

Redressal of Complaints received against Mutual Funds (MFs) during 2012-2013												
Name of the Mutual Fund : UTI Mutual Fund												
Total Number of Folios : 9839483												
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	0	251	248	3	0	0	0	0	0	0	0
I B	Interest on delayed payment of Dividend	0	17	17	0	0	0	0	0	0	0	0
I C	Non receipt of Redemption Proceeds	0	330	325	5	0	0	0	0	0	0	0
I D	Interest on delayed payment of Redemption	0	14	14	0	0	0	0	0	0	0	0
II A	Non receipt of Statement of Account/Unit Certificate	0	190	187	3	0	0	0	0	0	0	0
II B	Discrepancy in Statement of Account	0	105	102	1	2	0	0	0	0	0	0
II C	Data Corrections in Investor Details	0	1924	1924	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	22	22	0	0	0	0	0	0	0	0
III B	Unauthorized switch between Schemes	0	17	17	0	0	0	0	0	0	0	0
III C	Deviation from Scheme attributes	0	2	2	0	0	0	0	0	0	0	0
III D	Wrong or excess charges/load	0	10	10	0	0	0	0	0	0	0	0
III E	Non updation of changes viz. address, PAN, bank details, nomination, etc	0	232	232	0	0	0	0	0	0	0	0
IV	Others	0	258	254	3	1	0	0	0	0	0	0
Total		0	3372	3354	15	3	0	0	0	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