

i. **Basic details of the SB such as registration number, registered address of Head Office and branches if any –**

Stock Broker Name	Registration Number	Registered Address	Branch Address (if any)	Contact Number	Email id
Proficient Equities Pvt. Ltd.	INZ000218531	23, R. N. Mukherjee Road, BNCCI House, 4 <sup>th</sup> Floor, Kolkata- 700001	No	033-40266300	<a href="mailto:info@Proficientgroup.in">info@Proficientgroup.in</a>
Proficient Equities Pvt. Ltd.	IN-DP-157-2015	23, R. N. Mukherjee Road, BNCCI House, 4 <sup>th</sup> Floor, Kolkata- 700001	No	033-40266300	<a href="mailto:info@Proficientgroup.in">info@Proficientgroup.in</a>

**Escalation Matrix:**

Details of	Contact Person	Address	Contact No.	Email Id	Working Hours
Customer care	Rabi Sharma	23, R. N. Mukherjee Road, BNCCI House, 4 <sup>th</sup> Floor, Kolkata- 700001	033-40266326	<a href="mailto:care@proficientgroup.in">care@proficientgroup.in</a>	9 A.M – 7 P.M
Head of Client Service	Raj Kumar Singh	23, R. N. Mukherjee Road, BNCCI House, 4 <sup>th</sup> Floor, Kolkata- 700001	033-40266328	<a href="mailto:communication@proficientgroup.in">communication@proficientgroup.in</a>	9 A.M – 7 P.M
Compliance Officer	Om Prakash Dalmia	23, R. N. Mukherjee Road, BNCCI House, 4 <sup>th</sup> Floor, Kolkata- 700001	033-40266302	<a href="mailto:opdalmia@proficientgroup.in">opdalmia@proficientgroup.in</a>	9 A.M – 5 P.M
CEO	Manoj Dalmia	23, R. N. Mukherjee Road, BNCCI House, 4 <sup>th</sup> Floor, Kolkata- 700001	033-40266301	<a href="mailto:m.dalmia@proficientgroup.in">m.dalmia@proficientgroup.in</a>	9 A.M – 5 P.M

ii. **Names and contact details of all Key Managerial Personnel including the Compliance Officer-**

Sr. No.	Name of the Individual	Designation	Mobile Number	Email Id
1	Om Prakash Dalmia	Director	033-40266300	<a href="mailto:opdalmia@proficientgroup.in">opdalmia@proficientgroup.in</a>
2	Rita Dalmia	Director	033-40266300	<a href="mailto:rita.dalmia@proficientgroup.in">rita.dalmia@proficientgroup.in</a>
3	Om Prakash Dalmia	Compliance Officer	033-40266300	<a href="mailto:opdalmia@proficientgroup.in">opdalmia@proficientgroup.in</a>

- iii. **Step by step procedures for opening an account, filing a complaint on designated email id, and finding out the status of the complaint etc.**

### **ACCOUNT CREATION PROCESS**

- 1. Chose Dispotory Participant (DP)**
- 2. Submit Trading Account Opening Form**
- 3. Go Through The Verification Process**
- 4. Sighn The Agreement Copy**
- 5. Get Your Trading Account No**

---

### **PROCEDURE FOR FILING A COMPLAINT**

- 1. Connect Your Customer Care**
- 2. Send Us Mail & Describing The Issue In Our Register Email ID**
- 3. Raise a Complain to us as per Escalation Matrix**

iv. Details of Authorized Persons

List Of Authorized Persons (AP)										
Sr. No.	Authorized Person's Name	Authorized Person Code (Exchange wise)	Constitution	Status	Registered Address				Terminal Details (Exchange Wise)	
				(Approved / Cancelled)	Add	City	State	Pin code	Terminal Allotted (Y/N)	No. of Terminals
1	Kingshuk Mahapatra	AP2338000051	Individual	Approved	Tentulberia, Milan Mandir Sangh Club, Garia	Kolkata	WB	700084	N	Nil
2	Anirban Gope	AP2338000191	Individual	Approved	147A, Central Road, H. B. Town, Sodepur	Kolkata	WB	700110	N	Nil
3	Dibakar Chakraborty	AP2338000211	Individual	Approved	23, Sashi Sur Lane, Hatkhola	Kolkata	WB	700005	N	Nil
4	Buddhadeb Ghosh	AP2338000231	Individual	Approved	Brahman Para, Srikhanda, Katwa	Burdwan	WB	713150	N	Nil
5	Binoy Kumar Jha	AP2338000241	Individual	Approved	Rambandh, Asansol	Asansol	WB	713325	Y	1
6	Pramod Kumar Bothra	AP2338000251	Individual	Approved	B-504, Krishna Block, Vip Road	Kolkata	WB	700052	N	Nil
7	Prity Kumari	AP2338000351	Individual	Approved	Village-Tungi, Hisua	Tungi	Bihar	805129	N	Nil
8	Bishnu Kumar Keshan	AP2338000411	Individual	Approved	6, Rose Meri Lane, Flat No- 102	Howrah	WB	711101	Y	1
9	Raja Dey	AP2338000421	Individual	Approved	Azad Colony	Purnea	Bihar	854301	N	Nil
10	Maya Sharma	AP2338000201	Individual	Cancelled	450, N. Banerjee Roy Road, New Alipore	Kolkata	WB	700045	N	Nil
11	Partha Sarathi Addya	AP2338000141	Individual	Cancelled	13/1, N M C Road, Badiyabati	Hooghly	WB	712222	N	Nil
12	Abhishek Purohit	AP2338000341	Individual	Cancelled	Vip Road, Pravati Vihar, Block-A, Flat No.5b,	Kolkata	WB	700059	N	Nil

