Investor Charter for REITs

1. VISION

To commit to advancing the growth and development of the Real Estate Investment Trust ("REITs") sector in India, with a focus on the growth of commercial real estate assets including other assets portfolio management. To advocate for both business and investor interests while adhering to regulations. To develop integrity and excellence, and foster industry best practices that are benchmarked to leading global REIT standards.

2. MISSION

i. To foster the growth of a dynamic, transparent, ethical, and globally competitive REIT Sector in parallel to the international REIT markets
ii. To enact and enforce rules and regulations that promote the maintenance of high professional and ethical standards in all areas of operation of the REITs industry
iii. To create and maintain a growth-oriented environment that attracts investments in the REITs sector while ensuring responsible communication with all stakeholders
iv. To establish and maintain highest standards of integrity, responsibility, collaboration and trust among the investor community and industry players
v. To promote REITs as a fine asset-class to attract a broader and more diverse range of investors
vi. To assist both investors and Industry players in capitalizing on the right opportunities in the REITs market
vii. To collaborate with the REITs industry to promote sound business practices and uphold a robust code of conduct, ensuring the best interests of unitholders and investors are prioritized
viii. To recommend standardized operational processes to simplify and improve investor experience and benefit the REITs industry at large.
ix. To undertake national and international investor awareness programmes to educate both existing and potential investors on REITs as an asset class, enhancing public understanding of their working mechanisms.

x. To protect the interest of investors and unit holders through continuous advocacy

xi. To build an environment for creating a sustainable and a diversified portfolio of high-quality real estate assets, including commercial properties, developments, and specialized investments such as healthcare facilities and industrial spaces. To provide long-term value and consistent returns to investors by focusing on strategic acquisitions, efficient property management, and sustainable growth.

xii. To drive sustainable growth and maximize shareholder value by leveraging a disciplined approach to property acquisition, asset management, and strategic financing while, adhering to the highest standards of transparency, operational efficiency, and regulatory compliance.

3. DESCRIPTION OF ACTIVITIES / BUSINESS OF THE ENTITY

i. To offer investment opportunities to the investors by encouraging more market players to join the REITs sector, thereby growing the overall Industry.

ii. To offer a dedicated and a consistent asset class generating stable returns for investor community while adhering to the highest standards of regulatory compliance and governance. To create an environment for generating and managing a diversified portfolio of income-producing commercial and real estate asset class

iii. To enhance and create focus on integrating Environmental, Social, and Governance (ESG) factors into its investment and operational strategies to drive long-term, sustainable growth and sustainable property management practices

iv. Deploy the pooled capital from investors unitholders in accordance with the objectives stated in the offer documents or any other documents including placement document etc and, ensuring compliance with all applicable laws and regulations.

v. Disclose various information including annual reports / half yearly reports / valuation reports / distributions advices / credit ratings on a timely basis

vi. Ensure timely payment of distributions / interest / redemption proceeds to the investors in accordance with the applicable regulations

vii. Efficiently process for both financial and non – financial transactions or service requests from Investors, ensuring smooth operations and minimal delays

viii. To provide prompt and effective support for resolving any grievances or issues related to the REITs, whether from investors or industry players, ensuring that the concerns are addressed fairly and swiftly.

4. SERVICES PROVIDED TO THE INVESTORS:

Non-Financial Transaction		
Sr. no.	**Description of Service / Activity**	**Time taken for providing service**
1.	Providing distribution advices	Within 5 working day of completion of distribution
Financial Transactions (Commercial Transactions)		
Sr. no.	**Description of Service / Activity**	**Time taken for providing service**
1.	Pay-out of distribution proceeds	Within 5 working days from the record date
2.	Pay-out of interest / redemption proceeds to security holders proceeds on maturity of a close-ended scheme	As per the Debenture Trust Deed(s) / Term Sheet for the issue(ies)
3.	Refund of subscription Money in case of IPO/FPO	As per the Master circular of REITs
Complaints/Requests		
Sr. no.	**Description of Service / Activity**	**Time taken for providing service**
1.	Submission of ATR to Investors in respect of complaint received from investor through SCORES	Within 21 calendar days
Disclosure / Reports		
Sr. no.	**Description of Service / Activity**	**Time taken for providing service**
1.	Disclosure of Credit Rating	Within 1 working day of receipt of Credit Rating

