

Escalation Matrix for HSDC / Server Co-location

Escalation Level	Service Affecting	Contact Point	Concerned Person	Contact Details
1st	Immediate	NOC	Shift Engineer	stpi[dot]ran[dot]noc[at]gmail.com Ph:8986641170
2nd	Two Hours	Deputy Director	Mr. Ratnesh Ranjan	ratnesh[dot]ranjan[at]stpi[dot]in Ph: 9437480671
3rd	Four Hours	Additional Director	Dr. Ramesh Chand Meena	ramesh[dot]meena[at]stpi[dot]in M: 9928041114
4th	Eight Hours	Director	Mr. Amit Bansal	amit[dot]bansal[at]stpi[dot]in Tele Fax 0612-2205627