INVESTORS' GRIEVANCE AND REDRESSAL POLICY

CURRENT VERSION APPROVAL DATE	**NOVEMBER 3, 2026**
PREVIOUS VERSION APPROVAL DATE	**JULY 23, 2025**

Investors' Grievance and Redressal Policy ("Policy")

I. Preamble

The main purpose of this Policy is to effectively address and redress the grievances of the Securities Holders of Maple Infrastructure Trust ("**Trust**") in timely manner in accordance with the SEBI InvIT Regulations and other applicable laws and regulations. The objective of this Policy is to protect the interests of the investors, promote investor relationship and provide framework for investor grievance redressal.

The Compliance Officer of the Trust is responsible for ensuring provision of prompt and effective services to the Securities Holders and monitoring the dedicated email address of the Trust for investor grievances.

II. Definitions:

(a) "**Board**" shall mean the board of directors of the Investment Manager;

(b) "**Compliance Officer**" shall mean the compliance officer of the Trust as appointed in accordance with the SEBI InvIT Regulation;

(c) "**Debenture Holders**" shall mean any persons who hold the NCDs of the Trust;

(d) "**Investment Manager**" shall mean Maple Infra InvIT Investment Manager Private Limited;

(e) "**NCDs**" or "**Non-Convertible Debentures**" shall mean the non-convertible debentures issued by the Trust;

(f) "**Policy**" shall mean this Investors' Grievance and Redressal Policy;

(g) "**RTA**" shall mean the registrar and unit transfer agent of the Trust;

(h) "**SCORES**" shall mean the web based centralized grievance redressal system of SEBI;

(i) "**SEBI**" shall mean the Securities and Exchange Board of India;

(j) "**SEBI InvIT Regulations**" shall mean the Securities and Exchange Board of India (Infrastructure Investment Trusts) Regulations, 2014, including the circulars, notifications, guidelines and clarifications issued thereunder, each as amended;

(k) "**Securities**" shall include the Units, NCDs, and any other listed securities that may be issued by the Trust, in accordance with applicable laws;

(l) "**Securities Holders**" shall mean the person holding Securities of the Trust;

(m) "**SRC**" shall mean the Stakeholders' Relationship Committee of the Board;

(n) "**Trust**" shall mean the Maple Infrastructure Trust;

(o) "**Trustee**" shall mean trustee of the Trust; and

(p) "**Unitholder**" shall mean unitholder of the Trust.

III. Classification of Securities Holders Communication

Pursuant to applicable law, the indenture of Trust and by virtue of holding Securities of the Trust, the Securities Holders enjoy several rights as applicable, including (i) right to receive timely distributions as per the declared schedule made by the Trust and SEBI mandates; (ii) right to receive timely interest and redemption payments for NCDs; (iii) right to participate in meetings and vote on matters affecting the Trust; (iv) right to timely redressal of grievances within the regulatory timelines by the Compliance Officer.

The Trust receives various correspondences / communications from the Securities Holders relating to the units, NCDs, annual reports, distributions and ancillary matters. These communications may be complaints or queries/requests by the Securities Holders.

The Trust strives to follow the highest standards of corporate governance, transparency and disclosures at all times. With a view to ensure greater transparency, the Board has considered it appropriate and desirable to formally document the present guidelines with respect to classification of Securities Holders' communication through this Policy.

General principles guiding classification of Securities Holders' communication shall be as follows:

(a) Any communication requisitioning information or documents relating to the Trust or its operations as per the rights available to the Securities Holders will be treated as a query / request.

(b) Multiple communications or reminders received for the same matter within the timeline stipulated under the applicable law for handling such communication will be treated as a single complaint.

(c) In case of any ambiguity, the Compliance Officer in consultation with the Chairperson of the SRC shall be the sole authority to decide on the nature and classification of the communication and the decision of the Compliance Officer shall be final and binding.

IV. Grievance Redressal Mechanism

(a) RTA shall be responsible for handling communication, requests, queries, complaints and other investor services on behalf of the Trust. Securities Holders can lodge a complaint for non-receipt of any right available to them or failure of the RTA/Trust to comply with any statutory obligation by giving details of their name, DP ID / Client ID, nature and full particulars of their complaint directly to the RTA.

(b) Any information, other than those specified above, or any supporting documentation required for redressal of the complaint shall be informed to the Securities Holders by the RTA. Securities Holders are requested to furnish all the requisite information along with duly executed documents at the earliest to avoid any delay in redressal of their complaints.

(c) In case of non-satisfactory response from RTA or if the Securities Holder does not receive a reply from the RTA within the prescribed time period, the Securities Holders can also lodge their complaints with the Compliance Officer through the Trust's designated email id as mentioned in this Policy. The designated email id is also displayed on the Trust's website.

(d) The investor grievances shall be redressed promptly but not later than 21 calendar days, or any other timeline as prescribed under the applicable law, from the date of receipt of the grievance and in such manner as may be specified by the SEBI. Securities Holders are urged to refrain from sending multiple reminders during the above-mentioned turnaround periods for redressal of their complaints.

(e) Only complaints sent on the addresses/email Ids mentioned in this Policy will be treated as valid complaints.

(f) The Trust periodically obtains the status report of the complaints from the RTA.

(g) All the investor complaints/grievance received online through SEBI's SCORES portal, or any other platform as prescribed by the SEBI, shall be replied/resolved expeditiously in accordance with the applicable law.

(h) The SRC and the Board periodically review the status of investor grievances and redressal thereof.

(i) The Trust shall disclose a statement of all complaints received from Securities Holders on the stock exchange and their website, and place such statements of complaint(s) before the Board in accordance with applicable law. The Trust shall also disclose investor complaints in its annual report, and in such other reports and documents, as may be required under the SEBI InvIT Regulations.

V. Contact Details/ Escalation Matrix

Registrar and Transfer Agent	M/s. KFin Technologies Limited (Unit: InvIT & ReIT Operations) 1st Floor, Selenium, Tower B, Plot No. 31–32 Financial District, Gachibowli Nanakramguda, Hyderabad Telangana – 500032 Email: maplehighways.invit@kfintech.com
Compliance Officer	Mr. Vikas Prakash Compliance Officer Ground Floor, Wing A, The ORB Marol, Andheri East Mumbai- 400 099 Contact No. 022 6817 6666 Email compliance@maplehighways.com

In case of unsatisfactory redressal, the Securities Holders may escalate their complaints through the following channels:

- SEBI SCORES platform: https://scores.gov.in/scores/Welcome.html
- SEBI's Online Dispute Resolution (ODR) platform
- Further, investors may send their physical complaints to SEBI's regional/local offices or the principal office at: 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.

VI. Conflict with Applicable Law

This Policy shall not contradict with the provisions of any applicable law. In case of any discrepancy, the provisions of applicable law shall prevail over the provisions of this Policy.

VII. Amendment

(a) Any amendment or variation to this Policy shall be undertaken with the approval of the Board in compliance with the SEBI InvIT Regulations and other applicable law.

(b) Notwithstanding the above, this Policy will stand amended to the extent of any change in applicable law, including any amendment to the SEBI InvIT Regulations, without any action from the Investment Manager or the Securities Holders.