13	Amit Varandani	AP2338000271	Individual	Cancelled	48, Pooja Shri Colony	Bhopal	Madhya Pradesh	462030	N	Nil
14	Arijit Kayal	AP2338000131	Individual	Cancelled	Duillya, Mashila	Howrah	WB	711302	N	Nil
15	Bhim Yadav	AP2338000281	Individual	Cancelled	Baidya Bati, Serampore Sheoraphuli	Hooghly	WB	712223	N	Nil
16	Dilip Ghosh	AP2338000101	Individual	Cancelled	House No.72 Uttar Nabagram, Sonarpur	Kolkata	WB	700152	N	Nil
17	Dinesh Kumar Choudhary	AP2338000291	Individual	Cancelled	149, Raja Rajendra Lal Mitra Road	Kolkata	WB	700010	N	Nil
18	Hareram Ojha	AP2338000261	Individual	Cancelled	414, Swamiji Sarani, Basak Bagan, 1st Floor	Kolkata	WB	700048	N	Nil
19	Jayanta Das	AP2338000111	Individual	Cancelled	139, Joykrishna Pal Road, New Alipore	Kolkata	WB	700038	N	Nil
20	Jayashree Banerjee	AP2338000221	Individual	Cancelled	Ghola Road, Kazipara, Barasat	Kolkata	WB	700124	N	Nil
21	Joy Pal	AP2338000371	Individual	Cancelled	374/2, V. I. P. Nagar	Kolkata	WB	700100	N	Nil
22	Mamoni Karmokar	AP2338000361	Individual	Cancelled	Village-Ballavpur, Karatipara, Kotwali	Midnapore	WB	721101	N	Nil
23	Manish Kumar Daga	AP2338000331	Individual	Cancelled	54, Nalini Seth Road, Burrabazar	Kolkata	WB	700007	N	Nil
24	Mayank Purohit	AP2338000321	Individual	Cancelled	37/A, Sri Hariram Goenka Street	Kolkata	WB	700007	N	Nil
25	Premlata Jalan	AP2338000031	Individual	Cancelled	Q. No.-E-8, Devapur, Mancheria	Adilabad	Telangana	504218	N	Nil
26	Priyanka Jha	AP2338000161	Individual	Cancelled	G-189, B. P. Township, Panchasayars	Kolkata	WB	700094	N	Nil
27	Sagar De	AP2338000041	Individual	Cancelled	Srinagar Garia, Panchasayar	Kolkata	WB	700094	N	Nil
28	Sanjay Kumar Dalmia	AP2338000381	Individual	Cancelled	8/4, Bangur Avenue, Block-D	Kolkata	WB	700055	N	Nil

29	Sanjay Kumar Luharuka	AP2338000301	Individual	Cancelled	P-52, C I T Road, Kankurgachi,	Kolkata	WB	700054	N	Nil
30	Satish Singh	AP2338000181	Individual	Cancelled	Kaushalaya Apartment, 2 <sup>nd</sup> Floor, Flat No.11	Howrah	WB	711106	N	Nil
31	Shiksha Bajaj	AP2338000011	Individual	Cancelled	23, Canal Street, Sree Bhumi, Lake Town,	Kolkata	WB	700048	N	Nil
32	Soma Basak	. AP2338000021	Individual	Cancelled	38/3, Sastitala Road	Kolkata	WB	700011	N	Nil
33	Soma Das	. AP2338000171	Individual	Cancelled	579, Masjid Bati, , Bizpur	Kanchrapara	WB	743145	N	Nil
34	Sunil Kumar Ray	AP2338000391	Individual	Cancelled	20-B, Abdul Hamid Street, Esplanade	Kolkata	WB	700069	N	Nil
35	Supritam Bera	AP2338000061	Individual	Cancelled	Vill- Chickrand Uttarpara	Hooghly	WB	712304	N	Nil
36	T K Mallika Nair	AP2338000151	Individual	Cancelled	Sraju Apartment, 189, Barasat Road	Kolkata	WB	700122	N	Nil
37	T. J. Gajalakshmi	AP2338000091	Individual	Cancelled	No. 1068, 40 <sup>th</sup> Street, T.N.H.B	Chennai	Tamilnadu	600080	N	Nil
38	Tiasha Mondal	AP2338000401	Individual	Cancelled	1412, Chakgaria, Panchasayar	Kolkata	WB	700094	N	Nil