2.	Disclosure of Annual report	Within 3 months from the end of financial year
3.	Disclosure of Half-yearly report	Within 45 days from the end of half year ending on Sep 30th
4.	Disclosure of valuation report	To be disclosed to unitholders within 15 days from receipt of valuation report.
5.	Disclosure of Audited Financials	Within 60 days from the end of the financial year
6.	Disclosure of quarterly / half Yearly Unaudited Financials	within 45 days from the end of quarter / half year
7.	Disclosure of notice in respect of distributions declaration	at least 2 working days in advance, excluding the date of the intimation and date of the meeting in which the distributions will be declared
8.	Disclosure of Investor grievance redressal report	Within 21 days from the end of each quarter
9.	Disclosure of unitholding pattern	Within 21 days from the end of each quarter
10.	Disclosure of compliance report on corporate governance	Part A of Annexure 13 of the Master Circular for REIT - within 21 days from the end of each quarter; Part B of Annexure 13 of the Master Circular for REIT - Within 21 days from the end of financial year on an annual basis; Part C of Annexure 13 of the Master Circular for REIT - within three months from the end of financial year on an annual basis;
11.	Disclosure of NAV	Within 15 days of receipt of Valuation Report
12.	Disclosure of statement of deviation / variation in the use of proceeds	Along with the submission of financial results

5. GRIEVANCE REDRESSAL MECHANISM FOR INVESTORS

i. In case of any grievance / complaint, an investor should approach the concerned REIT / RTA of the REITS. If the complaint remains unresolved, the investor may write to the designated Investor Relations Officer/ Compliance Officer of the REIT. The name of the Investor Relations Officer/ Compliance Officer contact person is mentioned on the website of the REIT, whom one may approach/ write to in case of any query, complaints or grievance.

ii. If the investor's complaint is not redressed satisfactorily, one may lodge a complaint with SEBI on SEBI's portal, named, "SCORES", which is a centralized web-based complaints redress system. SEBI takes up the complaints registered via SCORES (https://scores.gov.in/scores/Welcome.html) with the concerned REIT / intermediary for timely redressal. SCORES facilitates tracking the status of the complaint. Investors may also lodge a complaint on the SMART ODR portal (https://smartodr.in/login).

iii. Investors may send their complaints to: Office of Investor Assistance and Education, Securities and Exchange Board of India, SEBI Bhavan. Plot No. C4-A, "G" Block, Bandra-Kurla Complex, Bandra (E), Mumbai - 400 051

6. DO's and DON'Ts FOR INVESTORS

A. Do's for the investors

i. Check registration status of the REIT on SEBI website before investing in the REIT.

ii. Read all the documents related to the REITs like the final offer document, profile of the REIT and the performance data as well as distribution history as available on the website of the REIT, website of Stock Exchange(s), etc, and understand the features and the risks involved and suitability of the REIT investment to the investor's risk profile.

iii. Always keep your information updated. Inform your stock-broker / depository participant whenever there is change in your address or bank details or email ID or mobile number. Since SIM cards now have the feature of getting ported to different service providers, investors may keep single mobile numbers attached with their respective accounts. (Mobile number is the key to all important transactions)

iv. Read communications / notices / addendums / presentations / press releases, etc. sent via email or physical letters / or published by the REIT via website of the respective REIT, website of Stock Exchange, email, etc.
v. Consider availing nomination facility in respect of investments made.
vi. Invest through registered and regulated entities.
vii. Keep critical information such as user ID, password, etc confidential. Do change the passwords frequently.
viii. An investment in the Units involves a high degree of risk. Investors should carefully consider all the information pertaining to a respective REIT, its business, result of operations, Cash flows and financial conditions as well as various other risk factors before making an investment in its Units.
ix. You may consult with a SEBI registered Investment Advisor for your investment needs in securities market
x. Invest in a scheme/product depending upon your investment objective and risk appetite.
xi. Insist on a valid contract note/ confirmation memo for trades done within 24 hours of the transaction. Keep track of your portfolio in your demat account on a regular basis.
xii. Periodically check the holdings directly through the website of depositories / depository participants.
xiii. Carefully note all the charges/ fees/ brokerage that are applicable on your accounts and keep a record of the same.
xiv. Keep a record of documents signed, account statements, contract notes received and payments made.
xv. Periodically review your financial needs / goals and review the portfolio to ensure that the same are possible to achieve.
xvi. Always pay for your transactions using banking channel, i.e. no dealing in cash.

