

## Annexure A

Redressal of Complaints received during the period :

01/04/2025 to 30/04/2025

Name of the Mutual Fund

Canara Robeco Mutual Fund

Total Number of Folios :

5024150

Data for every month ending : 30-April-2025

Part A: Total complaints report (including complaints received through SCORES)

| 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                 |                                                              |                                                 |                       |            |             |                 |                                |                 |            |            |             |                  |
| I B            | Interest on delayed payment of amount declared under Income Distribution cum Capital Withdrawal option |                                                              |                                                 |                       |            |             |                 |                                |                 |            |            |             |                  |
| I C            | Non receipt of Redemption Proceeds                                                                     |                                                              | 1                                               | 1                     |            |             |                 | 3                              |                 |            |            |             |                  |
| 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                                                                    |                                                              |                                                 |                       |            |             |                 |                                |                 |            |            |             |                  |
| II C           | Data corrections in Investor details                                                                   |                                                              | 1                                               | 1                     |            |             |                 | 1                              |                 |            |            |             |                  |
| II D           | Non receipt of Annual Report/Abridged Summary                                                          |                                                              |                                                 |                       |            |             |                 |                                |                 |            |            |             |                  |
| 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                               |                                                              |                                                 |                       |            |             |                 |                                |                 |            |            |             |                  |
| III F          | Delay in allotment of Units                                                                            |                                                              | 1                                               | 1                     |            |             |                 | 0                              |                 |            |            |             |                  |
| III G          | Unauthorized Redemption                                                                                |                                                              |                                                 |                       |            |             |                 |                                |                 |            |            |             |                  |
| IV             | Others **                                                                                              |                                                              | 8                                               | 7                     |            |             |                 | 7                              |                 | 1          |            |             |                  |
|                | <b>Total</b>                                                                                           | <b>0</b>                                                     | <b>11</b>                                       | <b>10</b>             |            |             |                 |                                |                 | <b>1</b>   |            |             |                  |

Part B: Report on complaints received through SCORES

| 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                 |                                                              |                                                 |                       |            |             |                 |                                |                 |            |            |             |                  |
| I B            | Interest on delayed payment of amount declared under Income Distribution cum Capital Withdrawal option |                                                              |                                                 |                       |            |             |                 |                                |                 |            |            |             |                  |
| I C            | Non receipt of Redemption Proceeds                                                                     |                                                              | 1                                               | 1                     |            |             |                 | 3                              |                 |            |            |             |                  |
| 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                                                                    |                                                              |                                                 |                       |            |             |                 |                                |                 |            |            |             |                  |
| II C           | Data corrections in Investor details                                                                   |                                                              |                                                 |                       |            |             |                 |                                |                 |            |            |             |                  |
| II D           | Non receipt of Annual Report/Abridged Summary                                                          |                                                              |                                                 |                       |            |             |                 |                                |                 |            |            |             |                  |
| 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                               |                                                              |                                                 |                       |            |             |                 |                                |                 |            |            |             |                  |
| III F          | Delay in allotment of Units                                                                            |                                                              |                                                 |                       |            |             |                 |                                |                 |            |            |             |                  |
| III G          | Unauthorized Redemption                                                                                |                                                              |                                                 |                       |            |             |                 |                                |                 |            |            |             |                  |
| IV             | Others **                                                                                              |                                                              | 1                                               | 1                     |            |             |                 | 5                              |                 |            |            |             |                  |
|                | <b>Total</b>                                                                                           | <b>0</b>                                                     | <b>2</b>                                        | <b>2</b>              |            |             |                 |                                |                 | <b>0</b>   |            |             |                  |

**Part C: Trend of monthly disposal of complaints (including complaints received through SCORES)**

| SN | Month              | Carried forward from<br>previous month | Received  | Resolved  | Pending  |
|----|--------------------|----------------------------------------|-----------|-----------|----------|
| 1  | 2                  | 3                                      | 4         | 5         | 6        |
| 1  | Apr-25             | 0                                      | 11        | 10        | 1        |
| 2  |                    |                                        |           |           |          |
| 3  |                    |                                        |           |           |          |
| 4  |                    |                                        |           |           |          |
| 5  |                    |                                        |           |           |          |
| 6  |                    |                                        |           |           |          |
| 7  |                    |                                        |           |           |          |
| 8  |                    |                                        |           |           |          |
| 9  |                    |                                        |           |           |          |
| 10 |                    |                                        |           |           |          |
| 11 |                    |                                        |           |           |          |
| 12 |                    |                                        |           |           |          |
|    | <b>Grand Total</b> | <b>0</b>                               | <b>11</b> | <b>10</b> | <b>1</b> |

**Part D: Trend of annual disposal of complaints (including complaints received through SCORES)**

| SN | Year               | Carried forward from previous year | Received during the year | Resolved during the year | Pending at the end of the year |
|----|--------------------|------------------------------------|--------------------------|--------------------------|--------------------------------|
| 1  | 2                  | 3                                  | 4                        | 5                        | 6                              |
| 1  | 2017-18            | 0                                  | 209                      | 209                      | 0                              |
| 2  | 2018-19            | 0                                  | 116                      | 116                      | 0                              |
| 3  | 2019-20            | 0                                  | 158                      | 158                      | 0                              |
| 4  | 2020-21            | 0                                  | 246                      | 246                      | 0                              |
| 5  | 2021-22            | 0                                  | 225                      | 225                      | 0                              |
| 6  | 2022-23            | 0                                  | 260                      | 260                      | 0                              |
| 7  | 2023-24            | 0                                  | 240                      | 240                      | 0                              |
| 8  | 2024-25            | 0                                  | 257                      | 257                      | 0                              |
| 9  | 2025-26            | 0                                  | 11                       | 11                       | 0                              |
|    | <b>Grand Total</b> |                                    | <b>1722</b>              | <b>1722</b>              |                                |