

## Mandatory Display : Annexure B

In accordance with SEBI Circular No. SEBI/HO/MIRSD/MIRSD-PoD-1/P/CIR/2023/30 dated February 15, 2023 and thereof on Maintenance of a website by stock brokers and depository participants.

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

Stock Broker Name	Registration No.	Registered Address	Branch Address	Contact No.	Email ID
DP TradeKING Private Limited	<b>SEBI Reg. No. :</b> Stock Broker - INZ000097030, Depository Participant - IN-DP-318-2017 <b>NSE TM Code :</b> 90100, <b>BSE TM Code :</b> 6650, <b>DP ID :</b> IN304182 <b>AMFI Registration No:</b> ARN : 109938	3rd Floor, Silver Oak, Opp. Panchal Hall, Town Hall Road, Anand - 388001, Gujarat. India.	Head Office	+91 2692 246500 +91 2692 247281 / 282 / 283	info@dptradeking.com
			2nd Floor, Prime Location, Above ICICI Bank, Vaniyavad Circle, <b>Nadiad</b> - 387001, Gujarat.	+91 268 2521537 +91 81560 02726	dpnadiad@dptradeking.com
			Opp. Ambamata Temple, Sundar Bazar, <b>Umreth</b> - 388 220, Gujarat.	+91 2692 277200 +91 81550 62726	dpumreth@dptradeking.com
			G-11, Mangla Charan, B/h. Music Center, Mota Bazar, <b>Vallabh Vidyanagar</b> - 388 120, Gujarat.	+91 2692 229599 +91 81550 52726	dpvvn@dptradeking.com

			<b>Branch Address</b>	<b>Contact No.</b>	<b>Email ID</b>
			27-28 Ground Floor, Bhai Shree Mall, Opp. Telephone Exchange, <b>Borsad</b> - 388 540, Gujarat.	+91 2696 221500 +91 89805 32726	dpborsad@dptradecking.com
			G-47, Payal Complex, Opp. Vadodara Stock Exchange, Sayaji Ganj, <b>Vadodara</b> - 390 005, Gujarat.	+91 265 2225100 +91 95120 32726	dpvadodara@dptradecking.com
			G-1, Sankalp Complex, Opp. People'S Bank, Sardar Gunj Road, <b>Anand</b> - 388 001, Gujarat.	+91 2692 243900 +91 99792 32726	dpanandsg@dptradecking.com
			Shop No. 46, First Floor, Stambhtirth Complex, Gwara Tower, <b>Khambhat</b> - 388 620, Gujarat	+91 81560 72726	dpkhambhat@dptradecking.com

## Escalation Matrix

Details of	Contact Person	Address	Contact No.	Email Id
Customer Care	Mr. Alpesh Macwan	3rd Floor, Silver Oak, Opp. Panchal Hall, Town Hall Road, Anand - 388001, Gujarat. India.	+91 2692 247502 +91 98245 18007	care@dptradeking.com
Head of Customer Care	Mr. Bhavik Patel	3rd Floor, Silver Oak, Opp. Panchal Hall, Town Hall Road, Anand - 388001, Gujarat. India.	+91 99091 47774	grievance@dptradeking.com
Compliance Officer	Mr. Bhavik Patel	3rd Floor, Silver Oak, Opp. Panchal Hall, Town Hall Road, Anand - 388001, Gujarat. India.	+91 99091 47774	compliance@dptradeking.com
CEO	Mr. Dikul Patel	3rd Floor, Silver Oak, Opp. Panchal Hall, Town Hall Road, Anand - 388001, Gujarat. India.	+91 98250 11966	dikul@dptradeking.com

## 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.	Mr. Dikul Patel	Managing Director	+91 98250 11966	dikul@dptradeking.com
2.	Mr. Bhavik Patel	Compliance Officer	+91 99091 47774	compliance@dptradeking.com
3.	Mr. Alpesh Macwan	Head of Operations and Customer Care	+91 2692 247502 +91 98245 18007	alpeshm@dptradeking.com

