

Redressal of Complaints received during		2019-2020											
Name of the Mutual Fund		Tata Mutual Fund											
Total Number of Folios (as on 31-Mar-20)		2091375											
Complaint code	Type of complaint#	(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				
				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	0
I B	Interest on delayed payment of Dividend	0	0	0	0	0	0	0	0	0	0	0	0
I C	Non receipt of Redemption Proceeds	0	12	12	0	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	0
II A	Certificate	0	1	1	0	0	0	0	0	0	0	0	0
II B	Discrepancy in Statement of Account	0	10	9	0	1	0	0	0	0	0	0	0
II C	Data corrections in Investor details	0	5	5	0	0	0	0	0	0	0	0	0
II D	Summary	0	0	0	0	0	0	0	0	0	0	0	0
III A	Wrong switch between Schemes	0	0	0	0	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	0
III C	Deviation from Scheme attributes	0	0	0	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	1	30	31	0	0	0	0	0	0	0	0	0
IV	Others **	0	10	8	2	0	0	0	0	0	0	0	0
IVA	Others - Delay / Non Allotment of units	1	54	55	0	0	0	0	0	0	0	0	0
IV B	Others - Transaction related - Online	0	33	31	2	0	0	0	0	0	0	0	0
IV C	Others - Transaction related - SIP/STP/SWP	0	17	15	2	0	0	0	0	0	0	0	0
IV D	Others - Transaction related - General	1	17	15	2	1	0	0	0	0	0	0	0

Tata Mutual Fund for FY 2019-2020 Complaints Summary:

Particulars	Count
Total Complaints Received	191
Total Number of Folios	2091375
Percentage Complaints Against Folios	0.01%

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

*Non actionable means the complaint that are incomplete / outside the scope of the mutual fund

** If others include a type of complaint which is more than 10% of overall complaint, provide that reason separately

Example : Complaint number from I A to III E is 1000 and Others alone is 500 and transmission linked complaints (within others) are 200 then provide Transmission as separate reason (V) along with all other parameters