

Redressal of Complaints received against Mutual Fund during 01st Apr -13 to 31st May 2014

Name of Mutual Fund:

Morgan Stanley Mutual Fund

Total number of folios as on : 31st May 2014

373236

Complaint code	Type of complaint#	(a) No. of complaints pending at the beginning of the year	(b) No of complaints received from 1st Apr - 13 - 31st May-2014	Action on (a) and (b)								
				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	-	6	6	-	-	-	-	-	-	-	-
I B	Interest on delayed payment of Dividend	-	Nil	-	-	-	-	-	-	-	-	-
I C	Non receipt of Redemption Proceeds	-	28	28	-	-	-	-	-	-	-	-
I D	Interest on delayed payment of Redemption	-	11	11	-	-	-	-	-	-	-	-
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	-	-	-	-	-	-	-	-	-	-	-
III	WRONG PROCESSING OF REDEMPTION	-	-	-	-	-	-	-	-	-	-	-
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	-	Nil	Nil	-	-	-	-	-	-	-	-
III E	Non updation of changes viz. address, PAN, bank details, nomination, etc	-	-	-	-	-	-	-	-	-	-	-
IV	Others	-	49	49	-	-	-	-	-	-	-	-
TOTAL			94	94								

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

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

Note: The type of complaints in the category "others" mentioned above includes the following: Complaints forwarded by Stock Exchanges as well as SEBI, Legal complaints, non-receipt of certificates sent for transfer, transfer of units, power of attorney, complaints related to special products, correction in e-mail ids, Plan/Option/Mode of holding, change of legal status, loss of certificates/conversion of scheme into open-ended scheme, transmission of units, pledge of units, demat related, and difference between NAV and market price.