

Redressal of Complaints received during		2011-2012										
Name of the Mutual Fund		Birla Sun Life Mutual Fund										
Total Number of Folios		2356800										
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)				Non Actionable*	Pending			
				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	2	137	134	0	0	0	0	5	0	0	0
I B	Interest on delayed payment of Dividend	0	1	1	0	0	0	0	0	0	0	0
I C	Non receipt of Redemption Proceeds	0	45	44	1	0	0	0	0	0	0	0
I D	Interest on delayed payment of Redemption	0	30	30	0	0	0	0	0	0	0	0
II A	Non receipt of Statement of Account/Unit Certificate	0	25	25	0	0	0	0	0	0	0	0
II B	Discrepancy in Statement of Account	0	7843	7843	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
III A	Wrong switch between Schemes	0	9	9	0	0	0	0	0	0	0	0
III B	Unauthorized switch between Schemes	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
III D	Wrong or excess charges/load	0	0	0	0	0	0	0	0	0	0	0
III E	Non updation of changes viz. address, PAN, bank details, nomination, etc	0	1183	1183	0	0	0	0	0	0	0	0
IV	Others	1	827	827	0	0	0	0	1	0	0	0
	Total	3	10100	10096	1	0	0	0	6	0	0	0

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

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