

ESCALATION MATRIX

Department	Role of Person	Level 1	Level 1-Contact No	Level 2-HOD	HOD Contact No.	E-Mail ID	Dept email id
Customer care	Handling queries of APs in co-ordination with all Depts.	Mr. Rishi Khandeshe	9323176591 022-61829529	Ms. Mayuri Marathe	9322191039 022-61829528	rishik@dgfsl.in	customercare@dgfsl.in
	Handling queries of APs in co-ordination with all Depts.	Ms. Prajakta Pawar	9323176585 022-61829527			prajaktap@dgfsl.in	mayurim@dgfsl.in
KYC	CKYC & Modification, KYC Modification	Mr. Vikas Thorat	022-61829546	Ms. Nilambari Gaikwad	9892376111	vikast@dgfsl.in	crd@dgfsl.in
	CKYC & Modification, KYC Modification	Mr. Gangatharan	9841583449			kyc@dgfsl.in	
	AP Registration & KYC related work	Ms. Nilambari Gaikwad	022-61829506			neelut@dgfsl.in	
DP Operations	Demat /Remat / Mutual Fund Requests, Modification,DIS Issuance & Exectuion,Account Transfer	Ms. Mangal Kanade	022-61829551	Ms. Nandini Rawat	9321602952 022-61829518	mangalk@dgfsl.in	dp@dgfsl.in nandinip@dgfsl.in
	eKYC, Re-KYC, Modification, Physical KYC account opening, Account Transfer, Transmission	Mr. Hariram Konar/ Mr. Gangatharan	022-61829520/ 9841583449			hariramk@dgfsl.in/ kyc@dgfsl.in	
	eKYC, Physical KYC Account Opening, DDPI, Pledge-Unpledge,DIS Issuance & Execution	Ms. Varsha Kokitkar	022-61829511			varshak@dgfsl.in	
	All Demat related issues	Ms. Divya	044-66459801			demat@dgfsl.in	
Accounts	Clients funds pay-in, Reco for trading limit	Ms. Priyanka Mane	022-61829522	Ms.S.Prema	022-61829524	priyankam@dgfsl.in	finacciss@dgfsl.in prema@dgfsl.in
	Funds pay-out, inactive client pay-out, NRI payout	Ms. Kadambari Patil	022-61829521			kadambarip@dgfsl.in	
	DP accounts & ISS Bank reco	Ms. S.Prema	022-61829524			prema@dgfsl.in	
Clearing & Settl	Securities pay-in & Payout	Mr. Dilip Pradhan	022-61829542	Ms .Nayana Karande	9867951401 022-61829541	dilipp@dgfsl.in	cns@dgfsl.in nayanak@dgfsl.in
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	Bill Process & buyback pay-in	Mr. Pradeep Ubale	022-61829544			praddepu@dgfsl.in	
Risk Mgmt	Client activation, enablement, limit related queries	Mr. Alok Tripathi	022-61829535	Mr. Bishwajit Bhattacharjee	9372805612	alokj@dgfsl.in	rms@dgfsl.in surveillance@dgfsl.in bishwajitb@dgfsl.in
	RMS limit, Exchange related queries, etc.	Mr. Prasad Kulkarni	022-61829531			prasadk@dgfsl.in	
	Web trading, RMS queries, corporate action	Mr. Anoop Ravindran	022-61829532			anoopr@dgfsl.in	
	RMS _CTCL activity,exchange alert & RMS Queries	Mr. Jagdeesh R	8098929316			jagadeesh@dgfsl.in	
	All RMS related issues	Mr. Vijaykumar	8122551048			trading@dgfsl.in	
Information Tech	Server & trading activity, installations, connectivity issues	Mr. Suhas Galande	022-61829513	Mr. Roopchand Kholamkar	8655927055 022-61829510	suhasg@dgfsl.in	technology@dgfsl.in roopchandk@dgfsl.in
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Compliance & Operations	Exchange and SEBI Compliance requirements and Operations	Mr.Ranjeet Rajaram More	022-61829545	Mr.Ranjeet Rajaram More	9920146160	ranjeetmore@dgfsl.in	compliance@dgfsl.in
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