Annexure A

Redressal of Complaints received during the period: 01/12/202021 to 31/12/2021

Name of the Mutual Fund: Baroda Mutual Fund

Total Number of Folios: 512415

Data for every mo													
Part A: Total com	plaints report (including complaints r								10)				
		(a) No. of complaints	(b) No of complaints		Action on (a) and (b) Resolved Po	Pen	ding						
Complaint code	Type of complaint#	pending at received the beginning during the		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	6-12 months	Beyond 12 months
ΙA	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	0	0	0	0	0	0	0	0	0	0	0	0
	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	1	1	0	0	0	0	0	0	0	0	0
ІІ А	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
ПС	Data corrections in Investor details	0	3	3	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

шЕ	Non updation of changes viz. address, PAN, bank details, nomination, etc	0	1	1	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	0	0	0	0	0	0	0	0	0	0	0
IV	Others	0	6	6	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.

Part B: Report on	complaints received through SCORE	S						•								
		(a) No. of	(b) No of					Action on (a) and (To a second						
		complaints	complaints			Resolv	ed		Non			ending				
Complaint code	Type of complaint#		received	Within 30	30-	60-	Beyond	Average time	Actionab	0-3	3-6	6-12	Beyond			
		the beginning		days	60	180	180	taken ^ (in	le	mont	months	months				
		of the period	period		days	days	days	days)	*	hs			months			
I A	Non receipt of amount declared															
	under Income Distribution cum	0	0	0	0	0	0	0	0	0	0	0	0			
	Capital	· ·	Ü	· ·		o o	· ·	o o	· ·							
	Withdrawal option															
I B	Interest on delayed payment of															
	amount declared under Income	0	0	0	0	0	0	0	0	0	0	0	0			
	Distribution cum	O O	U	O O		· ·	U	O	· ·	0		U				
	Capital Withdrawal option															
I C	Non receipt of Redemption	0	0	0	0	0	0	0	0	0	0	0	0			
	Proceeds	U	U	U	U	U	U	0	U	U	U	U	U			
I D	Interest on delayed payment	0	0	0	0	0	0	0	0	0	0	0	0			
	of Redemption	U	U	U	U	U	U	0	U	U	U	U	U			
II A	Non receipt of Statement of	0	0	0	0	0	0	0	0	0	0	0	0			
	Account/Unit Certificate	U	U	U	U	U	U	0	U	U	U	U	U			
II B	Discrepancy in Statement of	0	0	0	0	0	0	0	0	0	0	0	0			
	Account	0	U	0	U	U	U	0	U	U	U	U	U			
II C	Data corrections in Investor	0	0	0	0	0	0	0	0	0	0	0	0			
	details	U	U	U	U	U	U	0	U	U	U	U	U			
II D	Non receipt of Annual	0	0	0	0	0	0	0	0	0	0	0	0			
	Report/Abridged Summary	U	Ü	· ·	U	· ·	U	0	Ů	Ü	Ů	· ·				
III A	Wrong switch between	0	0	0	0	0	0	0	0	0	0	0	0			
	Schemes	0	0	0	U	U	J	3	U	J	Ü	U	0			
III B	Unauthorized switch	0	0	0	0	0	0	0	0	0	0	0	0			
	between Schemes	U	U	U	U	U	U	U	U	Ü	U	U	U			
III C	Deviation from Scheme	0	0	0	0	0	0	0	0	0	0	0	0			
	attributes	U	U	U	U	U	U	U	U	Ü	U	U	U			
III D	Wrong or excess	0	0	0	0	0	0	0	0	0	0	0	0			
	charges/load	U	U	U	U	U	J	0	U	3	U	U	J			

шс	Non updation of changes viz. address, PAN, bank details, nomination, etc	0	1	1	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	0	0	0	0	0	0	0	0	0	0	0
IV	Others	0	2	2	0	0	0	0	0		0	0	0

[#] including against its authorized persons/ distributors/ employees. etc.

SN	Month	Carried Received forward from previous		Resolved*	Pending*
1	2	3	4	5	6
1	Apr-21	0	6	5	1
2	May-21	1	10	7	4
3	Jun-21	4	5	9	0
4	Jul-21	0	7	5	2
5	Aug-21	2	20	19	3
6	Sep-21	3	18	21	0
7	Oct-21	0	18	18	0
8	Nov-21	0	10	10	0
9	Dec-21	0	11	11	0
10	Jan-22				
11	Feb-22				
12	Mar-22				
	Grand Total	•	105	105	

^{*}Should include complaints of previous months resolved in the current month. If any.

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	172	172	0						
2	2018-19	0	166	166	0						
3	2019-20	0	74	74	0						
4	2020-21	0	61	61	0						
5	2021-22	0	105	105	0						
	Grand Total		578	578							