

<b>Redressal of Complaints received during the period April 2014 - March 2015</b>												
<b>Name of the Mutual Fund – ICICI Prudential Mutual Fund</b>												
<b>Total Number of Folios :3,359,853</b>												
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	2	32	30	2	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
I C	Non receipt of Redemption Proceeds	2	50	48	1	0	0	0	3	0	0	0
I D	Interest on delayed payment of Redemption	0	1	1	0	0	0	0	0	0	0	0
II A	Non receipt of Statement of Account/Unit Certificate	0	0	0	0	0	0	0	0	0	0	0
II B	Discrepancy in Statement of Account	5	2258	2245	1	0	0	0	17	0	0	0
II C	Data corrections in Investor details	3	88	91	0	0	0	0	0	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	1	102	102	0	0	0	0	1	0	0	0
III B	Unauthorized switch between Schemes	0	1	1	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	5	5	0	0	0	0	0	0	0	0
III E	Non updation of changes viz. address, PAN, bank details, nomination, etc	4	548	547	0	0	0	0	5	0	0	0
IV	Others*	5	163	164	1	0	0	0	3	0	0	0
	<b>Total</b>	<b>22</b>	<b>3251</b>	<b>3237</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>31</b>	<b>0</b>	<b>0</b>	<b>0</b>

\* 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.