

Redressal of Complaints received during 2010-2011													
Name of the Mutual Fund - Tata Mutual Fund													
Total Number of Folios - 14,22,848													
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	31	49	49	69	1	2	0	0	3	0	3	2
I B	Interest on delayed payment of Dividend	0	0	0	0	0	0	0	0	0	0	0	0
I C	Non receipt of Redemption Proceeds	1	158	158	146	0	1	0	0	1	7	1	3
I D	Interest on delayed payment of Redemption	0	64	64	63	0	0	0	0	1	0	0	0
II A	Non receipt of Statement of Account/Unit Certificate	0	34	34	34	0	0	0	0	0	0	0	0
II B	Discrepancy in Statement of Account	0	273	273	273	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	2	2	2	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	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	0	38	38	38	0	0	0	0	0	0	0	0
IV	Others	4	178	182	177	0	0	0	1	4	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													