



Quick Guide to Appropriate Desk

BOARD NUMBERS 022 66418100-14, 022 26598100

DEPARTMENT	PARTICULARS	DIRECT LINE	EXTENSION	CONTACT PERSON	Departmental Email for query raising by members
ARBITRATION	Status enquiries	022 26598192 Fax 022 26598191	3310	Mr. Abhijeet Kulkarni	arbitration_mumbai@nse.co.in
	Hearing Dates		3309	Mr. Cyril D'souza	
	Filing Applications		3305	Ms. Simone Gonsalves	
	Others				
COLLATERALS	Types of acceptable collaterals	022 26598263/5	4082	Mr. Dharendra Rautela	
	Bank Guarantees & FD Receipts	022 26598263/5	4087 4080	Mr. Virendra Verma Mr.Sajit Philips	
	G Sec	022 26598263/5	4091	Mr. Dharendra Rautela Mr. Vrushali Karane	
	List of Approved securities & Banks	022 26598263/5	4082, 4089	Mr. Dharendra Rautela Mr. Nilesh Shenole	
	Collateral deposit queries- F&O / CM	022 26598263/5	4082, 4090	Mr. Dharendra Rautela Ms. Vrushali Karane	
	CIM related queries (Activation and password reset requests)	022 26598239 Fax 022 26598243/44	4092, 4095	Mr. Ambrish Singh Mr. Ankit Tewari	
	Collateral Release queries- F&O / CM	022 26598239 Fax 022 26598243/44	4093, 4096	Mr. Sanjay Das Ms. Chaitali Kulkarni	
COMPLIANCE	Insurance proof	022 26598436	5111, 5112	Ms. Bhagyashri Lele Ms. Almira D'Souza	compliance@nse.co.in
	Trade through other member				
	Client Funding				
	Advertisement				
	Annual submission				
	Annual Compliance Report				
	Submission of Half-Yearly Networth Certificate				
	Annual Information Report				
	Internal Audit	022 25698353	5163 5114	Ms. Vishnupriya Anant Mr. Hiren Thakkar	
Connect2NSE	CONNECT2NSE	022 26598165	4027 4054 4049	Ms. Dinaz Shroff Mr. Sagar Sawant Mr. Venkat Annareddy	
	Password Reset	022 26598165	4047	Mr. Harpreet Singh Chawla	
	Trade confirmation through NOTIS @ F&O	022 26598165	1203 1209 1204,4055	Ms. Dinaz Shroff Mr. Sagar Sawant Mr. Harpreet Singh Chawla	
	Applications - MARGINS@CM, MARGINS@F&O, EXTRANET@NSE, NOTIS	022 26598165	1209 1204	Ms. Dinaz Shroff Mr. Sagar Sawant Mr. Harpreet Singh Chawla	
CTCL	Circular Clarification - CM, F&O and CDS	26598150/ 26598446 Fax 022- 26598447	6063 6057 6049	Ms Himabindu B Ms. Prerana Nair Ms Hanisha Paryani	backoffice@nse.co.in
	CTCL compliance - CM ,FO and CDS segment		6063/6057/6049	Ms Himabindu B Ms. Prerana Nair Ms Hanisha Paryani	
	Operations - Test Markets		6050/6051	Mr. Andrew Pereira Ms Neha Lakhani	
	Technical queries		6050	Mr. Amit Thakkar	
	Mock trading and New version		6058	Mr. Kapil Jaikalyani	
	New CTCL, IBT ,DMA, STWT ,SOR Application		6063/6057/6049	Ms Himabindu B Ms. Prerana Nair Ms Hanisha Paryani	
	User Id Activation		6063/6057/6049	Ms Himabindu B Ms. Prerana Nair Ms Hanisha Parvani	

