

**Redressal of Complaints received against HDFC Mutual Fund during 2009-10**

**HDFC Mutual Fund**

**Total Number of Folios as on March 31, 2010 : 3,902,350**

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	10	209	181	20	1		-	17	-	-	-
I B	Interest on delayed payment of Dividend	-	-	-	-	-	-	-	-	-	-	-
I C	Non receipt of Redemption Proceeds	1	413	395	14	1		-	4	-	-	-
I D	Interest on delayed payment of Redemption	-	18	5	9	1	-	-	3	-	-	-
II A	Non Receipt of Statement of Account/Unit Certificate	-	152	150	1	-	-	-	1	-	-	-
II B	Discrepancy in Statement of Account	62	5,638	5,372	145	5	-	-	178	-	-	-
II C	Non receipt of Annual Report/Abridged Summary	-	-	-	-	-	-	-	-	-	-	-
III A	Wrong switch between Schemes	-	-	-	-	-	-	-	-	-	-	-
III B	Unauthorised 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.	-	127	127	-	-	-	-	-	-	-	-
IV	Others	11	1,116	1,063	35	2	-	-	27	-	-	-
	<b>TOTAL</b>	<b>84</b>	<b>7,673</b>	<b>7,293</b>	<b>224</b>	<b>10</b>	-	-	<b>230</b>	-	-	-

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

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

<b>Note:</b>	Some categories of complaints are shown as Nil as our Investor Complaint data base was not classified in the categories specified by SEBI. However, this data is aggregated or merged with other categories of complaints .
	Please note that complaints under Complaint Code III A, III B and III D are aggregated under Complaint Code II B and Complaint Code(s) II C and III C are aggregated under Complaint Code IV.

**This statement is reviewed and approved by the Trustee Company at its Board meeting held on June 30, 2010.**