

Redressal of Complaints received during April 2018 to March 2019												
Name of the Mutual Fund : UTI Mutual Fund												
Total Number of Folios : 11015789												
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 as on 03/04/2019			
				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	0	0	0	0	0	0	0	0	0	0	0
I B	Interest on delayed payment of Dividend	0	0	0	0	0	0	0	0	0	0	0
I C	Non receipt of Redemption Proceeds	0	24	24	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
II A	Non receipt of Statement of Account/Unit Certificate	0	1	1	0	0	0	0	0	0	0	0
II B	Discrepancy in Statement of Account	0	17	17	0	0	0	0	0	0	0	0
II C	Data Corrections in Investor Details	0	109	109	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
III A	Wrong switch between Schemes	0	7	7	0	0	0	0	0	0	0	0
III B	Unauthorized switch between Schemes	0	1	1	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	1	1	0	0	0	0	0	0	0	0
III E	Non updation of changes viz. address, PAN, bank details, nomination etc	0	38	38	0	0	0	0	0	0	0	0
IV	Others	0	32	32	0	0	0	0	0	0	0	0
Total		0	230	230	0	0	0	0	0	0	0	0
UTI Mutual Fund for FY 2018-2019 Complaints Summary												
Particulars	Count											
Total Complaints Received During FY 2018-2019	230											
Total Number of Folios	11015789											
Percentage Complaints Against Folios	0.0021											
# including against its authorized persons/ distributors/ employees. etc.												
*Non actionable means the complaint that are incomplete / outside the scope of the mutual fund												