B. <u>Don’ts for the Investors</u>

i. Do not invest based on speculation, rumours or informal advice.
ii. Do not fall for the promise of indicative or exorbitant or assured returns.
iii. Don't deal with unregistered brokers / other unregistered intermediaries.
iv. Don’t pay more than the agreed brokerage/charges to the intermediary.

v. Don't execute any document with any intermediary without fully understanding its terms and conditions.
vi. Don’t sign any blank form or Delivery Instruction Slips.
vii. Don’t issue general power of attorney (PoA) in favour of the Stock Broker/ Depository Participant. Exercise due diligence by issuing a very specific one, if you want to issue a PoA.
viii. Do not rely on making your investment decisions on hot tips as a person who wants to offload securities which may not be marketable may be indulging in it. Disseminating hot tips is also an illegal activity which should be reported to SEBI.
ix. Never share your password for online account with anyone.
x. Don’t fall prey to Ponzi schemes, unregistered chit funds, unregistered collective investment or unregistered deposit schemes.
xi. Don't forget to strike off blank spaces in your KYC documents.
xii. Don't opt for digital contracts, if you're not familiar with computers.

7. RIGHTS OF INVESTORS

i. Right to receive information and details about the REIT including about its investment philosophy, and such other information as may be required under SEBI regulations to enable investors to make an informed decision about investing in a REIT, prior to making any such investment.
ii. Right to timely receipt of distribution advices / interest / proceeds / refunds and evidencing a transaction as specified in the SEBI REIT Regulations, or to receive such statements on request.
iii. Right to receive Annual report / half yearly report and valuation reports,
iv. Right to be informed about such disclosures which may have a material bearing on their investments in REIT.
v. Right to privacy of information in accordance with the applicable laws of the land.
vi. Right to information about how complaints are handled and can be escalated in the event investors are not satisfied with the resolution provided. Right to timely redressal of grievances and complaints within the timelines specified by regulations and the right to escalate complaint not resolved satisfactorily to the Investor Grievance Officer of the respective REIT Manager.

vii. Right to escalate unresolved complaints to SEBI via the SCORES portal.

8. RESPONSIBILITIES OF INVESTORS

i. To check registration status of the REIT on SEBI website before transacting with them.

ii. Read all the documents related to the REITs like the final offer document, profile of the REIT and the performance data as well as distribution history as available on the website of the REIT and understand the features and the risks involved and suitability of the REIT investment to the investor's risk profile.

iii. Always keep your information updated. Inform your stock-broker / depository participant whenever there is change in your address or bank details or email ID or mobile number. Since SIM cards now have the feature of getting ported to different service providers, investors may keep single mobile numbers attached with their respective accounts. (Mobile number is the key to all important transactions)

iv. To read communications / notices / addendums / press releases, etc. sent / or published by the REITs via respective REITs website, Stock Exchanges, email, etc.

v. To consider availing facility to nominate in respect of investments made.

vi. To invest through registered and regulated entities and not to invest based on speculation, rumour or informal advice.

vii. To keep confidential critical information such as user ID, password, etc.

9. DUTIES OF INDIAN REITS ASSOCIATION (IRA)

i. Support Grievance Redressal:
To support grievance redressal in a transparent and efficient manner for all the Stakeholders. They can lodge a grievance against any REIT industry member by emailing at ira@indianreitsassociation.com

ii. To act as a Facilitator between the Investors and the REITs:
Facilitate communication between investors and the concerned IRA member in case of disputes.

iii. Ensuring Timely Resolution:

To monitor all complaints received on the SCORES portal assigned to IRA as a designated body, coordinate with relevant members and ensure that the complaints are resolved within the stipulated timeframe.

