') of the Trust, closely monitors the functions of the RTAs and seeks reports, from time to time.

B. Objectives

The objective of this Policy is to provide efficient and effective grievance redressal mechanism to the Investors.

This Policy has been formulated considering the following:

- (a) Investors are treated fairly at all times;
- (b) all complaints are dealt with efficiently in a timely manner;
- (c) Investors are informed of avenues, to escalate their complaints/grievances;
- (d) maintenance of confidentiality.

The IM has formulated and adopted Investor Charter for the Trust in line with vision and mission stated therein, available on the website of the Trust, under 'Investor Grievance' section at <https://www.interiseworld.com/investor-centre>.

C. Applicability

In accordance with Securities and Exchange Board of India (Infrastructure Investment Trusts) Regulations, 2014 ('InvIT Regulations'), IM will ensure adequate and timely redressal of Investors' grievances.

The Chief Compliance Officer of the Trust, appointed by the Board of Directors of IM ('Board') under SEBI InvIT Regulations, shall redress grievances of the Unitholders or convertible securities and the Head - Project Finance shall redress grievances of the NCD, CP holders and other non-convertible/ debt securities.

In accordance with InvIT Regulations, Stakeholders Relationship and Investor Relations and Grievance Committee ('Committee') and the Board shall periodically review the status of Investors complaints and redressal thereto.

D. Definitions

Capitalised terms used, but not defined herein, shall have the meaning ascribed to such term under the InvIT Regulations and/or circular/ guidelines issued by the SEBI, thereunder, from time to time.

E. Grievance Handling Mechanism

All the Investors grievances, including the complaints received on SEBI SCORES, Online Dispute Resolution ('ODR') platform, received by Stock Exchanges viz. BSE and NSE, Depositories viz. National Securities Depository Limited and Central Depository Services (India) Limited, RTAs and/or any other regulatory authorities etc. shall be attended and resolved expeditiously by the respective RTAs or the IM, as the case may be.

Steps for handling Investors grievances

The designated email ID for handling Unitholders' and convertible security holders' grievances is investor.cs@interiseworld.com.

The designated email ID for handling the grievances of NCD/ CP holders and other non-convertible security holders' is comply@interiseworld.com.

The aforesaid e-mail IDs are mentioned on the website of the Trust under the tab Investor Centre > Investor Grievance at <https://www.interiseworld.com/investor-centre/investor-grievance-contact>.

The Investors can write their grievances to the aforesaid email IDs respectively or can send physical copy of their complaint(s) at the principal place of business of the Trust at A-303 & 304, Delphi Building, Orchard Avenue, Hiranandani Business Park, Powai, Mumbai – 400076, to the attention of Chief Compliance Officer.

While lodging the grievance(s), Investors are required to mention the following points in the complaint: Name, DP ID Client ID, Nature and details of grievance, Contact details including email ID, mobile no., correspondence address and copy of documents referred to in the complaint along with other necessary supporting(s).

Alternatively, the Investors may use the format attached herewith as **Annexure I** for making their complain.

Any complain that has been received from the Investors on the aforesaid email IDs or address, may be forwarded to the respective RTAs as relevant thereto and such RTA shall then redress the Investors' grievance directly, in a timely manner, in accordance with the Investor Charter. Further, any other complain will be redressed by the IM in a timely manner, in accordance with the Investor Charter.

Escalation Matrix for handling the grievances raised by Investors:

