

रेलवे सूचना प्रणाली केन्द्र

(रेल मंत्रालय भारत सरकार का संगठन)

CRIS

CRIS

CENTRE FOR RAILWAY INFORMATION SYSTEMS
(An Organisation of the Ministry of Railways, Govt. of India)

No.2016/CRIS/NDLS-HQ/PMS/PROJECTS/HHT/0161/PT-3

Dt. 05.09.2022

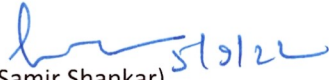
✓ CAO/PTS
IRCA Building,
State Entry Road,
New Delhi

Sub: Establishment of Helpdesk in PHHT project.

For smooth functioning of HHT devices in trains, a helpdesk for 10000 HHT devices has been established with one unified **toll free number 18008892520** for logging of complaints and resolution of problems related to all matters pertaining to HHT devices (hardware) & HHT application. The same is functioning 24X7 on 365 days a year at CRIS office, Chanakyapuri, New Delhi.

In case, the HHT devices hardware related problems are not resolved on the above unified toll free number, the same may be escalated to higher authority of the Service Integrator, i.e., SCS Tech India Pvt. Ltd. through Phone or email (escalation matrix attached).

In view of the above, it is requested to kindly advice to the respective Zonal Railways for logging of complaints and resolution of problems of all matters pertaining to HHT devices (hardware) & HHT application.


(Samir Shankar)
GM/PMS

Copy to: ED/PM, Railway Board, New Delhi for kind information please.

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06.09.2022

Ch. CMI/G

06/09/22
CMI/PHHT

चाणक्यपुरी, नयी दिल्ली-110021

CHANAKYAPURI, NEW DELHI-110021

टेलीफोन/TELEPHONE : 24104525, 24106717 फ़ैक्स/FAX : 91-11-26877893

ESCALATION MATRIX FOR CRIS – TABLET SUPPORT

Escalation Level	Contact person	Contact details
Level -1: HHT Helpdesk Toll-free No. (Available in 24X7)	SHIFT EXECUTIVE	Toll-Free :- 18008892520 Mail ID :- hht_helpdesk@scstechindia.com
Level -2 : Any hardware / Software Call related to TAB Use to be logged at Help Desk Operator Terminal at CRIS	Mr. Nishant Verma Mr. Bhupendra Arya Mr. Amit Bhandari Mr. Rahul Verma	Nishant.Verma@scstechindia.com Bhupendra.arya@scstechindia.com Amit.bhandari@scstechindia.com Rahul.verma@scstechindia.com Tel: 8791460644 / 9756959470 /9627502775/9651871302
Level- 3 Support Escalation of TAB Hardware Level -2 Support Escalation of Application will be done by CRIS team	Mr. Sushil Kadam	sushil@scstechindia.com Tel: 8369444432
Level -3 Support Escalation	Mr. Deepak Gursahani Mr. Jatin Maru	deepak@scstechindia.com Tel: 9820771863 jatin@scstechindia.com 9004373334