

New Desktop and New Laptop escalation Matrix

WTL Call Center

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23673403/04/05/06(PBX). Ext 124

Contact Person: Ms Soma Sengupta/Mr. Shyamal Chakraborty

Email: shyamalborty@gmail.com

Kindly collect docket number against each call logged

Details to be provided by the customer

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

Please mark a copy to

1. muniabanerjee@rediffmail.com
2. jai.kishore20roy@gmail.com

BSNL Escalation Matrix for Leased circuits (IL/P2P/MPLS/MNS)							
SECTION	NAME	DESIGNATION	OFFICE	MOBILE	FAX	email id:	
Docket booking no. – 1800-425-1957 (mention leased cct ID)							
FAULT ESCALATIOIN	S.K.Hazra	AGM/CRM/MPLS (for Internet Leased line/MPLS)		22109339	9433400403	2210-9339	vpncalcuta@gmail.com crm.mpls.ctd@bsnl.co.in
	D. Chandrasekhar	AGM/SD & IG (for P2P leased lines)		22105931	8902001294		delcnc@gmail.com delcsd@gmail.com
	B. Mandal	DGM/CRM-II		22622244	9433000585		dgmcrm2ctd@gmail.com
	K. C. Ghosh	PGM/EB		22135000, 22485000	9433000155	22109001	kcghosh@bsnl.co.in
BILLING UNIT	S. Halder	JAO/TR/LD			8902000587		aotrlctd@gmail.com
	K. Mitra	AO/TR/LD			9432001904		
	D. Sardar	CAO/EB		22105566	8902001140		
	A. K. Bag	DGM/F/EB			9433000325		akbag@bsnl.co.in akbag88232@gmail.com

BSNL Escalation Matrix for LL/BB/VPNoBB							
SECTION	NAME	DESIGNATION	OFFICE	MOBILE	FAX	email id:	
Docket booking toll free no. – 1800-345-1500 (from any no)							
Docket booking no. from BSNL LL/mob– 198 (for landlines) 1504 (for BB/VPNoBB)							
FAULT ESCALATIOIN	Concerned Area JTO/SDE						
	Concerned Area DE/AGM						
	Concerned Area Manager						
	Om Parkash	PGM/NWO - I/CFA (for Howrah, Serampore, North & Barrackpore Area)		26686868	9433000079	26686848	omparkash7786@gmail.com
	K. C. Ghosh	PGM/NWO - II/CFA (for rest of the areas)		22135000, 22485000	9433000155	22109001	kcghosh@bsnl.co.in

For billing issues concerned area AO/TR, CAO/TR may be contacted

CENTRAL BB UNIT	H. Rahaman	SDE/BB/NWOP - II		9433400417			sdebbnwopctd@gmail.com
	S. De	AGM/BBO		9433400418			samitde@gmail.com samit@bsnl.co.in
	S. Sanyal	AGM/BBP		9433400206			agmbbpkoikata@gmail.com
	S. Paul	DGM/F/EB	22434370	9433000630		22434367	dgmhbctd@gmail.com
	S. K. Samanta	PGM/NWP&D - CFA		9433000040			srgmnwpcfa@gmail.com