

Redressal of Complaints received against Mutual Funds (MFs) for the month of April 2012 -March 2013

**ICICI PRUDENTIAL MUTUAL FUND
TOTAL NUMBER OF FOLIOS - 2,706,465**

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	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	0	108	94	0	0	0	0	14	0	0	0
I B	Interest on delayed payment of Dividend	0	1	1	0	0	0	0	0	0	0	0
I C	Non receipt of Redemption Proceeds	1	214	200	1	0	0	0	14	0	0	0
I D	Interest on delayed payment of Redemption	0	46	46	0	0	0	0	0	0	0	0
II A	Non receipt of Statement of Account/Unit Certificate	0	1	1	0	0	0	0	0	0	0	0
II B	Discrepancy in Statement of Account	0	2297	2265	3	0	0	0	29	0	0	0
II C	Data corrections in Investor details	0	6916	6892	2	0	0	0	22	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	0	70	68	0	0	0	0	2	0	0	0
III B	Unauthorized switch between Schemes	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
III D	Wrong or excess charges/load	0	4	4	0	0	0	0	0	0	0	0
III E	Non updation of changes viz. address, PAN, bank details,	57	3321	3354	12	0	0	0	12	0	0	0
IV	Others*	80	22	97	5	0	0	0	0	0	0	0
Total		138	13000	13022	23	0	0	0	93	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) al

long with all other parameters