

## **ESCALATION MATRIX**

<b>Details of</b>	<b>Contact Person</b>	<b>Address</b>	<b>Contact No</b>	<b>Email Id</b>
Client Servicing /Customer care	Kamlesh Jha	40/62 ChittaranjanPark New Delhi 110019	011-41000091	<a href="mailto:kamal.drishti@gmail.com">kamal.drishti@gmail.com</a>
Head of Client Servicing/Head of Customer care	Satish Kumar	40/62 Chittaranjan Park New Delhi 110019	011-41000092	<a href="mailto:drishtishares@gmail.com">drishtishares@gmail.com</a>
Compliance Officer	Narender Kr. Khurana	40/62 Chittaranjan Park New Delhi 110019	011-41000093	<a href="mailto:narendgm@yahoo.com">narendgm@yahoo.com</a>
CEO/Managing Director	Gautam Dutta Munsri	40/62 Chittaranjan Park New Delhi 110019	011-41000095	<a href="mailto:Drishti.dutta23@gmail.com">Drishti.dutta23@gmail.com</a>

Monday To Friday 9.00 AM – 06.00

PM Saturday : 10.30 AM To 2.00 PM

**In absence of response/ complaint not addressed to your satisfaction, you may lodge a complaint with NSDL/NSE/BSE/MCX at <https://www.epass.nsdl.com/complaints/websitecomplaints.aspx> or SEBI at <https://scores.gov.in/scores/Welcome.html> or NSE Exchange at <https://investorhelpline.nseindia.com/NICEPLUS/> BSE at <https://bsecre.bseindia.com/ecomplaint/frmlInvestorHome.aspx> or MCX <https://www.mcxindia.com/Investor-Services> with. Please quote your Complaint Ref No. while raising your complaint at SEBI SCORES/ Depository portal/Exchange Portal.**

## **REACH US**

POCKET 40, BUILDING NO. 62  
GROUND FLOOR, CHITTARNJAN PARK  
NEW DELHI- 110 019

+91-11-41000091-98

+91-11-46551634 (FAX)

[drishtishares@gmail.com](mailto:drishtishares@gmail.com)

Your Name

Your Email/Mobile No.

Subject

Message (optional)

SUBMIT

## ANNEXURE B (MANDATORY DISPLAY)

### 1. Basic details of the SB such as registration number, registered address of Head Office & branches -

Stock Broker Name	Registration Number	Registered Address	Branch Details	Contact Number	Email id
DRISHTI SHARES & INVESTMENTS PVT LTD	INZ000068833	40/62, G.F. CHITTARANJAN PARK, NEW DELHI-110019	AB/9,DESHBAND HU NAGAR, 24 PARAGANAS KOLKATA, WEST BENGAL-700059, 033-25763336	011-41000091	DRISHTISH ARES@GM AIL.COM

### 2. Names of the contact details of all Key Managerial Personal including the Compliance Officer-

Sr. No.	Name of the Individual	Designation	Mobile	Email Id
1	GAUTAM DUTTA MUNSI	CEO	9810017674	<a href="mailto:DRISHTI12000@YAHOO.COM">DRISHTI12000@YAHOO.COM</a>
2	DRISHTI DUTTA MUNSI	DESIGNATED DIRECTOR	9999911816	<a href="mailto:DRISHTI.DUTTA23@GMAIL.COM">DRISHTI.DUTTA23@GMAIL.COM</a>
3	AAKRITI DUTTA MUNSI	DIRECTOR	9999009852	<a href="mailto:AAKRITIDUTTA93@GMAIL.COM">AAKRITIDUTTA93@GMAIL.COM</a>
4	SHALINI DUTTA MUNSI	DIRECTOR	9810359460	SDUTTA_4@YAHOO.COM
5	NARENDER KR. KHURANA	COMPLIANCE OFFICER	9811851756	NARENDGM@YAHOO.COM

### 3. Details of Authorized Persons

List Of Authorised Persons (AP)										
Sr. No	Authorised Person's Name	Authorised Person Code (Exchange wise)	Constitution	Status	Registered Address				Terminal Details (Exchange Wise)	
					(Approved / Cancelled)	Add	City	State	Pin code	Terminal Allotted (Y/N)
1	Shambhu Nath Jha	P1(NSE)	DELHI	Approved	ROAD NO. 9B RAJEEW NAGAR MITHILA, COLONY PHASE .B PHULWARI KESHARI NAGAR	PATNA	BIHAR	800024	Y	1

