

Redressal of Complaints received against Mutual Funds (MFs) during 2009-10: (In excel sheet)

Name of Mutual Fund and total number of folios

IDFC Mutual Fund

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 (FY 2009-2010)	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	0	711	637	68	5	0	0	0	1	0	0
I B	Interest on delayed payment of Dividend	0	7	6	1	0	0	0	0	0	0	0
I C	Non receipt of Redemption Proceeds	0	758	737	15	3	1	0	1	0	0	1
I D	Interest on delayed payment of Redemption	1	18	18	0	0	0	0	0	0	0	0
II A	Non receipt of Statement of Account/Unit Certificate	0	905	905	0	0	0	0	0	0	0	0
II B	Discrepancy in Statement of Account	0	308	308	0	0	0	0	0	0	0	0
II C	Non receipt of Annual Report/Abridged Summary	0	0	0	0	0	0	0	0	0	0	0
III A	Wrong switch between Schemes	0	5	5	0	0	0	0	0	0	0	0
III B	Unauthorized switch between Schemes	0	1	1	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
IV	Others	0	1215	1149	59	6	0	0	0	1	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

Type of Complaint

TYPE I Delay/Non-receipt of money

I A Dividend on Units

I B Interest on delayed payment of Dividend

I C Redemption Proceeds

I D Interest on delayed payment of Redemption

TYPE II Statement of Account/Unit Certificate/Annual Report

II A Non receipt of Statement of Account/Unit Certificate

II B Discrepancy in Statement of Account

II C Non receipt of Annual Report/Abridged Summary

TYPE III Service related

III A Wrong switch between Schemes

III B Unauthorized switch between Schemes

III C Deviation from Scheme attributes

III D Wrong or excess charges/load

III E Non updation of changes viz. address, PAN, bank details, nomination, etc

TYPE IV Others