

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 th Floor, Kolkata- 700001	No	033-40266300	info@Proficientgroup.in
Proficient Equities Pvt. Ltd.	IN-DP-157-2015	23, R. N. Mukherjee Road, BNCCI House, 4 th Floor, Kolkata- 700001	No	033-40266300	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	033-40266300	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	033-40266300	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

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	info@proficientgroup.in
2	Rita Dalmia	Director	033-40266300	rita.dalmia@proficientgroup.in
3	Om Prakash Dalmia	Compliance Officer	033-40266300	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. Sign 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 nd 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 th Street, T.N.H.B	Chennai	Tamilnadu	600080	N	Nil
38	Tiasha Mondal	AP2338000401	Individual	Cancelled	1412, Chakgaria, Panchasayar	Kolkata	WB	700094	N	Nil