Format for Investor Complaints Data to be displayed by REITs on their respective websites

Part A: Total complaints report (including complaints received through SCORES)

For the Quarter ending:

	All complaints including SCORES complaints	**SCORES Complaints**
Number of investor complaints pending at the beginning of the Quarter		
Number of investor complaints received during the Quarter		
Number of investor complaints disposed of during the Quarter.		
Number of investor complaints pending at the end of the Quarter.		
Average time taken for redressal of complaints for the Quarter		

Complaints pending during FY FY/QE_____							
	Less than 1 month	**1-3 months**	**3-6 months**	**6-9 months**	**9-12 months**	**Greater than 12 months**	**Total**
All complaints							
SCORES complaints							

Complaints resolved during FY FY/QE_____							
	Less than 1 month	**1-3 months**	**3-6 months**	**6-9 months**	**9-12 months**	**Greater than 12 months**	**Total**
All complaints							
SCORES complaints							

Part B: For Financial year ending

	All complaints including SCORES complaints	**SCORES Complaints**
Number of investor complaints pending at the beginning of the year		
Number of investor complaints received during the year		
Number of investor complaints disposed of during the year.		
Number of investor complaints pending at the end of the year.		
Average time taken for redressal of complaints for the year		

Part C: For disclosure in the Annual Report

	All complaints including SCORES complaints	**SCORES Complaints**
Number of investor complaints pending at the beginning of the year		
Number of investor complaints received during the year		
Number of investor complaints disposed of during the year.		
Number of investor complaints pending at the end of the year.		
Average time taken for redressal of complaints for the year		

Part D: Trend of monthly disposal of complaints (including complaints received through SCORES)

Sr. Nos:	**Month**	**Carried forward from previous month**	**Received**	**Resolved***	**Pending****
1	**2**	**3**	**4**	**5**	**6**
1.	April- YYYY				
2.	May- YYYY				
3.	June- YYYY				
4.	July- YYYY				
	Grand Total				

**Should include complaints of previous month resolved in the current month. If any.*

*** Should include total complaints pending as on the last day of the month, if any.*

Part E: Trend of annual disposal of complaints (including complaints received through SCORES)

Sr. Nos.:	Year	Number of complaints carried forward from previous year	Number of complaints received during the year	Number of complaints resolved during the year	Number of complaints pending at the end of the year
1.	2019-20				
2.	2020-21				
3.	2021-22				
4.	2022-23				
5.	2023-24				
6.	2024-25				
	Grand Total				

Investor Charter for InvITs

1. VISION

To develop the Indian InvIT Industry and provide investors with transparent, efficient, and reliable investment opportunities in infrastructure assets by ensuring fair and robust regulatory mechanisms and enhance confidence among investors by protecting and promoting the interests of unitholders.

2. MISSION

i. To support the development of a transparent, ethical and globally competitive InvIT industry, while upholding the highest standards of corporate governance and transparency.
ii. To enact and enforce rules and regulations that promote the maintenance of high professional and ethical standards in all areas of operation of the InvIT industry.
iii. To work closely with the InvIT industry to recommend and promote good business practices and a code of conduct to be followed by all InvITs in the best interests of investors.
iv. To ensure infrastructure assets forming part of InvITs are professionally managed to deliver optimal performance and returns.
v. To recommend standardized operational processes to be followed by the InvIT industry for the convenience and benefit of the investors.
vi. To protect the interests of investors.
vii. To establish a robust grievance redressal mechanism for investor protection.
viii. To facilitate informed investment decisions to the investors through timely and accurate disclosures.
ix. To undertake nationwide investor awareness programmes, to inform and educate existing and prospective investors about InvITs as an asset class and to educate the public about the concept and working of InvITs.
x. To contribute to job creation, improved infrastructure, and increased economic activity.

