NJ ASSET MANAGEMENT PRIVATE LIMITED

INVESTOR GRIEVANCE REDRESSAL POLICY – NJ MUTUAL FUND

1. INTRODUCTION:

At NJ Asset Management Private limited (the AMC), we believe that Investor service is an important imperative for sustained business growth and we want to ensure that our Investors receive exemplary service across different touch points of the AMC. Prompt and efficient service is essential for retaining existing relationships and therefore investor satisfaction is critical to the AMC. Investor complaints constitute an important voice of Investor, and this policy deals with complaint handling through a structured Complaint redressal framework. Grievance redressal is supplemented by a review mechanism, to minimize the recurrence of similar issues in future.

<u>The AMC's Complaint Redressal Policy is based on the following principles:</u>

1. Investors are treated fairly at all times.
2. Complaints raised by investors are dealt with courtesy and in a timely manner.
3. Investors are informed of avenues to raise their complaints within the organization, and their rights if they are not satisfied with the resolution of their complaints.
4. Complaints are treated efficiently and fairly.
5. The employees of the AMC work in good faith and without prejudice, towards the interests of the Investors.

The AMC has a dedicated Investor Relations Team under the overall supervision of Head – Investor Relations, who is responsible for timely and prompt communication with our Investors, while having an open attitude towards service quality and providing alternate solutions to investors. Head of Investor services will report to the Chief Operating Officer of the Asset Management Company.

When the service is not completed as per the standards prescribed then such a communication shall be treated as complaint. Generally, the service standards shall/will be prescribed in the SID/SAI. The words such as “shall endeavor” will also be treated as standard prescribed.

In the absence of service standards prescribed in SID/SAI, a communication shall be treated as a complaint when the service is not completed as per the standards prescribed in the SEBI. Where the service standards are not prescribed by SEBI, AMFI recommendations will be adhered to. If the respective SID/SAI has a lower standard than the SEBI prescribed service standards/ AMFI recommendations, the later may be applied.

Interactions received from the Investors will be considered as a complaint for consideration in Redressal Policy on the basis of set parameters which are explained in “**Annexure A”.**

The set parameters are indicative as on the date of the policy and the AMC can edit / delete / modify / add parameters over a period of time at regular intervals to include / exclude interactions received from the Investors for considering the same as a complaint. Parameters that are wide having more than one interpretation would be interpreted as per set Industry practices / proven nomenclature / precedents for the benefit of the Investors.

2. MEANING, SOURCE, MODE AND OWNERSHIP OF COMPLAINT / GRIEVANCE

a. What is a Complaint?

As per Consumer Protection Act (COPRA), 1986, 'Complaint' means an allegation in writing made by a complainant that an unfair trade practice or a restrictive trade practice has been adopted by any trader or service provider; the services hired or availed off or agreed to be hired or availed off by him suffer from deficiency in any respect…

and deficiency means any fault, imperfection, shortcomings or inadequacy in the quality, nature and manner of performance which is required to be maintained by or under any law for the time being in force or has been undertaken to be performed by a person in pursuance of a contract or otherwise in relation to any services. (Refer AMFI vide its Best Practice Guidelines Circular No. 25/ 2011-12).

b. Source and Mode of logging complaints:

The complaints can be logged via any of the following modes:

Source	**Mode**
Investor	Call, Letter, E-mail, Walk-in, Website, SCORES, Online Dispute Resolution ("ODR") Portal, etc.
Distributor	Call, Letter, E-mail, Walk-in, Website, etc.
SEBI / AMFI / any other regulatory body including Consumer forums	Call, Letter, E-mail, Walk-in, Website, etc.
Stock Exchange	Call, Letter, E-mail, Walk-in, Website, etc.

- All complaints received by way of letters and e-mails should bear the date stamp as minimum standard; time stamping is optional.
- For complaints received through call/walk-in, details of the same need to be captured immediately (using CRM application / any other software such as K-BOLT) so as to capture accurate date & time of receipt of complaint.
- The Investor complaint arising out of activities outsourced to RTA will be covered under the source of RTA and complaint arising out of activities managed by AMC such as complaint against AMC staff at the counter, proved miss-selling etc. will be under the source of AMC.
- In case of communication related to mis-behavior of staff of RTA or AMC, miss-selling etc., the same shall be considered as complaint subject to the following conditions:
    a. The communication is in writing and signed by the Investor
    b. The allegation is finally proved.
- Any grievance arising out of factors that are beyond the control of AMC/ AMC's service providers/ RTA will not be considered as complaint as long as there is no fault/ deficiency on the part of AMC/ AMC's service providers/ RTA such as Billdesk, Epay or AMC's CMS banker etc.
- Total number of complaints received at AMC shall be shared with K-Fin and the same shall be added and tracked along with complaints received by RTA through K-Fin application known as KBOLT. All complaints shall be disclosed together and aging will be tracked to ensure timely and prompt resolution.
- Format for disclosure of Investor Complaints data w.r.t Mutual Funds (MF) is reproduced herewith as "**Annexure B**".

