

PPFAS_MF

Redressal of Complaints received against Mutual Funds (MF) during 2013-14

Name of Mutual Fund: PPFAS Mutual Fund

Total number of folios: 1730

Complaint code	Type of complaint#	(a) No. of complaints pending at the beginning of the year	Action on (a) and (b)									
			(b) No. of complaints received during the year	Resolved				Non Actionable#	Pending			
				Within 30 days	30-60 days	60-180 days	Beyond 180 days		0-3 months	3-6 months	6-9 months	9-12 months
I A	Non receipt of Dividend on Units		N.A	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL
I B	Interest on delayed payment of Dividend		N.A.	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL
I C	Non receipt of Redemption proceeds		3	3	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL
I D	Interest on delayed payment of Redemption		N.A.	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL
II A	Non receipt of Statement of Account/Unit Certificate		10	10	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL
II B	Discrepancy in Statement of Account		N.A.	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL
II C	Non receipt of Annual Report/Abridged Summary		N.A	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL
III A	Wrong switch between Schemes		N.A.	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL
III B	Unauthorized switch between Schemes		N.A.	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL
III C	Deviation from Scheme attributes		N.A.	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL
III D	Wrong or excess charges/load		N.A.	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL
III E	Non updation of changes viz. Address, PAN, bank details, nomination, etc		3	3	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL
IV	Others		25	25	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL
TOTAL			41	41	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL

including against its authorized persons/ distributors/ employees. etc.

*Non actionable means the complaint that are incomplete / outside the scope of the mutual fund