3. DESCRIPTION OF ACTIVITIES/ BUSINESS ENTITY

i. Raise funds from investors by issuing units and deploy capital in infrastructure assets, either directly or through Special Purpose Vehicles (SPVs)/Holding Companies, ensuring adherence to SEBI InvIT regulations.

ii. Generate revenue from long-term infrastructure projects such as toll roads, power transmission, renewable energy, telecom towers, data centers, optical fiber lines logistics infrastructure and such other infrastructure assets.

iii. Operate under a structured framework with a Sponsor, Trustee, Investment Manager, and Project Manager, ensuring adherence to SEBI InvIT regulations.

iv. Optimize performance through acquisitions, operational improvements, refinancing, and strategic asset management.

v. Maintain a minimum of 80% investment in operational, revenue-generating assets.

vi. In case of publicly listed InvITs, a maximum investment of 10% of AUM is allowed in under-construction projects over and above investment in operational and revenue-generating assets.

vii. Distribute not less than 90% of net distributable cash flows of the InvIT to unitholders periodically.

viii. Provide periodic updates on NAV, acquisition, portfolio performance, financial information, corporate governance reports, credit ratings and other regulatory filings through its website.

ix. Publish annual reports, half-yearly reports, quarterly reports, and valuation reports (by independent valuer) on their respective websites.

x. Provide investor-friendly policies, transparent grievance redressal mechanisms, and voting rights on key matters affecting the InvIT.

xi. Process unitholder’s financial and non–financial transactions / service requests.

xii. Aggregate consolidated borrowings capped at 70% of the value of the InvITs. Any increase of aggregate consolidated borrowings exceeding 25% of value of InvIT but up to 49% and above 409% up to 70%, shall require unit holders’

approval and credit rating. In case of aggregate consolidated borrowings exceeding 49%, (i) funds can be utilised for acquisition or development of infrastructure projects; (ii) obtain credit rating of “AAA” or equivalent.

4. SERVICES PROVIDED FOR UNITHOLDERS

Financial Transactions (Commercial Transactions)			
Sr. no.	**Description of Service / Activity**	**Frequency**	**Time taken for providing service**
1	Pay-out of distribution proceeds from the record date	1. **Publicly Listed InvITs** – Distribution not less than once every six months in every financial year. 2. **Privately Listed InvITs** – Distribution not less than once every financial year	Within 5 working days from the record date Pursuant to Regulation 18(6)(c)
2	Refund of subscription money in case minimum subscription is not received		No later than 15 days from the issue closing date
Complaints/Requests			
Sr. no.	**Description of Service / Activity**	**Frequency**	**Time taken for providing service**
1	Resolution of investor grievances through internal grievance redressal mechanisms of	-	a. Matters such as non-receipt of the annual report and notice of postal ballot are to be addressed by the RTA within a

	the Investment Manager		period of 5 working days from the receipt of the request or in case, any supporting documents are required by the RTA for addressing the request, within a period of 5 working days from the receipt of such documents to the RTA's satisfaction. b. Matters other than those referred to in point (a) above, including but not limited to distribution/interest, are to be addressed by the RTA within a period of 7 working days from receipt of the request. In case, any supporting documents are required by the RTA from the Security Holder or any other party for addressing the request, such matters will be addressed within a period of 15 days from the receipt of such documents to the RTA's satisfaction.
2	Resolution of investor grievances by SEBI for grievances received on SCORES platform and Online Dispute Resolution Mechanism (ODR)* *(*SEBI also requires that the status of investor grievances be disclosed periodically)*	-	Within 21 calendar days from the receipt of such compliant

Disclosure / Reports			
Sr. no.	**Description of Service / Activity**	**Frequency of Reporting**	**Time taken for providing service**
1	Intimation regarding any change in InvIT structure, sponsor, investment manager, or trustee		Within 24 hours from any such change
2	Disclosure of periodic financial information (Half-yearly and Annual financial information) – both Standalone and Consolidated* *(*as per SEBI Master Circular)*	**Same for both Publicly and Privately Listed InvITs**	1. **First half year** period of the financial year - **within 45 days** from the end of the half year. 2. **Annual within 60 days** from the end of the financial year. 3. **Quarterly** (applicable to InvITs with aggregate borrowing limit above 49%) - **within 30 days** from the end of June and December Quarter.
3	Disclosure of Half-yearly, Annual and Quarterly Reports* *(*as per mandatory disclosures requirements laid down in SEBI InvIT Regulations)*	**Same for both Publicly and Privately Listed InvITs**	1. **Half-Yearly Report** - **within 45 days** from the end of the first half year. 2. **Annual** Report - **within 3 months** from the end of the financial year. 3. **Quarterly Report** (applicable to InvITs with aggregate borrowing limit above 49%) - **within 30 days** from the end of June and December Quarter.
4	Disclosure of valuation report of all InvIT assets	**1. Publicly Listed InvITs** –	**1. Annual Valuation** to be completed **within 2 months** from the end of the financial

