

Redressal of Complaints received against Mutual Fund during the period from Apr'11 to Mar'12

**IDBI Mutual Fund
Total Number of Folios as of Mar'12 - 70032**

Complaint Code	Type of Complaint #	(a) No. of Complaints Pending at the beginning of the Year	(b) No of Complaints received during the Year	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	0	0	0	0	0	0	0	0	0	0	0
I B	Interest on delayed payment of Dividend	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
I D	Interest on delayed payment of Redemption	0	1	1	0	0	0	0	0	0	0	0
II A	Non receipt of Statement of Account/Unit certificate	0	3	3	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
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	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
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	1	1	0	0	0	0	0	0	0	0
IV	Others^	0	160	160	0	0	0	0	0	0	0	0
Total		0	165	165	0	0	0	0	0	0	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
 ^ Data Corrections in Investor detail.

Classification of Complaints

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	Services 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