Redressal of Complaints received	January – 2025
Name of the Mutual Fund	Samco Mutual Fund
Total Number of Folios	183829

## Part A: Total complaints report (including complaints received through SCORES)

Complaint	Type of complaint#	(a) No. of	(b) No of	Action on (a) and (b)									
code		pending at received		Resolved Non Pending									
			during the	Within 30 days	30- 60 days	60- 180 days	Beyond 180 days	Average time taken ^ (in days)	Actionable*	0-3 months	3-6 months	6-12 months	Beyond 12 month
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
ΙB	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
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
ΞE	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	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
	Total	0	0	0	0	0	0	0	0	0	0	0	0

## Part B: Report on complaints received through SCORES

Compl	Type of complaint#	(a) No. of	(b) No of	Action on (a) and (b)										
aint code		complaints complaints pending at received the during the beginning period				Resolved Non Actiona ble*					Pending			
			of the period		30- 60 days	60- 180 days	Beyond 180 days	Average time taken ^ (in days)		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	
ΙB	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	
ΙC	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	
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	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	
	Total	0	0	0	0	0	0	0	0	0	0	0	0	

S. No	Month	Carried forward from previous month	Received	Resolved*	Pending	
1	2	3	4	5	6	
1	April-2024	0	0	0	0	
2	May-2024	0	0	0	0	
3	June – 2024	0	0	0	0	
4	July – 2024	0	1	0	1	
5	August – 2024	1	1	2	0	
6	September – 2024	0	0	0	0	
7	October – 2024	0	0	0	0	
8	November – 2024	0	0	0	0	
9	December – 2024	0	0	0	0	
10	January – 2025	0	0	0	0	

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

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

S.No	Year	Carried forward from previous year	Received during the year	Resolved during the year	Pending at the end of the year		
1	2	3	4	5	6		
1	2017-18	Not Applicable	Not Applicable	Not Applicable	Not Applicable		
2	2018-19	Not Applicable	Not Applicable	Not Applicable	Not Applicable		
3	2019-20	Not Applicable	Not Applicable	Not Applicable	Not Applicable		
4	2020-21	Not Applicable	Not Applicable	Not Applicable	Not Applicable		
5	2021-22	0	42	42	0		
6	2022-23	0	4	4	0		
7	2023-24	0	6	6	0		
8	2024-25	0	2	2	0		