

# **Desktop,Laptop,Printer etc ( provided under Phase I & II)Escalation Matrix**

WTL Call Center

Ph No. 23673703(Direct)

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

Contact Person: Ms Soma Sengupta/Mr. Shyamal Chakraborty

Email: [callcentre@wtl.co.in](mailto:callcentre@wtl.co.in)

CC :- [callcentrewtl@gmail.com](mailto:callcentrewtl@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](mailto:muniabanerjee@rediffmail.com)
2. [jai.kishore20roy@gmail.com](mailto:jai.kishore20roy@gmail.com)
3. [shyamalborty@gmail.com](mailto:shyamalborty@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	<a href="mailto:vpncalcuta@gmail.com">vpncalcuta@gmail.com</a> <a href="mailto:crm.mpls.ctd@bsnl.co.in">crm.mpls.ctd@bsnl.co.in</a>
	D. Chandrasekhar	AGM/SD & IG (for P2P leased lines)		22105931	8902001294		<a href="mailto:delcnc@gmail.com">delcnc@gmail.com</a> <a href="mailto:delcsd@gmail.com">delcsd@gmail.com</a>
	B. Mandal	DGM/CRM-II		22622244	9433000585		<a href="mailto:dgmcrm2ctd@gmail.com">dgmcrm2ctd@gmail.com</a>
	K. C. Ghosh	PGM/EB		22135000, 22485000	9433000155	<b>22109001</b>	<a href="mailto:kcghosh@bsnl.co.in">kcghosh@bsnl.co.in</a>
BILLING UNIT	S. Halder	JAO/TR/LD			8902000587		<a href="mailto:aotrlctd@gmail.com">aotrlctd@gmail.com</a>
	K. Mitra	AO/TR/LD			9432001904		
	D. Sardar	CAO/EB		22105566	8902001140		
	A. K. Bag	DGM/F/EB			9433000325		<a href="mailto:akbag@bsnl.co.in">akbag@bsnl.co.in</a> <a href="mailto:akbag88232@gmail.com">akbag88232@gmail.com</a>

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	<a href="mailto:omparkash7786@gmail.com">omparkash7786@gmail.com</a>
	K. C. Ghosh	PGM/NWO - II/CFA (for rest of the areas)		22135000, 22485000	9433000155	<b>22109001</b>	<a href="mailto:kcghosh@bsnl.co.in">kcghosh@bsnl.co.in</a>

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

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



**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**

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**Level – III**

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

**Level – IV**

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

S. No.	Name of Districts	Name of court complex	ANNEXURE-I		Contact nos of BSNL
			Telephone Number	Date of commissioning	
1	Jalpaiguri	Alipurduar	03564-251870	19.4.12	SDE 9434096222
2		Malbazar	03562-256044	17.4.12	SDE 9434733444
3		NJP Railway Court	0353-2690004	10.8.12	SDE 9434001309
4	Purulia	Raghunathpur	03251-255070	11.10.12	SDE 9434080777 JTO 9434746063
5	North 24 Parganas	Basirhat	03217-263265	06.12.12	SDE 9434070028
6		Bongaon	03215-259760	06.12.12	JTO 9434224488
7	Cooch- Behar	Dinhata Sub-Division	03581-259168	9.5.14	SDE 9434095130
8		Mathabhanga Sub-Division	03583-257442	10.10.12	SDE 9434256060
9		Tufanganj Sub-Division	03582-244169	19.10.2012	SDE 9434095127
10		Mekhliganj Sub-Division	03584-255099	19.10.2012	SDE 9434105600
11		Juvenile justice board	03582-228694	09.10.12	SDE 9434001244
12	Nadia	Ranaghat	03473-215811	12.10.12	SDE 9434066955 JTO
13		Tehatta	03471-250240	26.11.12	AGM CFA 9434747403 JTO
14		Nabadwip	03472-244126	04.10.12	SDE 9434752050
15	Bankura	Bishnupur	03244-256232	31.1.13	SDE 9434746622 JTO 9434367400
16		Khatra	03243-255026	24.01.13	JTO 9475397601 SDE 9434000004
17	Birbhum	Bolpur	03463-252056	18.10.2013	AGM 9434000080 SDE 9434
18		Rampurhat	03461-255775	3.1.2013	AGM 9434000080 SDE 9434758514
19		Dubrajpur	03462-244013	3.1.2013	AGM 9434000080 SDE 9434750050 JTO 9434750080
20	Darjeeling	Gorubathan	03552-222111	13.7.2012	SDE 9434759677
21		Kalimpong	03552-256851	17.7.2012	SDE 9434759677
22		Kurseong	0354-2330044	3.9.2012	0354-2344000/9434001605 kurseongte@gmail.com
23		Mirik	0354-2243011	10.10.12	SDE Group 9434001248/9434744004
24		Mungpoo	03552-266303	17.7.2012	SDE 9434759677

25		Siliguri	0353-2432840	17.1.2013	SDE 9434075003
26		Jangipore	03483-266398	1.9.13	JTO 9434754063
27	Murshidabad	Kandi	03484-255398	7.2.2013	SDE 9434757333 JTO 9434749494
28		Lalbagh (Civil)	03482-271043	21.9.13	SDE 9434751333
29		Berhampore	03482-257151	20.9.13	SDOP 9434067860 SDE BB 9434011717
30		Lalbagh(Criminal)	03482-271045	1.9.13	SDE 9434751333
31	Uttar Dinajpur	Islampur	03526-255201	15.09.14	AGM BB 9474321633 JTO BB 9434042345
32	Dakshin Dinajpur	Buniadpur	03524-259054	23.05.12	AGM 9434001296 JTO BB 9434042345
33	Purba Medinipur	Contai	03220-255166	29.10.12	SDE 9434021999 JTO 9434222765
34		Haldia	03224-255004	3.11.2012	JE 9434958410 SDE 9434000089
35	Howrah	Amta	03214-260232	10.3.2013	JTO 9474588675
36	South 24 Parganas	Diamond Harbour Civil Court	03174-255814	27.11.12	SDE 9434001229
37		Diamond Harbour Criminal Court	03174-255815	27.11.12	SDE 9434001229
38		Kakdwip Court Complex	03210-257512	22.12.12	JE 9531551489 AGM 9434033331
39	Paschim Medinipore	Jhargram	03221-259078	27.9.12	03221-255100 SDE 9434999888
40		Ghatal	03225-257119	19.9.12	03225255001 / Tapan JTO 9434403999 SDE 9434140693
41		Garhbeta	03227-265092	30.7.12	SDE 9434140693
42		Dantan	03229-253011	5.10.12	SDE 9434000903
43		Kharagpur Railway Court	03222-256110	20.9.12	SDE 9434000903
44	Burdwan	Asansol	0341-2252545	12.04.12	AGM EB 9434014949 SDE EB 9434754911
45		Durgapur	0343-2549110	5.3.2013	SDE 9434025522 SDE EB 9434746888
		Katwa	03453- 256810	8.2.2013	SDE 9434043030 JTO
47		Kalna	03454- 255332	27.2.13	SDE 9434043030
48	Hooghly	ARAMBAGH	03211-256317	06.12.12	SDE 9434345530 AGM 9434065999