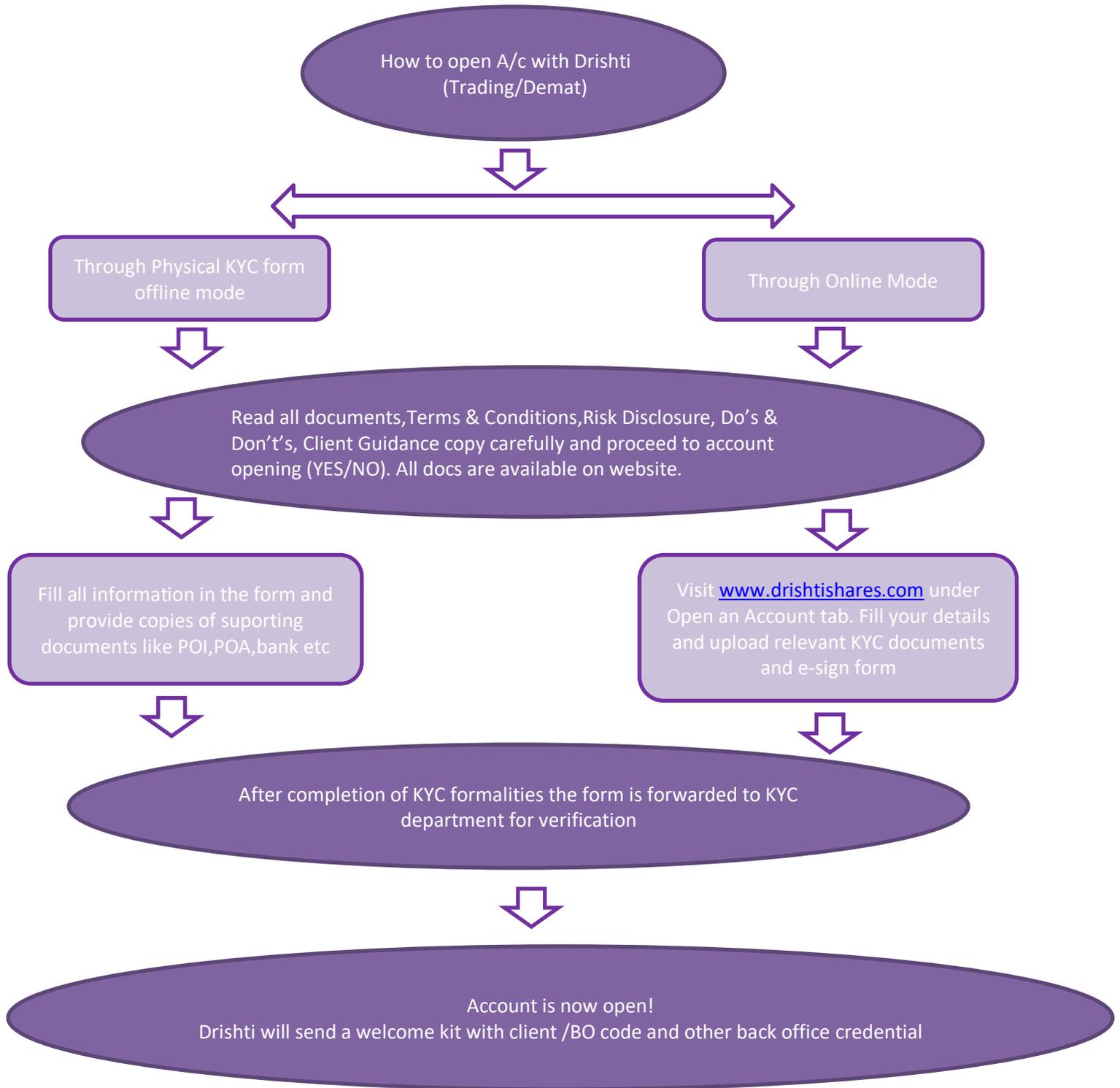
### List of Authorised Persons(AP) Cancelled by Members on Account of Disciplinary Reasons

Sr. No.	Authorised Person's Name	Status	Authorised Person Cancellation Details	
			Date	Reason
1	NA			

