

**Broking**
**Investor Complaint Data for Broking for February, 2026**

SN	Received from	Carried forward from previous month	Received during the month	Total Pending	Resolved*	Pending at the end of the month**		Average Resolution time^ (in days)
						Pending for less than 3 months	Pending for more than 3 months	
1	2	3	4	5	6	7		8
1	Directly from Investors	0	0	0	0	0	0	7
2	SEBI (SCORES)	0	10	5	5	5	0	2
3	Stock Exchanges	0	0	0	0	0	0	0
4	Other Sources, ODR	0	0	0	0	0	0	0
<b>Grand Total</b>		<b>0</b>	<b>10</b>	<b>5</b>	<b>5</b>	<b>5</b>	<b>0</b>	

**Trend of Monthly Disposal of Complaints - Broking**

Sr. No.	Month	Carried forward from previous month	Received	Resolved*	Pending**
1	2	3	4	5	6
1	Apr-2025	0	18	18	0
2	May-2025	0	302	301	1
3	Jun-2025	1	1	2	0
4	Jul-2025	0	9	8	1
5	Aug-2025	1	7	4	4
6	Sep-2025	4	10	9	5
7	Oct-2025	5	9	12	2
8	Nov-2025	2	5	5	2
9	Dec-2025	2	6	3	5
10	Jan-2026	5	5	10	0
11	Feb-2026	0	10	5	5
<b>Grand Total</b>					

**Trend of annual disposal of complaints (Broking)**

SN	Year	Carried forward from previous year	Received during the year	Resolved during the year	Pending at the end of the year
1	2025-26	0	382	377	5
2	2024-25	3	187	190	0
3	2023-24	2	199	198	3
4	2022-23	60	2239	2297	2
5	2021-22	36	3625	3601	60
6	2020-21	86	4636	4680	42
7	2019-20	120	3483	3517	86
8	2018-19	142	3014	3036	120

Depository								
Investor Complaint Data for Depository for February, 2026								
SN	Received from	Carried forward from previous month	Received during the month	Total Pending	Resolved*	Pending at the end of the month**		Average Resolution time^ (in days)
						Pending for less than 3 months	Pending for more than 3 months	
1	2	3	4	5	6	7		8
1	Directly from Investors	0	0	0	0	0	0	7
2	SEBI (SCORES)	5	2	0	7	0	0	2
3	Stock Exchanges	0	0	0	0	0	0	0
4	Other Sources, ODR	1	11	0	12	0	0	2
	<b>Grand Total</b>	<b>6</b>	<b>13</b>	<b>0</b>	<b>19</b>	<b>0</b>	<b>0</b>	

Trend of Monthly Disposal of Complaints - Depository					
Sr. No.	Month	Carried forward from previous month	Received	Resolved*	Pending**
1	2	3	4	5	6
1	Apr-2025	0	8	6	2
2	May-2025	2	18	14	6
3	Jun-2025	6	25	22	9
4	Jul-2025	9	15	22	2
5	Aug-2025	2	18	17	3
6	Sep-2025	3	20	23	0
7	Oct-2025	0	10	6	4
8	Nov-2025	4	5	7	2
9	Dec-2025	2	4	6	0
10	Jan-2026	0	18	12	6
11	Feb-2026	6	13	19	0
	<b>Grand Total</b>				

Trend of annual disposal of complaints (Depository)					
SN	Year	Carried forward from previous year	Received during the year	Resolved during the year	Pending at the end of the year
1	2025-26	0	154	154	0
2	2024-25	0	134	134	0
3	2023-24	0	141	141	0
4	2022-23	1	145	146	0
5	2021-22	6	288	293	1
6	2020-21	86	4636	4680	42
7	2019-20	120	3483	3517	86

8	2018-19	142	3014	3036	120
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Investment Advisory							
Investor Complaint Data for Investment Advisory for February, 2026							
Sr. No.	Received from	Pending at the end of last month	Received	Resolved *	Total Pending #	Pending complaints > 3 months	Average Resolution time^ (in days)
1	Directly from Investors	Nil	Nil	Nil	Nil	Nil	Nil
2	SEBI (SCORES)	Nil	Nil	Nil	Nil	Nil	Nil
3	Other Sources (if any)	Nil	Nil	Nil	Nil	Nil	Nil
	<b>Grand Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

Trend of Monthly Disposal of Complaints					
Sr. No.	Month	Carried forward from previous month	Received	Resolved*	Pending#
1	Apr-2025	NIL	NIL	NIL	NIL
2	May-2025	NIL	NIL	NIL	NIL
3	Jun-2025	NIL	NIL	NIL	NIL
4	Jul-2025	NIL	NIL	NIL	NIL
5	Aug-2025	NIL	NIL	NIL	NIL
6	Sep-2025	NIL	NIL	NIL	NIL
7	Oct-2025	NIL	NIL	NIL	NIL
8	Nov-2025	NIL	NIL	NIL	NIL
9	Dec-2025	NIL	NIL	NIL	NIL
10	Jan-2026	NIL	NIL	NIL	NIL
11	Feb-2026	NIL	NIL	NIL	NIL
	<b>Grand Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

Trend of Annual Disposal of Complaints					
Sr. No.	Year	Carried forward from previous year	Received	Resolved*	Pending#
1	2025-26	Nil	Nil	Nil	Nil
2	2024-25	Nil	Nil	Nil	Nil
3	2023-24	Nil	Nil	Nil	Nil
4	2022-23	Nil	Nil	Nil	Nil
5	2021-22	Nil	Nil	Nil	Nil
6	2020-21	Nil	Nil	Nil	Nil
	<b>Grand Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