c. **Details wherein complaint can be lodged are as follows:**

i) <u>Write an email / letter or walk-in to the following</u>

Head of Investor Services : Vineet Nayyar
Email : customercare@njmutualfund.com
Contact Details: 1860 500 2888 / 040-49763510 (Monday to Saturday from 9 am to 7 pm)
Website : www.njmutualfund.com
Letter / Walk -in : All official points of acceptances of AMC and K-Fin centers as provided in the AMC website from time to time.

ii) <u>Through AMC websites:</u>

Investor can visit the link https://www.njmutualfund.com/queries.php to lodge a complaint with us directly

iii) **<u>Through Registering on SCORES Portal</u>**

Investors can also put their Complaint by registering themselves on www.scores.gov.in by clicking on "Register here" under the "Investor Corner". While filing the registration form, details like Name of the investor, Permanent Account Number (PAN), contact details, email id, are required to be provided for effective communication and speedy redressal of the grievances. Upon successful registration, a unique user id and a password shall be generated and communicated through an acknowledgement email to the complainant.

SCORES is a portal developed by SEBI for Complaint redressal mechanism. The AMC will redress the Complaint within the specified Turnaround Time (TAT) i.e.21 calendar days upon receipt of the Complaint through SCORES. (Refer SEBI Circular - SEBI/HO/OIAE/IGRD/CIR/P/2023/156 dated September 20, 2023).

The AMC suggests to follow Complaint redressal through the AMC before opting the option to redress through Registering on SCORES portal.

Procedure to lodge a complaint on SCORES is annexed herewith as "Annexure C".

Timeframe within which complaint can be lodged on SCORES is as follows:

1. The investor may lodge the Complaint against any Entity on SCORES within a period of one year from the date of occurrence of the cause of action, where:
    - The complainant has approached the AMC for redressal of the complaint and the AMC has rejected the complaint or the complainant has not received any communication from the AMC; or
    - The complainant is not satisfied with the reply received or the redressal by the AMC.

2. If any complaint is filed on SCORES beyond the limitation period specified above, SEBI may reject such complaint. (Refer to Regulation 71(1) and 71(2) of the SEBI (Mutual Funds) Regulations, 2026 and the applicable provisions of the SEBI Master Circular for Mutual Funds).

A pictographic representation of the framework for handling complaints received through SCORES platform by AMC and the monitoring of complaints by designated bodies (AMFI, in case of MF) is annexed herewith as "**Annexure D**". (Refer to Regulation 71(1) and 71(2) of the SEBI (Mutual Funds) Regulations, 2026 and the applicable provisions of the SEBI Master Circular for Mutual Funds).

iv) Through Online Dispute Resolution ("ODR") mechanism:

Disputes between Investors/Clients (including institutional/corporate clients) and NJ Mutual Fund/ AMC can be resolved in accordance with the ODR mechanism or by harnessing online conciliation and/or online arbitration as specified in Master Circular No. SEBI/HO/OIAE/OIAE_IAD-3/P/CIR/2023/195 dated 20 December, 2023 and as updated from time to time. As per the circular, initiation of the dispute resolution process can be as follows:

a. As per the ODR mechanism, an investor/client shall first take up his/her/their grievance with the AMC by lodging a complaint directly with the AMC. If the grievance is not redressed satisfactorily, the investor/client may, in accordance with the SCORES guidelines, escalate the same through the SCORES Portal in accordance with the process laid out therein. After exhausting these options for resolution of the grievance, if the investor/client is still not satisfied with the outcome, he/she/they can initiate dispute resolution through the ODR Portal.

b. Alternatively, the investor/client can initiate dispute resolution through the ODR Portal if the grievance lodged with the the AMC was not satisfactorily resolved or at any stage of the subsequent escalations mentioned in the para (a) above (prior to or at the end of such escalation/s). The AMC may also initiate dispute resolution through the ODR Portal after having given due notice of at least 15 calendar days to the investor/client for resolution of the dispute which has not been satisfactorily resolved between them.

c. The dispute resolution through the ODR Portal can be initiated when the complaint/dispute is not under consideration in terms of para (a) above or SCOREs guidelines as applicable or not pending before any arbitral process, court, tribunal or consumer forum or are non-arbitrable in terms of Indian law (including when moratorium under the Insolvency and Bankruptcy Code is in operation due to the insolvency process or if liquidation or winding up process has been commenced against the AMC) or is against the Government of India / President of India or a State Government / Governor of a State.

d. The dispute resolution through the ODR Portal can be initiated when within the applicable law of limitation (reckoned from the date when the issue arose/occurred that has resulted in the complaint/date of the last transaction or the date of disputed transaction, whichever is later).

