
**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

**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



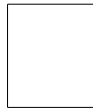
Level - II

Mr. Kamal Kishore - Sr. Manager-Service Delivery, Phone: 09312602257, E-mail: kamal.kishore@mintergraph.com



Level - III

Mr. Lokraj Gahlot - GM Service Delivery, Phone: 09717478874, E-mail: lokraj.gahlot@mintergraph.com



Level - IV

Mr. Jitender Giri - Manager Sales & Services, Phone: 09899920674, Email: jitender.giri@mintergraph.com



Level - V

Mr. Neera Malik - COO, Phone: 09810517144, E-mail: neera.malik@mintergraph.com