

Redressal of Complaints received against L&T Mutual Fund during 2010-11

L&T Mutual Fund

Total number of Folios

141867

Complaint Code	Type of Complaint#	(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	NIL	19	19	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL
I B	Interest on Delayed Payment of Dividend	NIL	11	11	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL
I C	Non receipt of Redemption Proceeds	NIL	47	47	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL
I D	Interest on Delayed Payment of Redemption	NIL	4	4	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL
II A	Non receipt of Statement of Account/Unit Certificate	NIL	16	16	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL
II B	Discrepancy in Statement of Account	NIL	386	386	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL
II C	Non receipt of Annual Report/Abridged Summary	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL
III A	Wrong Switch between Schemes	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL
III B	Unauthorized Switch between Schemes	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL
III C	Deviation from Scheme Attributes	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL
III D	Wrong or excess charges/load	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL
III E	Non updation of changes viz. address, PAN, bank details, nomination, etc	NIL	6	6	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL
IV	Others	NIL	51	51	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL
	<b>Total</b>	<b>NIL</b>	<b>540</b>	<b>540</b>	<b>NIL</b>	<b>NIL</b>	<b>NIL</b>	<b>NIL</b>	<b>NIL</b>	<b>NIL</b>	<b>NIL</b>	<b>NIL</b>	<b>NIL</b>

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

\* Non actionable means the complaint that are incomplete / outside the scope of the Mutual Fund