



**Call logging Process and Escalation Matrix of M Intergraph Systems Pvt. Ltd.  
Annual Maintenance Contract vendor**

Of the Honorable High Court for the maintenance of Laptop, Desktop, Printer, UPS, Server, LAN Switch, Lease line modem, Router Etc. under E-Courts Project installed in the District and Sub- Division court of West Bengal for the year 2016-17.

M Intergraph Systems Pvt. Ltd. has centralized Web based Call log in System. For logging your requests please call to **Central Help Desk Numbers: 011-41315532, 011-32436676, 011-32444227**

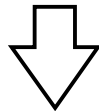
E-mail to [servicedesk@mintergraph.com](mailto:servicedesk@mintergraph.com)

**Call ticket no will be assigned only in case the call is logged via web or at Central help desk.  
The calls are monitored and assigned centrally**

CALL ESCALATION DETAILS - M INTERGRAPH SYSTEMS PVT. LTD. (FOR WEST BENGAL REGION)

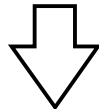
**Level – I**

Mr. Sudip Mukherjee – Call Coordinator, Phone: 09308047780, E-mail: [sudip.mukherjee@mintergraph.com](mailto:sudip.mukherjee@mintergraph.com)



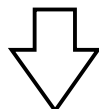
**Level – II**

Mr. Chandan Shahi– Sr. Manager-Service Delivery, Phone: 9899910214, E-mail: [mgr.nic@mintergraph.com](mailto:mgr.nic@mintergraph.com)



**Level – III**

Mr. Sumit Verma – AGM Service Delivery, Phone: 09312602257, E-mail: [service.agm@mintergraph.com](mailto:service.agm@mintergraph.com)



**Level – IV**

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