

Redressal of Complaints received against LIC NOMURA Mutual Fund FOR THE PERIOD 01-April - 2013 -31-March -2014

Total Number of Folios as on March 31, 2014: 2,97,660

Complaint Code	Type of Complaint #	(a) No. of complaints pending at the beginning of 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	2	18	10	5	3	0	0	2	0	0	0
I B	Interest on delayed payment of Dividend	0	0	0	0	0	0	0	0	0	0	0
I C	Non receipt of Redemption Proceeds	15	192	175	20	12	0	0	0	0	0	0
I D	Interest on delayed payment of Redemption	0	3	3	0	0	0	0	0	0	0	0
II A	Non receipt of Statement of Account/Unit Certificate	0	4	4	0	0	0	0	0	0	0	0
II B	Discrepancy in Statement of Account	0	66	64	0	0	0	0	2	0	0	0
II C	Data corrections in Investor details	0	4	4	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	0	0	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	5	5	0	0	0	0	0	0	0	0
Others		4	62	44	13	0	0	3	1	0	0	5
	TOTAL	21	354	309	38	15	0	3	5	0	0	5

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

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