

Redressal of Complaints received during		2009-2010										
Name of the Mutual Fund		ICICI Prudential Mutual Fund										
Total Number of Folios		27,39,423										
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 during the year	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	87	4350	3884	355	146	5		47			
I B	Interest on delayed payment of Dividend		10	5	3	2						
I C	Non receipt of Redemption Proceeds	133	12218	10881	921	388	15		146			
I D	Interest on delayed payment of Redemption	2	18	9	4	4			3			
II A	Non receipt of Statement of Account/Unit Certificate		1231	1214	16				1			
II B	Discrepancy in Statement of Account											
II C	Non receipt of Annual Report/Abridged Summary											
III A	Wrong switch between Schemes	9	500	402	69	32			6			
III B	Unauthorized switch between Schemes											
III C	Deviation from Scheme attributes											
III D	Wrong or excess charges/load											
III E	Non updation of changes viz. address, PAN, bank details, nomination, etc	212	20348	19186	793	262	13		306			
IV	Others	724	18969	14658	3010	1688	146		191			
Total		1167	57644	50239	5171	2522	179	0	700	0	0	0

including against its authorized persons/ distributors/ employees. etc.

*Non actionable means the complaint that are incomplete / outside the scope of the mutual fund

Note : Of the above approx 47,600 instances are of the nature of investor request .