

Redressal of Complaints received during the period April 2017 - March 2018													
Name of the Mutual Fund – ICICI Prudential Mutual Fund													
Total Number of Folios :66,54,129													
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	137	134	0	0	0	0	0	3	0	0	0
I B	Interest on delayed payment of Dividend	0	1	1	0	0	0	0	0	0	0	0	0
I C	Non receipt of Redemption Proceeds	2	68	67	2	1	0	0	0	0	0	0	0
I D	Interest on delayed payment of Redemption	0	0	0	0	0	0	0	0	0	0	0	0
II A	Non receipt of Statement of Account/Unit Certificate	0	9	7	1	1	0	0	0	0	0	0	0
II B	Discrepancy in Statement of Account	28	3521	3512	7	1	0	0	0	29	0	0	0
II C	Data corrections in Investor details	0	231	231	0	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	0
III A	Wrong switch between Schemes	2	227	226	1	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	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	3	426	429	0	0	0	0	0	0	0	0	0
IV	Others*	6	514	514	2	1	0	0	0	3	0	0	0
	Total	41	5134	5121	13	4	0	0	0	37	0	0	0

ICICI Prudential Mutual Fund for FY 2017-2018 Complaints Summary	
Particulars	Count
Total Complaints Received	5134
Total Number of Folios	6,654,129
Percentage Complaints Against Folios	0.08%

* 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.