

CONTROLLER GENERAL OF DEFENCE ACCOUNTS

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No. MECH/EDP/806/WAN/Vol V

Dated: 25.01.2016

To

All PCsDA/CsDA/PCA(Fys)/PIFAs/IFAs

Subject: Upgradation/Installation of MPLS VPN-based WAN in the organization of CGDA under Managed Network Service (MNS).

Reference: This HQrs office letter No. MECH/EDP/806/WAN/2015 dated 23.09.2015.

Please refer to the above cited letter.

2. It has come to the notice of this HQrs office that the WAN link at some of the offices remain down due to disconnected/switched off power supply to the router & modem installed at their end. The Controllers/ IFAs should ensure that the following steps must be taken for the smooth working of WAN links at offices under their jurisdiction:

- a) Do not switch off/disconnect the power supply to the router & modem installed in the office. The power supply should be made available 24x7 for these equipments.
- b) At least one PC connected to WAN should remain switched on during office hours.
- c) Each office must obtain mail account on CGDA Mail Server i.e. @cgdamail.org and use this account for the official correspondence.
- d) It may be ensured that each office must open i.e. login to its mail account on CGDA Mail Server on daily basis.
- e) In case of any problem with WAN connectivity/link down complaint should immediately be registered with BSNL through Trimax which is Channel Partner of BSNL for maintenance of WAN links on contact given below.

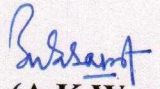
Sr. No.	Name of Service Desk Personel	Phone	Email
1	Help Desk for All India	18002333334 / 022-39681138 / 022-39681139, 022-39681000	mplshelpdesk@trimax.in & nocsupport@trimax.in

The Escalation Matrix for complaint service is also enclosed as Annexure-'A'.

f) After registration of complaint HQrs office may also be informed immediately about the issue with WAN connectivity/link down on 011-25665864, 25665762, E-mail cgdanewdelhi@nic.in, and wanhelppdesk.cgda@cgdamail.org.

3. The compliance and action taken report in this regard alongwith contact details of two persons in each office responsible for handling WAN issues may please be forwarded on CGDA Mail Server at wanhelppdesk.cgda@cgdamail.org.

Jt. CGDA (IT) has seen.


(A K Wani)
Sr. ACGDA (IT)

Escalation Matrix for MPLS WAN under MNS under CGDA Organization

First Escalation Level - Service Desk (Immediate)

Sr. No.	Name of Service Desk Personnel	Phone	Fax	Email	Customers Handled
1	HelpDesk for All India	18002333334 / 022-39681138 / 022-39681139, 022-39681000	022-40601000	mplshelpdesk@trimax.in / Nocsupport@trimax.in	All INDIA

Second Escalation Level - Service Desk (0H to 4H)

Sr. No.	Name of Service Desk Personnel	Phone	Fax	Email	Customers Handled
1	Fahid Sakharkar	022-39681143	022-40601000	fahids@trimax.in	
2	Rahul singh	022-39681129	022-40601000	rahuls@trimax.in	
3	Nitin awari	022-39681133	022-40601000	Nitina@trimax.in	
4	Atul Nagpure	022-39681132	022-40601000	atuln@trimax.in	

Second Escalation Level - Regional Service Managers (project Manager)(4H to 8H)

Sr.No.	Name of Service Manager	Phone	Mobile	Email	Area of coverage (Name of states)
1	Upendar		9431322478	upendrakrpal@gmail.com	JHARKHAND & BIHAR
2	Sabir Ali		9231814791	sabira@trimax.in	WEST BENGAL
3	Kunal Jana		9007225121	kunalj@trimax.in	East Zone
4	Prantik Barua		9854142346	prantikb@trimax.in	MIZORAM, ARUNACHAL PRADESH, MANIPUR, MEGHALAYA, TRIPURA, ASSAM, NAGALAND
5	Anil Boori		9571114422	anilbo@trimax.in	RAJASTHAN
6	Shbhankar Singha		9749883177	subhankars@trimax.in	SIKKIM
7	Murugupandian		9941914350	murugupandiant@trimax.in	TAMIL NADU
8	P.V.Jain		9072790535	pvjain@trimax.in	KERALA