3. INTERNAL MACHINERY TO HANDLE INVESTOR COMPLAINTS

a) Identifying Complaint

At the time of receipt of the communication, any communication may be treated as a "Query" or "GRIEVANCE" and on verification, if the service was found to have not been delivered as per the standard prescribed, the same needs to be converted as a "complaint". The quality of service will also be considered for treating the communication as a complaint.

Non-adherence of the service standard prescribed in the SID / SAI /AMFI/SEBI is considered as lapse in the service.

Some parameters leading to a lapse in service are:

- Delay / revert exceeding TAT defined by AMC/SEBI, whichever is lower;
- Accuracy - wrong/error in processing/incorrect information/misguidance/mis-selling;
- Completeness - incomplete/inadequate service;
- Deviation in any aspect defined in the SID/SAI/SEBI - service / investment related;
- Behavior of service personnel - impolite/mis-behavior;

• Any other action that is not acceptable/in line with the general service standard.

Allegation on any of the above parameters needs to be proved before categorizing the same as complaint. Mere statement of the investor/distributor on above grounds is not acceptable. On investigation, lapse on any of the above grounds needs to be proved/ascertained by the AMC/RTA.

If such lapse is due to the AMC/AMC's service provider/RTA, the same shall be treated as a complaint. If such lapse is not due to the AMC/AMC's service provider/RTA but due to the investor/any external agency, the same shall be treated as grievance.

AMFI has prescribed various scenarios which helps in classification of investor complaints which is annexed herewith as "**Annexure E**". (Refer AMFI Best Practice Guidelines Circular No. 25/ 2011-12)

b) Procedure at RTA's

RTA has devised a mechanism of segregating request, query, grievance and complaint while capturing an interaction in the system; Interaction date is also captured from the stamp of receipt. RTA is advised to ensure that all reporting is based on the complaints of the investors rather than grievances of the investor. Head- Investor Services shall ensure that the final number of complaints are reported consistently across in all reporting requirements including AMFI website, MF's website, annual report, CTR & any other place where this is disclosed and that the total number of folios disclosed in the complaint report will be the same as reported in MCR to the SEBI.

c) Queries received through SEBI Portal – SCORES

The Compliance team shall monitor the SCORES platform of SEBI on a daily basis to check for any request / queries / complaint / grievance received. On receiving a request / query / complaint / grievance, the Compliance team shall immediately forward the same to the Investor Servicing Team for processing the same. The Compliance team shall also regularly track the status of the complaint and on satisfactory resolution enter the details in the Platform and submit the same with SEBI. Compliance Team shall also keep a watch of any further communication relating to the same complaint on the SEBI platform and close the same appropriately.

d) Queries received through ODR portal

The Compliance team shall monitor the ODR platform on a daily basis to check for any request / queries / complaint / grievance received. The compliance team will inform the details of the complaint to CEO and Investor Relation Officer. The proceeding shall be in accordance with the ODR mechanism provided in this regard by SEBI from time to time.

e) Time frame:

Queries/Complaints are investigated within the stipulated timelines for handling queries /complaints received at the different levels of escalation. Certain types of queries/ complaints, involving fraud, legal inputs and third parties, need more time for investigation, are acknowledged accordingly and the turnaround time is communicated to the investor. The communication of the AMC's stand on any issue is important and is done clearly in an investor friendly manner. The internal time frame to resolve the queries is as follows:

Type of Complaint#	Internal Turn around Time (in Business Day's)
Non receipt of IDCW on Units	3

Interest on delayed payment of IDCW	3
Non receipt of Redemption Proceeds	3
Interest on delayed payment of Redemption	3
Non receipt of Statement of Account/Unit Certificate	3
Discrepancy in Statement of Account	3
Non receipt of Annual Report/Abridged Summary	3
Wrong switch between Schemes	3
Unauthorized switch between Schemes	3
Deviation from Scheme attributes	3
Wrong or excess charges/load	3
Non updation of changes viz. address, PAN, bank details, nomination, etc.	3
Others**	5

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

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

Important Note:

a. T' refers to the business day of receipt of such service request at official point of acceptance or by email or through online mode. In case the service request is submitted on a non-business day, the next business day would be considered as the date of receipt. Business days exclude Saturdays and Sundays, Public Holidays, and other declared local holidays.
b. Investors who are holding units in Demat mode should contact the respective Depository Participant (DP) and the above specified TAT shall not apply for such category of investors.
c. Actual TAT may get extended if there is any dependency on external parties like Banks, payment service providers, couriers, IT enhancements, etc.
d. TAT may be slightly higher where processing is expected based on original documents that are required to reach KFin Hyderabad office like revalidation of cheques, change of bank mandate proofs, transmission, etc.
e. AMC/ RTA reserves the right to modify the stated service standards from time to time without any prior notification, including due to any change in guidelines from SEBI/AMFI.

f) Counting & Reporting Complaint

Complaints will be counted at an investor level. Any complaint recorded in a folio – be it transaction level or on investor data, all complaints lodged together at a time will be counted as one. For complaints lodged at different points of time before resolution of the initial complaint, the same will be counted individually. All requests, queries and complaints received from investors, pertaining to Asset Management Company in general shall also be recorded.