		a) Annual b) Half-Yearly (Quarterly in case Net Debt/EV >49%) **2. Privately Listed InvITs** - Annual (Quarterly in case Net Debt/EV >49%	year. 2. **Half-Yearly Valuation** to be completed **within 1 month** from the end of the first half year. 3. **Quarterly Valuation** to be completed within 1 month from the end of June, September & December quarter (applicable to InvITs with aggregate borrowing limit above 49%) Valuation Reports to be disclosed within 15 days post receipt of the reports.
5	Disclosure of compliance report on governance in the format as may be specified by the Board by the Investment Manager	**Quarterly and Annually**	1. **Part A of Annexure 15** of the Master Circular for InvIT - **within 21 days** from the end of each quarter 2. **Part B of Annexure 15** of the Master Circular for InvIT - **Within 21 days** from the end of financial year on an annual basis 3. **Part C of Annexure 15** of the Master Circular for InvIT - **within three months** from the end of financial year on an annual basis
6	Disclosure of Unitholding Pattern for each class of investors	1. **Quarterly** 2. **Listing of units** on the stock exchanges 3. In the event	1. **Quarterly** - within 21 days from the end of each quarter 2. **One day prior to listing of units** on the stock exchanges 3. **Within 10 days of any capital restructuring** of InvIT

		of any **capital restructuring of InvIT** resulting in a change exceeding 2% of the total outstanding units of InvIT	resulting in a change exceeding 2% of the total outstanding units of InvIT
7	Disclosure of asset acquisitions, divestments, or changes in the asset portfolio		Prompt intimation which shall be later than 24 hours of such event which have a bearing on the performance or operations of the InvIT, including asset acquisitions, divestments, or changes in the asset portfolio, value of which exceeds 5 % of the Value of InvIT Assets.
8	Disclosure of investor complaints and redressal status	**Quarterly**	Within 21 days from the end of each quarter
9	Disclosure of Annual Secretarial Compliance Report	**Same for both Publicly and Privately Listed InvITs**	**Within 60 days** from the end of the financial year.
10	Disclosure of Credit Rating	To be reviewed **annually** by the registered credit rating agency Also, upon any change in credit rating obtained by	Review to be completed **within 30 days** from the end of the financial year and intimation to be sent immediately Further, details of any credit rating obtained by the InvIT and any change in the disclosed rating shall also be intimated promptly. Additionally, prompt intimation

		the InvIT	for disclosure of details of any credit rating obtained by the InvIT and any change in such rating
Others			
Sr. no.	**Description of Service / Activity**	**Frequency of Reporting**	**Time taken for providing service**
1	InvIT website to remain functional and updated with latest content	Continuous	To be updated up to last 2 days

5. GRIEVANCE REDRESSAL MECHANISM FOR INVESTORS

i. All Infrastructure Investment Trusts (InvITs) are required to publicly display their investor grievance redressal policy on their websites, outlining the process for how investors can lodge and resolve complaints against the InvIT.

ii. In case of any grievance / complaint, an investor should approach the Compliance Officer/ RTA/ Investor Relations Person of the concerned InvIT. The name and the contact details of the Compliance Officer/ RTA/ Investor Relations Person are mentioned on the website of the concerned InvIT, whom one may approach / write to in case of any query, complaints or grievance.

