

Complaint Data - - ICICI Prudential Asset Management Company Limited (Portfolio Manager)

Data for the month ending – January 2022

Sr No	Received From	Pending at the end of last month	Received	Resolved*	Total Pending#	Pending Complaints >3months	Average Resolution Time ^ (in days)
1	Directly from Investors	0	0	0	0	0	0
2	SEBI (SCORES)	4	0	2	2	1	80
3	Other Sources(if any)	0	0	0	0	0	0
	Grand Total	4	0	2	2	1	80

Notes:

1 ^ Average Resolution time is the sum total of time taken to resolve each complaint in days, in the current month divided by the total number of complaints resolved in the current month.

2 The Portfolio Manager has responded to the grievances raised by the investors within 30 days of the receipt of the complaint. The average resolution time is considered taking into consideration the date of closure of complaints on SCORES portal.

Trend of monthly disposal of complaints

Sr No	Month	Carried forward from previous month	Received	Resolved*	Pending#
1	Apr-21	0	2	0	2
2	May-21	2	0	2	0
3	Jun-21	0	0	0	0
4	Jul-21	0	3	3	0
5	Aug-21	0	1	0	1
6	Sep-21	1	2	3	0
7	Oct-21	0	4	1	3
8	Nov-21	3	1	1	3
9	Dec-21	3	2	1	4
10	Jan-22	4	0	2	2
	Grand Total		15	13	

*Inclusive of complaints of previous months resolved in the current month

Inclusive of complaints pending as on the last day of the month

Trend of annual disposal of complaints

Sr No	Year	Carried forward from previous year	Received	Resolved**	Pending##
1	2018-19	3	23	25	1
2	2019-20	1	13	12	2
3	2020-21	2	9	11	-
	Grand Total		45	48	

**Inclusive of complaints of previous years resolved in the current year.

Inclusive of complaints pending as on the last day of the year.