

Redressal of Complaints received during the period April 2013 - March 2014

Name of the Mutual Fund – ICICI Prudential Mutual Fund

Total Number of Folios: 2,677,954

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	14	227	238	1	0	0	0	0	2	0	0	0
I B	Interest on delayed payment of Dividend	0	3	3	0	0	0	0	0	0	0	0	0
I C	Non receipt of Redemption Proceeds	14	374	384	2	0	0	0	0	2	0	0	0
I D	Interest on delayed payment of Redemption	0	14	14	0	0	0	0	0	0	0	0	0
II A	Non receipt of Statement of Account/Unit Certificate	0	3	3	0	0	0	0	0	0	0	0	0
II B	Discrepancy in Statement of Account	29	1051	1071	4	0	0	0	0	5	0	0	0
II C	Data corrections in Investor details	22	1322	1341	0	0	0	0	0	3	0	0	0
II D	Non receipt of Annual Report/Abridged Summary	0	0	0	0	0	0	0	0	0	0	0	0
III A	Wrong switch between Schemes	2	85	86	0	0	0	0	0	1	0	0	0
III B	Unauthorized switch between Schemes	0	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	0
III D	Wrong or excess charges/load	0	0	0	0	0	0	0	0	0	0	0	0
III E	Non updation of changes viz. address, PAN, bank details, nomination, etc	12	1211	1217	2	0	0	0	0	4	0	0	0
IV	Others*	0	63	54	4	0	0	0	0	5	0	0	0
	Total	93	4353	4411	13	0	0	0	0	22	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.