HCL Infosystems Limited
Call Reporting and Escalation Matrix

Sr#	Customer Location	HCL support locations	Call Board Numbers, please obtain call no.	for Escalation incase call is abnormally delayed			Escalation - 2			Escalation - 3		
				Name	Email	Contact #	Name	Email	Contact #	Name	Email	Contact #
1	Chandigarh, Panchkula, Ambala	**CHANDIGARH, Ambala**	0172- 2709781, 8054499201-02	Sanjeev Kumar	hclchdcc@hcl.in	8054499104	Vinay Aggarwal	vinay.aggarwal@hcl.in	8054499222	Omjiwan Gupta	omjiwang@hcl.in	9780011576
2	Karnal, Kaithal, Kurukshetra, Panipat, Yamunanagr, Hisar, Sirsa, Fatehabad, Rohtak, Bhiwani, Jind	Karnal, Kaithal, Kurukshetra, Panipat, Yamunanagr, Hisar, Sirsa, Fatehabad, Rohtak, Bhiwani, Jind	0184-4043368, 4042368, 8053994014	Vishal Dahramphal	vishal.d@hcl.in	8053994001	Vinay Aggarwal	vinay.aggarwal@hcl.in	8054499222	Omjiwan Gupta	omjiwang@hcl.in	9780011576
3	Sonepat, Jhajjar, Faridabad, Bahadurgarh	Sonepat, Jhajjar, Faridabad, Bahadurgarh	0184-4043368, 4042368, 8053994014	Vishal Dahramphal	vishal.d@hcl.in	8053994001	Vinay Aggarwal	vinay.aggarwal@hcl.in	8054499222	Omjiwan Gupta	omjiwang@hcl.in	9780011576
4	Gurgaon, Rewari, Narnaul, Mohindergarh	Gurgaon, Rewari, Narnaul, Mohindergarh	0184-4043368, 4042368, 8053994014	Vishal Dahramphal	vishal.d@hcl.in	8053994001	Vinay Aggarwal	vinay.aggarwal@hcl.in	8054499222	Omjiwan Gupta	omjiwang@hcl.in	9780011576
5	Stock location and Test and repair centre for Haryana except that for Ambala/Panchkula and Chandigarh	Karnal	8053994001	Vishal Dahramphal	vishal.d@hcl.in	8053994001	Vinay Aggarwal	vinay.aggarwal@hcl.in	8054499222	Omjiwan Gupta	omjiwang@hcl.in	9780011576
6	Stock location and Test and repair centre for Ambala/Pkl/Chd	Chandigarh	0172- 2709781, 8054499201-02	Sanjeev Kumar	hclchdcc@hcl.in	8054499104	Vinay Aggarwal	vinay.aggarwal@hcl.in	8054499222	Omjiwan Gupta	omjiwang@hcl.in	9780011576
	Response Time for Incity		Same day closure									
	Response time for Locations beyond city limits		Next day closure									
	Note - We have minimum 2 resident Engineers at every disctrict of Haryana to take care of calls being reported.											