

ARKA CREDIT FUND

GRIEVANCE REDRESSAL MECHANISM

Arka Credit Fund

Preface

Arka Credit Fund (“Fund”) is a Category II Alternative Investment Fund registered with the Securities and Exchange Board of India (“SEBI”) and Arka Investment Advisory Services Private Limited (“AIASPL”) is the Investment Manager of the Fund [Fund and AIASPL collectively referred as “Arka”]. This Grievance Redressal Mechanism lays down a transparent procedure for redressing grievances of Investors of the Fund.

At Arka, the following shall be the broad principles for interaction with Investors:

- Investors shall always be treated fairly.
- Grievances raised by Investors shall be dealt with courtesy and in a timely manner.
- Arka employees shall work in good faith and without prejudice, towards the interests of the Investors.

Grievance Redressal Process

- The Board of Directors of AIASPL shall designate an employee, as deemed fit, as the Investor Grievances Redressal Officer (“IGRO”). The IGRO shall be responsible to ensure redressal of Investors grievances in accordance with this mechanism and the circulars, regulations, directions issued by the SEBI from time to time in this regard.
- Investors may raise a complaint by writing to Arka’s designated email address for grievance redressal at investorgrievanceredressa@arkaadvisory.in or may raise a complaint via letter addressed to the IGRO at Unit No 1202B, 13th Floor, Tower 2B One World Center, Senapati Bapat Marg, Mumbai – 400013, Maharashtra, India or may raised a complaint via SEBI Complaints Redress System (“SCORES”) Portal.
- The abovementioned email address and link to the SCORES Portal of SEBI, shall also be uploaded on the website of Arka.
- All the Investor grievances received at investorgrievanceredressal@arkaadvisory.in or via letter or via SEBI / SCORES Portal, shall be verified and scrutinized by Arka, and it shall be its endeavor to resolve the same promptly and in any case not later than thirty days of receipt of complaint.
- All the Investor grievances shall be updated in a register in the format specified in Annexure 1. This register would be monitored by the IGRO.
- Status of the complaints received shall be updated on the website periodically in format prescribed by SEBI from time to time.
- Arka shall ensure to adhere to the prescribed rules and regulations issued by SEBI in this regard from time to time.

Review

This Mechanism shall be reviewed as and when required inter-alia including pursuant to regulatory requirements, and at least on an annual basis.

