



(Central Region)

Escalation Matrix

Levels & Time		Contact point / Phone / Email ID		
Level Of Escalation	Technical Assistance	Technical Escalation		
Level 1	Call Registration (Toll Free 24 x7)	1-800-108-7499 Without registration of calls, complaints will not be attended		
		Hyderabad	Vishakhapatnam	Vijayawada
Level 2	12 hrs. from Complaint Registration	Designation: Sr. Service Engineer Mobile No. 9000789579 Email: Kalidindi.murali@ecilrapiscan.com	Designation: Sr. Service Engineer Mobile No. 8978855665 Email: Venkata.rao@ecilrapiscan.com	Designation: Sr. Service Engineer Mobile No. 9000017829 Email: S.phanikumar@ecilrapiscan.com
		Nagpur		
		Designation: Sr. Service Engineer Mobile No.: 8828234070 Email: akash.somkuwar@ecilrapiscan.com		
Level 3	24 hrs. from Complaint Registration	Manager Service - Central Mobile: 9949545461 tirupathi.rao@ecilrapiscan.com		
Level 4	36 hrs. from Complaint Registration	Head – Service Mobile: 09989894447 Board : 040-67000811 Raghunadha.Rao@ecilrapiscan.co		

(East Region)

Escalation Matrix		
Levels & Time		Contact point / Phone / Email ID
Level Of Escalation	Technical Assistance	Technical Escalation
Level 1	Call Registration (Toll Free 24 x7)	1-800-108-7499 Without registration of calls, complaints will not be attended
Level 2	12 hrs. from Complaint Registration	Kolkata (West Bengal, Bihar, Jharkhand, Odisha, Chhattisgarh, A & N Islands and Bhutan)
		Asst. Manager – Field Service +91 9121143976 anup.nayek@ecilrapiscan.com
		Asst. Manager – Field Service +91 9121143977 dhani.bouri@ecilrapiscan.com
		Guwahati (Assam, Sikkim, Meghalaya, Manipur, Mizoram, Nagaland, Arunachal Pradesh & Tripura)
Asst. Manager – Field Service +91 9121143985 sukumar.deka@ecilrapiscan.com		
Level 3	24 hrs. from Complaint Registration	Regional Service Head – North & East +91 9599688851 Rajinder.Batra@ecilrapiscan.com
Level 4	36 hrs. from Complaint Registration	Head – Service +91 9989894447 / 040-67000811 Raghunadha.Rao@ecilrapiscan.com



(North Region)

Escalation Matrix

Levels & Time		Contact point / Phone / Email ID		
Level Of Escalation	Technical Assistance	Technical Escalation		
Level 1	Call Registration (Toll Free 24 x7)	1-800-108-7499 Without registration of calls, complaints will not be attended		
		Amritsar	Chandigarh	Lucknow
Level 2	12 hrs. from Complaint Registration	Field Service Engineer Mob. No. 9121143969 Shivdayal.singh@ecilrapiscan.com	Sr. Field Service Engineer Mob. No. 9121143970 Sanjiv.kumar@ecilrapiscan.com	Sr. Field Service Engineer Mob. No. 7799742919 adesh.chauhan@ecilrapiscan.com
		Jammu	Srinagar	Bhopal
		Field Service Engineer Mob. No. 9121143973 Som.raj@ecilrapiscan.com	Field Service Engineer Mob. No. 9121143974 Jasbir.singh@ecilrapiscan.com	Sr. Field Service Engineer Mob. No. 7799742920 Kushal.bhadoria@ecilrapiscan.com
		Jaipur	Delhi	
		Asstt. Manager (Service) Mob. No. 9121143966 amit.verma@ecilrapiscan.com	Manager (Service) Mob. No. 9599688824 Rajesh.pathak@ecilrapiscan.com	
Level 3	24 hrs. from Complaint Registration	Regional Service Head - North East Mobile: 9599688851 rajinder.batra@ecilrapiscan.com		
Level 4	36 hrs. from Complaint Registration	Head – Service Mobile: 09989894447 Board : 040-67000811 Raghunadha.Rao@ecilrapiscan.com		



(South Region)

Escalation Matrix

Levels & Time		Contact point / Phone / Email ID		
Level Of Escalation	Technical Assistance	Technical Escalation		
Level 1	Call Registration (Toll Free 24 x7)	1-800-108-7499 Without registration of calls, complaints will not be attended		
		Chennai	Tirunelveli	Thiruvananthapuram
Level 2	12 hrs. from Complaint Registration	Manager (Service) Mob. No.09121143988 D.Tamilmani@ecilrapiscan.com	Sr. Field Service Engineer Mob.No.09121143995 M.Esakkimuthu@ecilrapiscan.com	Field Service Engineer Mob.No.07799742936 ERL.Trivandrum@ecilrapiscan.com
		Kochi	Mysore	Bangalore
		Assist. Manager (Service) Mob.No.07799742929 ArunKumar.MP@ecilrapiscan.com	Field Service Engineer Mob. No.07799731386 S.Thyagaraju@ecilrapiscan.com	Assist. Manager (Service) Mob.No.07799731381 BN.Prashanthbabu@ecilrapiscan.com
Level 3	24 hrs. from Complaint Registration	Regional Service Head – South & West Mobile: 07799742928 shaji.george@ecilrapiscan.com		
Level 4	36 hrs. from Complaint Registration	Head – Service Mobile: 09989894447 Board : 040-67000811 Raghunadha.Rao@ecilrapiscan.com		

Escalation Matrix

Levels & Time		Contact point / Phone / Email ID		
Level Of Escalation	Technical Assistance	Technical Escalation		
Level 1	Call Registration (Toll Free 24 x7)	1-800-108-7499 Without registration of calls, complaints will not be attended		
		Goa	Pune	Ahmedabad
Level 2	12 hrs. from Complaint Registration	Sr. Service Engineer Mobile No. 7799742921 Email: siddhesh.karekar@ecilrapiscan.com	Assistant Manager Service Mobile No. 8828234065 Email: Sachin.sable@ecilrapiscan.com	Assistant Manager Service Mobile No. 9033004538 Email: chetan.sharma@ecilrapiscan.com
		Mumbai	Mumbai	Mumbai
		Manager Service Mobile No. 8828234053 Email: pradeep.chavan@ecilrapiscan.com	Manager Service Mobile No. 8828234052 Email: sachin.kumbhar@ecilrapiscan.com	
Level 3	24 hrs. from Complaint Registration	Regional Service Head – South & West Mobile: 07799742928 shaji.george@ecilrapiscan.com		
Level 4	36 hrs. from Complaint Registration	Head – Service Mobile: 09989894447 Board : 040-67000811 Raghunadha.Rao@ecilrapiscan.com		