9	Dharmaraj		9482731087	dharmaraj@trimax.in	KARNATAKA
10	Chandan Singh		8400708484	chandans@trimax.in	UP EAST & UP WEST
11	Kamlesh Bodole		9907415281	kamleshbdl@trimax.in	CHHATTISGARH
12	Vimal Bhut		7600007850	vimalb@trimax.in	GUJARAT
13	Kaushal Sharma		9810178843	kaushalvs@trimax.in	DELHI, HARYANA & REST OF NORTH1
14	Ashutosh Singh		8765752123	ashutoshs@trimax.in	UTTARAKHAND
15	Hemant Malviya	9827091456 / 9752051676		hemantm@trimax.in	MADHYA PRADESH & CHHATTISGARH
16	Gaurav Masih		9569454050	gauravm@trimax.in	HIMACHAL PRADESH, JAMMU & KASHMIR, PUNJAB
17	Sachin Budruk		9922924178	sachinb@trimax.in	MAHARASHTRA & Rest of WEST ZONE
18	Tejas Pandit		7738355762	tejasp@trimax.in	MUMBAI
19	Prashant Sahu		9937290975	prashants@trimax.in	ORISSA
20	Ramesh Babu		8333958652	rameshbabuc@trimax.in	ANDHRA PRADESH

Third Escalation Level - Zonal Service Managers (8H to 16H)

Sr.No.	Name of Service Manager	Phone	Mobile	Email	Area of coverage (Name of states)
1	Ashok Nayak		9650177339	ashokn@trimax.in	HIMACHAL PRADESH, JAMMU & KASHMIR, PUNJAB, DELHI, UTTARANCHAL, HARYANA
2	Pramod Tripathi		8756111101	pramodt@trimax.in	UP EAST, UP WEST, BIHAR, RAJASTHAN
3	Santanu Das		9163318845	santanud@trimax.in	MIZORAM, ARUNACHAL PRADESH, MANIPUR, MEGHALAYA, TRIPURA, ASSAM, NAGALAND, JHARKHAND, ORISSA, WEST BENGAL
4	Sachin Budruk		9922924178	sachinb@trimax.in	MAHARASHTRA, CHHATTISGARH, GOA, MADHYA PRADESH
5	Prasad Hegde		9686454527	prasadh@trimax.in	KARNATAKA, KERALA, TAMILNADU, ANDHRA PRADESH
6	Pradeep Kumar		9873254849	pradeepk@trimax.in	MUMBAI, GUJARAT

Fourth Escalation Level - Regional Service Delivery Heads/Manager (16H to 24H)

Sr.No.	Name of Service Manager	Phone	Mobile	Email	Area of coverage (Name of states)
1	Pradeep Kumar		9873254849	pradeepk@trimax.in	MUMBAI, GUJARAT
2	Viplwa Kotangle		9987841561	viplwak@trimax.in	CHHATTISGARH, MADHYA PRADESH, MAHARASHTRA, GOA
3	Prasad Hegde		9686454527	prasadh@trimax.in	KARNATAKA, KERALA, TAMILNADU, ANDHRA PRADESH

4	0		9163318845	santanud@trimax.in	MIZORAM, ARUNACHAL PRADESH, MANIPUR, MEGHALAYA, TRIPURA, ASSAM, NAGALAND, WEST BENGAL, ORISSA, SIKKIM
5	Maneesh Mishra		9935091712	maneeshm@trimax.in	HIMACHAL PRADESH, JAMMU & KASHMIR, PUNJAB, DELHI, UTTARANCHAL, HARYANA, UP EAST, UP WEST, BIHAR, RAJASTHAN

Fifth Escalation Level - All India Service Manager(After 24H)

Name	Phone	Mobile	Email ID	Area of coverage (Name of states)
Pavanesh S. Mayekar		9987992014	pavneshm@trimax.in	Service Assurance (NOC)
Viplwa Kotangle		7738361540	viplwak@trimax.in	Service Assurance- PAN INDIA