

**Office of the
Chief Administrative Officer/PTS,
State Entry Road, New Delhi-110055**

No: CAO/PTS/126/PHHT/Impl./2019

Dated: 08/09/2022

**Principal Chief Commercial Manager(s),
(All Zonal Railways)**

Sub: Set Up of Helpdesk for Rollout of Hand Held Terminals for TTEs over Indian Railways.
Ref: GM/PMS/CRIS letter no: 2016/CRIS/NDLS-HQ/PMS/PROJECTS/HHT/0161/PT-3
dated 05/09/2022.

Vide letter referred above, CRIS has intimated that a 24X7 helpdesk for smooth functioning of HHTs for TTEs has been established with **one unified toll free number 18008892520** for logging of complaints and resolution of problems of all matters pertaining to HHT devices (Under Warranty) & HHT application.

In case, the HHT devices hardware related problems are not resolved on the above mentioned toll free number, the same may be escalated to higher authority. The Escalation Matrix is as under:

Escalation Level	Contact Person	Contact Details
Level-1: HHT Helpdesk Toll-free No: (Available in 24X7)	Shift Executive	Toll-free: 18008892520 E-mail ID: hht_helpdesk@scstechindia.com
Level-2 Any Hardware/Software call related to HHT use to be logged at Help Desk Operator Terminal at CRIS	Mr. Nishant Verma	nishant.verma@scstechindia.com Mob: 8791460644
	Mr. Bhupendra Arya	bhupendra.arya@scstechindia.com Mob: 9756959470
	Mr. Amit Bhandari	amit.bhandari@scstechindia.com Mob: 9627502775
	Mr. Rahul Verma	rahul.verma@scstechindia.com Mob: 9651871302
Level-3 1. Support Escalation of HHT Hardware. 2. Support Escalation of application will be done by CRIS team.	Mr. Sushil Kadam	sushil@scstechindia.com Mob: 8369444432
Level-3 Support Escalation	Mr. Deepak Gursahani	deepak@scstechindia.com Mob: 9820771863
	Mr. Jatin Maru	jatin@scstechindia.com Mob: 9004373334

Zonal Railways are requested to circulate above mentioned Escalation Matrix to all concerned.



(Sudhir Kumar Tyagi)
Chief Administrative Officer/PTS

Copy to ED/PM, ED/C&IS Railway Board for kind information.