<table>
<tr><th colspan="2">Scenario</th><th>Count of complaints</th></tr>
<tr><td colspan="2">IDCW not received in 5 schemes of same folio (1 dividend per scheme)</td><td>1</td></tr>
<tr><td colspan="2">5 IDCW not received in the same scheme</td><td>1</td></tr>
<tr><td colspan="2">Correction in name of a folio</td><td>1</td></tr>
<tr><td colspan="2">Correction in name of 3 folios</td><td>1</td></tr>
<tr><td rowspan="2">Statement not received - complaint launched on 5th January & same complaint launched on 2nd February</td><td>Initial complaint has been resolved</td><td>2</td></tr>
<tr><td>Initial complaint has not been resolved</td><td>1</td></tr>
</table>

g) Tracking of pending / unresolved complaint

Internal Turnaround Time (TAT) is strictly adhered to. Generally Investors are responded within prescribed TAT but reply may be delayed on account of various reasons. Some of the reasons are mentioned below:

- ➔ Incomplete complaint
- ➔ Investor is not available for understanding/discussion of complaint
- ➔ Retrieval of data such as welcome letters, PODs, voice recordings, SMS / Elogs, takes time in case the alleged period of the complainant is old or a very large period such as more than a year.
- ➔ Analysis/investigation of cases take a long time if the alleged period of Investor is old or a very large period such as more than a year.

In spite of the above limitations, the Investor Services team will put their best efforts to resolve the complaints to the satisfaction of the Investor within appropriate time. In case the reply remains pending on the expiry of TAT, the same will be escalated to the Head of Department (HOD)/concerned business/regional heads for their action. Also, an interim reply informing about the status of complaint and informing more time is needed to resolve the matter is being sent to the Investor. The HOD of the respective team monitors the pending/unresolved complaints as per their TAT. The HOD reviews the same on regular intervals for faster resolution of complaints and ongoing improvement in service levels.

h) **Root cause analysis of complaints**

The cause of complaints is analyzed and in case deficiency in any process is discovered then steps will be taken to review the process and to ensure adherence to revised process/rules to mitigate the cause of complaint.

Analysis is also done based on the maximum number of complaints received in terms of their nature, concentration of complaints if any with respect to particular Branch / Sub broker / Authorized Person, etc. Based on analysis and on the judgment of the HOD, necessary action is taken.

The cause analysis may be documented as it is an inevitable step towards improving our system and process for complaint handling.

i) Closure of complaint

i) Complaint received directly by the AMC / RTA

- Whenever the communication is sent to the investor and the investor does not revert within 21 calendar days from the date of communication, we treat the final communication date as a complaint closure date. If the investor reverts after 21 calendar days from the date of final communication then the said complaint is treated as a new complaint.

- If the investor reverts within 21 calendar days of our reply then the complaint is not closed and is treated as the same complaint. Hence, in the said process, the actual resolution may cross 21 calendar days on account of such to and from communication with the investor. Further, if an investor raises another complaint having a different issue anytime then the complaint is treated as a new complaint.

ii) Complaint received through SCORE platform

- When a complainant lodges a complaint through SCORES, the complaint shall be automatically forwarded to the AMC and the relevant Designated Bodies.
- The AMC shall resolve the complaint and upload the ATR on SCORES within 21 calendar days of receipt of a Complaint.
- The resolution of complaint is further divided into two types of review namely First and Second review of the Complaint as given below:

    - ➢ First review of the Complaint:
        - ❖ In case the complainant is not satisfied with the ATR uploaded by the AMC, he/ she may request for a review of the resolution within 15 calendar days from the date of the ATR. In case the complainant is satisfied with the ATR uploaded, complaint shall be disposed on SCORES.
        - ❖ In case where the complainant requests for a review of the resolution or the AMC has not submitted the ATR within 21 days, the Designated Body shall take up the first review and the AMC shall submit the ATR to the Designated Body within such time as stipulated by the Designated Body. The timeline stipulated may be such that the Designated Body submits ATR to the complainant within 10 calendar days of the request for a review sought by the complainant.