DEPARTMENT	PARTICULARS	DIRECT LINE	EXTENSION	CONTACT PERSON	Departmental Email for query raising by members
CTCL- TECHNICAL	Technical support queries	022 26598187	1133	Sandesh Waman	
F&O CLEARING	Allotment of Custodial Participant Codes	022 26598165	4055,4054	Mr. Samir Rajdev Mr. Sagar Sawant	fao_clearing@nse.co.in
	Reports download	Fax 26598243	4049	Mr. Venkat Annareddy	
	Enablement of new CM / TM				
FINANCE & ACCOUNTS	Transaction charges bills query	26598142 Fax 26598394	3062 3063	Mr. V Neelkantan Mr.Prashant R Chavan	
	Receipt-cum-appropriation statement - NSEIL		3062 3063	Mr. V Neelkantan Mr.Prashant R Chavan	
	Outstanding Dues / Adjustment of Dues		3062 3063,3058	Mr. V Neelkantan Mr.Prashant R Chavan Mr.Ganesh Bhadale	
	Leased line Charges bills query		3062 3063	Mr. V Neelkantan Mr.Prashant R Chavan	
	TDS Credit for Members				
	Exchange dues account - amount recovered / shifting of Account		3062 3063	Mr. V Neelkantan Mr.Prashant R Chavan	
	VSAT Charges bills query		3058	Mr Ganesh Bhadale	
FINANCE & ACCOUNTS- NSCCL	Cheque payments made/outstanding dues		3042	Mr Sushil Nair	
	TDS Credit for members		3046	Mr Nitin desh mukh	
	Bills downloaded/ Interest charged on delayed /non payment of NSCCLnon settlement dues/ Receipt cum Appropriation statement -NSCCL		3048	Ms.Sangeeta Dhir	
INSPECTION	Inspection related enquiries	022 26598196	5107 5128	Mr. Kiran Sawant Ms. Sania Surve Mr. Hansen	compliance_assistance@nse.co.in
INVESTIGATION	Queries related to Unique Client Code Upload	022 26598366	5129	Ms. Rebecca D'Silva	uci@nse.co.in
		022 26598193	5130	Ms. Vidhi Doshi	
		022 26598228	5119	Ms Riddhi Shethna	
		Fax 022 26598195	5131	Ms. Vaishali Bandekar	
	Queries related to Client Code Modifications	022 26598366	5132	Mr. Ashish Binani	
		022 26598193	5141	Mr. Bharat Patil	
		022 26598228	5150	Mr. Avinash Kharkar	
	Queries related to SEBI Orders	022 26598228	5085 5086	Ms. Nisha Pillai Mr. Chirag Mehta	
INVESTOR SERVICES CELL	All issues on Investor Service	022 26598190 Fax 022 26598191	3006	Ms. Anuradha Shetty	ignse@nse.co.in
				Mr. Vikram Kadam	
				Mr. Mandar Nalawade	
				Ms. Sharlene Vaz	
				Mr. Manoj Bhatia	
				Ms. Farhanaaz Khan	
				Ms. Manasi Sawant	
				Ms. Jahnvi Oza	
				Mr. Vinod Kanojiya	
				Mrs. Rukhshana Edulji	
IT HELPDESK	Technical trouble shooting	022-26567500	-	Help Desk Team	
	FTP Configuration and Troubleshooting				
	Clearing software Installation related issues				

DEPARTMENT	PARTICULARS	DIRECT LINE	EXTENSION	CONTACT PERSON	Departmental Email for query raising by members
MEMBERSHIP	New membership request	022 26598249 Fax 022 26598382	4022 4024 4133	Ms. Heena Pendharkar Ms. Fiona Mendonca Mr. Manjit Samal	minward@nse.co.in
	SEBI registration				
	SLBS / Member Enablement				
	Membership of additional segments				
	Change in Clearing Member				
	Turnover Fees / Stamp duty				
	Surrender of membership				
	Sub broker Registration / Change in affiliation / Cancellation				
	Authorised person Registration / Change in affiliation / Cancellation				
	IPO undertakings				
	NEAT user IDs / CTCL IDs				
	Change in shareholding/directors				
	Change in Name and Address				
	Transfer / Upgradation of Membership				
	Margin Trading Facility & Withdrawal				
	Request for connectivity (VSAT / Leased line)				
	Turnover Certificate to members				
	ENIT related Issues				
NCFM	NCFM enquiries	022 26598171-72 022 26598216 022 26598252 Fax 022 26598393	3079, 3074	Mr. Ram Mr. Subhash	
	Certificates posting etc		3075	Mr. Olvin / Mr Anand	
	Online/Enrollment queries		3060	Mr. Subhash / Mr. Ram	
	Workbook related queries		3035	Ms Namitha	
	Email replies & online payment related issues		3059	Mr. Subhash / Mr. Ram	
	NCFM-Operations		3069 3035	Ms.Maria Matos Ms.Namitha	
	Non-NSE centres and NCFM Study material despatch queries		3080	Mr. Sunil	
NOW	Operational,Functional & RMS Queries	Toll Free:1800-22-0052 Fax 022-26598391 022-26567700	5581	NOW Helpdesk	now@nse.co.in nsemoblie@nse.co.in
	Technical Queries				
	NSE - NOW Mobile Trading				
	Sales Support and Coordination	022-26598338	1224	NOW Team/ Mr. Saurabh Patel/ Mr. Rajesh Jain	
NSCCL - FUNDS	Queries relating to funds settlement-CM / F&O / MFSS / CDS & SLB Maintenance of Clearing	022 26598170 022 26598167 Fax 022 26598376	4066	Ms. Meghana Mukadam	
			4067	Mr. Samir Naringrekar	
			4073	Ms. Mehul Sinha	
			4074	Mr. Kumar Priyanshu	
NSCCL - RISK F&O & CDS	Client Margin Reporting	F&O - 022 26598264 022 26598214 Fax 022 26598242	4030, 4031	Mr. Sharad Sharma Mr. Vishnu Gupta	
	Positions Limits enquiry		4032	Mr. Purab Sata	
	Margin related enquiries		4033	Mr. Abhijeet Sontakke Mr. Pradip Naiknavare	
	Margins and limit violations	C M - 022 26598266 Fax 022 26598242	4035, 4045	Mr. Abhijeet Sontakke Mr. Abhishekh Gupta	
	Margin related enquiries		4043 4041	Mr. Nagesh H Ghadge Mr. Bhuvnesh Sharma	
	Early pay-in requirements		4035, 4037	Mr. Abhijeet Sontakke Mr. Onkar Phadnavis	
	Cross Margining enquiries		4041	Mr. Bhuvnesh Sharma	
	Margins and limit violations				

