

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. Shravan Shetty

Grievance Redressal Officer

Kotak Infrastructure Debt Fund Limited

27BKC, Plot no C 27, G Block,

Bandra Kurla Complex, Bandra (E), Mumbai - 400 051

Email: shravan.shetty1@kotak.com

Phone: 022-43361409



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