    - ➢ Second Review of the Complaint:
        - ❖ In case the complainant is not satisfied with the ATR submitted by the Designated Body, he/ she may request for a second review within 15 calendar days from the date of the ATR. In case the complainant is satisfied with the ATR submitted, complaint shall be disposed off on SCORES.
        - ❖ In case the complainant is not satisfied with the ATR submitted by the Designated Body or the concerned Designated Body has not submitted the ATR within 10 calendar days, SEBI may take cognizance of the Complaint for second review through SCORES.
        - ❖ The AMC or/and Designated Body shall take immediate action on receipt of second review complaint from SEBI and submit revised ATR to SEBI through SCORES, within the timeline specified by SEBI.
        - ❖ The second review Complaint shall be treated as ‘resolved’ or ‘disposed’ or ‘closed’ only when SEBI ‘disposes’ or ‘closes’ the Complaint in SCORES. Hence, mere filing

of ATR by the AMC or the Designated body with respect to SEBI review complaint will not mean that the SEBI review complaint is disposed off.

Note: SEBI or the Designated Body, may seek clarification on the ATR submitted by the concerned Entity for SEBI review complaint and the AMC shall provide clarification to the Designated Body and/or SEBI, wherever sought and within such timeline as specified.

j) Escalation Matrix

Escalation	AMC	RTA
Level 1	Central Investor Service Relationship	Unit level personnel handling queries / complaints
Level 2	Head - Investor Service	Unit Head – AMC / Relationship Head
Level 3	CEO	COO / CEO

Material delays in complaint resolution, breaches of prescribed timelines, or systemic issues impacting investors are escalated through the AMC's governance framework and reported to the Board, Trustees, or designated committees, as applicable, along with corrective actions taken.

4. SENSITIZING STAFF ON HANDLING COMPLAINTS (TRAINING):

The Investor Relations Team is specially trained for handling queries / complaints by trainers. Training includes both operations and soft skills, as different Investors perceive and react differently to the aspects of complaint handling. The staff is encouraged to have an open attitude towards service recovery and gaining the Investor’s confidence.

5. REGULAR MONITORING AND REVIEW:

Through the process of resolving complaints, if there are any findings which if implemented can improve the customer's experience, they are recorded & reviewed internally to execute such processes in future and enhance customer experience.

Further, all complaints related to any regulatory matters are discussed comprehensively with senior management including the Compliance Officer and necessary corrective actions are taken.

All complaints, queries, and grievances, including reported instances of mis-selling and frauds, are comprehensively reviewed by the Unit Holder Protection Committee (UHPC) of the AMC at a predefined frequency (at least four times in a financial year). The UHPC analyze the root cause of investor complaints, identify market conduct issues, and advise the management appropriately on rectifying systemic issues, if any.

6. DISCLOSURE OF QUERIES/ COMPLAINTS:

AMC will make the following disclosures on their MF website:

1. On a monthly basis, details of investor complaints received from all sources shall be disclosed on the Mutual Fund website and the AMFI website as per the SEBI-prescribed format (Format No. 7D), by the 7th calendar day of the succeeding month. The said details are vetted and signed off by the Trustees of the Mutual Fund prior to disclosure in the Annual Reports.
2. Investor Charter will be disclosed on the MF website in order to bring it to the notice of the investor.
3. AMC will display the link to SCORES website as well as ODR portal on the homepage of the MF website for ease of access to the investors.

Annexure A

List of interactions received from investors which can be considered as a Complaint

Complaint code	Type of complaint#	Complaints description
I A	Non receipt of amount declared under Income Distribution cum Capital Withdrawal option (IDCW)	Non-receipt of IDCW proceeds, Non-receipt of IDCW Reinvestment Statement of Account. If the communication regarding non-receipt of IDCW is received before the prescribed due date [i.e., within 7 working days from the record date], the same will not be considered as a Complaint.
I B	Interest on delayed payment of amount declared under Income Distribution cum Capital Withdrawal option	Non receipt of Interest on delayed payment of IDCW
I C	Non receipt of Redemption Proceeds	Non receipt of Redemption Proceeds. If the communication regarding non-receipt of Redemption Proceeds is received before the prescribed due date [i.e., within 3 working days from the date of redemption request], the same will not be considered as a Complaint.
I D	Interest on delayed payment of Redemption	Non receipt of Interest on delayed payment of Redemption
II A	Non receipt of Statement of Account/Unit Certificate	Non receipt of statement of account / unit certificate, Units not allotted within defined time.
II B	Discrepancy in Statement of Account	Discrepancy in Statement of Account
II C	Data corrections in Investor details	Data corrections in Investor details
II D	Non receipt of Annual Report/Abridged Summary	Non receipt of Annual Report/Abridged Summary
III A	Wrong switch between Schemes	Wrong allotment of scheme/plan/option, Wrong application of NAV
III B	Unauthorized switch between Schemes	Unauthorized switch between Schemes
III C	Deviation from Scheme attributes	Deviation from scheme investment objective/ fundamental attributes, Non-adherence to the SID/KIM requirements, non-adherence to the minimum and maximum amount limits, etc.
III D	Wrong or excess charges / load	Wrong or excess charges/load

III E	Non updation of changes viz. address, PAN, bank details, nomination, etc.	Non updation of changes viz. address, PAN, bank details, nomination, etc.
III F	Delay in allotment of Units	Delay in allotment of Units
III G	Unauthorized Redemption	Unauthorized Redemption
IV	Others	Refer below

