

Redressal of Complaints received against Mutual Funds (MFs) during 2009-10

Name of Mutual Fund : Kotak Mahindra Asset Management Company Ltd and Total number of folios: 10,54,790

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 30days	30-60 days	60-180 days	Beyond 180 days		0-3 months	3-6 months	6-9 months	9-12 months
IA	Non-Receipt of Dividend on Units	4	393	388	7	2	0	0	0	0	0	0
IB	Interest on delayed payment of Dividend	0	16	9	2	3	2	0	0	0	0	0
IC	Non-Receipt of Redemption Proceeds	1	1164	1160	4	1	0	0	0	0	0	0
ID	Interest on delayed payment of Redemption	0	48	38	6	3	1	0	0	0	0	0
IIA	Non receipt of Statement of Account/Unit Certificate	0	164	164	0	0	0	0	0	0	0	0
IIB	Discrepancy in Statement of Account	2	2168	2169	1	0	0	0	0	0	0	0
IIC	Non receipt of Annual Report/Abridged Summary	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
IIIB	Unauthorized switch between Schemes	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
IIID	Wrong or excess charges/load	0	0	0	0	0	0	0	0	0	0	0
IIIE	Non updation of changes viz.address, PAN, bank details, nomination, etc	0	0	0	0	0	0	0	0	0	0	0
IV	Others	15	579	583	10	1	0	0	0	0	0	0
	TOTAL	22	4532	4511	30	10	3	0	0	0	0	0