iii. If the investor's complaint is not redressed satisfactorily, one may lodge a complaint with SEBI on SEBI's portal, named 'SCORES', which is a centralized web-based complaints redress system. SEBI takes up the complaints registered via SCORES (https://scores.gov.in/scores/Welcome.html) and Online Dispute Resolution Mechanism (ODR) with the concerned InvIT for timely redressal. SCORES facilitates tracking the status of the complaint and ODR is a platform to file complaints/dispute for resolution through online conciliation and arbitration.

iv. Investors may send their physical complaints to: Office of Investor Assistance and Education, Securities and Exchange Board of India, SEBI Bhavan. Plot No. C4-A, 'G' Block, Bandra-Kurla Complex, Bandra (E), Mumbai - 400 051

6. DO's and DON'Ts FOR INVESTORS

A. DO's FOR THE INVESTORS

i. Check registration status of the InvIT on SEBI website before investing in them.
ii. Read all offer related documents and understand the risks involved and suitability of the investment to the investor's risk profile.
iii. Provide and keep updated KYC details including address, tax status, residency, and other key information such as PAN & bank account details including details in demat account.
iv. Provide own email address and mobile number and to promptly notify changes to this information, if any to the Depository Participant (DP).
v. Follow respective InvIT' s websites and Stock Exchange(s) website for regular updates and disclosures.
vi. Periodically check the holdings directly through the website of depositories / depository participants.
vii. Consider availing nomination facility through Demat Account in respect of investments made in InvITs.
viii. Invest through registered and regulated entities
ix. Conduct thorough research or consult financial advisors before investing.
x. Stay informed about regulatory changes and their impact on investments.
xi. Understand and stay informed about the tax implications related to investing in InvITs, including taxation on capital gains on sale of units
xii. Keep critical information such as user ID, password, etc. confidential. Do change the passwords frequently.
xiii. Read communications / notices / financial reports / press releases / FAQs, etc. sent / or published by the InvIT via newspapers, email, website, etc.

B. DONT's FOR THE INVESTORS

i. Do not invest based solely on hearsay or unsolicited advice.
ii. Do not fall for the promise of indicative or exorbitant or assured returns.
iii. Do not invest in unregistered or unauthorized investment schemes that claim to be InvITs.
iv. Do not ignore the terms and conditions outlined in investment documents.
v. Do not avoid delaying the reporting of any discrepancies or grievances.

vi. Do not issue blank cheques or blank signed transaction instructions.

vii. Do not use third-party bank accounts for fund flows for subscription of units.

7. RIGHTS OF INVESTORS

i. Right to receive timely distributions as per the declared schedule made by the InvIT and SEBI mandates (at least half-yearly for publicly listed InvITs and at least annually for privately listed InvITs).

ii. Right to vote on significant matters, including the acquisition of new assets, borrowing, related party transactions, appointment or change of the Investment Manager, and induction or exit of a Sponsor (with an exit option for dissenting voters) and such other matters which requires unitholders consent as per Regulation 22 of SEBI InvIT Regulations.

iii. Right to access a full valuation report of all InvIT assets at least annually for both publicly and privately listed InvITs.

iv. Right to receive Form 64B (Annual Statement of Income Distributed) within statutory timeline

v. Right to receive Annual and Half-Yearly report of the InvIT including financial information, auditors report and valuation report.

vi. Right to be informed of any disclosures that may materially impact investments in the InvIT.

vii. Right to participate in meetings and vote on matters affecting the InvIT.

viii. Right to privacy of personal information in accordance with applicable laws.

ix. Right to information about the grievance redressal process, including escalation mechanisms.

x. Right to timely redressal of grievances within the regulatory timelines by the Compliance Officer.

xi. Right to escalate unresolved complaints to SEBI via the SCORES or ODR portal

xii. Right to receive corporate actions such as rights issue etc.

xiii. Right to appoint a Unitholders' Nominee Director by unitholders holding 10% or more of the total outstanding units of the InvIT, either individually or collectively.

xiv. Right to inspect the requisite documents/ records as stated in the notice of Investors' Meeting or Postal Ballot, if any, at the principal place of business of

the InvIT during office hours on all working days from the date of dispatch of the notice until the day of such Meeting or completion of Postal Ballot.

xv. Right to request to call unit holders meeting for such matters as prescribed under the SEBI InvIT regulations.

