
**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



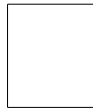
Level - II

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

Call logging process of new Dell Desktops, Laptops & Printers

The process of call logging of any complaint regarding New Desktops (Dell i3 & i5) received under Phase-II of the eCourts Project and New Laptops (HP Probook 450G3).

All the Judicial officers/staff of the respective Court may be requested to log calls about their complaint in the given email (shyamalborty@gmail.com) with copy to muniabanerjee@rediffmail.com and jai.kishore20roy@gmail.com .

The call may also be logged in WTL Call Centre in Ph No: 23673703(Direct) 23673403/04/05/06 (PBX) . Ext 124 : Contact Person: Ms Soma Sengupta/ Mr. Shyamal Chakraborty.

The officer/Staff has to collect a docket number against each call logged. It may be noted that the officer/staff may have to provide the following details:

1. Respective Challan Number of the computer/laptop item
2. Serial Number of the Desktop/ Laptop
3. Nature of Problem complained
4. Contact person with mobile number

You are also requested to circulate this mail to every judicial officer /System Officer/System Assistants/System Administrators/ Staff including Shrestadar/Head Clerk/Nazir/Bench Clerk/Accountant/Peon of each court/office for their respective information and ready reference.