

Redressal of Complaints received from SCORES during the period: 01/01/2022 to 31/01/2022

Name of the Mutual Fund: HDFC Mutual Fund

Total Number of Folios: 9,682,731

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	Beyond 12 months
I A	Non receipt of amount declared under Income Distribution cum Capital Withdrawal option	1	3	1	-	-	-	13	-	3	-	-	-
I B	Interest on delayed payment of amount declared under Income Distribution cum Capital Withdrawal option	-	-	-	-	-	-	-	-	-	-	-	-
I C	Non receipt of Redemption Proceeds	-	7	6	-	-	-	10	-	1	-	-	-
I D	Interest on delayed payment of Redemption	-	-	-	-	-	-	-	-	-	-	-	-
II A	Non receipt of Statement of Account/Unit Certificate	1	1	2	-	-	-	5	-	-	-	-	-
II B	Discrepancy in Statement of Account	7	43	36	-	-	-	7	-	14	-	-	-
II C	Data corrections in Investor details	5	73	69	-	-	-	2	-	9	-	-	-
II D	Non receipt of Annual Report/Abridged Summary	-	-	-	-	-	-	-	-	-	-	-	-
III A	Wrong switch between Schemes	-	1	-	-	-	-	-	-	1	-	-	-
III B	Unauthorized switch between Schemes	-	-	-	-	-	-	-	-	-	-	-	-
III C	Deviation from Scheme attributes	-	2	2	-	-	-	5	-	-	-	-	-
III D	Wrong or excess charges/load	-	-	-	-	-	-	-	-	-	-	-	-
III E	Non updation of changes viz. address, PAN, bank details, nomination, etc	3	22	19	-	-	-	5	-	6	-	-	-
III F	Delay in allotment of Units	-	2	2	-	-	-	22	-	-	-	-	-
III G	Unauthorized Redemption	-	-	-	-	-	-	-	-	-	-	-	-
IV	Others	3	22	13	1	-	-	6	1	10	-	-	-
	TOTAL	20	176	150	1	-	-	5	1	44	-	-	-

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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I A	Non receipt of amount declared under Income Distribution cum Capital Withdrawal option	1	1	1	-	-	-	-	13	-	1	-	-	-
I B	Interest on delayed payment of amount declared under Income Distribution cum Capital Withdrawal option	-	-	-	-	-	-	-	-	-	-	-	-	-
I C	Non receipt of Redemption Proceeds	-	2	2	-	-	-	-	17	-	-	-	-	-
I D	Interest on delayed payment of Redemption	-	-	-	-	-	-	-	-	-	-	-	-	-
II A	Non receipt of Statement of Account/Unit Certificate	-	-	-	-	-	-	-	-	-	-	-	-	-
II B	Discrepancy in Statement of Account	3	6	5	-	-	-	-	16	-	4	-	-	-
II C	Data corrections in Investor details	-	-	-	-	-	-	-	-	-	-	-	-	-
II D	Non receipt of Annual Report/Abridged Summary	-	-	-	-	-	-	-	-	-	-	-	-	-
III A	Wrong switch between Schemes	-	1	-	-	-	-	-	-	-	1	-	-	-
III B	Unauthorized switch between Schemes	-	-	-	-	-	-	-	-	-	-	-	-	-
III C	Deviation from Scheme attributes	-	1	1	-	-	-	-	10	-	-	-	-	-
III D	Wrong or excess charges/load	-	-	-	-	-	-	-	-	-	-	-	-	-
III E	Non updation of changes viz. address, PAN, bank details, nomination, etc	1	6	3	-	-	-	-	14	-	4	-	-	-
III F	Delay in allotment of Units	-	1	1	-	-	-	-	23	-	-	-	-	-
III G	Unauthorized Redemption	-	-	-	-	-	-	-	-	-	-	-	-	-
IV	Others	2	5	1	1	-	-	-	21	1	4	-	-	-
	TOTAL	7	23	14	1	-	-	-	16	1	14	-	-	-

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

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Trend of monthly disposal of complaints (including complaints received through SCORES)

Sr	Month	Carried forward from previous month	Received	Resolved *	Pending **
<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>	<i>5</i>	<i>6</i>
1	Apr-21	20	193	196	17
2	May-21	17	233	232	18
3	Jun-21	18	254	244	28
4	Jul-21	28	425	368	85
5	Aug-21	85	243	244	84
6	Sep-21	84	246	272	58
7	Oct-21	58	199	217	40
8	Nov-21	40	126	135	31
9	Dec-21	31	182	193	20
10	Jan-22	20	176	152	44
	Grand Total		2277	2253	

**Includes complaints of previous months resolved in the current month(if any).*

*** Includes total complaints pending as on the last day of the month (if any).*

Trend of annual disposal of complaints (including complaints received through SCORES)

Sr	Year	Carried forward from previous year	Received during the year	Resolved during the year	Pending at the end of the year
<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>	<i>5</i>	<i>6</i>
1	2017-18	30	5,749	5,768	11
2	2018-19	11	6,370	6,375	6
3	2019-20	6	5,293	5,290	9
4	2020-21	9	3,159	3,148	20
5	2021-22 *	20	2,277	2,253	44
	Grand Total		22,848	22,834	

** Complaints received till the current month of reporting*