

Redressal of Complaints received during the period 01/04/2023 to 31/03/2024

Name of the Mutual Fund : IIFCL Mutual Fund(IDF)

Total Number of Folios : 0

Complaint code	Type of complaint	(a) No. of complaints pending at the beginning of the year	(b) No. of complaints received during the period	Action on (a) and (b)											
				Resolved			Average time taken ^a (in days)	Pending							
				Within 30 days	30-60 days	60-180 days		Beyond 180 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	0	0	0	0	0	0	0	0	0	0	0	0	0	0
I B	Interest on delayed payment of amount declared under Income Distribution cum Capital Withdrawal option	0	0	0	0	0	0	0	0	0	0	0	0	0	0
I C	Non receipt of Redemption Proceeds	0	0	0	0	0	0	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	0	0	0
II A	Non receipt of Statement of Account/Unit Certificate	0	0	0	0	0	0	0	0	0	0	0	0	0	0
II B	Discrepancy in Statement of Account	0	0	0	0	0	0	0	0	0	0	0	0	0	0
II C	Data Corrections in Investor Details	0	0	0	0	0	0	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	0	0	0
III A	Wrong switch between Schemes	0	0	0	0	0	0	0	0	0	0	0	0	0	0
III B	Unauthorized switch between Schemes	0	0	0	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	0	0	0
III D	Wrong or excess charges/load	0	0	0	0	0	0	0	0	0	0	0	0	0	0
III E	Non updation of changes viz. address, PAN, bank details, nomination, etc	0	0	0	0	0	0	0	0	0	0	0	0	0	0
III F	Delay in allotment of Units	0	0	0	0	0	0	0	0	0	0	0	0	0	0
III G	Unauthorized Redemption	0	0	0	0	0	0	0	0	0	0	0	0	0	0
IV	Others	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	0	0	0	0	0	0	0	0	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

^a 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

** One complaint was filed on SEBI Scores Portal vide Registration ID SEBI/MH23/0004338/2 dated 5th June 2023 and forwarded by SEBI on 5th June 2023. The ATR for the complaint was filed with SEBI on 5th June 2023 that the complainant is not the investor of IIFCL Mutual Fund (IDF) and on the basis of IAMCL response the complaint was closed by SEBI.

One Direct complaint was filed on SEBI Scores Portal vide Registration ID SEBI/MH23/065276/D/1 dated 4th November 2023 forwarded by SEBI on 13th November 2023. IAMCL had requested the Complainant to kindly send the the complaint to the appropriate organization for redressal. The ATR for the complaint was filed with SEBI on 4th December 2023 that the complainant is not the investor of IIFCL Mutual Fund (IDF) but of IFCI Limited and on that basis of IAMCL response the complaint was closed by SEBI.

For IIFCL Asset Management Company Limited

For IIFCL Mutual Fund (IDF)

अवगत श्री प्रमोद श्री /Ajay P S Srini

अवगत श्री प्रमोद श्री /Ajay P S Srini
Chairman & Trustee

Part B: Report on Complaints received through SCORES

Complaint code	Type of complaint#	(a) No. of complaints pending at the beginning of the year	(b) No. of complaints received during the period	Action on (a) and (b)									
				Within 30 days	30-60 days	60-180 days	Beyond 180 days	Average time taken (in days)	Non Actionable**	0-3 months	3-6 months	6-9 months	9-12 months
IA	Non receipt of amount declared under Income Distribution cum Capital Withdrawal option	0	0	0	0	0	0	0	0	0	0	0	0
IB	Interest on delayed payment of amount declared under Income Distribution cum Capital Withdrawal option	0	0	0	0	0	0	0	0	0	0	0	0
IC	Non receipt of Redemption Proceeds	0	0	0	0	0	0	0	0	0	0	0	0
ID	Interest on delayed payment of Redemption	0	0	0	0	0	0	0	0	0	0	0	0
IIA	Non receipt of Statement of Account/Unit Certificate	0	0	0	0	0	0	0	0	0	0	0	0
IIB	Discrepancy in Statement of Account	0	0	0	0	0	0	0	0	0	0	0	0
IIC	Data Corrections in Investor Details	0	0	0	0	0	0	0	0	0	0	0	0
IID	Non receipt of Annual Report/Abridged Summary	0	0	0	0	0	0	0	0	0	0	0	0
IIIA	Wrong switch between Schemes	0	0	0	0	0	0	0	0	0	0	0	0
IIIB	Unauthorized switch between Schemes	0	0	0	0	0	0	0	0	0	0	0	0
IIIC	Deviation from Scheme attributes	0	0	0	0	0	0	0	0	0	0	0	0
IIID	Wrong or excess charges/load	0	0	0	0	0	0	0	0	0	0	0	0
IIIE	Non updation of charges viz. address, PAN, bank details, nomination, etc.	0	0	0	0	0	0	0	0	0	0	0	0
IIIF	Delay in allotment of Units	0	0	0	0	0	0	0	0	0	0	0	0
IIIG	Unauthorized Redemption	0	0	0	0	0	0	0	0	0	0	0	0
IIIV	Others	0	2**	0	0	0	0	0	0	2**	0	0	0
Total		0	2**	0	0	0	0	0	0	2**	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

