

# INVESTOR GRIEVANCE POLICY

## 1. INTRODUCTION

Vaikarya Change LLP (hereinafter referred as "Vaikarya IM") is the investment manager for Vaikarya Change India Fund (hereinafter referred as the "Fund"), a scheme of Vaikarya Change India Trust. The Trust is registered with the Securities and Exchange Board of India ("SEBI") as a Category III Alternative Investment Fund ("AIF") under the SEBI (AIF) Regulations, 2012.

Investor queries and complaints constitute an important voice of Investor, and this policy details grievance handling process through a structured grievance redressal framework. Grievance redressal is supported by a review mechanism, to minimise the recurrence of similar issues in future.

Vaikarya IM has designated Mr. Avnish Burman as the Compliance Officer for its grievance redressal program.

The Compliance Officer as designated by Vaikarya IM is responsible for timely and prompt communication with our investors, while having an open attitude towards service recovery, and providing alternate solutions to investors, thus ensuring healthy relationships with our investors.

Communication received from the Investors will be considered as a complaint for consideration in Grievance Redressal Policy on the basis of broad parameters as determined by the Compliance Officer. Those lapses that result in further interactions and can be substantiated/ proved to have occurred due to undue delay/error of Vaikarya IM and/or its service providers will, in the normal course be considered as a complaint. In case the lapse is due to misinformation or mistake on the part of the investor or any external agency not appointed by Vaikarya IM, then such a lapse will not be treated as a complaint.

These parameters are indicative as of the date of the policy and Vaikarya IM can amend these parameters over a period of time at regular intervals after taking into account the nature of interactions with the investors for considering the same as complaint. Parameters that are wide and having more than one interpretation would be interpreted as per set industry practices / proven nomenclature / precedents for the benefit of the Investors.

## 2. FRAMEWORK

Investors can contact Vaikarya IM's Investor Relations Team ("IR Team") for any queries/complaints. In case they are not satisfied with the response provided by Vaikarya's IR Team, they have an option

to register their complaints through SEBI's SCORES platform. However, Vaikarya IM suggests to follow the grievance redressal method stated below before opting to register through the SCORES portal.

### 1. Through Vaikarya's Investor Relations Team:

Investor queries arise due to lack of understanding of the product and/ or a deficiency in service experienced by Investors. Deficiency in service may include lack of proper explanation, clarifications, understanding which escalates into shortfalls in the expected delivery standards, either due to inadequacy of facilities available or through the attitude of staff towards investors. Investors can seek clarification to their query and are further entitled to make a complaint to Vaikarya's Investor Relations Team through any of the modes mentioned below:

a. Contact number: +91 9930008887

b. Email ID:

First level: Gaurav Shetty - [coo@vaikarya.com](mailto:coo@vaikarya.com)

Escalation Level 1: Avnish Burman [aburman@vaikarya.com](mailto:aburman@vaikarya.com)

Escalation Level 2: Avnish Tiwari [atiwari@vaikarya.com](mailto:atiwari@vaikarya.com)

c. Letter: Investors can address their query/complaint at the registered office mentioned below:  
01A134, WeWork, Raheja Platinum, Mumbai 400059

In the normal course, all queries/complaints received by Vaikarya's Investor Relations Team will be responded/resolved within 21 days from the date of receipt.

### 2. Through Registering on SEBI's SCORES Portal:

Investors can also lodge their grievance by registering themselves on SEBI SCORES platform at [www.scores.gov.in](http://www.scores.gov.in). SCORES is a portal developed by SEBI for grievance redress mechanism. Vaikarya IM will redress the grievance within 21 days of receipt of the grievance through SCORES or any other timeline as stipulated by SEBI.

### 3. Online Resolution of Disputes through SMART ODR Portal.

An investor shall first take up his/her/their grievance with Vaikarya IM by lodging a complaint directly with Vaikarya IM as mentioned in point A above. If the grievance is not redressed satisfactorily, the investor may, in accordance with point B above, escalate the same through the SCORES Portal. After exhausting these options for resolution of the grievance, if the investor is still not satisfied with the outcome, he/she/they can initiate dispute resolution through the Online

Dispute Resolution Mechanism (“ODR”) offered by SEBI through the Smart ODR Portal on website <https://smartodr.in/login>

Alternatively, the investor can initiate dispute resolution through the ODR Portal if the grievance lodged is not satisfactorily resolved or at any stage of the subsequent escalations as mentioned in point 1 and 2 above (prior to or at the end of such escalation/s).

Vaikarya IM may also initiate dispute resolution through the ODR Portal after having given due notice of at least 15 calendar days to the investor for resolution of the dispute which has not been satisfactorily resolved between the investor and Fund.

The dispute resolution through the ODR Portal can be initiated when the complaint/dispute is not under consideration in terms of the points 1 and 2 above or SCOREs guidelines as applicable or not pending before any arbitral process, court, tribunal or consumer forum or are non-arbitrable in terms of Indian law.

The dispute resolution through the ODR Portal can be initiated when within the applicable law of limitation. (reckoned from the date when the issue arose/occurred that has resulted in the complaint/date of the last transaction or the date of disputed transaction, whichever is later).

All matters that are appealable before the Securities Appellate Tribunal in terms of Section 15T of SEBI Act, 1992 (other than matters escalated through SCOREs portal in accordance with SEBI SCOREs Circular), Sections 22A and 23L of Securities Contracts (Regulation) Act, 1956 and 23A of Depositories Act, 1996 shall be outside the purview of the ODR Portal.

### 3. DOCUMENT VERSION CONTROL

Date	Details	Version	Approved by
30 August 2024	Policy introduction	1.0	Board of Partners