DEPARTMENT	PARTICULARS	DIRECT LINE	EXTENSION	CONTACT PERSON	Departmental Email for query raising by members
NSSCL - SECURITIES	Clearing Data files and file uploads	022 26598267 022 26598268 Fax 02226598269	4059, 4058	Mr. Shorabh Sharma Ms Supriya Kharkar	
	Settlement Report & Shifting of CDSL/NSDL A/cs		4052, 4050	Ms. Bhakti Desai Ms. Poonam	
	Opening- Early Payin A/c with CDSL		4057	Ms. Radha Pillai	
	Cancellation of Early payin		4058	Ms. Supriya Kharkar	
	Auction Difference & Square Up queries				
	Activation of Automatic Delivery				
	Out facility with NSDL & CMID Request				
	Generation of Master Data		4056	Mr. Atul Shelar	
	Set up of Ex-dates/No-delivery period				
	Allotment of Custodial Participant Codes/ Unique Client Codes to Institutions				
Penalty on non-allocation /confirmation of custodial trades					
NSSCL - CDS CLEARING	Client Margin Reporting	022 26598370 022 26598310 022 26598311 Fax - 022 26598294 022 26598242	4031	Mr. Vishnu Gupta	risk_group@nse.co.in
	Positions Limits enquiry		4030	Mr. Sharad Sharma	
	Margin related enquiries		4039	Ms. Sayali Gokhale	
	Margins and limit violations		4035	Mr. Abhijeet Sontakke	
	Clearing Data files and file uploads		4039	Ms. Sayali Gokhale	cds_clearing@nse.co.in
	Allotment of Custodial Participant Codes/ Unique Client Codes to Institutions		4025 4029	Mr. Shorabh Sharma Ms. Swati Kulkarni	
			4028	Mr. Viswajeet Tripathy	
SLB SCHEME	Queries related to Securities Lending & Borrowing Scheme	022 26598251 022 26598383	4060 4061	Mr. Rohit Patki Mr. Nilesh Laibundre	
TRADE - CM	System Log in issues	022 26598153 022 26598156 022 26598157 Fax 022 26598155	6040	Ms. Snehal Date	cmtrade@nse.co.in
	Trade related enquiries		6033	Mr. Sunil Gawde	
	Proprietary Account Trading		6031 6032	Ms.Neha Choudhary Mr. Khushal Shah	
	Enquiries - New version and circulars		6025	Ms. Suchita Kakar	
	Trade Reports		6037	Mr. Manish Wadhwa	
	Bulk/Block deals		6038	Mr. Mohd. Hasnain Khatri	
	Contingency Pool Setup		6039	Ms. Anusha Nadar	
TRADE - CDS	Trade related enquiries	022 26598131 022 26598164 Fax 022 26598325	6028 6034 6030	Ms. Sonali Karnik Mr. Vikas Mishra Mr.Vikramaditya Delima	cdtrade@nse.co.in
TRADE - F&O	Enquiries - New version and circulars	022 26598151 022 26598152 022 26598180 Fax 022 26598449	6029	Mr. Huzefa M	fotrade@nse.co.in
	Trade Reports, Contract.txt file		6035	Mr. Sachin Dhar	
	Proprietary Account Trading		6036	Mr. Dipesh Sahoo	
	User related- Password Reset, Unlock, Signoff Corp manager		6034	Mr. Altaf Shaikh	
	Options Price flex		6041	Ms. Prakriti Dabral	
	Neat & NeatPlus features		6042	Ms. Aarti Ramanan	
	Order and Trade related queries			Ms. Jyoti Mehta	
WDM	ZCYC and MIBID-MIBOR	022 26598286 022 26598287 022 26598289 Fax 022 26598288 Fax 022 26598290	6066 6064	Mr.Yogesh Jain Ms. Anuya Bhave	wdm@nse.co.in
	System Log in issues		6066	Mr.Yogesh Jain	
	OFF Market Query		6065	Ms. Davina Karzai	
	Trading and Turnover		6066 6065	Mr.Yogesh Jain Mr. Shishir Shekhar	
	Reports and Circulars		6065, 6064	Mr. Shishir Shekhar Ms.Anuya Bhave	

