



Association of Mutual Funds in India

135/BP/25/11-12

March 07, 2012

To all members,

Dear Sir/ Madam,

AMFI Best Practice Guidelines Circular No.25/2011-12

Revisions in the Guidelines on Standardization of Complaints/Grievances Reporting Procedure

We request you to refer to AMFI Best Practice Circular No. 135/BP/21/10-11 dated March 24, 2011 giving Guidelines on Standardisation of Complaints/Grievances Reporting Procedure.

The AMFI Committee on Operations and Compliance, after revisiting the subject has recommended revision in the said guidelines with a view to achieve further uniformity and fairness in investor complaints classification and disclosure by the AMCs. The guidelines recommending certain revisions along with modified format and statement explaining various complaints scenarios are attached.

All AMCs are requested to take note of the recommended revisions in the existing Guidelines and initiate necessary steps to ensure implementation of the same with effect from the year 2011- 2012. AMCs are also advised to put up this circular along with Guidelines in the immediate next meeting of their Trustees for information.

With regards,

V. Ramesh

Dy.Chief Executive