

Redressal of Complaints received during		2009-2010											
Name of the Mutual Fund		Birla Sun Life Mutual Fund											
Total Number of Folios		2466256											
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	63	6628	6054	177	34	0	0	0	424	2	0	0
I B	Interest on delayed payment of Dividend	0	10	10	0	0	0	0	0	0	0	0	0
I C	Non receipt of Redemption Proceeds	32	7349	7130	83	10	0	0	0	154	3	1	0
I D	Interest on delayed payment of Redemption	0	106	106	0	0	0	0	0	0	0	0	0
II A	Non receipt of Statement of Account/Unit Certificate	1	7089	7023	11	0	0	0	0	56	0	0	0
II B	Discrepancy in Statement of Account	0	0	0	0	0	0	0	0	0	0	0	0
II C	Non receipt of Annual Report/Abridged Summary	0	0	0	0	0	0	0	0	0	0	0	0
III A	Wrong switch between Schemes	0	190	184	3	1	0	0	0	2	0	0	0
III B	Unauthorized switch between Schemes	0	0	0	0	0	0	0	0	0	0	0	0
III C	Deviation from Scheme attributes	0	0	0	0	0	0	0	0	0	0	0	0
III D	Wrong or excess charges/load	0	0	0	0	0	0	0	0	0	0	0	0
III E	Non updation of changes viz. address, PAN, bank details, nomination, etc	53	8621	8329	88	6	0	0	0	251	0	0	0
IV	Others	679	65445	63044	711	113	0	0	0	2236	19	1	0

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

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