

Redressal of Complaints received against Mutual Funds (MFs) during April 2011 to March 2012

**ICICI PRUDENTIAL MUTUAL FUND
TOTAL NUMBER OF FOLIOS - 2,837,480**

Complaint code	Type of complaint#	(a) No. of complaints pending at the beginning of the year	(b) No of complaints received during the period	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		33	33									
I B	Interest on delayed payment of Dividend		6	6									
I C	Non receipt of Redemption Proceeds (Refer ** below)	1	62	62					1				
I D	Interest on delayed payment of Redemption		106	106									
II A	Non receipt of Statement of Account/Unit Certificate		4	4									
II B	Discrepancy in Statement of Account		0	0									
II C	Non receipt of Annual Report/Abridged Summary		0	0									
III A	Wrong switch between Schemes		11	11									
III B	Unauthorized switch between Schemes		1	1									
III C	Deviation from Scheme attributes		0	0									
III D	Wrong or excess charges/load		0	0									
III E	Non updation of changes viz. address, PAN, bank details, nomination, etc		7578	7520	1				57				
IV	Others		1769	1688	1				80				
	TOTAL	1	9570	9431	2	0	0	0	138				

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

** -Owing to reclassification of complaints in accordance with AMFI guidelines, closing no. of complaints, reported as "0" as at March 31, 2011, was revised and reported as "1", being opening balance of complaints as at April 1, 2011

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

This data is reviewed and approved by the Trustee at it's Board meeting held on May 29, 2012 .