

Grievance Redressal Mechanism (GRM)

The Fund has established a mechanism to receive, record, and address the concerns of any member of the affected community/stakeholders related to adverse impacts from any of the operational activities of the Fund or its portfolio companies.

i Submission of Grievance

Stakeholders can submit their grievance through multiple channels as below:

- Email Id (esg@invascent.com) or at [Queries & Concern](#) Link at Fund's portal (www.invascent.com)
- Investor relations team or Fund Manager
- Confidential helpline for employees and whistleblowers

ii Acknowledgment & Registration

- Acknowledgment will be issued within a 24-48 hours' time period,
- The grievance is recorded / registered in a Grievance Register for tracking.

iii Review & Categorization

The grievance is assessed based on:

- Stakeholder type – Investor, portfolio company, employee, third party, etc.,
- Nature of Grievance - Financial dispute, fund governance, ESG concerns, compliance issue, misconduct, etc.,
- Severity & Urgency – Critical (immediate action), High, Medium, Low priority.

If the issue falls outside the Fund's jurisdiction, the complainant will be guided to the relevant authority. The Fund will assist in providing guidance on how to escalate the issue appropriately, ensuring the complainant is informed of the proper channels for resolution.

iv Investigation & Resolution

- Internal Review: The ESG/Compliance Officer or an assigned committee investigates the issue.
- Stakeholder Consultation: Involves Fund Manager, portfolio company representatives, legal teams, or external advisors (if required).
- Regulatory Compliance Check: Ensures alignment with the Fund policies, LP agreements, and regulatory guidelines (e.g., SEBI).
- Resolution Proposal: A response will be formulated within 24-48 hours up to a maximum of 25 days depending on complexity.

v Response & Communication

- A detailed response & resolution plan will be shared with the complainant.
- If corrective actions are needed, they will be implemented.
- The complainant will be given the option to provide feedback on the resolution.

vi Appeal & Escalation Process

If the complainant is unsatisfied, they can escalate the issue to:

- Senior Management of the Fund or Investment Committee
- Independent Grievance Review Panel
- Regulatory Authorities (if applicable)

In case the complainant is still not satisfied, he / she can proceed for appeal.

A final review and resolution are conducted within an additional 15–30 days.

vii Closure & Documentation

- The grievance will be formally closed once resolved.
 - All records will be securely maintained for compliance, audits, and internal learning.
 - Insights will be analyzed for process improvements and risk mitigation strategies.

Anonymous Grievances

The interested or affected person(s) are first encouraged to discuss the matter directly with the portfolio company. In cases where the question or concern was not addressed sufficiently at the portfolio company level, interested parties may submit their query anonymously to the Fund at their corporate office (Plot no. 1174, Road No. 56, Jubilee Hills, Hyderabad, Telangana - 500033), in writing, providing the following information:

- a. Date of submission,
- b. Name and Contact Information of the sender (if so wishes);
- c. Name of the company to which the concern relates;
- d. Description of the concern and any supporting documentation;
- e. Date of the incident or action giving rise to the complaint (if applicable);
- f. Specific remedy sought (if applicable);
- g. Any other information as deemed appropriate by the sender.

The ESG Officer will provide a confirmation of receipt to the sender within 3 working days of receiving the written question or concern and inform them that they will receive a response in writing within 7 business days. Rest of the process will remain same as described above for internal/external grievance.