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

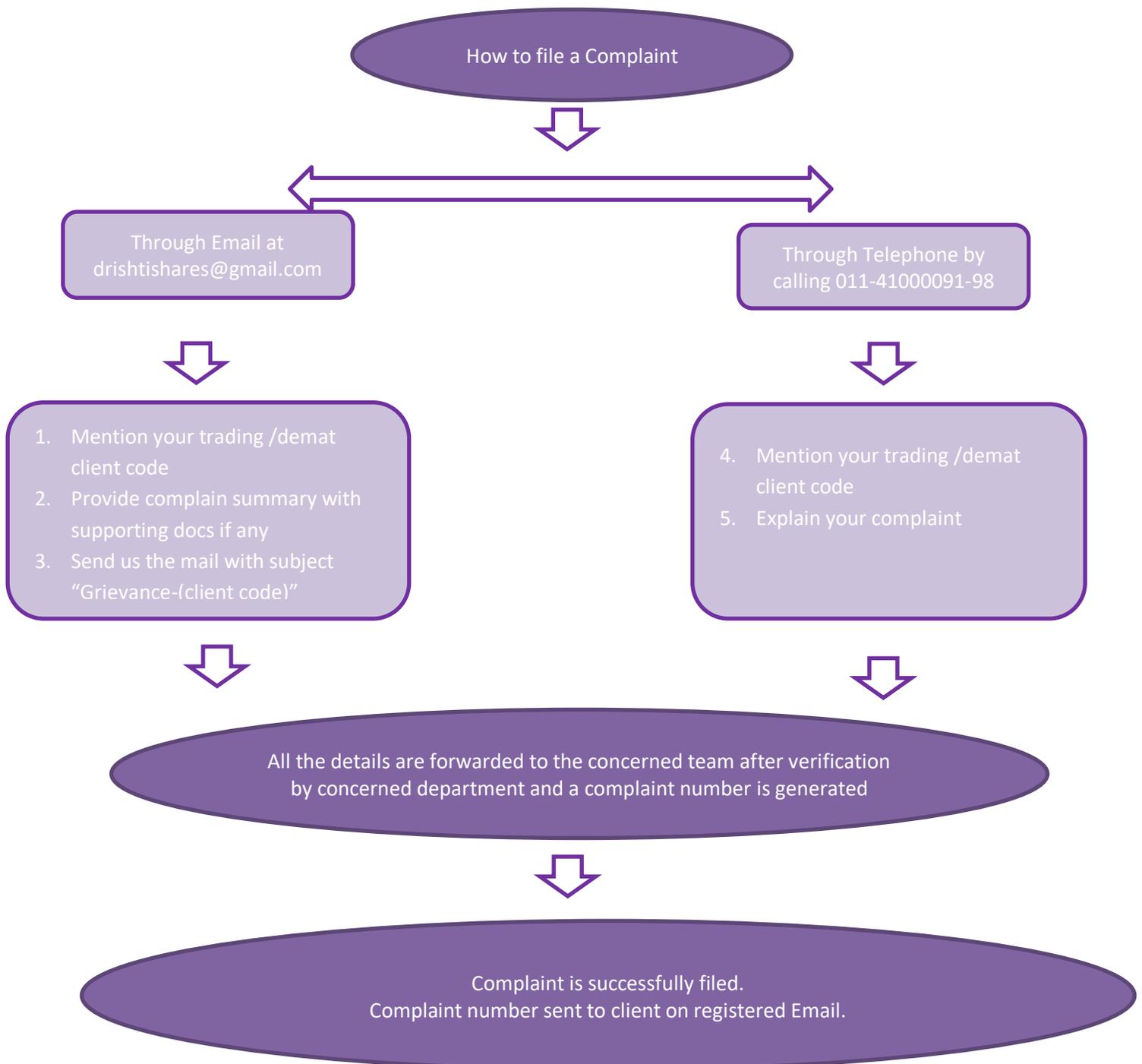
a) Detailed write up on the procedure for opening an account along with Flowchart

You can Open an A/c with Drishti through either physical mode by visiting our office or calling us on 011-41000091-98 or online mode by visiting our website and clicking on "Open an A/c" link



**b) Detailed write up on procedure for filing a complaint on designated email id/ Toll-free number along with Flowchart Provisions are to be made for sharing Ticket Number once the complaint is lodged.**

You can file your complaint by either sending us an email at [drishtishares@gmail.com](mailto:drishtishares@gmail.com) with subject "Grievance-(client code)" or call us from your registered number at 011-41000091-98



**c) Detailed write up procedure for finding out status of the complaint basis Ticket Number etc. along with Flowchart .**

You can find the status of your complaint by either sending us an email at [drishtishares@gmail.com](mailto:drishtishares@gmail.com) with subject "Status-(complain no.)" or you can call us at our registered no. 011-41000091-98

