Details of Redressal of Complaints received against IIFL Mutual Fund during FY 2013-2014
Total Folios : 21988

Complaint Code	Type of Complaint#	(a) No. of complaints pending at the beginning of the year	Action on (a) and (b)									
			(b) No. of Complaints received during the year	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											
I B	Interest on delayed payment of Dividend											
I C	Non receipt of Redemption Proceeds		81	81								
I D	Interest on delayed payment of Redemption		1	1								
II A	Non receipt of Statement of Account/Unit Certificate		10	10								
II B	Discrepancy in Statement of Account											
II C	Data corrections in Investor details		17	17								
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		13	13								
IV	Others		9	9								
	a. Special Products (SIP/STP/SWP/Switch)		12	12								
	b. Refund Cases		17	17								
Total			**160**	**160**								