

# ***Call Login Process & Escalation Matrix - Important please read***

***Ref : Installation and support Process for servicing your organization/NIC/COURTS***

***Dear Customer ,***

We thank you for giving us an opportunity to service your esteemed organization. We are committed to provide quality service to our customers and would like to explain our service structure and process to ensure that each service call is attended properly.

***For Installation call***

1<sup>st</sup> Contact : Call Coordinator-----01132436676 Email : [install@mintergraph.com](mailto:install@mintergraph.com)

***For Breakdown call : Please call***

1<sup>st</sup> Contact : N I C Call Coordinator **011-32444227** email : [nic-care@mintergraph.com](mailto:nic-care@mintergraph.com)

2<sup>nd</sup> Contact: Promila Kaul---Manager-Service **Tel.: 011-26371825-26 Mobile : 09313993075** email: [pkaul@mintergraph.com](mailto:pkaul@mintergraph.com)

3<sup>rd</sup> Contact : Mr. J.B.Tyagi—Service Account Manager Mobile : 09312500335 email : [jbtyagi@mintergraph.com](mailto:jbtyagi@mintergraph.com)

4<sup>th</sup> Contact : Ms. Neera Malik —GM operations Mobile : 09810517144 email : [escalation@mintergraph.com](mailto:escalation@mintergraph.com)

***Please take a call reference no. from the NIC coordinator ( All calls including installation are entered in our online Ops Manager ).***

We endeavour to attend all service calls latest by next business day from date of call. Please escalate the call to Contact 2- Manager-Service if your call is not attended by next business day.

***For new sales / wrong shipment and short shipment : Please call***

1<sup>st</sup> Contact : Mr. Arun Kumar email: [akumar@mintergraph.com](mailto:akumar@mintergraph.com) **Mobile : 09871841505**

2<sup>nd</sup> Contact : Mr. Rajeev Mangotra **Mobile : 9312404502** email : [rmagotra@mintergraph.com](mailto:rmagotra@mintergraph.com)

## NATIONAL INFORMATICS CENTRE

|                     |                           |
|---------------------|---------------------------|
| Andaman and Nicobar | 9434278865, 9932989182    |
| Andhra Pradesh      | 09849287033, 040-65699700 |
| Arunachal Pradesh   | 09401001288, 09313993075, |
| Assam               | 09401001288, 09313993075, |
| Bihar               | 09334041221, 09313993075  |
| Chandigarh          | 09988356525, 09313993075  |
| Chattisgarh         | 09425205197, 09425204193  |
| Delhi               | 011-32444227, 09313993075 |
| Goa                 | 011-32444227, 09313993075 |
| Gujarat             | 98240 79191, 09313993075  |
| Haryana             | 09416177682, 09313993075  |
| Himachal Pradesh    | 09988356525, 09313993075  |
| Jammu & Kashmir     | 011-32444227, 09313993075 |
| Jharkhand           | 011-32444227, 09313993075 |
| Karnataka           | 09972934449, 09342558357, |
| Kerala              | 09447685386, 09313993075  |
| Lakshadweep         | 09447685386, 09313993075  |
| Madhya Pradesh      | 09301530202, 09313993075  |
| Maharashtra(Mumbai) | 09322402049, 09323011108  |
| Manipur             | 09401001288, 09313993075, |
| Meghalaya           | 09401001288, 09313993075, |
| Mizoram             | 09401001288, 09313993075, |
| Nagaland            | 09401001288, 09313993075, |
| Orissa              | 09238995104, 09313993075  |
| Punjab              | 09356785646, 09313993075  |
| Rajasthan           | 09314447838, 09313993075  |
| Tamil Nadu          | 09380575060, 09313993075  |
| Uttar Pradesh       | 09336498414, 09336653680  |
| Uttaranchal         | 011-32444227, 9313993075  |
| West Bengal         | 09333511151, 033-22745856 |