

Lok Capital External Grievance Redress Mechanism

Date: 20 Dec 2022

1. The Fund's procedure is intended to provide a means for the civil society, affected community and other interested parties to submit queries or concerns related to the Fund's Environmental & Social Policy and/or portfolio investments financed by the Fund, and have these inquiries responded to by the Fund in a timely manner. This process of receiving, reviewing, and responding to communications from external stakeholders is managed by the designated ESG Coordinator and Compliance Officer of its Investment Advisor.
2. A person, community or other external stakeholder, such as a civil society organization, can submit their questions or concerns to the ESG Coordinator either by sending an e-mail to the following e-mail address: contact@lokcapital.com with a copy to rajat@lokcapital.com; or by sending a mail to the following address: Lok Advisory Services Pvt Ltd, WeWork 32nd Milestone, 03-133, 3rd Floor, Galaxy Hotel, Sector 15, Gurugram, Haryana 122001, India.
3. Where the question or concern relates to a portfolio investment financed by the Fund, 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 to the Fund, in writing, providing the following information:
 - a) Name and Contact Information of the sender;
 - b) Name of the company to which the concern relates;
 - c) Description of the concern and any supporting documentation;
 - d) Date of the incident or action giving rise to the complaint (if applicable);
 - e) Specific remedy sought (if applicable); and
 - f) Any other information as deemed appropriate by the sender.