

ANNEXURE

Redressal of Complaints received against Mutual Funds (MFs) during 2009-10

DSP BlackRock Mutual Fund - Total number of folios - 15,48,189 as of March 31, 2010

Compliant code	Type of Compliant #	(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					
				With in 30 days	30-60 days	60-180 days	Beyond 180 days		0-3 months	3-6 months	6-9 months	0-12 months		
I A	Non receipt of Dividend Units		391	391										
I B	Interest on delayed payment of dividend													
I C	Non receipt of Redemption proceeds		24	24										
I D	Interest on delayed payment of Redemption													
II A	Non receipt of statement of Account/Unit Certificate		50	50										
II B	Discrepancy in Statement of Account													
II C	Non receipt of Annual Report/Abbridged Summary													
III A	Wrong switch between schemes													
III B	Unauthorised switch between schemes													
III D	Deviation from Scheme attributes													
III E	Non updation of changes viz. address, PAN, bank details,nomination, etc													
IV	Others		266	264						2				
	TOTAL		731	729						2				

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

*Non actionable - means the complaint that are incomplete / outside the scope of the Mutual Fund.