



## **Association of Mutual Funds in India**

**135/BP/27/2012-13**

**April 04, 2012**

**Dear All,**

### **AMFI Best Practice Guidelines Circular No.27/2012-13**

#### **Revisions in the Guidelines on Standardization of Complaints/Grievances Reporting Procedure – Change in date for implementation thereof**

This has reference to AMFI Best Practice Circular No. 135/BP/25/11-12 dated March 07, 2012 regarding revision in Guidelines on Standardization of Complaints/Grievances Reporting Procedure, which were to be implemented from the year 2011-12.

It is informed by some of the AMCs that the exercise of classification of queries/grievances/ complaints for FY 2011-12 is already completed by R & TAs on the basis of earlier guidelines issued in this regard. It is not feasible to review all queries/ grievances/ complaints and reclassify them, considering the volumes involved for the year 2011-12. Therefore, it has been decided to make the revised guidelines effective from the current financial year i.e. April 2012- March 2013.

All AMCs are requested to take note of change in the date for implementation of revised guidelines and initiate necessary steps to ensure implementation of the same with effect from April 2012.

With regards,

**C.G Parekh**

**Sr. Vice President**