^ 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

** One complaint was filed on SEBI Scores Portal vide Registration ID SEBI/E/M/23/0004338/2 dated 6th June 2023 and forwarded by SEBI on 6th June 2023. The ATR for the complainant was filed with SEBI on 6th June 2023 that the complainant is not the investor of IIFCL Mutual Fund (IDF) but of 360 one Mutual Fund (IIFL Mutual Fund) and on the basis of IAMCL response the complaint was closed by SEBI.

One Direct complaint was filed on SEBI Scores Portal vide Registration ID SEBI/E/M/23/65276/D/1 dated 4th November 2023 forwarded by SEBI on 13th November 2023. IAMCL had requested the Complainant to kindly send the complaint to the appropriate organization for redressal. The ATR for the complainant was filed with SEBI on 4th December 2023 that the complainant is not the investor of IIFCL Mutual Fund (IDF) but of IFCI Limited and on that basis of IAMCL response the complaint was closed by SEBI.

एन सी आई एफ सी एम एल सी
For IIFCL Asset Management Company Limited

एन सी आई एफ सी एम एल सी
For IIFCL Mutual Fund (IDF)

अरवि पी एच सीपी P S Saini
उप निदेशक व निदेशक (ऑपरेशंस) एम.एस.डी.ए.

अरवि पी एच सीपी
Chairman & Trustee

Part C: Trend of monthly disposal of complaints (including complaints received through Scores)

SN	Month	Carried forward from previous month	Received	Resolved*	Pending**
1	2	3	4	5	6
1	Apr-21	0	0	0	0
2	May-21	0	0	0	0
3	Jun-21	0	0	0	0
4	Jul-21	0	0	0	0
5	Aug-21	0	0	0	0
6	Sep-21	0	0	0	0
7	Oct-21	0	0	0	0
8	Nov-21	0	0	0	0
9	Dec-21	0	0	0	0
10	Jan-22	0	0	0	0
11	Feb-22	0	0	0	0
12	Mar-22	0	0	0	0
13	Apr-22	0	0	0	0
14	May-22	0	0	0	0
15	Jun-22	0	0	0	0
16	Jul-22	0	0	0	0
17	Aug-22	0	0	0	0
18	Sep-22	0	0	0	0
19	Oct-22	0	0	0	0
20	Nov-22	0	0	0	0
21	Dec-22	0	0	0	0
22	Jan-23	0	0	0	0
23	Feb-23	0	0	0	0
24	Mar-23	0	0	0	0
25	Apr-23	0	0	0	0
26	May-23	0	0	0	0
27	Jun-23	0	0	0	0
28	Jul-23	0	0	0	0
29	Aug-23	0	0	0	0
30	Sep-23	0	0	0	0
31	Oct-23	0	0	0	0
32	Nov-23	0	0	0	0
33	Dec-23	0	0	0	0
34	Jan-24	0	0	0	0
35	Feb-24	0	0	0	0
36	Mar-24	0	0	0	0
	Grand Total	0	0	0	0

*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.

कैल एडि आई एफ सी एल एसेट मैनेजमेंट
For IIFCL Asset Management Company
अखिलेश कुमार शर्मा / Akhilesh Kumar Sharma
मुख्य कार्यकारी अधिकारी / Chief Executive Officer
अखिलेश कुमार शर्मा / Akhilesh Kumar Sharma
मुख्य कार्यकारी अधिकारी / Chief Executive Officer

कैल एडि आई एफ सी एल म्युचुअल फंड (आई सी एफ)
For IIFCL Mutual Fund (IIFCL)
अध्यक्ष एवं ट्रस्टी
Chairman & Trustee

