## **Annexure A**

Redressal of Complaints received during the period: 01/11/2023 to 30/11/2023

Name of the Mutual Fund: PPFAS Mutual Fund

**Total Number of Folios:2792201** 

<u>Data for every month ending</u>
Part A: Total complaints report (including complaints received through SCORES)

	c p	(a) No. of	(b) No of complaints received during the	Action on (a) and (b)										
Complaint code		complaints pending at the (b) No of beginning complaints		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	Beyond 12 months	
IA	Non receipt of amount declared under Income Distribution cum Capital Withdrawal option	0	0	0	0	0	0	0	0	0	0	0	0	
I B	Interest on delayed payment of amount declared under Income	0	0	0	0	0	0	0	0	0	0	0	0	

	: Type of complaint#	(a) No. of complaints pending at the beginning of the period		Action on (a) and (b)										
Complaint code			(b) No of complaints received during the		Resolved					Non ctionable *		Pending		
			period	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	Beyond 12 months	
	Distribution cum Capital Withdrawal option													
IC	Non receipt of Redemption Proceeds	0	0	0	0	0	0	0	0	0	0	0	0	
I D	Interest on delayed payment of Redemption	0	0	0	0	0	0	0	0	0	0	0	0	
II A	Non receipt of Statement of Account/Unit Certificate	0	0	0	0	0	0	0	0	0	0	0	0	
II B	Discrepancy in Statement of Account	0	0	0	0	0	0	0	0	0	0	0	0	
II C	Data corrections in Investor details	0	0	0	0	0	0	0	0	0	0	0	0	
II D	Non receipt of Annual Report/Abridged Summary	0	0	0	0	0	0	0	0	0	0	0	0	
III A	Wrong switch between Schemes	0	0	0	0	0	0	0	0	0	0	0	0	

	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)										
Complaint code						Resol	ved		Non Actionable *		Pen	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	Beyond 12 months	
III B	Unauthorized switch between Schemes	0	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	0	
III D	Wrong or excess charges/load	0	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	0	
III F	Delay in allotment of Units	0	1	1	0	0	0	2	0	0	0	0	0	
III G	Unauthorized Redemption	0	0	0	0	0	0	0	0	0	0	0	0	
IV	Others	0	2	1	0	0	0	6	0	1	0	0	0	

<sup>#</sup> including against its authorized persons/ distributors/ employees. etc.

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

<sup>^</sup> 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 B: Report on complaints received through SCORES

	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)										
Complaint code						Resol	ved		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	Beyond 12 months	
ΙA	Non receipt of amount declared under Income Distribution cum Capital Withdrawal option	0	0	0	0	0	0	0	0	0	0	0	0	
I B	Interest on delayed payment of amount declared under Income Distribution cum Capital Withdrawal option	0	0	0	0	0	0	0	0	0	0	0	0	
I C	Non receipt of Redemption Proceeds	0	0	0	0	0	0	0	0	0	0	0	0	
I D	Interest on delayed payment of Redemption	0	0	0	0	0	0	0	0	0	0	0	0	
II A	Non receipt of Statement of Account/Unit Certificate	0	0	0	0	0	0	0	0	0	0	0	0	
II B	Discrepancy in Statement of Account	0	0	0	0	0	0	0	0	0	0	0	0	
II C	Data corrections in Investor details	0	0	0	0	0	0	0	0	0	0	0	0	
II D	Non receipt of Annual	0	0	0	0	0	0	0	0	0	0	0	0	

		(a) No. of complaints pending at the beginning of the period	(b) No of complaints received during the Period	Action on (a) and (b)										
Complaint code	Type of complaint#					Resol	ved		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	Beyond 12 months	
	Report/Abridged Summary													
III A	Wrong switch between Schemes	0	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	0	
III C	Deviation from Scheme attributes	0	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	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	0	
III F	Delay in allotment of Units	0	0	0	0	0	0	0	0	0	0	0	0	
III G	Unauthorized Redemption	0	0	0	0	0	0	0	0	0	0	0	0	
IV	Others	0	0	0	0	0	0	0	0	0	0	0	0	

<sup>#</sup> including against its authorized persons/ distributors/ employees. etc.

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

<sup>^</sup> 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- 2023	0	6	3	3
2	May- 2023	3	2	5	0
3	June- 2023	0	3	3	0
4	July- 2023	0	8	5	3
5	Aug- 2023	3	4	7	0
6	Sept- 2023	0	5	4	1
7	Oct- 2023	1	3	4	0
8	Nov- 2023	0	3	2	1
9	Dec- 2023				
10	Jan- 2024				
11	Feb- 2024				
12	Mar- 2024				
	Grand Total		34	33	

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

<sup>\*\*</sup> 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)

SN	Year	Carried forward from previous year	Received during the year	Resolved during the year	Pending at the end of the year
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
5	2021-22	1	71	71	1
6	2022-23	1	132	133	0
	Grand Total		1346	1346	