**Escalation Matrix-GM(SDA)-MTNL New Delhi-December 2020**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| S.No | Designation | Name | Contact Details | Remarks |
| 1 | GM(SDA) | Sh. Sandeep Gupta | 011-23321122gmsda@bol.net.in |  |
| 2 | SA to GM(SDA) | Sh. Rajiv Kr.Yadav | 011-23326633;9013131777sa2gmlc@bol.net.in |  |
| 3 | DGM(Admin &Maint.) | Sh. Shashi Kumar | 01123738200;9868134502dgmanmsda@bol.net.in |  |
| 4 | DGM(Prov. & Project) | Sh. S.B.Pal | 011-23318190;9013135554dgmlc@bol.net.in |  |
| 5 | Sr.Manager(LC-P/HS) | Sh. S.P. Singh | 9868132023delc1@bol.net.in |  |
| 6 | Sr.Manager-DPP | Sh.Birendra Kumar | 9013135979dedpp1@ bol.net.in |  |
| 7 | Sr.Mgr (DPP-NW) | Sh. R.P.Satyarthi | 9868134377dedpp2@bol.net.in |  |
| 8 | Sr.Mgr.- LC-Mtce | Sh. A.K.Roy | 9868137363smlcmtce@ bol.net.in |  |
| 9 | Sr.Mgr(Admin&IVRS) | Sh.Shailender Singh | 9013136000mgrivrs@ bol.net.in |  |
| 10 | Sr. Manager(ISDN) | Sh Sunil Kumar | 9868139329deisdn@bol.net.in |  |
| 11 | Sr.Manager( LC-Prov/LS) | Sh. Jyoti Swaroop Gupta | 9868137394sdelcldprov@gmail.com |  |

Leased line complaint No:-1918(from MTNL Landline Nos. only); 011-23325888

(Mention the IVRS code to book the docket)

MLDN NOC-1506(For testing of MLDN Leased lines)

MPLS NOC :-011-24321111(mplsnd@gmail.com);

 MPLS New Circuit Commissioning-23325108; mplsprov@gmail.com

For new provisioning cases:- Sr.Manager-(LC-P/HS):-Sh.S.P.Singh-9868132023;Dy.Mgr-Sh.Ghanshyam Singh Dharmstu 9013130052;

Sr.Manager(LC-P/LS)-Sh. Jyoti Swaroop Gupta- 9868137394

Dy. Manager(LC-P/LS)-Sh Vivek Kumar Malakar-9013130120