

Redressal of Complaints received during the period April 2016 - March 2017												
Name of the Mutual Fund – ICICI Prudential Mutual Fund												
Total Number of Folios : 49,94,923												
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	0	20	20	0	0	0	0	0	0	0	0
I B	Interest on delayed payment of Dividend	0	0	0	0	0	0	0	0	0	0	0
I C	Non receipt of Redemption Proceeds	0	49	47	0	0	0	0	2	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	12	12	0	0	0	0	0	0	0	0
II B	Discrepancy in Statement of Account	39	3871	3881	1	0	0	0	28	0	0	0
II C	Data corrections in Investor details	0	92	92	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	0	124	122	0	0	0	0	2	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	1	1	0	0	0	0	0	0	0	0
III E	Non updation of changes viz. address, PAN, bank details, nomination, etc	5	202	203	1	0	0	0	3	0	0	0
IV	Others*	2	275	271	0	0	0	0	6	0	0	0
	Total	46	4648	4651	2	0	0	0	41	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.

This statement is reviewed and approved by the Trustees of ICICI Prudential Mutual Fund.