	Grievances raised by Unitholders and other convertible security holders	Grievances raised by NCD/ CP and other non-convertible debt security holders
Escalation 1 Registrar and Transfer Agent (RTA)	<p>KFin Technologies Limited Selenium Tower B, Plot Nos. 31 & 32 Financial District, Nanakramguda Serilingampally Mandal, Hyderabad - 500032.</p> <p>Contact No.: 040-67162222/ 7961 1000 Email ID: einward.ris@kfintech.com Website: https://kprism.kfintech.com</p> <p>Investor Charter & other details can be accessed at the following link: https://www.kfintech.com/qta-idelines-of-sebi</p>	<p>MUFG Intime India Private Limited (formerly known as Link Intime India Private Limited), C 101, 247 Park, LBS Marg, Surya Nagar, Gandhi Nagar, Vikhroli (W), Mumbai - 400083.</p> <p>Contact No.: 022-49186000 Email ID: debtca@linkintime.co.in Website: https://in.mpms.mufg.com/</p> <p>Investor Charter can be accessed at the following link: https://in.mpms.mufg.com/InvestorCharter.html</p>
Escalation 2 Trust/ IM	<p>Chief Compliance Officer Interise Trust A-303 & 304, Delphi Building, Orchard Avenue, Hiranandani Business Park, Powai, Mumbai - 400076. (Kind attention: Mr. Amit Shah)</p> <p>Tel. No.: +91 22 3507 1500/1525</p> <p>Email id: investor.cs@interiseworld.com (for Unitholders and other convertible security holders)</p> <p>Email id: comply@interiseworld.com (for NCD/ CP and other non-convertible debt security holders)</p>	
Escalation 3A - SEBI (SCORES 2.0 Portal)	https://scores.sebi.gov.in/	
Escalation 3B - Online Dispute Resolution (ODR) Platform	https://smartodr.in/login	

Escalation
3C -
SEBI

SEBI Bhavan BKC
Plot No.C4-A, 'G' Block
Bandra-Kurla Complex, Bandra (East),
Mumbai - 400051, Maharashtra
Tel : +91-22-26449000 / 40459000
Fax : +91-22-26449019-22 / 40459019-22
Toll Free Investor Helpline: 1800 22 7575

and/or any other offices across India, or web grievance form at
https://www.sebi.gov.in/contact-us.html#feed_back

D. Disclosure requirements of Investor Complaints/ Grievances

In accordance with SEBI Master Circular for InvITs, as applicable, from time to time, IM shall report the details of investor complaints/grievances to the Stock Exchanges on a quarterly basis, and the same shall also be placed before the Board of Directors of the IM and on the website of the Trust.

Further, in line with the SEBI Circular no. SEBI/HO/DDHS/DDHS-PoD-2/P/CIR/2025/89 dated June 12, 2025, regarding Investor Charter - Infrastructure Investment Trusts, IM shall disclose on its website, the data on complaints received against them or against issues dealt by them and redressal thereof, latest by 7th succeeding month and other relevant details, as per the format prescribed at Annexure - B to the said circular.

The IM shall also provide the annual disclosure of the statement of investor complaints in the Annual Report of the Trust as per the format provided in Part C of Annexure - B of the aforesaid circular.

F. Amendments

The Chief Compliance Officer shall be responsible for formulating/ reviewing/ periodic updating the Policy, as and when required, from time to time.

In case of any amendment(s), clarification(s), circular(s) etc. issued by the relevant authorities, not being consistent with the provisions laid down under this Policy, then such amendment(s), clarification(s), circular(s) etc. shall prevail upon the provisions hereunder and this Policy shall stand amended accordingly from the effective date as laid down under such amendment(s), clarification(s), circular(s) etc.

The Board may amend or modify this Policy, in whole or in part, from time to time.

G. Effective date

This Policy shall be effective from June 14, 2025, and the earlier policy dated February 06, 2019, has been superseded herewith therefrom.

Annexure I

Investor Complaint Form

Name	
DP ID/ Client ID	
Nature of Grievance	
Details of Grievance (Note: Kindly enclose relevant document as required.)	
Mobile No	
Email ID	
Correspondence Address (In case this address is different from the address reflected in your demat account, then please provide address proof of the new address and reason for the same)	
Signature and Date	

Enclosure(s): 1.

2.

3.

Note: The personal details provided herein above will be handled in line with the Privacy Policy available on the website of Interise Trust, <https://www.interiseworld.com/privacy-policy>.