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## 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**

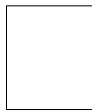
E-mail to [servicedesk@mintergraph.com](mailto:servicedesk@mintergraph.com)

**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)



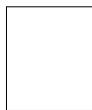
##### Level – II

Mr. Kamal Kishore – Sr. Manager-Service Delivery, Phone: 09312602257, E-mail: [kamal.kishore@mintergraph.com](mailto:kamal.kishore@mintergraph.com)



##### Level – III

Mr. Lokraj Gahlot – GM Service Delivery, Phone: 09717478874, E-mail: [lokraj.gahlot@mintergraph.com](mailto:lokraj.gahlot@mintergraph.com)



##### Level – IV

Mr. Jitender Giri – Manager Sales & Services, Phone: 09899920674, Email: [jitender.giri@mintergraph.com](mailto:jitender.giri@mintergraph.com)



##### Level – V

Mr. Neera Malik – COO, Phone: 09810517144, E-mail: [neera.malik@mintergraph.com](mailto:neera.malik@mintergraph.com)