

**ESCLATION MATRIX FOR COMPLAINT OF DESKTOP COMPUTERS AND LASERJET PRINTERS UNDER AMC (EXCEPT ACER PC AND RICOH PRINTERS) FOR VIDYUT BHAWAN/IT CENTRE/JMC BUILDING**

**AND**

**ESCLATION MATRIX FOR COMPLAINT FOR AMC OF EXISTING LAN INFRASTRUCTURE FOR VIDYUT BHAWAN/IT CENTRE/JMC BUILDING/MM BUILDING/CHAMBAL POWER HOUSE PREMISES**

**(A) TECHNICIANS OF M/S B.B. SOFTECH PVT. LTD, JAIPUR FOR DESKTOP COMPUTERS AND LASERJET PRINTERS UNDER AMC**

SNO	LEVEL	NAME	PHONE NO
1	LEVEL 1	KULDEEP SHARMA	8949583727
2	LEVEL 2	AMIT SHARMA	9828639313
3	LEVEL 3	MANISH GUPTA	0141-2743107
4	LEVEL 4	BHARAT SHARMA	9982838107

**RVPN OFFICERS/OFFICIALS**

SNO	LEVEL	NAME	PHONE NO
1	LEVEL 1	KAMAL KUMAWAT	9460765889
2	LEVEL 2	PRAMOD POONIA, JEN	9413393652
3	LEVEL 3	ANIL PRAJAPATI, AEN	9413393653
4	LEVEL 4	KAMAL SINGH, XEN-MIS&IT	9413382673

**(B) TECHNICIANS OF M/S ALOK COMPUTERS FOR AMC OF EXISTING LAN INFRASTRUCTURE:**

SNO	LEVEL	NAME	PHONE NO	FOR LOCATION
1	LEVEL 1	SHYAM SUNDER	8239547781	VIDYUT BHAWAN
2	LEVEL 2	BAJRANG SINGH	9672184583	FOR IT CENTRE/JMC BUILDING/CHAMBAL POWER HOUSE PREMISES/MM BUILDING OFFICES
3	LEVEL 3	SHAILENDRA PANDEY	7982379947	
4	LEVEL 4	ALOK AGARWAL	9829555351	
		CONTACT NO OF FIRM	0141-2231989	

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SNO	LEVEL	NAME	PHONE NO
1	LEVEL 1	KAMAL KUMAWAT	9460765889
2	LEVEL 2	PRAMOD POONIA, JEN(MIS&IT)	9413393652
3	LEVEL 3	ANIL PRAJAPATI, AEN(MIS&IT)	9413393653
4	LEVEL 4	KAMAL SINGH, XEN-MIS&IT	9413382673

*Xerox of updated on RVM website.*

Superintending Engineer (MIS&IT)  
RVPN, Jaipur.

*[Signature]*