Investor Complaints Report

Redressal of Complaints received against Mutual Funds (MFs) for the period April-14 to March-15

Name of Mutual Fund : Birla Sun Life Mutual Fund

Total Number of Folios : 2426079 (Live as on March 31, 2015)

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	0	57	57	0	0	0	0	0	0	0	0
I B	Interest on delayed payment of Dividend	0	25	25	0	0	0	0	0	0	0	0
I C	Non receipt of Redemption Proceeds	0	127	127	0	0	0	0	0	0	0	0
I D	Interest on delayed payment of Redemption	0	73	73	0	0	0	0	0	0	0	0
II A	Non receipt of Statement of Account/Unit Certificate	0	0	0	0	0	0	0	0	0	0	0
II B	Discrepancy in Statement of Account	0	0	0	0	0	0	0	0	0	0	0
II C	Data corrections in Investor details	0	64	64	0	0	0	0	0	0	0	0
II D	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	12	12	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	15	15	0	0	0	0	0	0	0	0
IV	Others (purchase)**	0	154	154	0	0	0	0	0	0	0	0
V	Others (SIP)**	0	318	318	0	0	0	0	0	0	0	0
VI	Others (SOA to Demat)**	0	172	172	0	0	0	0	0	0	0	0
VII	Others (STP)**	0	44	44	0	0	0	0	0	0	0	0
VIII	Others (Switch/SWP/Broker)**	0	56	56	0	0	0	0	0	0	0	0
	Total	0	1117	1117	0	0	0	0	0	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

** If others include a type of complaint which is more than 10% of overall complaint, provide that reason separately

This statement is reviewed and approved by the Trustee's on May 27, 2015