

ESCALATION MATRIX - Mandate Management system (MMS)				
LEVEL	EMPLOYEE NAME	DESIGNATION	LAND LINE	EMAIL ID
Level 1	Divya Racherla	Assistant Manager	040-39526763	divya.racherla@npci.org.in
	Srinivas Akula		040-39526772	srinivas.akula@npci.org.in
	Debabrata Choubey		040-39526771	debabrata.choubey@npci.org.in
	Rajasekhar Reddy		040-39526769	rajasekhar.reddy@npci.org.in
Level 2	Radhika Kasoju	Deputy Manager	040-39526761	Radhika.Kasoju@npci.org.in
	Jayachandar.J	Manager	040-39526764	Jayachandar.j@npci.org.in
	Prabhu.R	Manager	040-39526762	prabhu.r@npci.org.in
Level 3	Samba Sai Kumar	Sr.Manager	040-39526770	samba.saikumar@npci.org.in
Level 4	Ramasubramani P	AVP	044 - 28160795	p.ramasubramani@npci.org.in
Level 5	Giridhar G M	VP & Head	040-39526896	giridhar.gm@npci.org.in

ESCALATION MATRIX - NACH Session Management (ACH Debit Sessions)				
LEVEL	EMPLOYEE NAME	DESIGNATION	LAND LINE	EMAIL ID
Level 1	Kapil	Associate	040-39526759	apbs@npci.org.in
	Prasanna Sai	Assistant Manager	040-39526758	prasanna.sai@npci.org.in
	Divya Racherla		040-39526763	divya.racherla@npci.org.in
	Radhika Kasoju	Deputy Manager	040-39526761	Radhika.Kasoju@npci.org.in
Level 2	Prabhu R	Manager	040-39526762	prabhu.r@npci.org.in
	Jayachandar J	Manager	040-39526764	Jayachandar.j@npci.org.in
Level 3	Samba Sai kumar	Senior Manager	040-39526770	samba.saikumar@npci.org.in
Level 4	Ramasubramani P	AVP	044 - 28160795	p.ramasubramani@npci.org.in
Level 5	Giridhar G M	VP & Head	040-39526896	giridhar.gm@npci.org.in

ESCALATION MATRIX - NACH Session Management				
LEVEL	EMPLOYEE NAME	DESIGNATION	LAND LINE	EMAIL ID
Level 1	Session support	Associate	044-28160737/738/735	ach@npci.org.in
	Ramesh Venkat	Assistant Manager	044-28160728/29/34/39/36	rajalakshmi.sundar@npci.org.in
	Rajalakshmi Sundar			Rajesh.krishnakumar@npci.org.in
	Rajesh K			sankar.muthupandi@npci.org.in
	Sankar Muthupandi			hareeshankar.ck@npci.org.in
	C K Hareeshankar			
Kannan	Manager	044-28160740	kannan.r@npci.org.in	
Level 2	Satheesh Kumar	Sr.Manager	044-28160733	vijayakumar.r@npci.org.in
Level 3	Ramasubramani P	AVP	044-28160795	p.ramasubramani@npci.org.in
Level 4	Giridhar G M	VP & Head	040-39526896	giridhar.gm@npci.org.in

ESCALATION MATRIX - NACH Service delivery (For query handling & Master maintenance)				
LEVEL	EMPLOYEE NAME	DESIGNATION	LAND LINE	EMAIL ID
Level 1	Service delivery support		044-2816 0726/727/728/22	ach@npci.org.in
	Sivanandam L	Assistant Manager	044-28160789	Seethalakshmi.v@npci.org.in
	Rajasekar K			sivanandam.lakshmanan@npci.org.in
	Manikandan			Rajasekar.kuppusamy@npci.org.in
	Seethalakshmi V	Assistant Manager	044-28160721	Manikandan.s@npci.org.in
Anthonisamy Jayakumar	044-28160725		anthonisamy.jayakumar@npci.org.in	
Level 2	Satheesh Kumar S	Sr.Manager	044-28160733	satheesh.kumar@npci.org.in
Level 3	R Vijayakumar	Sr.Manager	044-28160724	vijayakumar.r@npci.org.in
Level 4	Ramasubramani P	AVP	044-28160795	p.ramasubramani@npci.org.in
Level 5	Giridhar G M	VP & Head	040-39526896	giridhar.gm@npci.org.in

ESCALATION MATRIX (Business/ On-boarding/ certification - Southern states)				
LEVEL	EMPLOYEE NAME	DESIGNATION	LAND LINE	EMAIL ID
Level 1	Sujith Selvaraj	Assistant Manager	044 - 28160731	sujith.selvaraj@npci.org.in
Level 2	Sakthi Krishnan	Manager	044 - 28160732	KSakthi.Krishnan@npci.org.in
Level 3	Ramasubramani P	AVP	044 - 28160795	p.ramasubramani@npci.org.in
Level 4	Giridhar G M	VP & Head	040-39526896	giridhar.gm@npci.org.in

ESCALATION MATRIX (Business/ On-boarding/ certification- Northern states)				
LEVEL	EMPLOYEE NAME	DESIGNATION	LAND LINE	EMAIL ID
Level 1	Cherry Dhillon	Assistant Manager	011-66086916	Cherry.dhillon@npci.org.in
	Rahul Ranjan	Assistant Manager	011-66086912	rahul.ranjan@npci.org.in
	Sorabh Mohindru	Deputy Manager	011-66086913	sorabh.mohindru@npci.org.in
	Rashi Advani	Deputy Manager	011-66086914	rashi.advani@npci.org.in
	Pratap Parida	Manager	011-66086911	pratap.parida@npci.org.in
Level 2	Sanjoy Kumar Mukherjee	AVP	011-66086906	Sanjoy.mukherjee@npci.org.in
Level 3	Giridhar G M	VP & Head	040-39526896	giridhar.gm@npci.org.in

ESCALATION MATRIX (Business/ On-boarding/ certification - Western & NE states)				
LEVEL	EMPLOYEE NAME	DESIGNATION	LAND LINE	EMAIL ID
Level 1	Shashank Patil (Mumbai)	Assistant Manager	022- 40503391	shashank.patil@npci.org.in
	Krishna Fadake (Mumbai)	Assistant Manager		krishna.fadake@npci.org.in
	Swati D Sa (Mumbai)	Assistant Manager		swati.dsa@npci.org.in
	Naushil Rajput (Ahmedabad)	Assistant Manager	9898173837	naushil.rajput@npci.org.in
	Dhirendra singh Chouhan (Bhopal)	Assistant Manager	8989413934	dhirendra.chouhan@npci.org.in
Level 2	Prasad Bapat	Sr.Manager	022-40508600	Prasad.Bapat@npci.org.in
	Vishwanath S	Sr.Manager	7506446530	vishwanath.s@npci.org.in
Level 3	Shardul Gopujkar	AVP	022- 40503474	shardul.gopujkar@npci.org.in
Level 4	Giridhar G M	VP & Head	040-39526896	giridhar.gm@npci.org.in