

Formats Of mandatory display

i. Basic details of the SB such as Regn. No., Registered address of Head Office and branches if any

Stock BrokerName	Registration Number	Registered Address	Branch Address(if any)	Contact Number	Email id
Proficient Commodities Private Limited	INZ000058734	23, R. N. Mukherjee Road, BNCCI House, 4 th Floor, Kolkata- 700001	No Branch	033-40266326	info@proficientgroup.in

Escalation Matrix:

Details of	Contact Person	Address	Contact No.	Email Id	Working Hours
Customer care	Runa Jha	23, R. N. Mukherjee Road, BNCCI House, 4 th Floor, Kolkata- 700001	033-40266333	care@proficientgroup.in	10 A.M – 7 P.M
Head of Customer care	Daibi Bindani	23, R. N. Mukherjee Road, BNCCI House, 4 th Floor, Kolkata- 700001	9330611442	hr@proficientgroup.in	10 A.M – 7 P.M
Compliance Officer	Om Prakash Dalmia	23, R. N. Mukherjee Road, BNCCI House, 4 th Floor, Kolkata- 700001	033-40266302	opdalmia@proficientgroup.in	10 A.M – 5 P.M
CEO	Manoj Dalmia	23, R. N. Mukherjee Road, BNCCI House, 4 th Floor, Kolkata- 700001	033-40266301	m.dalmia@proficientgroup.in	10 A.M – 5 P.M

“In absence of response/complaint not addressed to your satisfaction, you may lodge a complaint with SEBI at <https://scores.gov.in/scores/Welcome.html> or Exchange at <https://www.mcxindia.com/Investor-Services>.

Please quote your Service Ticket/Complaint Ref No. while raising your complaint at SEBI SCORES/Exchange portal.”

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

Sr. No.	Name of the Individual	Designation	Mobile Number	Email Id
1	Mr. Manoj Dalmia	Director	9830541878	m.dalmia@proficientgroup.in
2	Mr. Om Prakash Dalmia	Director	9433031060	opdalmia@proficientgroup.in
3	Mr. Om Prakash Dalmia	Compliance Officer	9433031060	opdalmia@proficientgroup.in

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

i. 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 (Exchange Wise)	Details of Terminals
				(Approved / Cancelled)	Add	City	State	Pin code	Terminal Allotted (Y/N)	
1	Sk Anwar Ali	1436	Individual	Rejected	Vill Haldardighi, P.O. Khirpai	Midnapore	West Bengal	721232	No	0
2	Golapi Khatun	11295	Individual	Rejected	Vill: Chauk Krishnobati, P. P. Kolmijore, ,P. S.-Daspur,	Paschim Medinipur	West Bengal	721211	No	0
3	Sandipa Verma	11673	Individual	Cancelled	137, V.I.P. Road, Poddar Road, Flat No. A01/30, 4th Floor,	Kolkata	West Bengal	700052	No	0
4	Vikram Agarwal	11674	Individual	Inactive	20, Round Tank Lane, Shanti Kunj Apartment, Block A, Shop No 9,	Howrah	West Bengal	711101	No	0
5	Swapan Kumar Saha	52318	Individual	Inactive	64/4B/8, Dr. Suresh Chandra Banerjee Road,	Kolkata	West Bengal	700010	No	0
6	Unitrade Commercial Pvt Ltd	58258	Corporate	Inactive	370, B. M. Sarani Nre Alipore, Block-K, Plot No 278,	Kolkata	West Bengal	700053	No	0
7	Indra Deo Singh	59437	Individual	Inactive	Vill-Majhigawan P.O-Majhigawan, PS-Tarahsi Majhganwan Tarhasi Manatu Palamu	Daltonganj	Jharkhand	822118	No	0
8	Shiksha Bajaj	59855	Individual	Inactive	23 Canal Street Sree Bhumi, Lake Town North 24 Parganas	Kolkata	West Bengal	700048	No	0
9	IWS Capital Markets Private Limited	62279	Corporate	Inactive	3/2/A Agrasen Street, Liluah	Howrah	West Bengal	711204	No	0
10	Pradeep Agarwal	62382	Individual	Inactive	Flat No 301 GKR Manion, 6-1-69 Lakdikapul,	Hyderabad	Andhra Pradesh	500004	No	0
11	Soma Basak	63423	Individual	Inactive	38/3, Sastitala Road,	Kolkata	West Bengal	700011	No	0
12	Dilip Kumar Singh	63583	Individual	Inactive	H No 77A, Sanga, P.S.-Pithoria, Fist-Ranchi	Ranchi	Jharkhand	835222	No	0
13	Seema Basu	64789	Individual	Inactive	23/A/1, Huges Road, Gobinda Khatik Road,	Kolkata	West Bengal	700046	No	0
14	Supritam Bera	65136	Individual	Inactive	Vill- Chickrand, Uttarpara (Uttar), P.O.-Chickrand, Dist- Hooghly	Hooghly	West Bengal	712304	No	0

15	Sagar De	69251	Individual	Inactive	Srinagar Garia, P.O. Panchasayar,	Kolkata	West Bengal	700094	No	0
16	Karthikeyan V	100322	Individual	Inactive	41, Sathy Amoorthy, 7th Street, Meenambalpuram	Madurai	Tamil Nadu	625002	No	0
17	Kingshuk Mahapatra	101912	Individual	Inactive	Tentulberia, P.O.- Garia Near Milan Sangha Club, Garia Station Road	Kolkata	West Bengal	700084	No	0
18	Arijit Kayal	102753	Individual	Inactive	Duillya Mashila Haora,	Howrah	West Bengal	711130	No	0
19	Surendra Kumar Ram	103074	Individual	Inactive	Brahman Tola,Near Basanti Mandap,Hoisar Purvi	Bokaro	Jharkhand	829111	No	0
20	Priyanka Jha	103636	Individual	Inactive	G 189 B P Township, Panchasayar, S O Panchasayar	Kolkata	West Bengal	700094	No	0
21	T K Mallika Nair	103637	Individual	Inactive	Sarju Apartment,189 Barasat Road, Barrackpore (M), North 24 Parganas, Nonachandanpukur,	Barrackpore	West Bengal	700122	No	0