

PROCEDURE FOR LODGING A COMPLAINT

If a customer has a complaint to submit to us for resolution, please follow the procedure as below:

Step 1: Approaching Grievance Redressal Officer

Customer can forward their grievances to the Grievance Redressal Officer (GRO) of the Company. The contact details of the GRO are as under:

Name: Mr. Shiba Behera
Grievance Redressal Officer
Kotak Infrastructure Debt Fund Limited
27BKC, Plot no C 27, G Block,
Bandra Kurla Complex, Bandra (E), Mumbai - 400 051
Email: Shiba.Behera@kotak.com
Phone: 022-43361408



Step 2: Approaching Nodal Officer

In case Customers are not satisfied with the decision of the above or have not received any response within 14 working days, you may escalate your grievances to Nodal officer.

Name: Mr. Arpit Kothari
Nodal Officer
Kotak Infrastructure Debt Fund Limited
27BKC, Plot no C 27, G Block,
Bandra Kurla Complex, Bandra (E), Mumbai - 400 051
Email: ceo.kidf@kotak.com / Arpit.Kothari@kotak.com
Phone: 022- 61660565



Step 3: Approaching RBI

In case you are not satisfied with the decision / resolution of the Company or have not received any response within a period of one month, you may approach the Officer in Charge of the Regional Office of Department of Supervision of RBI at the address given below:

Officer-in-charge
Department of Supervision
Reserve Bank of India
3rd Floor, World Trade Centre,
Cuffe Parade, Colaba,
Mumbai-400005
Email: cgmicdosco@rbi.org.in