

Redressal of Complaints received against Mutual Funds (MFs) during 2009-10

L&T Mutual Fund

Total number of Folios

112097

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	12	12	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL
I B	Interest on Delayed Payment of Dividend	NIL	NIL					NIL					
I C	Non receipt of Redemption Proceeds	NIL	91	91	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL
I D	Interest on Delayed Payment of Redemption	NIL	NIL					NIL					
II A	Non receipt of Statement of Account/Unit Certificate	NIL	74	74	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL
II B	Discrepancy in Statement of Account	NIL	119	119	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL
II C	Non receipt of Annual Report/Abridged Summary	NIL	NIL					NIL					
III A	Wrong Switch between Schemes	NIL	NIL					NIL					
III B	Unauthorized Switch between Schemes	NIL	NIL					NIL					
III C	Deviation from Scheme Attributes	NIL	NIL					NIL					
III D	Wrong or excess charges/load	NIL	NIL					NIL					
III E	Non updation of changes viz. address, PAN, bank details, nomination, etc	NIL	11	11	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL
IV	Others	NIL	70	70	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL
	Total		377	377									

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

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