

**Redressal of Complaints received against Mutual Funds (MFs) during 2012-13**

**Name of Mutual Fund :** Principal Mutual Fund

**Total Number of Folios :** 6,20,963

Complaint Code	Type of Complaints#	(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 30 days	30-60 days	60-180 days	Beyond 180 days		0-3 months	3-6 months	6-9 months	9-12 months	
I A	Non receipt of Dividend on Units	0	3	3	0	0	0	0	0	0	0	0	0
I B	Interest on delay payment of dividend	0	0	0	0	0	0	0	0	0	0	0	0
I C	Non receipt of Redemption Proceeds	1	162	158	1	0	0	0	4	0	0	0	0
I D	Interest on delay payment of redemption	0	7	6	0	0	0	0	1	0	0	0	0
II A	Non receipt of Statement of Account/Unit Certificate	0	5	5	0	0	0	0	0	0	0	0	0
II B	Discrepancy in Statement of Account	5	889	892	0	0	0	0	2	0	0	0	0
II C	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	1	0	1	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 Schemes 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	146	146	0	0	0	0	0	0	0	0	0
IV	Others	3	361	353	3	0	0	0	8	0	0	0	0
	<b>Total</b>	<b>9</b>	<b>1574</b>	<b>1563</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>15</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

**Notes:**

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

\*Non actionable means the complaint that are incomplete / outside the scope of the mutual fund