

# **Desktop,Laptop,Printer etc ( provided under Phase I & II)Escalation Matrix**

WTL Call Center

Ph No. 23673703(Direct)

23673403/04/05/06(PBX). Ext 124

Contact Person: Ms Soma Sengupta/Mr. Shyamal Chakraborty

Email: [callcentre@wtl.co.in](mailto:callcentre@wtl.co.in)

CC :- [callcentrewtl@gmail.com](mailto:callcentrewtl@gmail.com)

Kindly collect docket number against each call logged

Details to be provided by the customer

1. Respective Challan Number
2. Serial Number of the Desktop/Laptop
3. Nature of Problem
4. Contact person with mobile number

Please mark a copy to

1. [muniabanerjee@rediffmail.com](mailto:muniabanerjee@rediffmail.com)
2. [jai.kishore20roy@gmail.com](mailto:jai.kishore20roy@gmail.com)
3. [shyamalborty@gmail.com](mailto:shyamalborty@gmail.com)

BSNL Escalation Matrix for Leased circuits (LL/P2P/MPLS/MNS)							
SECTION	NAME	DESIGNATION	OFFICE	MOBILE	FAX	email id:	
Docket booking no. – 1800-425-1957 (mention leased cct ID)							
FAULT ESCALATIOIN	S.K.Hazra	AGM/CRM/MPLS (for Internet Leased line/MPLS)		22109339	9433400403	2210-9339	<a href="mailto:vpncalcuta@gmail.com">vpncalcuta@gmail.com</a> , <a href="mailto:crm.mpls.ctd@bsnl.co.in">crm.mpls.ctd@bsnl.co.in</a>
	D. Chandrasekhar	AGM/SD & IG (for P2P leased lines)		22105931	8902001294		<a href="mailto:delcnc@gmail.com">delcnc@gmail.com</a> , <a href="mailto:delcsd@gmail.com">delcsd@gmail.com</a>
	B. Mandal	DGM/CRM-II		22622244	9433000585		<a href="mailto:dgmcrm2ctd@gmail.com">dgmcrm2ctd@gmail.com</a>
	K. C. Ghosh	PGM/EB		22135000, 22485000	9433000155	<b>22109001</b>	<a href="mailto:kcghosh@bsnl.co.in">kcghosh@bsnl.co.in</a>
BILLING UNIT	S. Halder	JAO/TR/LD			8902000587		<a href="mailto:aotrlctd@gmail.com">aotrlctd@gmail.com</a>
	K. Mitra	AO/TR/LD			9432001904		
	D. Sardar	CAO/EB		22105566	8902001140		
	A. K. Bag	DGM/F/EB			9433000325		<a href="mailto:akbag@bsnl.co.in">akbag@bsnl.co.in</a> , <a href="mailto:akbag88232@gmail.com">akbag88232@gmail.com</a>

BSNL Escalation Matrix for LL/BB/VPNoBB							
SECTION	NAME	DESIGNATION	OFFICE	MOBILE	FAX	email id:	
Docket booking toll free no. – 1800-345-1500 (from any no )							
Docket booking no. from BSNL LL/mob– 198 (for landlines) 1504 (for BB/VPNoBB)							
FAULT ESCALATIOIN	Concerned Area JTO/SDE						
	Concerned Area DE/AGM						
	Concerned Area Manager						
	Om Parkash	PGM/NWO - I/CFA (for Howrah, Serampore, North & Barrackpore Area)		26686868	9433000079	26686848	<a href="mailto:omparkash7786@gmail.com">omparkash7786@gmail.com</a>
	K. C. Ghosh	PGM/NWO - II/CFA (for rest of the areas)		22135000, 22485000	9433000155	<b>22109001</b>	<a href="mailto:kcghosh@bsnl.co.in">kcghosh@bsnl.co.in</a>

For billing issues concerned area AO/TR, CAO/TR may be contacted

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	S. De	AGM/BBO		9433400418			<a href="mailto:samitde@gmail.com">samitde@gmail.com</a> , <a href="mailto:samit@bsnl.co.in">samit@bsnl.co.in</a>
	S. Sanyal	AGM/BBP		9433400206			<a href="mailto:agmbbpkoikata@gmail.com">agmbbpkoikata@gmail.com</a>
	S. Paul	DGM/F/EB	22434370	9433000630		<b>22434367</b>	<a href="mailto:dgmhbctd@gmail.com">dgmhbctd@gmail.com</a>
	S. K. Samanta	PGM/NWP&D - CFA		9433000040			<a href="mailto:srgmnwpcfa@gmail.com">srgmnwpcfa@gmail.com</a>