

### Escalation Matrix for HSDC/server Co-location

Escalation Level	Service Affecting	Contact Point	Concerned Person	Contact Details
1st	Immediate	NOC (Maitri Vihar) Mail: bbs[dot]noc[at]stpi[dot]in	Mr. A. Chintu Dora	chintu[dot]dora[at]stpi[dot]in Ph: 0674-2300160
			Mr. Rakesh Mohanta	rakesh[dot]mohanta[at]stpi[dot]in Ph: 0674-2300160
		NOC (Gothapatana) Mail: bbs[dot]noc[at]stpi[dot]in	Mr. Sankarsan Mohanta	sankarsan[dot]mahanta[at]stpi.in Ph: 9668855803
			Mr. Anil Hembram	anil[dot]hembram[at]stpi[dot]in Ph: 7064444507
2nd	Two Hours	NOC (Maitri Vihar)	Mr. Deepak Kumar Das	deepak[dot]das[at]stpi[dot]in M: 9437394794
		NOC (Gothapatana)	Mr. Tapas Ranjan Barik	tapas[dot]barik[at]stpi[dot]in M: 9040077808
3rd	Four Hours	Deputy Director	Mr. Santosh Kumar Ratha	santosh[dot]ratha[at]stpi[dot]in M: 9437066063
4th	Eight Hours	Director	Mr. Manas Ranjan Panda	manas[dot]panda[at]stpi[dot]in Ph: 0674-2623001