

Redressal of Complaints received during		2009-2010										
Name of the Mutual Fund		ICICI Prudential Mutual Fund										
Total Number of Folios		27,39,423										
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	87	4350	3884	355	146	5		47			
I B	Interest on delayed payment of Dividend		10	5	3	2						
I C	Non receipt of Redemption Proceeds	133	12218	10881	921	388	15		146			
I D	Interest on delayed payment of Redemption	2	18	9	4	4			3			
II A	Non receipt of Statement of Account/Unit Certificate		1231	1214	16				1			
II B	Discrepancy in Statement of Account											
II C	Non receipt of Annual Report/Abridged Summary											
III A	Wrong switch between Schemes	9	500	402	69	32			6			
III B	Unauthorized switch between Schemes											
III C	Deviation from Scheme attributes											
III D	Wrong or excess charges/load											
III E	Non updation of changes viz. address, PAN, bank details, nomination, etc	212	20348	19186	793	262	13		306			
IV	Others	724	18969	14658	3010	1688	146		191			
<b>Total</b>		<b>1167</b>	<b>57644</b>	<b>50239</b>	<b>5171</b>	<b>2522</b>	<b>179</b>	<b>0</b>	<b>700</b>	<b>0</b>	<b>0</b>	<b>0</b>

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

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

Note : Of the above approx 47,600 instances are of the nature of investor request .