

Redressal of Complaints received during the period April 2015 - March 2016												
Name of the Mutual Fund – ICICI Prudential Mutual Fund												
Total Number of Folios :40,50,544												
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	2	21	23	0	0	0	0	0	0	0	0
I B	Interest on delayed payment of Dividend	0	2	2	0	0	0	0	0	0	0	0
I C	Non receipt of Redemption Proceeds	3	23	26	0	0	0	0	0	0	0	0
I D	Interest on delayed payment of Redemption	0	1	1	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	17	3502	3480	0	0	0	0	39	0	0	0
II C	Data corrections in Investor details	0	77	77	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	1	86	87	0	0	0	0	0	0	0	0
III B	Unauthorized switch between Schemes	0	5	4	1	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	3	3	0	0	0	0	0	0	0	0
III E	Non updation of changes viz. address, PAN, bank details, nomination, etc	5	686	686	0	0	0	0	5	0	0	0
IV	Others*	3	158	159	0	0	0	0	2	0	0	0
	Total	31	4564	4548	1	0	0	0	46	0	0	0

* If others include a type of complaint which is more than 10% of overall complaint, provide that reason separately.
Example : Complaint number from I A to III E is 1000 and Others alone is 500 and transmission linked complaints (within others) are 200 then provide Transmission as separate reason (V) along with all other parameters
including against its authorized persons/ distributors/ employees. etc.
Non actionable means the complaint that are incomplete / outside the scope of the mutual fund.
This statement is reviewed and approved by the Trustees of ICICI Prudential Mutual Fund.