Others include but is not limited to the following complaints:

Wrong allotment of scheme/plan/option - Purchase / Switch / Redemption
Wrong application of NAV - Purchase / Switch / Redemption
Discrepancy in redemption amount/Units
Discrepancy in IDCW amount
Non receipt of refund orders
Non receipt of interest on delayed payment of refund
Discrepancy in refund orders
SIP/STP/SWP Cancellation - Not done on time / wrongly canceled
SIP Multiple debits
SIP / STP / SWP - Wrong frequency registered
SIP / STP / SWP Not processed / missed
Switch Not processed
Unauthorized switch
TDS/STT related
Non registration/updation of KYC
POA registration related - Delay in registration / wrong registration
Transfer related - Wrong transfers effected / Transfers not effected [wherever applicable]
Transmission related - Transmission wrongly affected, transmission not effected, transmission wrongly rejected, delay in affecting the transmission
Pledge/lien related - Lien not marked, wrongly marked, Lien invocation wrongly effected/not effected, Lien not removed on time resulting in rejection of FTs.
SOA to Demat /remat related - Delay in SOA to Demat process, SOA to Demat not effected, SOA to Demat wrongly rejected/effected, Remat not processed, Remat request wrongly rejected.
Online transaction related (not under any of the above categories) - Wrong rejections of Online transactions, wrong processing of Online transactions.
Fraud/forgery related - other than against distributor
Mis selling against AMC employees/AMC/misleading advertisement
Non registration of change in distributor
Deficiency in service / Others
Any other nature of complaints not falling under above categories

Annexure B

Format for Investor Complaints data w.r.t MF

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 period	(b) No of complaints received during the period	Action on (a) and (b)										
				Resolved					Non Actionable *	Pending				
				Within 30 days	30-60 days	60-180 days	Beyond 180 days	Average time taken ^ (in 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													
I B	Interest on delayed payment of amount declared under Income Distribution cum Capital Withdrawal option													
I C	Non receipt of Redemption Proceeds													
I D	Interest on delayed payment of Redemption													
II A	Non receipt of Statement of Account/Unit Certificate													
II B	Discrepancy in Statement of Account													
II C	Data corrections in Investor details													
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													
III F	Delay in allotment of Units													
III G	Unauthorized Redemption													
IV	Others													

including against its authorized persons/ distributors/ employees. etc.
*Non actionable means the complaint that are incomplete / outside the scope of the mutual fund
^ Average Resolution time is the sum total of time taken to resolve each complaint in days, in the current month divided by total number of complaints resolved in the current month.

Part B: Report on complaints received through SCORES

Complaint code	**Type of complaint#**	**(a) No. of complaints pending at the beginning of the period**	**(b) No of complaints received during the period**	**Action on (a) and (b)**									
				Resolved					**Non Actionable ***	**Pending**			
				Within 30 days	**30 - 60 days**	**60 - 180 days**	**Beyond 180 days**	**Average time taken ^ (in 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												
I B	Interest on delayed paymentof amount declared												

	under Income Distribution cum Capital Withdrawal option												
I C	Non receipt of Redemption Proceeds												
I D	Interest on delayed paymentof Redemption												
II A	Non receipt of Statement of Account/Unit Certificate												
II B	Discrepancy in Statement of Account												
II C	Data corrections in Investor details												
II D	Non receipt of Annual												
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												
III F	Delay in allotment of Units												

III G	Unauthorized Redemption												
IV	Others												
	Total												

including against its authorized persons/ distributors/ employees. etc.
*Non actionable means the complaint that are incomplete / outside the scope of the mutual fund
^ Average Resolution time is the sum total of time taken to resolve each complaint in days, in the current month divided by total number of complaints resolved in the current month.

Part C: Trend of monthly disposal of complaints (including complaints received through SCORES)					
SN	**Month**	**Carried forward from previous month**	**Received**	**Resolved***	**Pending****
1	April-2023				
2	May-2023				
3	June-2023				
4	July-2023				
5	August-2023				
6	September-2023				
7	October-2023				
8	November-2023				
9	December-2023				
10	January-2024				
11	February-2024				
12	March-2024				
	Grand Total				

*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.

