



Grievance Redressal Process – CD Research Pvt. Ltd.

Objective

At CD Research Private Limited, we are committed to resolving client concerns promptly, fairly, and transparently. Our grievance redressal framework is designed to uphold client trust by ensuring all queries and complaints are addressed efficiently and with professionalism.

We value client's feedback, whether in the form of queries or complaints, as it provides us with valuable insights to improve our services. This policy outlines a structured, time-bound, and courteous process for grievance resolution.

Guiding Principles

Our grievance redressal process is guided by the following principles:

- Every client shall be treated with fairness, respect, and empathy.
- All concerns raised will be acknowledged and resolved promptly and courteously.
- Grievances will be addressed objectively, without bias or prejudice.
- All employees and representatives are expected to act in good faith and prioritize the best interests of the client.

Grievance Redressal Procedure

1. Initial Contact – Client Servicing Team

Clients are encouraged to raise their queries or complaints through any of the following modes:

- **Email:** v-care@cdresearch.in
- **Phone:** +91 33 4488 0011

2. Postal Communication

Written complaints may also be sent to the following address:

CD Research Private Limited

37, Shakespeare Sarani, SB Tower, 3rd Floor,
Kolkata – 700017, West Bengal, India

3. Escalation to the Compliance Officer/Research Analyst

If no response is received within **10 business days** from the Client Servicing Team, the matter may be escalated by writing directly to the Research Analyst/ Compliance Officer:

- **Email:** compliance@cdresearch.in

A response will be provided within **10 business days** from the date of escalation.

4. Escalation to SEBI (SCORES Platform)

If the client is not satisfied with the resolution provided by CD Research, they may lodge a complaint with the Securities and Exchange Board of India (SEBI) through the **SEBI Complaint Redress System (SCORES)**:

- **Website:** <https://scores.sebi.gov.in/>
- **Mobile App (Android):** [SCORES on Google Play](#)

Complaints may also be submitted at any SEBI office.

5. Escalation to SMART ODR Platform

In case the resolution received through SCORES is unsatisfactory, clients may further escalate their grievance through the **SMART ODR** (Online Dispute Resolution) platform for digital arbitration and dispute resolution.