DEPARTMENT	PARTICULARS	DIRECT LINE	EXTENSION	CONTACT PERSON	Departmental Email for query raising by members
TRADE - MFSS	System Log in issues	022 26598327 022 26598448 022 26598185 Fax 022 26598447	6044	Ms. Deepti Nakhate	For AMC/and RTA related queries : mfsstrade@nse.co.in For Member related queries:mfsops@nse.co.in
	Order entry related enquiries		6055	Mr Manjunath Gadiyar	
	Enquiries - New version and circulars		6052	Ms Aarti Chavan	
			6063	Ms Himabindu V	
TRADE - SLBS	System Log in issues	022 26598327 022 26598448 022 26598185 Fax 022 26598447	6052	Ms Aarti Chavan	For Operational queries :slb_trade@nse.co.in For Member Related queries : slb_ops@nse.co.in
	Trade related enquiries		6055	Ms. Supriya Bhan	
	Enquiries - New version and circulars		6045	Mr. Binoy Yohannan	
	Trade Reports		6063	Ms Himabindu V	
IPO MARKET	Queries-electronic book building facility	022 26598448 022 26598327 022-26598185 Fax 022 26598447	6052	Ms Aarti Chavan	For BRLM/ASBA Banks: ipo_trade@nse.co.in For member related queries: ipo_ops@nse.co.in
	IPO User Ids related issue		6055	Ms. Supriya Bhan	
	IPO system login issues		6045	Mr. Binoy Yohannan	
			6063	Ms Himabindu V	
CRM & MARKETING	Leaflets/Brochures and other product related material	022 26598380 Fax 022 26598120	1217	Mr. Rajesh Jaiswal	nsecrm@nse.co.in
	Registration for Emailers/ News Letters				
	Training programmes/Seminars on new products	022 26598380 Fax 022 26598120	1217	Mr. Pankaj Kumar	
	Support/ Service Request/ Privilege Pass etc..	022 26598350 Fax 022 26522568	1217	Mr B Gouri Sankar	
NSCCL CB Clearing	Documentation for New Participants	022-26598169 /022-26598241 FAX -022-26598183	4086	Bhavin Desai	
	Payin/ Payout of Corporate Bonds		4085/4078/4079	Deepa Menon / Amogh Dongare /Jinesh Shah	
	Queries relating to reporting of Corporate Bonds/CP -CD / REPO		4083/4084	Nityanand Mallapur/ Sijo Eluvathingal	
TELECOM	VSAT : Support & Queries	Annexure-I (HCL VSAT Support)	Annexure-I (HCL VSAT Support)	Annexure-I (HCL VSAT Support)	
	VSAT : Escalation to NSE Telecom VSAT activation, VSAT shifting (VSAT / IDU / ODU), VSAT surrender, VSAT connectivity problems VSAT related queries	022 26598278	2116, 2106	Mr. Suraj Gujar Mr. Vinay Godambe	
	Member leased line requests, Scenairo process	022-26598249	4117 4118 4123	Membership Department	
	Registration with Service Providers	022-40320320		HCL	
	Demand Note, Work Order, Modem letter related queries	022-40320320		HCL	
	Member leased line testing	18001801108		HCL	
	Queries related to activation of new service provider leased lines	022-40320320		HCL	
	Escalated member problems	022 26598277	2097 2098	Mr. Sarang Pandharkar Mr. Ameya Salvi	
	Change of address, surrender of leased line	022-40320320		HCL	
	Billing / Refund	022-40320320		HCL	
	Fax Number (NSE-Telecom)	022 26598384	2125	Ms. Genevieve Nathan	
	Fax Number (HCL)	022 28385588		HCL	