## 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 and video if any (optional).

### Ways to Open an Account

#### Off-Line Account Opening

##### Features

- Single Account for multiple exchange and segments
- Original Sign and Physical Documentation Requires.
- HUF/NRI/Corporate and Individual Joint Accounts Holder must undergo Offline Account Opening.
- Mandatory to visit nearest branch of DP TradeKING with all original documents.
- PAN-Aadhaar Link is mandatory

#### Online Account Opening (e-KYC)

##### Features

- Single Account for multiple exchange and segments
- Online eKYC Account can Open from anywhere.
- Only available for Single Holder Individual Account.
- Original Scan Copies requires to upload. Live Photo would be captured.
- PAN-Aadhaar Link is mandatory
- Mobile Number must linked to Aadhaar for Aadhaar Verification Process.

## Steps for Offline Account Opening

### 1. Three Ways to Open Offline Account Opening

- i) DP TradeKING Official Visit your place with KYC Form
- ii) You would visit nearest service center of DP TradeKING along with all require documents.
- iii) Download the KYC form from <https://www.dptradeking.com/downloads> get it printed and share on following address.

**Kind Attn. KYC Department**

**DP TradeKING Private Limited**

3<sup>rd</sup> Floor, Silver Oak, Opp. Panchal Hall, Town Hall Road,  
Anand 388001., Gujarat

2. This form must be completed, together with a proof of identification and a proof of address. You can submit these proofs with photocopies of the relevant paperwork. Original documents must be carried with you for verification.

3. After that, you'll be required to sign documents relating to your rights and obligations. This paper will outline both your and your brokerage firms' obligations as traders and investors. A copy of this document should be kept on hand for future use.

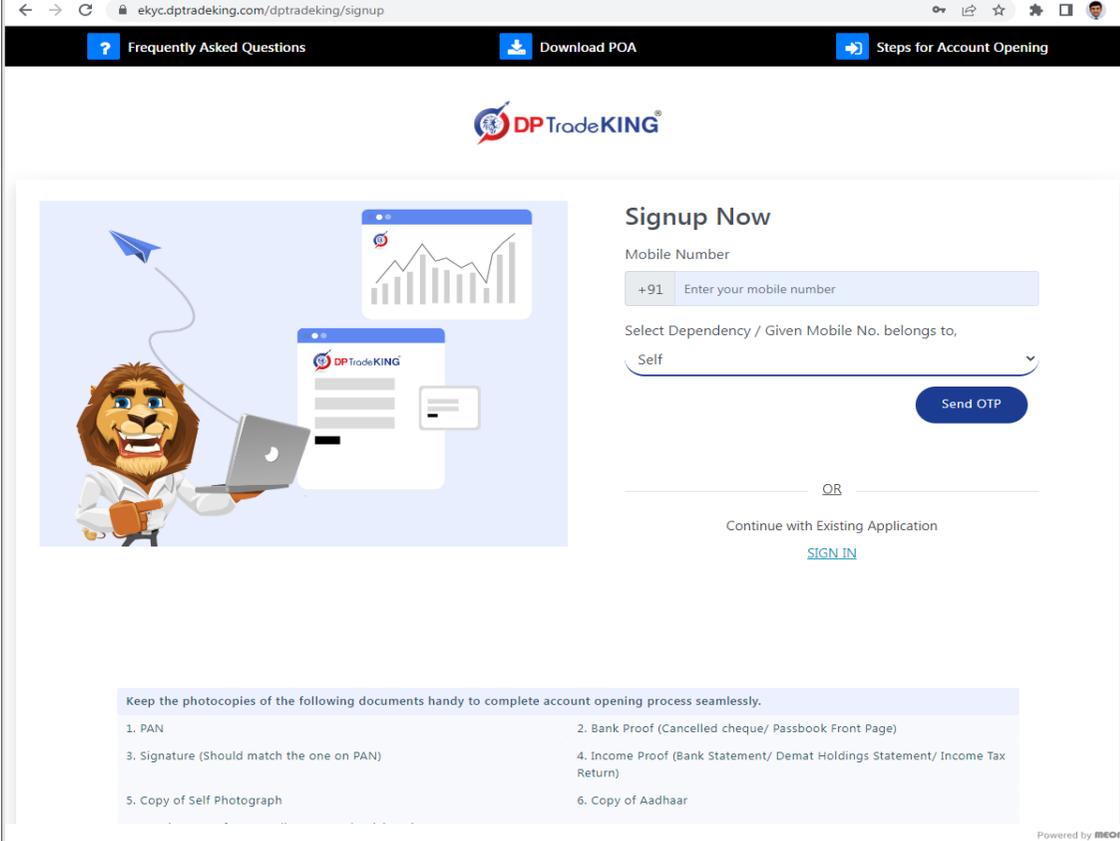
4. You will be granted your account number, much like a bank account number, when we have verified and processed your paperwork. The Beneficial Owner Identification Number (BOID) or Unique Client Code (UCC) is the name of this number.

