

**Redressal of Complaints received during the period: 01/01/2022 to 31/01/2022**

**Name of the Mutual Fund: Tata Mutual Fund**

**Total Number of Folios: 33,06,199**

**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 month	Action on (a) and (b)											
			(b) No. of Complaints received during the month	Resolved				Average time taken ^ (in days)	Non Actionable*	Pending				
				Within 30 days	30-60 days	60-180 days	Beyond 180 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	0	0	0	0	0	0	0	0	0	0	0	0	0
I B	Interest on delayed payment of amount declared under Income Distribution cum Capital Withdrawal option	0	0	0	0	0	0	0	0	0	0	0	0	0
I C	Non receipt of Redemption Proceeds	0	0	0	0	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	0
II A	Non receipt of Statement of Account/Unit Certificate	0	0	0	0	0	0	0	0	0	0	0	0	0
II B	Discrepancy in Statement of Account	0	1	1	0	0	0	2	0	0	0	0	0	0
II C	Data corrections in Investor details	0	0	0	0	0	0	0	0	0	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	0
III A	Wrong switch between Schemes	0	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	0
III C	Deviation from Scheme attributes	0	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	0
III E	Non updation of changes viz. address, PAN, bank details, nomination, etc	0	0	0	0	0	0	0	0	0	0	0	0	0
III F	Delay in allotment of Units	0	0	0	0	0	0	0	0	0	0	0	0	0
III G	Unauthorized Redemption	0	0	0	0	0	0	0	0	0	0	0	0	0
IV	Others	0	0	0	0	0	0	0	0	0	0	0	0	0
VI	Others - Transaction related-Online	1	0	1	0	0	0	23	0	0	0	0	0	0
VII	Others - Transaction related-SIP/STP/SWP	2	0	2	0	0	0	10	0	0	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

**Part B: Report on complaints received through SCORES**

Complaint Code	Type of Complaint #	(a) No. of complaints pending at the beginning of the month	Action on (a) and (b)											
			(b) No. of Complaints received during the month	Resolved				Average time taken ^ (in days)	Non Actionable*	Pending				
				Within 30 days	30-60 days	60-180 days	Beyond 180 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	0	0	0	0	0	0	0	0	0	0	0	0	0
I B	Interest on delayed payment of amount declared under Income Distribution cum Capital Withdrawal option	0	0	0	0	0	0	0	0	0	0	0	0	0
I C	Non receipt of Redemption Proceeds	0	0	0	0	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	0
II A	Non receipt of Statement of Account/Unit Certificate	0	0	0	0	0	0	0	0	0	0	0	0	0
II B	Discrepancy in Statement of Account	0	0	0	0	0	0	0	0	0	0	0	0	0
II C	Data corrections in Investor details	0	0	0	0	0	0	0	0	0	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	0
III A	Wrong switch between Schemes	0	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	0
III C	Deviation from Scheme attributes	0	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	0
III E	Non updation of changes viz. address, PAN, bank details, nomination, etc	0	0	0	0	0	0	0	0	0	0	0	0	0
III F	Delay in allotment of Units	0	0	0	0	0	0	0	0	0	0	0	0	0
III G	Unauthorized Redemption	0	0	0	0	0	0	0	0	0	0	0	0	0
IV	Others	0	0	0	0	0	0	0	0	0	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

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

<b>SN</b>	<b>Month</b>	<b>Carried forward from previous month</b>	<b>Received</b>	<b>Resolved*</b>	<b>Pending**</b>
1	Apr-2021	3	6	7	2
2	May-2021	2	4	6	0
3	June-2021	0	11	10	1
4	July-2021	1	12	9	4
5	Aug-2021	4	12	11	5
6	Sept-2021	5	19	22	2
7	Oct-2021	2	7	7	2
8	Nov-2021	2	11	13	0
9	Dec-2021	0	5	2	3
10	Jan-2022	3	1	4	0
11	Feb-2022				
12	Mar-2022				

\*Should include complaints of previous months resolved in the current month. If any.

\*\* Should include total complaints pending as on the last day of the month, if any.

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

<b>SN</b>	<b>Year</b>	<b>Carried forward from previous year</b>	<b>Received during the year</b>	<b>Resolved during the year</b>	<b>Pending at the end of the year</b>
1	2017-18	4	438	437	5
2	2018-19	5	379	381	3
3	2019-20	3	191	194	0
4	2020-21	0	108	105	3
5	2021-22 (upto Jan'22)	3	88	91	0