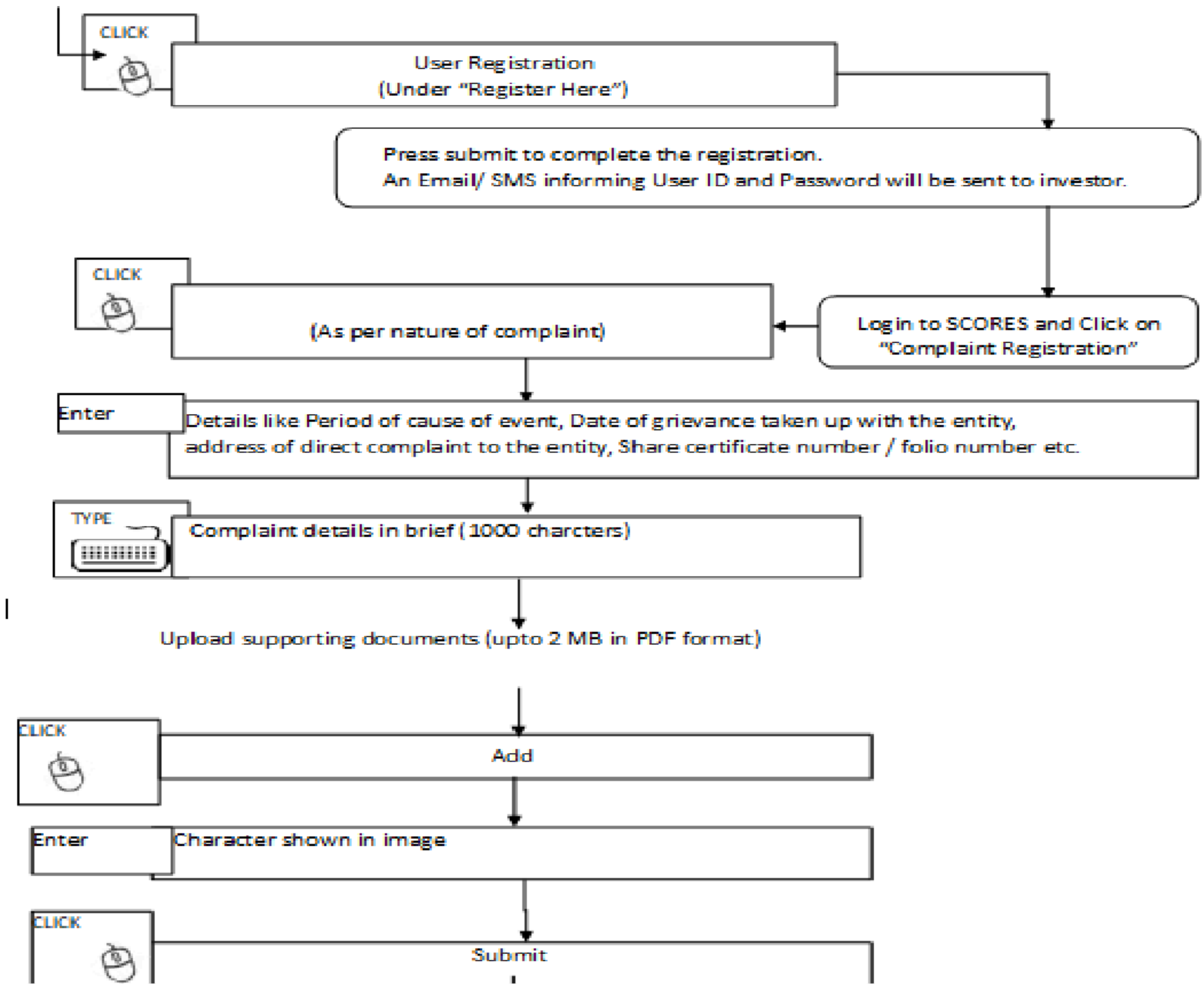
Part D: Trend of annual disposal of complaints (including complaints received through SCORES)					
SN	**Year**	**Carried forward from previous year**	**Received**	**Resolved****	**Pending##**
1	2017-18				
2	2018-19				
3	2019-20				
4	2020-21				
5	2021-22				
6	2022-23				
7	2023-24				
	Grand Total				

**** Inclusive of complaints of previous years resolved in the current year.**
Inclusive of complaints pending as on the last day of the year.