## Steps for Online Account Opening

### 1. Visit DP TradeKING's Website

### 2. Go to SignUp Button (ON the Top of the Website Landing Page)

Following Screen would open >>>



ekyc.dptradeking.com/dptradeking/signup

Frequently Asked Questions Download POA Steps for Account Opening

**DP TradeKING**

### Signup Now

Mobile Number

+91 Enter your mobile number

Select Dependency / Given Mobile No. belongs to,

Self

Send OTP

OR

Continue with Existing Application

[SIGN IN](#)

Keep the photocopies of the following documents handy to complete account opening process seamlessly.

1. PAN	2. Bank Proof (Cancelled cheque/ Passbook Front Page)
3. Signature (Should match the one on PAN)	4. Income Proof (Bank Statement/ Demat Holdings Statement/ Income Tax Return)
5. Copy of Self Photograph	6. Copy of Aadhaar

Powered by mecon

3. Download the Steps / Guide for Account Opening and follow step by step process to Open an Account.

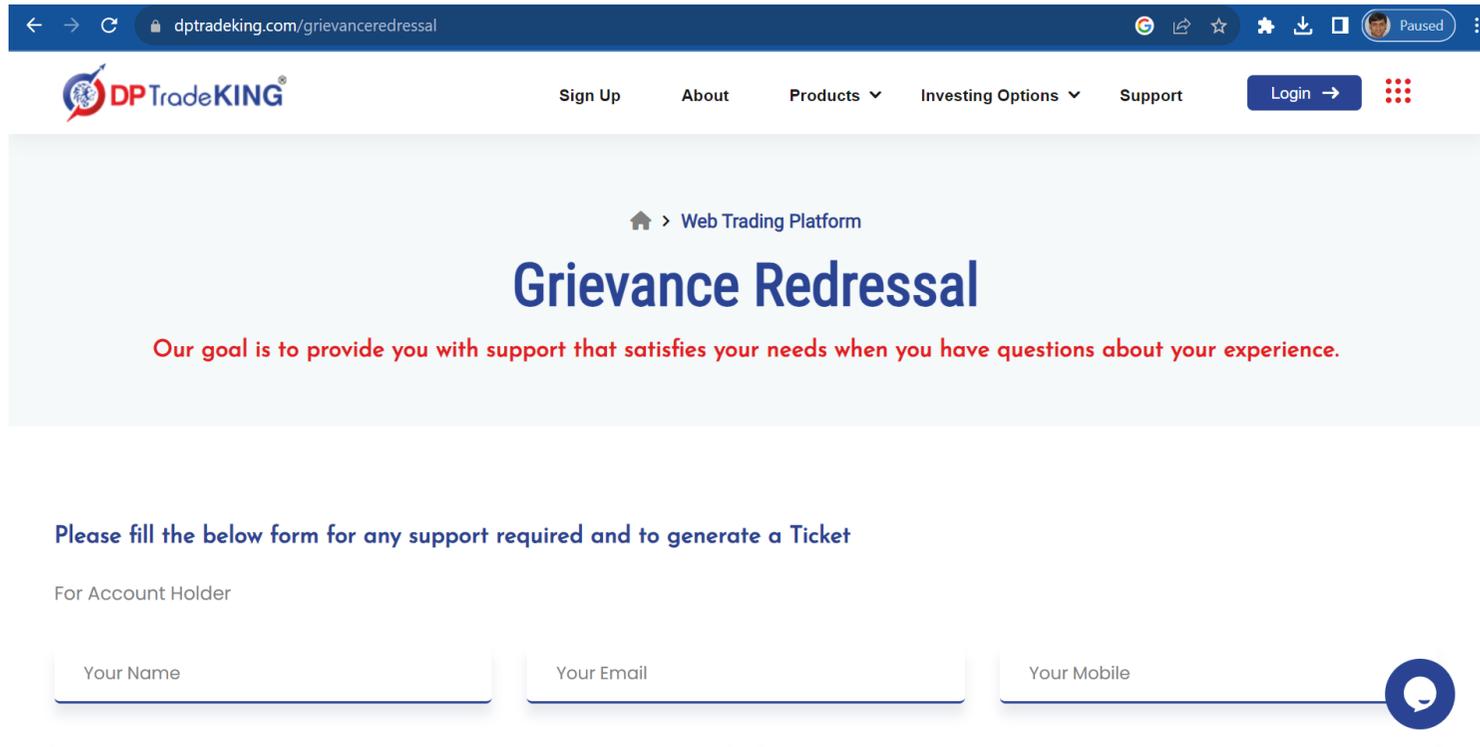
**Once Account gets Activated and ready for trade you must receive an email from [kyc@dptradeking.com](mailto:kyc@dptradeking.com) stating "Welcome / Account Opening Letter" where you can find all confidential details of your account along with ways to connect with us for your seamless experience at DP TradeKING.**

