

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		2	1				3		1				
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				3						
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		1	1				3						
III F	Delay in allotment of Units													
III G	Unauthorized Redemption													
IV	Others **		5	5				3						
	Total	0	9	8						1				

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

SN	Month	Carried forward from previous month	Received	Resolved	Pending
1	2	3	4	5	6
1	Apr-25	0	11	10	1
2	May-25	1	13	14	0
3	Jun-25	0	14	14	0
4	Jul-25	0	16	15	1
5					
6					
7					
8					
9					
10					
11					
12					
	Grand Total	0	54	53	1

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	54	53	1
	Grand Total		1765	1764	