

Redressal of Complaints received during		2009-2010										
Name of the Mutual Fund		Reliance Mutual Fund										
Total Number of Folios		7477568										
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
I A	Non receipt of Dividend on Units	0	1118	1017	63	20	0	1	17	0	0	0
I B	Interest on delayed payment of Dividend	0	1	1	0	0	0	0	0	0	0	0
I C	Non receipt of Redemption Proceeds	0	741	655	44	15	0	0	27	0	0	0
I D	Interest on delayed payment of Redemption	0	26	22	3	0	0	0	1	0	0	0
II A	Non receipt of Statement of Account/Unit Certificate	0	513	490	11	1	0	1	10	0	0	0
II B	Discrepancy in Statement of Account	0	1	1	0	0	0	0	0	0	0	0
II C	Non receipt of Annual Report/Abridged Summary	0	8	8	0	0	0	0	0	0	0	0
III A	Wrong switch between Schemes	0	13	9	3	0	0	0	1	0	0	0
III B	Unauthorized switch between Schemes	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
III D	Wrong or excess charges/load	0	91	63	13	4	0	0	11	0	0	0
III E	Non updation of changes viz. address, PAN, bank details, nomination, etc	0	4013	3925	34	2	0	0	52	0	0	0
IV	Others	0	3709	3517	144	19	1	3	25	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

Classification of complaints

Type of Complaint	
TYPE I	Delay/Non-receipt of money
I A	Dividend on Units
I B	Interest on delayed payment of Dividend
I C	Redemption Proceeds
I D	Interest on delayed payment of Redemption
TYPE II	Statement of Account/Unit Certificate/Annual Report
II A	Non receipt of Statement of Account/Unit Certificate
II B	Discrepancy in Statement of Account
II C	Non receipt of Annual Report/Abridged Summary
TYPE III	Service related
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
TYPE IV	Others