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

<p><b>Stage 1</b> <b>With Customer Service Team</b></p>	<p>For any complaints or grievances about your experience with DP TradeKING, we provide you multiple ways to connect with us, this includes a comprehensive knowledge base &amp; FAQs, reaching to us via filling Grievance Redressal Form <a href="https://www.dptradeking.com/grievanceredressal">https://www.dptradeking.com/grievanceredressal</a> OR sending an email on <a href="mailto:helpdesk@dptradeking.com">helpdesk@dptradeking.com</a>, OR via chat support on our app, on our social media channels or you can also directly call and connect with our customer support. It is our endeavor to offer you assistance to your satisfaction on your queries related to your experience with DP TradeKING.</p> <p><b><u>IMPORTANT : Receive Ticket Number of your complain register in your registered email ID for further track of your complain and communications</u></b></p>
<p><b>Stage 2</b> <b>With The Compliance Officer</b></p>	<p>If you have any issue that is not resolved after 15 days from raising it, or if you are not satisfied with the response received, you may, after completing the 15 day period from the date of first raising the issue, write to our Compliance Officer at</p> <p><b>The Compliance Officer,</b> Email : <a href="mailto:compliance@dptradeking.com">compliance@dptradeking.com</a> Address : DP TradeKING Private Limited 3rd Floor, Silver Oak, Opp. Panchal Hall, Town Hall Road, Anand 388 001. Gujarat.</p> <p>Please quote your full complaint in detail, resolution provided on Ticket No., date of submission of the complaint for faster resolution by the Compliance Officer.</p>
<p><b>Stage 3</b> <b>With Grievance Cell</b></p>	<p>If you continue to be not satisfied with the response received in the next 15 days from writing to the Compliance Officer, you may further escalate the issue and write to our Grievance Cell Office at: <a href="mailto:grievance@dptradeking.com">grievance@dptradeking.com</a>.</p> <p>Please quote your Ticket No., full complaint in detail, resolution provided, date of submission of the complaint for faster resolution by the Founder Office.</p>
<p><b>Stage 4</b> <b>With Scores (SEBI)</b></p>	<p>Furthermore, if you are not satisfied with the resolution provided, you may approach SEBI at <a href="http://www.scores.gov.in">www.scores.gov.in</a></p> <p>Mandatory details for filing complaints on SCORES: Name, PAN, Address, Mobile Number, E-mail ID. Please quote your ticket id, full complaint in detail, resolution provided, date of submission of the complaint for resolution by SEBI.</p>

c) Detailed write up on procedure for finding out status of the complaint basis Ticket Number etc. along with Flowchart and video if any (optional).

