

**If any department is facing any problem related to non-working of AEBAS devices from any of supplier you may contact to below mentioned numbers.**

**(Escalation Matrix for AEBAS devices for Services & Support)**

<b>1 PRECISION BIOMETRIC INDIA PVT LTD, No. 22, Habibullah Road, T. Nagar, Chennai – 600017j, for Precision Make Bas Tablet Devices.</b>			
Name	Phone No.	Level	Email ID
Call Centre	044-33015161	Complaint Centre	<a href="mailto:biometricsupport@precisionit.co.in">biometricsupport@precisionit.co.in</a>
Mr. Laxmi Kant Dixit, Sr. Executive BD	9560855911	Level -1	<a href="mailto:laxmikant.dixit@precisionbiometric.co.in">laxmikant.dixit@precisionbiometric.co.in</a>
Mr. Shaik Abdullah, Support Manager	09940680274	Level -2	<a href="mailto:shaikabdullah.shahabuddin@precisionit.co.in">shaikabdullah.shahabuddin@precisionit.co.in</a>
D. Senthil kumaran, Head – Support	09940680209	Level -3	<a href="mailto:senthilkumaran.damodaran@precisionit.co.in">senthilkumaran.damodaran@precisionit.co.in</a>
M. Ravichandran, Sales Manager	09500064072	Level -4	<a href="mailto:ravichandran.m@precisionbiometric.co.in">ravichandran.m@precisionbiometric.co.in</a>

<b>2 BUSINESS WORLDWIDE, 15/36 Old Rajinder Nagar New Delhi 110060 for Konfidence Manke BAS tablet devices.</b>			
Name	Phone No.	Level	Email ID
Call Centre Delhi	011 – 41811380	Complaint Centre	<a href="mailto:ravi@sohamsaa.com">ravi@sohamsaa.com</a>
Gaurav Chawla, Service Engineer	7355023456	Level -1	<a href="mailto:gaurav@sohamsaa.com">gaurav@sohamsaa.com</a>
Samarth Gupta, Sr. Service Engineer	7532854030	Level -2	<a href="mailto:samarth@sohamsaa.com">samarth@sohamsaa.com</a>
Juilee Josi, Projeet Manager	8800693912	Level -3	<a href="mailto:sebas@sohamsaa.com">sebas@sohamsaa.com</a>
Rajneesh Gupta, Sr.VP	9818539610	Level-4	<a href="mailto:rajneesh@sohamsaa.com">rajneesh@sohamsaa.com</a>
Harprit Singh, MD	9891350540	Level-5	<a href="mailto:harprit@businessworldwidee.com">harprit@businessworldwidee.com</a>

**3 M/s Fortuna Impex Pvt. Ltd, 12-D, Harrington mansions, 8 Ho Chi Minh Sarani, Kolkata -71, for Fortuna Make BAS tablet devices.**

Name	Phone No.	Level	Email ID
Call Centre	011-41315532,32436676,32444227	Complaint Centre	<a href="mailto:servicedesk@mintergraph.com">servicedesk@mintergraph.com</a>
Vinod Kumar	9815387563	Level -1	<a href="mailto:vinod.kumar@mintergraph.com">vinod.kumar@mintergraph.com</a>
Hitesh Kumar, Service Manager	9613626641	Level -2	<a href="mailto:hiteshkumar@mintergraph.com">hiteshkumar@mintergraph.com</a>
Swarup Das, Project manager	9999039785	Level -3	<a href="mailto:sdas@mintergraph.com">sdas@mintergraph.com</a>
Lokraj Gahlot, GM Services	9717478874	Level- 4	<a href="mailto:Lokraj.gahlot@mintergraph.com">Lokraj.gahlot@mintergraph.com</a>

**4 M/s ACCESS COMPUTECH PVT. LTD, 504/6, GIDC Estate, Makarpura, Baroda, Gujarat – 390010 India for Startek make Finger Print Scanner Devices**

Name	Phone No.	Level	Email ID
Bijay Bham, RM	9310130121	Complaint Centre	<a href="mailto:delhi@acpl.ind.in">delhi@acpl.ind.in</a>
Pankaj Kumar, VP	9958383999	Level -1	<a href="mailto:pankaj@acpl.ind.in">pankaj@acpl.ind.in</a>
Sabhajeet Singh, DGM	9327239565	Level -2	<a href="mailto:sabhajeet@acpl.ind.in">sabhajeet@acpl.ind.in</a>
Ajay Sinha, MD	9327238565	Level -3	<a href="mailto:ajay@acpl.ind.in">ajay@acpl.ind.in</a>

**5 SMART CHIP LIMITED, 714 RAHEJA CHAMBERS 213 NARIMAN POINT, MUMBAI 400021 INDIA for Morpho Maker Finger Print Scanner Devices.**

Name	Phone No.	Level	Email ID
Call Centre	18001036263	Complaint Centre	<a href="mailto:support.morphoindia@morpho.com">support.morphoindia@morpho.com</a>
Vishal Pandole	9582430663	Level-1	<a href="mailto:vishal.pandole@morpho.com">vishal.pandole@morpho.com</a>

**6 MANTRA SOFTEC INDIA PVT LTD, B203, Shapath Hexa, SGhighway, Ahmedabad for Mantra Make Finger Print Scanner Devices.**

Name	Phone No.	Level	Email ID
Shruti Patel	9227266229	Complaint Centre	<a href="mailto:shruti.pater@mantratec.com">shruti.pater@mantratec.com</a>
Uttam Singh Rathi	9727266220, 9909966220	Level-1	<a href="mailto:uttam@mantratec.com">uttam@mantratec.com</a>
Hiren Bhandari	9327020417	Level-2	<a href="mailto:hiren@mantratec.com">hiren@mantratec.com</a>

**7 INTEK MICRO SYSTEMS PVT LTD, E131 3<sup>RD</sup> Floor Ganpathi Bhawan Mohammadpur., Opposite Bhikaji Camma Place New Delhi- 110066, New Delhi**

Name	Phone No.	Level	Email ID
Amit Azim	9717972525	Complaint Centre	
Amit	7065988718	Level-1	
Pankaj Kumar	9958383999	Level-2	<a href="mailto:pankaj@intekmicro.co">pankaj@intekmicro.co</a>

**If case any vendor does not attend and rectify the complaint within 7 days as per R/C terms, then the complaint can be referred to HARTRON immediately. The detail of complaint centre at HARTRON is as under:-**

<b>Sr.No.</b>	<b>Name</b>	<b>Designation</b>	<b>Contact No.</b>	<b>Email Address</b>	<b>Level</b>
<b>1.</b>	Sh. Surender	Hardware Assistant	0172-2580093 94683-88238	<a href="mailto:basharyana@gmail.com">basharyana@gmail.com</a>	Level-1
<b>2.</b>	Sh.Pushpinder Kumar	Assistant Engineer	01172-2580093 94173-68686	<a href="mailto:managercsc64@gmail.com">managercsc64@gmail.com</a>	Level-2
<b>3.</b>	Sh. Roshan Lal	Asst. General Manager	0172-2580089 98785-11689	<a href="mailto:agmprocurement@gmail.com">agmprocurement@gmail.com</a>	Level-3