

Redressal of complaints received against HDFC Mutual Fund for the period 01-April-2016 - 31-March-2017

Total Number of folios as on March 31, 2017 : 62,21,774

Complaint Code	Type of Complaint #	No. of complaints pending at the beginning of the year (a)	No. of Complaints received during the year (b)	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	1	25	25	-	-	-	-	1	-	-	-
I B	Interest on delayed payment of Dividend	-	1	1	-	-	-	-	-	-	-	-
I C	Non receipt of Redemption Proceeds	1	60	61	-	-	-	-	-	-	-	-
I D	Interest on delayed payment of Redemption	-	2	2	-	-	-	-	-	-	-	-
II A	Non receipt of Statement of Account/Unit Certificate	-	25	25	-	-	-	-	-	-	-	-
II B	Discrepancy in Statement of Account	5	745	729	10	-	-	-	11	-	-	-
II C	Data corrections in Investor details	-	1,564	1,549	-	-	-	-	15	-	-	-
II D	Non receipt of Annual Report/Abridged Summary	-	-	-	-	-	-	-	-	-	-	-
III A	Wrong switch between Schemes	1	8	9	-	-	-	-	-	-	-	-
III B	Unauthorized switch between Schemes	-	-	-	-	-	-	-	-	-	-	-
III C	Deviation from Scheme attributes	-	-	-	-	-	-	-	-	-	-	-
III D	Wrong or excess charges/load	-	4	4	-	-	-	-	-	-	-	-
III E	Non updation of changes viz. address, PAN, bank details, nomination, etc	-	115	115	-	-	-	-	-	-	-	-
IV	Others	4	308	303	6	-	-	-	3	-	-	-
	TOTAL	12	2,857	2,823	16	-	-	-	30	-	-	-

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

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

This statement is reviewed and approved by the Trustee Company at it's Board meeting held on April 28, 2017