

Redressal of Complaints received against Mutual Funds (MFs) during 2019-2020

Name of the Mutual Fund : DSP Mutual Fund

Total No. of Folios : 57,49,492

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 2019-2020	Resolved				Non Actionable *	Pending as on 31/3/2020				
				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	0
I B	Interest on delayed payment of Dividend	0	8	8	0	0	0	0	0	0	0	0	0
I C	Non receipt of Redemption Proceeds	0	3	3	0	0	0	0	0	0	0	0	0
I D	Interest on delayed payment of Redemption	0	3	3	0	0	0	0	0	0	0	0	0
II A	Non receipt of Statement of Account/Unit Certificate	0	1	1	0	0	0	0	0	0	0	0	0
II B	Discrepancy in Statement of Account	0	33	33	0	0	0	0	0	0	0	0	0
II C	Data corrections in Investor details	0	10	9	0	0	0	0	1	0	0	0	0
II D	Non receipt of Annual Report/Abridged Summary	0	0	0	0	0	0	0	0	0	0	0	0
III A	Wrong switch between Schemes	0	1	1	0	0	0	0	0	0	0	0	0
III B	Unauthorized switch between Schemes	0	4	4	0	0	0	0	0	0	0	0	0
III C	Deviation from Scheme attributes	0	7	7	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	0
III E	Non updation of changes viz. address, PAN, bank details, nomination, etc	0	6	6	0	0	0	0	0	0	0	0	0
IV	Others	0	3	2	0	0	0	0	1	0	0	0	0
Total		0	79	77	0	0	0	0	2	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.