

Redressal of Complaints received against L&T Mutual Fund during 2011-2012

L&T Mutual Fund

Total number of Folios

145712

| Complaint Code | Type of Complaint# | (a) No. of complaints pending at the beginning of the year | (b) No of complaints received during the year | Action on (a) and (b) | | | | | | | | | |
|----------------|--|--|---|-----------------------|------------|-------------|-----------------|-----------------|------------|------------|------------|-------------|------------|
| | | | | 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 | 7 | 7 | NIL | NIL | NIL | NIL | NIL | NIL | NIL | NIL | NIL |
| I B | Interest on Delayed Payment of Dividend | NIL | 2 | 2 | NIL | NIL | NIL | NIL | NIL | NIL | NIL | NIL | NIL |
| I C | Non receipt of Redemption Proceeds | NIL | 18 | 18 | NIL | NIL | NIL | NIL | NIL | NIL | NIL | NIL | NIL |
| I D | Interest on Delayed Payment of Redemption | NIL | 5 | 3 | 2 | NIL | NIL | NIL | NIL | NIL | NIL | NIL | NIL |
| II A | Non receipt of Statement of Account/Unit Certificate | NIL | 14 | 14 | NIL | NIL | NIL | NIL | NIL | NIL | NIL | NIL | NIL |
| II B | Discrepancy in Statement of Account | NIL | 361 | 361 | 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 | 4 | 4 | NIL | NIL | NIL | NIL | NIL | NIL | NIL | NIL | NIL |
| IV | Others | NIL | 39 | 35 | 4 | NIL | NIL | NIL | NIL | NIL | NIL | NIL | NIL |
| | Total | NIL | 450 | 444 | 6 | NIL | NIL | NIL | NIL | NIL | NIL | NIL | NIL |

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

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