8. RESPONSIBILITIES OF INVESTORS

i. To read all offer-related documents carefully before investing.
ii. To invest only through registered and regulated entities; avoid speculation, rumours, or informal advice.
iii. To stay informed about the InvIT' s performance, market conditions, and regulatory updates.
iv. To consistently monitor and comply with SEBI Circulars and amendments to SEBI InvIT Regulations.
v. To use designated grievance redressal channels for raising concerns and resolving issues.
vi. To keep critical information such as user IDs, passwords, and financial details confidential.
vii. To be cautious of misleading promises of assured, indicative, or exorbitant returns.
viii. To regularly review communications, notices, addendums, FAQs and press releases from the InvIT via website, newspapers, email, and official sources.
ix. To provide and keep KYC details updated with the Depository Participant (DP), including address, tax status, residency, PAN, and bank account details including details in demat account.
x. To ensure that email address and mobile number are up to date and promptly update any changes with the DP.

9. DUTIES OF BHARAT INVITS ASSOCIATION AS A DESIGNATED BODY FOR REDRESS OF INVESTOR COMPLAINTS

i. Support Grievance Redressal:

To support grievance redressal in a transparent and efficient manner for all the Stakeholders. They can lodge a grievance against any InvIT industry member by emailing at bia@bharatinvitsassociation.com

ii. To act as a Facilitator between the Investors and BIA members:

Facilitate communication between investors and the concerned BIA member in case of disputes.

iii. Ensuring Timely Resolution:

To monitor all complaints received on the SCORES portal assigned to BIA as a designated body, coordinate with relevant members and ensure that the complaints are resolved within the stipulated timeframe.

Format for Investor Complaints Data to be displayed by InvITs on their respective websites

Part A: Total complaints report (including complaints received through SCORES)

For the Quarter ending:

	All complaints including SCORES complaints	**SCORES Complaints**
Number of investor complaints pending at the beginning of the Quarter		
Number of investor complaints received during the Quarter		
Number of investor complaints disposed of during the Quarter.		
Number of investor complaints pending at the end of the Quarter.		
Average time taken for redressal of complaints for the Quarter		

Complaints pending during FY FY/QE_____							
	Less than 1 month	**1-3 months**	**3-6 months**	**6-9 months**	**9-12 months**	**Greater than 12 months**	**Total**
All complaints							
SCORES complaints							

Complaints resolved during FY FY/QE_____							
	Less than 1 month	**1-3 months**	**3-6 months**	**6-9 months**	**9-12 months**	**Greater than 12 months**	**Total**
All complaints							
SCORES complaints							

Part B: For Financial year ending

	All complaints including SCORES complaints	**SCORES Complaints**
Number of investor complaints pending at the beginning of the year		
Number of investor complaints received during the year		
Number of investor complaints disposed of during the year.		
Number of investor complaints pending at the end of the year.		
Average time taken for redressal of complaints for the year		

Part C: For disclosure in the Annual Report

	All complaints including SCORES complaints	**SCORES Complaints**
Number of investor complaints pending at the beginning of the year		
Number of investor complaints received during the year		
Number of investor complaints disposed of during the year.		
Number of investor complaints pending at the end of the year.		
Average time taken for redressal of complaints for the year		

Part D: Trend of monthly disposal of complaints (including complaints received through SCORES)

Sr. Nos:	**Month**	**Carried forward from previous quarter**	**Received**	**Resolved***	**Pending****
1	**2**	**3**	**4**	**5**	**6**
1.	April- YYYY				
2.	May- YYYY				
3.	June- YYYY				
4.	July- YYYY				
	Grand Total				

**Should include complaints of previous month resolved in the current month. If any.*

*** Should include total complaints pending as on the last day of the month, if any.*

Part E: Trend of annual disposal of complaints (including complaints received through SCORES)

Sr. Nos.:	Year	Number of complaints carried forward from previous year	Number of complaints received during the year	Number of complaints resolved during the year	Number of complaints pending at the end of the year
1.	2019-20				
2.	2020-21				
3.	2021-22				
4.	2022-23				
5.	2023-24				
6.	2024-25				
	Grand Total				