

Grievance Redressal Mechanism of UTI Alternatives Private Limited

UTI Alternatives Private Limited, registered with SEBI as Co-investment Portfolio Manager as per SEBI (Portfolio Managers) Regulations, 2020, bearing registration number INP000007526, has prescribed below mechanism to attend and address any investor query/concern/grievance at the earliest.

- a) Registration of Complaint with the Company** - over the telephone or through email/ letter ; **or**
- b) Registration of Complaint with the SEBI** - through posting on the SEBI Complaint Redress System (SCORES)

1. Procedure – I

Any Investor who intends to raise any query/concern/grievance can lodge the same through any of the following modes:

- i. Email:** Investors can send an email at infoalternatives@uti.co.in
- ii. Letter:** Investors can write to the Co-investment Portfolio Manager with their Complaint at the Corporate Office address as mentioned here:

UTI Alternatives Private Limited
Infinity Tower A, 7th Floor, DLF Cybercity, DLF Phase – II, Gurugram - 122002, Haryana
India

The Co-investment Portfolio Manager shall look into the Grievance redressal mechanism and shall ensure that the Investor Grievance is resolved without prejudice in good faith and in the best interest of the Investors, thus ensuring retention of Investors' confidence. The Investor can expect a reply within five (5) Business Days of approaching the Co-investment Portfolio Manager.

2. Procedure – II

If an Investor is not satisfied with the resolution/ response provided or if they do not receive a response within Seven (7) Business Days of making their grievance, then they can approach to the Compliance Officer (CO) as follows;

- i. Email/ Phone:** Investors can send an email to CO at rajveer.singh@utialternatives.com or contact at +91 0124 6597026.
- ii. Letter:** Investors can write to the Co-investment Portfolio Manager with their Complaint at the Corporate Office address as mentioned here:

ATTN: Compliance Officer
UTI Alternatives Private Limited
Infinity Tower A, 7th Floor, DLF Cybercity, DLF Phase – II, Gurugram - 122002, Haryana
India

The Investor can expect a reply within five (5) Business Days of approaching the CO.

3. **Procedure – III**

If an Investor is not satisfied with the resolution/ response provided or if they do not receive any response even after escalating to CO, then they can approach to the Principal Officer (PO) as follows;

- iii. **Email/ Phone:** Investors can send an email to PO at shaurya.arora@utialternatives.com or contact at +91 0124 6597009
- iv. **Letter:** Investors can write to the Co-investment Portfolio Manager with their Complaint at the Corporate Office address as mentioned here:

ATTN: Principal Officer

UTI Alternatives Private Limited

Infinity Tower A, 7th Floor, DLF Cybercity, DLF Phase – II, Gurugram - 122002, Haryana India

The Investor can expect a reply within five (5) Business Days of approaching the PO.

4. **Procedure - IV**

Registration of Complaint on the SCORES website (www.scores.gov.in)

1. The Investors will have an alternate option to register their grievances directly to the SEBI on the SCORES website.
2. Upon receiving Investor Grievances through the SCORES platform, the Co-investment Portfolio Manager will ensure its resolution within 21 calendar days of submission of such complaint. During such period, the Investor will be kept duly informed about status and actions taken.
3. However, the Company suggests to follow the Grievance Redressal Mechanism through the Company, before approaching SEBI through the SCORES Website.

5. **Dispute Resolution Mechanism**

Any Investor Grievance not resolved to the satisfaction of Investors per the above Grievance Redressal Framework will be resolved by the settlement through conciliation and arbitration process as mentioned in Disclosure Document.

The Co-investment Portfolio Manager shall redress investor grievances promptly but not later than twenty-one (21) calendar days from the date of receipt of the grievance.

Without prejudice to anything stated above, the Investor may further register its grievance/complaint through SCORES (SEBI Complaints Redress System) and SMART ODR portal available at <http://scores.gov.in> and <https://smartodr.in/login>, post which SEBI may forward the complaint to the Co-investment Portfolio Manager and the Co-investment Portfolio Manager will suitably address the same.