

| Redressal of Complaints received against Mutual Funds (MFs) during 2013-2014 | | | | | | | | | | | | |
|---|--|--|--|-----------------|------------|------------|------------|------------------|-------------------------|----------|----------|----------|
| Name of the Mutual Fund : DSP BlackRock Mutual Fund | | | | | | | | | | | | |
| Total No. of Folios : 28,92,620 | | | | | | | | | | | | |
| 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 to date | Resolved | | | | Non Actionable * | Pending as on 31/3/2014 | | | |
| 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 | 2 | 2 | 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 |
| I C | Non receipt of Redemption Proceeds | 0 | 10 | 10 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| I D | Interest on delayed payment of Redemption | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| II A | Non receipt of Statement of Account/Unit Certificate | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| II B | Discrepancy in Statement of Account | 0 | 26 | 26 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| II C | Data corrections in Investor details | 0 | 626 | 626 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| II D | 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 | 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 | 3 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| III E | Non updation of changes viz. address, PAN, bank details, nomination, etc | 0 | 12 | 12 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| IV | Others (SIP Registrations) | 0 | 76 | 76 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | | 0 | 760 | 760 | 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. | | | | | | | | | | | | |