

ESCALATION MATRIX (SESSION MANAGEMENT)-WESTERN GRID				
LEVEL	EMPLOYEE NAME	DESIGNATION	LANDLINE	EMAIL ID
1st Level	Praveen	Associate	040-39526774	apbs@npci.org.in
	Abhilasha	Associate	040-39526773	apbs@npci.org.in
	Srinivas Akula	Assistant Manager	040-39526772	srinivas.akula@npci.org.in
	Debabrata choubey	Assistant Manager	040-39526771	debabrata.choubey@npci.org.in
2nd Level	J Jayachandar	Manager	040-39526770	jayachandr.j@npci.org.in
3rd Level	Samba saikumar	Senior Manager	040-39526764	samba.saikumar@npci.org.in
4th Level	Ramasubramani P	AVP	044-28160795	p.ramasubramani@npci.org.in
5th Level	Giridhar G M	VP & Head	040-39526896	giridhar.gm@npci.org.in

ESCALATION MATRIX (SESSION MANAGEMENT)-NORTHERN GRID				
LEVEL	EMPLOYEE NAME	DESIGNATION	LANDLINE	EMAIL ID
1st Level	Kiran	Associate	040-39526766	apbs@npci.org.in
	Ajay	Associate	040-39526767	apbs@npci.org.in
	Rajasekhar Reddy	Assistant Manager	040-39526763	rajasekhar.reddy@npci.org.in
	Radhika Kasoju	Deputy Manager	040-39526761	radhika.Kasoju@npci.org.in
2nd Level	Prabhu R	Manager	040-39526762	prabhu.r@npci.org.in
3rd Level	Samba saikumar	Senior Manager	040-39526764	samba.saikumar@npci.org.in
4th Level	Ramasubramani P	AVP	044-28160795	p.ramasubramani@npci.org.in
5th Level	Giridhar G M	VP & Head	040-39526896	giridhar.gm@npci.org.in

ESCALATION MATRIX (SESSION MANAGEMENT)-SOUTHERN GRID				
LEVEL	EMPLOYEE NAME	DESIGNATION	LANDLINE	EMAIL ID
1st Level	Sarvanan	Associate	044-28160730	ach@npci.org.in
	Sankar Muthupandi	Assistant Manager	044-28160729	sankar.muthupandi@npci.org.in
2nd Level	Sundar Ganesh M G	Manager	044-28160733	sundar.Ganesh@npci.org.in
	Kannan R	Manager	044-28160740	kannan.r@npci.org.in
3rd Level	Vijayakumar R	Senior Manager	044-28160724	vijayakumar.r@npci.org.in
4th Level	Ramasubramani P	AVP	044-28160795	p.ramasubramani@npci.org.in

5th Level	Giridhar G M	VP & Head	040-39526896	giridhar.gm@npci.org.in
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Escalation Matrix for NCR CHI-ECPIX Application Support				
Duration	Team / Individual	Level	Contact no	Email ID
Immediate	L1 Support Team Chennai	L1 Chennai	044-28160713-16	ctschennaisupport@npci.org.in
	L1 Support Team Mumbai	L1 Mumbai	040-33026311-14	ctsmumbaisupport@npci.org.in
	L1 Support Team Delhi	L1 Delhi	011-66086922/24/25	ctsdelhisupport@npci.org.in
1 Hour	Praveen Kumar and Ganesh	L2 Chennai	91 9884737438 / 9042486959	ctschennaisupport@npci.org.in
	Sarthak Patnaik	L2 Mumbai	9717657676	Sarthak.Patanaik@ncr.com
	Afzal Abedin	L2 Delhi	91 8800852441	ctsdelhisupport@npci.org.in
2 Hours	M.Antony Vinod	L3	91 9710669956	mv185094@ncr.com
4 Hours	Vinod Mulik	L4	91 9819882848	vinod.mulik@ncr.com
8 Hours	Yogesh Meshram	L5	91 9819014477	Yogesh.Meshram@ncr.com
	Chetan Salastekar		91 9821632629	chetan.salastekar@ncr.com

Escalation Matrix for CTS NETWORK TEAM					
S.No	Team / Individual	Level	Contact no	Mobile No.	Email ID
1	L1 Support Team (24 X 7)	L1	044-669666023-24	-	npcinetl1chn@npci.org.in
2	L2 Support Team (24 X 7)	L2	044-669666021-22	-	npcinetl2chn@npci.org.in
3	L3 Support Team	L3	044-669666016	-	npcinetl3chn@npci.org.in
4	Karthik Visva /Karthikeyan Balaji	L4	044-669666001/11	97904 21004 / 96006 82684	karthik.visva@npci.org.in/ karthikeyan.balaji@npci.org.in
5	Prabhakaran M	L5	044-669666014	99620 25885	Prabhakaran.m@npci.org.in
6	Balasubramanian K	L6	044-669666010	93821 94911	k.balasubramaniam@npci.org.in
7	K Venkatesh	L7	044-669666000	90949 14151	k.venkatesh@npci.org.in