Annexure C

Steps to lodge a complaint on SCORES

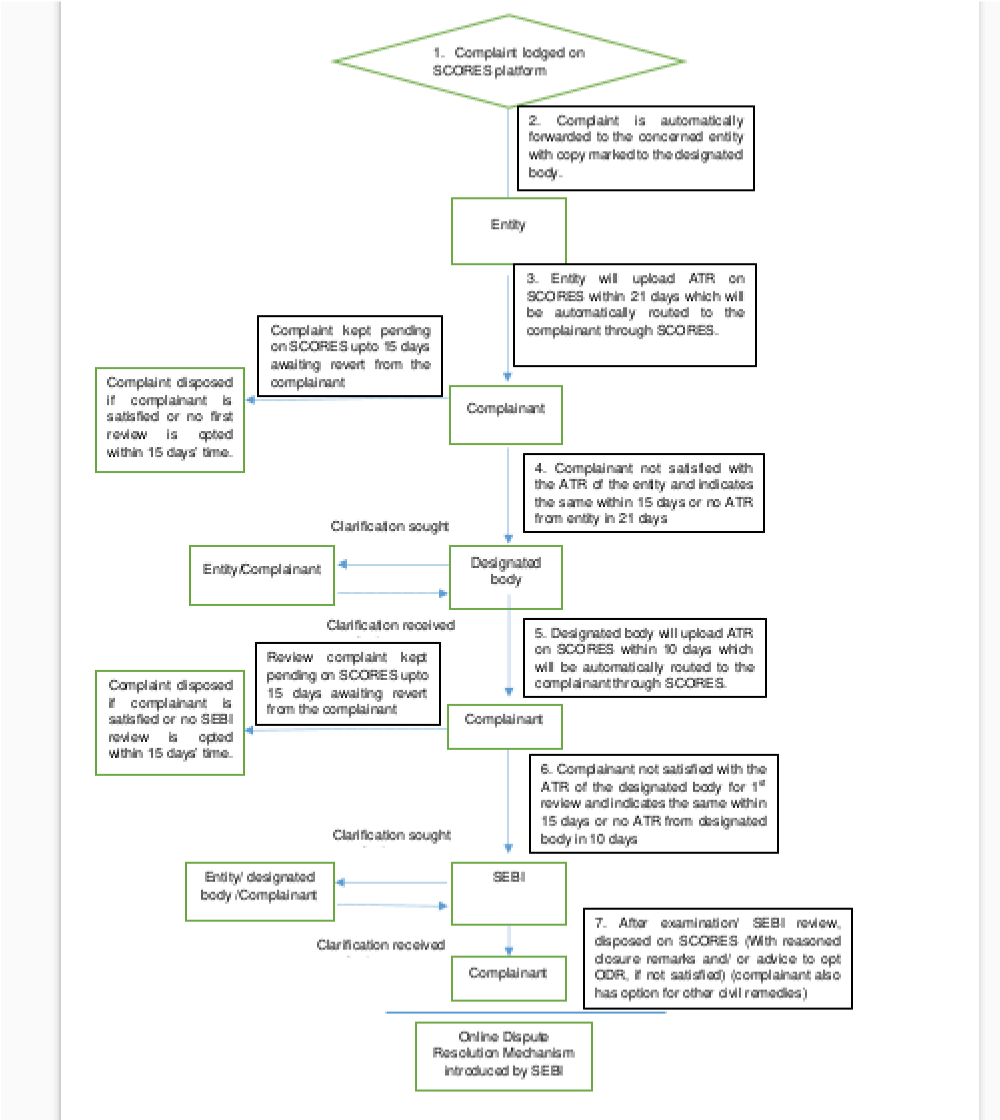
AMC is advised to display a link/option to lodge a complaint with them directly on their websites and mobile apps. Additionally, a link to SCORES website/ link to download mobile apps (SEBI SCORES) shall also be provided on their website.



- Upon final Submit, a Complaint Registration Number is generated and sent to email id and to mobile number of the complainant.

Annexure D

Framework for handling complaints received through SCORES platform by AMC and monitoring of the complaints by designated bodies



Annexure E

Scenarios for classification of investor complaint as prescribed by AMFI

	Redemption not received				Issue in Payout through NEFT	
	Scenario 1	Scenario 2	Scenario 3	Scenario 4	Scenario 1	Scenario 2
Within Regulatory Timeframe	Yes	No	Yes	Yes	Yes	Yes
Within AMC	Yes	Yes	No	Yes	No	Yes
AMC error	Yes	No	No	No	Yes	No
RTA error	No	No	No	No	No	No
Investor Error	No	No	No	Yes	No	No
Courier Error	No	No	No	No	No	No
Bankers error	No	No	No	No	No	Yes
Vendor error (ex CVL)	No	No	No	No	No	No
Complaint	Yes	Yes	Yes	No	Yes	No

	Account Statement - Delay in receipt			
	Scenario 1	Scenario 2	Scenario 3	Scenario 4
Within Regulatory Timeframe	Yes	Yes	No	Yes
Within AMC	Yes	No	No	Yes
AMC error	No	Yes	No	No
RTA error	No	No	No	No
Investor Error	No	No	No	No
Courier Error	No	No	Yes	Yes
Bankers error	NA	NA	NA	NA
Vendor error (ex CVL)	NA	NA	NA	NA
Complaint	No	Yes	Yes	No

	Issuing Duplicate Dividend / Redemption Payment			
	Scenario 1	Scenario 2	Scenario 3	Scenario 4
Within Regulatory Timeframe	Yes	Yes	Yes	Yes
Within AMC	Yes	Yes	Yes	Yes
AMC error	No	No	No	No
RTA error	No	Yes	No	No
Investor Error	Yes	No	No	No
Courier Error	No	No	No	No
AMC Bankers error	NA	No	Yes	No
Investor Bankers error	NA	NA	No	Yes
Vendor error (ex CVL)	NA	No	No	No
Complaint	No	Yes	Yes	No