

Redressal of Complaints received against Mutual Funds (MFs) during 2010-2011												
Name of the Mutual Fund		ICICI Prudential Mutual Fund										
Total Number of Folios		28,08,475										
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	9	29	38								
I B	Interest on delayed payment of Dividend	0	1	1								
I C	Non receipt of Redemption Proceeds	5	70	75								
I D	Interest on delayed payment of Redemption	0	104	104								
II A	Non receipt of Statement of Account/Unit Certificate	0	10	10								
II B	Discrepancy in Statement of Account	0	1	1								
II C	Non receipt of Annual Report/Abridged Summary	0	1	1								
III A	Wrong switch between Schemes	1	2	3								
III B	Unauthorized switch between Schemes	0	1	1								
III C	Deviation from Scheme attributes	0	0	0								
III D	Wrong or excess charges/load	0	0	0								
III E	Non updation of changes viz. address, PAN, bank details, nomination, etc	9	249	258								
IV	Others	15	473	488								
TOTAL		39	941	980	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