

Redressal of Complaints received during the period 01/04/2024 to 31/03/2025

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					Non Actionable	Pending			Beyond 12 months
				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	
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
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
I C	Non receipt of Redemption Proceeds	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
II A	Non receipt of Statement of Account/Unit Certificate	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
II C	Data Corrections in Investor Details	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
III A	Wrong switch between Schemes	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
III C	Deviation from Scheme attributes	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
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
III F	Delay in allotment of Units	0	0	0	0	0	0	0	0	0	0	0	0
III G	Unauthorized Redemption	0	6**	0	0	0	0	0	6**	0	0	0	0
IV	Others	0	6**	0	0	0	0	0	6**	0	0	0	0
Total		0	6**	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
^ 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

** Six complaints were filed on SEBI Scores Portal which were duly reverted by filing ATR that the complainants were not the investors of IIFCL Mutual Fund (IDF) hence the complaints stand disposed by SEBI.

कॉर्पोरेट और एफ सी एस फंडिंग विभाग
For IIFCL Asset Management Company Limited

अध्यक्ष पी एस सी/MS/MS
मुख्य कंपनी सचिव/मुख्य कंपनी/मुख्य कंपनी/मुख्य कंपनी

कॉर्पोरेट और एफ सी एस फंडिंग विभाग
For IIFCL Mutual Fund (IDF)

अध्यक्ष एवं ट्रस्टी
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	Resolved					Action on (a) and (b)		Pending			
				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	
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
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
I C	Non receipt of Redemption Proceeds	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
II A	Non receipt of Statement of Account/Unit Certificate	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
II C	Data Corrections in Investor Details	0	0	0	0	0	0	0	0	0	0	0	0	0
II D	Non receipt of Annual Report/Bridged Summary	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
III B	Unauthorized switch between Schemes	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
III D	Wrong or excess charges/load	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
III F	Delay in allotment of Units	0	0	0	0	0	0	0	0	0	0	0	0	0
III G	Unauthorized Redemption	0	6**	0	0	0	0	0	0	0	6**	0	0	0
IV	Others	0	6**	0	0	0	0	0	0	0	6**	0	0	0
Total		0	6**	0	0	0	0	0	0	0	6**	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

कॉर्पोरेट और एफ पी एल कॉर्पोरेट मैनेजमेंट कंपनी लिमिटेड
For IFCL Asset Management Company Limited

अजय पी एल सेनी /Ajay P S
मुख्य कार्यकारी अधिकारी एवं संपूर्ण अधिकारी Company Secretary

कॉर्पोरेट और एफ पी एल म्युचुअल फंड (आई सी एफ)
For IFCL Mutual Fund (IDF)

अजय एच दत्त
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
37	Apr-24	0	0	0	0
38	May-24	0	0	0	0
39	Jun-24	0	0	0	0
40	Jul-24	0	0	0	0
41	Aug-24	0	0	0	0
42	Sep-24	0	0	0	0
43	Oct-24	0	0	0	0
44	Nov-24	0	0	0	0
45	Dec-24	0	0	0	0
46	Jan-25	0	0	0	0
47	Feb-25	0	0	0	0
48	Mar-25	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.

For ifccl Asset Management Company Limited
 For ifccl Asset Management Company Limited
 17/07/2024
 17/07/2024

For ifccl Mutual Fund (IDF)
 For ifccl Mutual Fund (IDF)
 17/07/2024
 17/07/2024
 Chairman & Trustee

Part D: Trend of annual disposal of complaints (including complaints received through SCORES)

SN	Year	Carried forward from previous year	Received during the year	Resolved during the year	Pending at the end of the year
1	2017-18	0	0	0	0
2	2018-19	0	0	0	0
3	2019-20	0	0	0	0
4	2020-21	0	0	0	0
5	2021-22	0	0	0	0
6	2022-23	0	0	0	0
7	2023-24	0	0	0	0
8	2024-25	0*	0*	0*	0*
Grand Total		0	0	0	0

*as on 31.03.2025

हमारे आई आई एक सी एल एमएलए फंड (आई आई एक)
For IIFCL Asset Management Company Limited

अध्यक्ष सी एम सी आई एमएलए फंड (आई आई एक)
मुख्य कार्यकारी अधिकारी (मुख्य कार्यकारी अधिकारी)

हमारे आई आई एक सी एल एमएलए फंड (आई आई एक)
For IIFCL Mutual Fund (IIFCL)

अध्यक्ष एवं ट्रस्टी
Chairman & Trustee