Research							
Investor Complaint Data for Research Analyst for February, 2026							
Sr. No.	Received from	Pending at the end of last month	Received	Resolved *	Total Pending #	Pending complaints > 3 months	Average Resolution time^ (in days)
1	Directly from Investors	Nil	Nil	Nil	Nil	Nil	Nil
2	SEBI (SCORES)	Nil	Nil	Nil	Nil	Nil	Nil
3	Other Sources (if any)	Nil	Nil	Nil	Nil	Nil	Nil
<b>Grand Total</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

Trend of Monthly Disposal of Complaints					
Sr. No.	Month	Carried forward from previous month	Received	Resolved*	Pending#
1	Apr-2025	NIL	NIL	NIL	NIL
2	May-2025	NIL	NIL	NIL	NIL
3	Jun-2025	NIL	NIL	NIL	NIL
4	Jul-2025	NIL	NIL	NIL	NIL
5	Aug-2025	NIL	NIL	NIL	NIL
6	Sep-2025	NIL	NIL	NIL	NIL
7	Oct-2025	NIL	NIL	NIL	NIL
8	Nov-2025	NIL	NIL	NIL	NIL
9	Dec-2025	NIL	NIL	NIL	NIL
10	Jan-2026	NIL	NIL	NIL	NIL
11	Feb-2026	NIL	NIL	NIL	NIL
<b>Grand Total</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

Trend of Annual Disposal of Complaints					
Sr. No.	Year	Carried forward from previous year	Received	Resolved*	Pending#
1	2025-26	Nil	Nil	Nil	Nil
2	2024-25	Nil	Nil	Nil	Nil
3	2023-24	Nil	Nil	Nil	Nil
4	2022-23	Nil	Nil	Nil	Nil
5	2021-22	Nil	Nil	Nil	Nil
6	2020-21	Nil	Nil	Nil	Nil
<b>Grand Total</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

**Note:**

\* Should include complaints of previous months resolved in the current month, if any.

\*\* Should include total complaints pending as on the last day of the month, if any.

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

## **Investor Grievance Redressal Mechanism**

This document meticulously outlines the process we have established to address any grievances or complaints raised by our valued investors. Our goal is to ensure that every concern is handled efficiently and transparently, ultimately enhancing the trust and satisfaction of our investor community.

### **Purpose:**

Reliance Securities Limited, a SEBI registered stockbroker (SEBI Registration No. INZ000172433) has dedicated Customer Support Department and Compliance Department to systematically record and track investor complaints, ensuring that they are addressed in a timely and effective manner.

To establish a transparent and efficient process for addressing investor grievances to enhance trust and satisfaction among our stakeholders.

### **Scope:**

This mechanism is applicable to all investors and encompasses various types of grievances, including but not limited to service-related issues, communication problems and compliance concerns. We recognize the importance of being responsive to all investor feedback to continually improve our services.

### **Grievance Submission:**

Investors are encouraged to submit their grievances through multiple channels for their convenience including phone, email, walk-in, letter or directly via our website.

- A user-friendly grievance form is readily available online to facilitate easy submission.

<b>Complaints Source</b>	<b>Acknowledgement</b>	<b>TAT</b>
Email	Acknowledgement email / phone	Resolution within defined SLA.
Walk-in / Letters	Customer support executive informs the customer the TAT if not resolved as FTR (First Time Resolution)	
Phone		
Online Portal / Website	Acknowledgement email / phone	

Exhaustive classification of grievances with defined SLA for each category. Well defined Escalation Matrix if not resolved within defined SLA.

Escalation Level	Details	Escalation Mechanism	Escalation to
Level I	1st Level Escalation - QRCs on threshold - addressed on the same day of receipt	Yes	In case of branch- escalation cases are centrally tracked
Level II	2nd level escalation to Head – Customer Support - addressed on the same day of receipt	Yes	Head – Customer Support
Level III	3rd level escalation to ED / CEO / Head – Operations on weekly basis	Yes	ED / CEO / Head – Operations
	In case of SEBI / Exchange issues - escalated to Head Compliance	Yes	ED / CEO / Head – Operations / Head – Compliance
	Monthly MIS on complaints received from the Exchanges/SEBI reported to ED / CEO / Head – Operations /Head – Compliance	Yes	ED / CEO / Head – Operations / Head – Compliance

### **Mechanism to redress investor grievances received from Stock Exchange / SEBI / DPs**

The investor grievances received from all the Regional offices of the Exchanges / SEBI are handled by a team of senior executives jointly from the Customer Support Department and the Compliance Department at the Head office.

Every grievance immediately on receipt is recorded in the CRM Application as a complaint with a QRC / Ticket number tagged to the Unique Client Code of the complainant and classified under the respective head / subject.

The team obtains necessary details on the subject matter of the complaint from the concerned departments before arriving at a resolution. Accordingly suitable replies are provided to the concerned Exchange / SEBI within stipulated time period.

<b>Complaints</b>		
<b>Complaints Source</b>	<b>TAT</b>	<b>Escalation</b>
Regulator / SEBI / ODR Complaints	7 Working Days	If not resolved within 7 days then status of such complaints are informed to ED / CEO / Head-Operations / Head-Compliance

#### **i. Email id and telephone number for receiving complaints at Head Office**

- a. In case of any grievances/complaints: [grievance@indusindmoney.com](mailto:grievance@indusindmoney.com)
- b. Compliance Officer: [compliance@indusindmoney.com](mailto:compliance@indusindmoney.com)
- c. Escalation to CEO: [ceo@indusindmoney.com](mailto:ceo@indusindmoney.com)
- d. Telephone Numbers: 022-4159 6000 | 022-6243 6000