





Complaint code	Type of complaint#	(a) No. of complaints pending at the beginning of the period	(b) No of complaints received during the period	Action on (a) and (b)								
				Resolved					Non Actionable *	Pending		
				Within 30 days	30-60 days	60-180 days	Beyond 180 days	Average time taken ^ (in days)		0-3 months	3-6 months	6-12 months
III B	Unauthorized switch between Schemes	0	0	0	0	0	0	0	0	0	0	0
III C	Deviation from Scheme attributes	0	0	0	0	0	0	0	0	0	0	0
III D	Wrong or excess charges/load	0	0	0	0	0	0	0	0	0	0	0
III E	Non updation of changes viz. address, PAN, bank details, nomination, etc	0	0	0	0	0	0	0	0	0	0	0
III F	Delay in allotment of Units	0	1	1	0	0	0	0	0	0	0	0
III G	Unauthorized Redemption	0	0	0	0	0	0	0	0	0	0	0
IV	Others	0	4	4	0	0	0	0	0	0	0	0

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

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

^ Average Resolution time is the sum total of time taken to resolve each complaint in days, in the current month divided by total number of complaints resolved in the current month.



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				Resolved					Average time taken ^ (in days)	Non Actionable *	Pending		
				Within 30 days	30-60 days	60-180 days	Beyond 180 days	0-3 months			3-6 months	6-12 months	
	Report/Abridged Summary												
III A	Wrong switch between Schemes	0	0	0	0	0	0	0	0	0	0	0	
III B	Unauthorized switch between Schemes	0	0	0	0	0	0	0	0	0	0	0	
III C	Deviation from Scheme attributes	0	0	0	0	0	0	0	0	0	0	0	
III D	Wrong or excess charges/load	0	0	0	0	0	0	0	0	0	0	0	
III E	Non updation of changes viz. address, PAN, bank details, nomination, etc	0	0	0	0	0	0	0	0	0	0	0	
III F	Delay in allotment of Units	0	1	1	0	0	0	0	0	0	0	0	
III G	Unauthorized Redemption	0	0	0	0	0	0	0	0	0	0	0	
IV	Others	0	3	3	0	0	0	0	0	0	0	0	

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

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^ Average Resolution time is the sum total of time taken to resolve each complaint in days, in the current month divided by total number of complaints resolved in the current month.

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

SN	Month	Carried forward from previous month	Received	Resolved*	Pending**
1	2	3	4	5	6
1	April- 2021	1	10	7	4
2	May- 2021	4	3	5	2
3	June- 2021	2	8	5	5
4	July- 2021	5	4	9	0
5	Aug- 2021	0	2	2	0
6	Sept- 2021	0	3	2	1
7	Oct- 2021	1	3	3	1
8	Nov- 2021	1	3	3	1
9	Dec- 2021	1	7	2	6
10	Jan- 2021	6	6	11	1
11	Feb- 2021	1	9	10	0
12	Mar- 2021				
	<b>Grand Total</b>	<b>22</b>	<b>58</b>	<b>59</b>	<b>21</b>

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

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

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

<b>SN</b>	<b>Year</b>	<b>Carried forward from previous year</b>	<b>Received during the year</b>	<b>Resolved during the year</b>	<b>Pending at the end of the year</b>
1	2017-18	0	317	317	0
2	2018-19	0	784	784	0
3	2019-20	0	24	24	0
4	2020-21	0	18	17	1
	<b>Grand Total</b>		<b>1143</b>	<b>1142</b>	