

Policy for Complaint Handling and Grievance Redressal of Morgan Stanley Fund Advisor IFSC Private Limited

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Policy Owner India Compliance

Approver

Board of Directors of Morgan Stanley Fund
Advisor IFSC Private Limited

Effective Date February 2026

Contact Information [giftcompliance](#)

1 Executive Summary

Morgan Stanley Fund Advisor IFSC Private Limited (“MSFAIPL” or “FME”) is registered with International Financial Services Centres Authority (“IFSCA”) as a Registered FME (Non-Retail) under the IFSCA (Fund Management) Regulations, 2022 (“FM Regulations”). FME acts as an Investment Manager of North Haven India Infrastructure Partners II IFSC (“NHIIIP II”) registered with IFSCA as a Restricted (Non-retail Scheme) Category II Alternative Investment Fund.

This Policy establishes a structured framework for handling complaints and grievances from the investors of NHIIIP II. It ensures fairness, transparency, and timely resolution in compliance with the [IFSCA circular on Compliant Handling and Grievance Redressal by Regulated Entities in IFSC dated December 02, 2024](#) (“IFSCA circular”).

Subject to IFSCA circular and other applicable regulatory guidelines, the principles laid down in [Global Customer Complaints Policy](#) shall apply to Company, where applicable and appropriate.

1.1 Scope

This Policy applies to NHIIIP II and MSFAIPL acting as an Investment Manager.

2 Client Standards: Complaint Definition

2.1 Complaint Definition.

A complaint is defined as any written communication from NHIIIP II client, or any person acting on behalf of a client (e.g. an attorney or financial adviser), of a grievance or any dissatisfaction in connection with the client business activities in relation to NHIIIP II. A Complaint must contain allegations involving the activities of MSFAIPL or its employees in relation to NHIIIP II, rather than a generalized expression of dissatisfaction with the market. Inquiries from clients concerning minor operational or administrative issues are generally not treated as complaints.

2.2 Indicative list of matters not considered as complaint:

- i. Anonymous complaints (except whistleblower complaints).
- ii. Incomplete or un-specific complaints.
- iii. Allegations without supporting documents.
- iv. Suggestions or seeking guidance/explanation.
- v. Complaints on matters not relating to the financial products or services provided by MSFAIPL.
- vi. Complaints about any unregistered/ un-regulated activity.
- vii. References in the nature of seeking information or clarifications about financial products or services.

3 Standards: Complaint Handling Procedure

3.1 Receipt of Complaint

Clients who wish to submit a complaint or grievance to MSFAIPL in relation to NHIIP II may send an email to designated Complaint Redressal Officer (“CRO”) at the email id giftcompliance@morganstanley.com.

Complaint Handling Procedure:

- i. On receipt of a complaint, CRO shall make an assessment on the merits of the complaint.
- ii. If the complaint is acceptable, the MSFAIPL may provide acknowledgment. If the complaint is not acceptable, the MSFAIPL shall inform the complainant and provide appropriate reason, if required.
- iii. MSFAIPL shall examine and process the complaint in a fair, transparent, professional and impartial manner.
- iv. MSFAIPL may ask for additional information / documents from the complainant while processing the complaint.
- v. MSFAIPL shall dispose of complaint within a reasonable timeframe.

3.2 Appeal Mechanism

- i. If a complainant is not satisfied with the resolution provided by MSFAIPL or if the complaint has been rejected by MSFAIPL, the complainant may file an appeal before the Complaint Redressal Appellate Officer (“CRAO”) of the MSFAIPL (as defined in Clause 6 of this Policy) at the email id poifsc@morganstanley.com within a reasonable period of time from the receipt of the decision from CRO.
- ii. The CRAO shall dispose of the Appeal within a reasonable period from receipt of an appeal.

3.3 Compliant before IFSCA

Where a complainant is not satisfied with the decision of MSFAIPL and has exhausted the appellate mechanism of MSFAIPL, the complainant may file a complaint before IFSCA through email to grievance-redressal@ifsc.gov.in preferably within 21 days from the receipt of the decision from MSFAIPL.

4 Record Keeping

MSFAIPL will keep a record of Complaints in accordance with regulatory requirements and Firm policy.

5 Governance

5.1 Update Requirements

This Policy will be reviewed by the local compliance as appropriate or if there are any significant changes in the applicable law. The Board of Directors of MSFAIPL authorizes the local compliance to amend this Policy from time to time, as may be required, in order to comply with additional legal or regulatory requirements. Any significant amendments to, or significant deviations from, this Policy must be approved by the Board of Directors of MSFAIPL.

6 Roles and responsibilities

6.1 Compliant Redressal Officer (CRO)

MSFAIPL shall designate a person as CRO who is responsible for handling of the complaints received from the clients in accordance with the IFSCA Circular.

6.2 Compliant Redressal Appellate Officer (CRAO):

MSFAIPL shall designate a person as CRAO for handling appeals of client against the decision taken by the CRO of MSFAIPL in accordance with the IFSCA Circular.

6.3 Compliance Officer:

The Compliance Officer of MSFAIPL shall ensure that handling and disposal of complaints are in accordance with the regulatory requirements specified by IFSCA.

7 Version Information

VERSION	EFFECTIVE DATE	DESCRIPTION OF CHANGE
1.0	5-February-2026	Formulation of Compliant Handling & Grievance Redressal Policy of Morgan Stanley Fund Advisor IFSC Private Limited in accordance with local regulatory requirement.