

## Escalation Matrix

### ESCALATION MATRIX (CTS-Business/ On-boarding/ certification - Southern Grid)

LEVEL	EMPLOYEE NAME	DESIGNATION	LAND LINE	EMAIL ID
Level 1	Sathish A C	Associate	044-28160728	<a href="mailto:sathish.ac@npci.org.in">sathish.ac@npci.org.in</a>
	Rajalakshmi	Associate	044-28160716	<a href="mailto:rajalakshmi.sundar@npci.org.in">rajalakshmi.sundar@npci.org.in</a>
	Rajesh Krishnakumar	Associate	044-28160731	<a href="mailto:rajesh.krishnakumar@npci.org.in">rajesh.krishnakumar@npci.org.in</a>
Level 2	Kannan R	Lead	044-28160730	<a href="mailto:kannan.r@npci.org.in">kannan.r@npci.org.in</a>
	Jayachandar J	Lead	044-28160723	<a href="mailto:jayachandar.j@npci.org.in">jayachandar.j@npci.org.in</a>
Level 3	R Vijayakumar	In-charge	044-28160724	<a href="mailto:vijayakumar.r@npci.org.in">vijayakumar.r@npci.org.in</a>

### ESCALATION MATRIX (CTS -Business/ On-boarding/ certification- Northern Grid)

LEVEL	EMPLOYEE NAME	DESIGNATION	LAND LINE	EMAIL ID
Level 1	Nandu B N	Associate	040-68190476	<a href="mailto:apbs@npci.org.in">apbs@npci.org.in</a>
	Radhika kasoju	Associate	040-68190461	<a href="mailto:radhika.kasoju@npci.org.in">radhika.kasoju@npci.org.in</a>
	Prasanna Sai	Senior Associate	040-68190468	<a href="mailto:prasanna.sai@npci.org.in">prasanna.sai@npci.org.in</a>
	Rajasekhar Reddy	Senior Associate	040-68190459	<a href="mailto:rajasekhar.reddy@npci.org.in">rajasekhar.reddy@npci.org.in</a>
Level 2	Rajesh Potnuru	Lead	040-68190465	<a href="mailto:rajesh.potnuru@npci.org.in">rajesh.potnuru@npci.org.in</a>
Level 3	Samba Sai Kumar	In-charge	040-68190470	<a href="mailto:samba.saikumar@npci.org.in">samba.saikumar@npci.org.in</a>
Level 4	Sanjoy Kumar Mukhrjee	In-charge	8130317788	<a href="mailto:sanjoy.mukherjee@npci.org.in">sanjoy.mukherjee@npci.org.in</a>

### ESCALATION MATRIX (CTS-Business/ On-boarding/ certification - Western Grid)

LEVEL	EMPLOYEE NAME	DESIGNATION	LAND LINE	EMAIL ID
Level 1	Sushant	Associate	040-68190473	<a href="mailto:apbs@npci.org.in">apbs@npci.org.in</a>
	Srinivas Akula	Associate	040-68190472	<a href="mailto:srinivas.akula@npci.org.in">srinivas.akula@npci.org.in</a>
	Debabrata Choubey	Senior Associate	040-68190471	<a href="mailto:debabrata,choubey@npci.org.in">debabrata,choubey@npci.org.in</a>
Level 2	Vipeesh Kumar	Lead	040-68190462	<a href="mailto:vipeesh.kumar@npci.org.in">vipeesh.kumar@npci.org.in</a>
Level 3	Samba Sai Kumar	In-charge	040-68190470	<a href="mailto:samba.saikumar@npci.org.in">samba.saikumar@npci.org.in</a>
Level 4	Shardul Gopujkar	In-charge	022-40503474	<a href="mailto:shardul.gopujkar@npci.org.in">shardul.gopujkar@npci.org.in</a>

**For any Esclations related to CTS/NACH Sessions/Service Delivery/MMS/Business/On-Boarding/Certification - All Locations**

Level 5	Giridhar G M	Chief	040-68190596	<a href="mailto:giridhar.gm@npci.org.in">giridhar.gm@npci.org.in</a>
---------	--------------	-------	--------------	--

### Technology Escalation Matrix

Level	SG	NG	WG
Level-1	<b>CTS Chennai Support</b>	<b>CTS Delhi Support</b>	<b>CTS Mumbai Support</b>
	Contact : 044-28160701-05	Contact : 040-68190453-57	Contact : 040-68190446-51
	<a href="mailto:ctschennaisupport@npci.org.in">ctschennaisupport@npci.org.in</a>	<a href="mailto:ctschennaisupport@npci.org.in">ctschennaisupport@npci.org.in</a>	<a href="mailto:ctsmumbaisupport@npci.org.in">ctsmumbaisupport@npci.org.in</a>
Level-2	<b>CTS App Team</b>	<b>CTS App Team</b>	<b>CTS App Team</b>
	<a href="mailto:ctsappteam@npci.org.in">ctsappteam@npci.org.in</a>	<a href="mailto:ctsappteam@npci.org.in">ctsappteam@npci.org.in</a>	<a href="mailto:ctsappteam@npci.org.in">ctsappteam@npci.org.in</a>
Level-3	<b>Sridhar Vedula</b>	<b>Sridhar Vedula</b>	<b>Sridhar Vedula</b>
	Contact : +91 9393161410	Contact : +91 9393161410	Contact : +91 9393161410
	<a href="mailto:sridhar.vedula@npci.org.in">sridhar.vedula@npci.org.in</a>	<a href="mailto:sridhar.vedula@npci.org.in">sridhar.vedula@npci.org.in</a>	<a href="mailto:sridhar.vedula@npci.org.in">sridhar.vedula@npci.org.in</a>
Level-4	<b>Giridhar GM</b>	<b>Giridhar GM</b>	<b>Giridhar GM</b>
	Contact : +91- 9884437373	Contact : +91- 9884437373	Contact : +91- 9884437373
	<a href="mailto:giridhar.gm@npci.org.in">giridhar.gm@npci.org.in</a>	<a href="mailto:giridhar.gm@npci.org.in">giridhar.gm@npci.org.in</a>	<a href="mailto:giridhar.gm@npci.org.in">giridhar.gm@npci.org.in</a>