- Investors registered with DP TradeKING can submit their grievance / file complain online by visiting our website, [www.dptradeking.com](http://www.dptradeking.com).
- At the footer there is a links given “Grievance Redressal” under Customer Service menu.
- Following Screen would appear to logged a complain.



The screenshot displays the DP TradeKING website's Grievance Redressal page. The browser address bar shows the URL [dptradeking.com/grievanceredressal](http://dptradeking.com/grievanceredressal). The page header includes the DP TradeKING logo and navigation links: Sign Up, About, Products, Investing Options, Support, and a Login button. The main content area features the heading "Grievance Redressal" and a sub-heading "Web Trading Platform". Below this, a message states: "Our goal is to provide you with support that satisfies your needs when you have questions about your experience." The form section is titled "Please fill the below form for any support required and to generate a Ticket" and is labeled "For Account Holder". It contains three input fields: "Your Name", "Your Email", and "Your Mobile", followed by a blue circular "Submit" button.

- Once complain is being logged Investor would receive an email from [helpdesk@dptradeking.com](mailto:helpdesk@dptradeking.com) contain Ticket No. He/she could use this Ticket No. in every followup and updated related to complain logged.

## Details of Authorized Persons

Sr. No.	Authorised Person's Name	Authorised Person Code (Exchange wise)	Consti tution	Status	Registered Address				Terminal details (Exchange wise)	
				(Approved Cancelled)	Address	City	State	Pin code	Terminal Allotted (Y/N)	No. of Termin als
1.	<b>DAXESHKUMAR VINODBHAI PATEL</b>	NSE - AP29730000 31 BSE - 99688	Authorised Person	Approved	FF/401, Green Arch, 80 Feet Road, Nr. Shree Marriage Hall	Anand	Gujarat	388001	N	0
2.	<b>JAYPAL MUKESHKUMAR SHAH</b>	NSE - AP29730000 41 BSE - 115111	Authorised Person	Approved	GF-40-B, Manubhau Tower-A, Sayaji Gunj,	Vadodara	Gujarat	390005	Y	2
3.	<b>RAJESH DEENDAYAL HISSARIA</b>	NSE - AP29730000 51 BSE - 115232	Authorised Person	Approved	O-Wing, SILENT PARK, Mira Bhayander Road, B/h. Golden Nest Police Chowki, Old Garden Nest Thane, Bhayander East	Thane	Maharastra	401105	Y	6
4.	<b>PANCHOLI SHITAL K</b>	NSE - AP29730000 61 BSE - 121462	Authorised Person	Approved	Flat No. 221A 12 Sanidhya Atpl. Sector 3C Trimandir Adalaj	Gandhinagar	Gujarat	382421	Y	0
5.	<b>ASMITABEN AJAYKUMAR THAKOR</b>	NSE - AP29730000 71 BSE - 134079	Authorised Person	Approved	Nagarpalika Assessment Ward No. 02, House No. 713 2 <sup>nd</sup> Floor, Nr. Jalaram Cycle Store, Opp. Nagarpalika Ground, Swaminarayan Mandir Road	Petlad	Gujarat	388450	Y	1

6.	<b>BELABEN RAJESHKUMAR SHAH</b>	NSE - AP29730000 81 BSE - 137556	Authorised Person	Approved	216, Krishiv Complex, Swaminarayan Temple Road,	Petlad	Gujarat	388160	Y	1
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### Authorised Persons (AP) Cancelled by Members on Account of Disciplinary Reasons

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