



**Ascent e-Digit Solutions (P) Ltd.,**  
No 15 Masthan Ali Garden Street, Off. S V Lingam Road,  
Vadapalani, Chennai - 600 026. Ph : +91 044 4234 8081  
Email : info@aedindia.com, Web : www.aedindia.com

**ASCENT – DEDICATED TELEPHONE NO. FOR SERVICE SUPPORT**

Voice Call Log-in: 8220007350/8220007270/0424-4270404

Mail call Log-in: service@aedindia.com/admin.chennai@aedindia.com

Ascent-Escalation Matrix for Service Support				
LEVELS	VERTICAL	CONTACT PERSON	CONTACT NUMBER	E-MAIL
Level 1	Call Co-Ordinator	Mr. Surendar	97900-12961	service@aedindia.com
Level 2	Service Manager	Mr. Thangamuthu	97900-99019	tm@aedindia.com
Level 3	Govt. Head	Mr. Balakrishnan	97900-99023	bala@ascentedigit.com
Level 4	Company CEO	Mr. Sundaralingakumar	98840-90907	sundar.s@aedindia.com

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For Ascent e-Digit Solutions (P) Ltd.,

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**ASCENT SERVICE CENTERS LIST**

S.No	District	Address of the Centre	Name of Service Engineer
1	The Nilgiris	No.10/146, Opp.Vinayager Kovilpatti, Aruvankadu, Nilgiris-623203	G.SENTHIL KUMAR
2	Krishnagiri	42, Jackappa Nagar, 3 <sup>rd</sup> cross, Krishnagiri-635001	THIRUPATHI
3	Theni	No.1/159, Nesavalar street, Manjanayakanpatti, Boothipuram post, Theni-625531	J.UTHAYAKUMAR
4	Sivagangai	2/339, Ponnagulam, Muthupatti Post, Sivagangai-630561	MARISELVAM
5	Ariyalur	No.5/27 Bount Street, Ariyalur	SIVA
6	Nagapattinam	55 SPT Acromill Main Road, Nagapattinam	PARTHASARATHY
7	Kanyakumari	59/24, Sivan Koil Street, C.B.Hospital, Krishnakovil, Nagercoil	SANTHANAKUMAR
8	Cuddalore	No.16, Aarokaisamy Street, Kezhipattapakkam, Nellikuppam, Cuddalore-607105	VINOTH
9	Tiruppur	No.3/420, karthik nagar, Parapalayam, Mannaraj, Tiruppur-641607	VIJAYAKUMAR
10	Thiruvallur	Old S.No.651/3, 651/4 & 652/2, T.S.No:1, Ward No.1, Block No: 81 of paruthipattu village, Ponnammalle taluk, Thiruvallur	PRABHU
11	Tirunelveli	No 65 South Car Street, Sankarankoil, Thirunelveli – 627 756	SANTHANAKUMAR
12	Dindigul	59-West Ashok Nagar Extension, Dindigul-624001	P.NAVEEN KUMAR
13	Coimbatore	No 4G-2 4 <sup>th</sup> Street, Viswanathapuram, Opp to Nila Apartments, KCP kalyanamandapam Road, Ganapathy post, Coimbatore – 641006	SENTHILKUMAR
14	Thanjavur	Plot No 12A & 14, MRM Colony, 3 <sup>rd</sup> Street, karikulam, Thiruvaidaimaruthur Taluk, Kumbakonam – 612 103	PARTHASARATHY
15	Madurai	No 242L, J.J.Nagar(New Kurinji Residency), Mastanpatti, Ring Road, Madurai -625020	PREM
16	Trichy	G-1,Jeevangraha Apparatoms ARR Nagar, Pichandar Koil Street, No -1 Toll Gate, Trichy	CHANDRU
17	Karur	80 D, Vigneshwara street, Ganapathy Nagar North, Thanthondri, Karur-639005	VENKAT
18	Kancheepuram	122/9,Thayar Kulam Road, Pillaiyarpalayam, Kancheepuram-601501.	MOHAN
19	Tuticorin	4/100-8, South street, Melakootudan kaadu. Pudukottai (po), Tuticorin Dist – 628103	VISHNU NACHIAR



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20	Virudhunagar	609/20, PACR Salai, Rajapalayam -626117, Virudhunagar Dist.	BALAJI
21	Pudukottai	5771,Thangam Towers, Opp to New Bus stand, Pudukkottai-622001	SIVAKUMAR
22	Dharmapuri	60/61,A, Annamalai Street, Dharamapuri-636701.	THIRUPATHI
23	Namakkal	1/46, Naruvalur, Thaligai Post Namakkal Tk, Namakkal 637212	KARTHICK KUMAR
24	Perambalur	174/2C1, Owvaiyur Nagar, New Colony, Durai Mangalam Perambalur – 621 212	SURESH
25	Ramanathapuram	25A, Naganathapuram, Vellipattinam, Ramanathapuram.	PREM
26	Thiruvanamalai	D/No. 623/B, Idukku pillayar Nagar, 4 <sup>th</sup> Street, Vengikkal, Thiruvannamalai	MOHAN
27	Thiruvarur	99/8, 13 Australia Complex, South Main Street, Thiruvarur – 610 001	PARTHASARATHY
28	Vellore	No -10, 1 <sup>st</sup> floor, Mundy Street, Vellore – 632 004	MOHAN
29	Villupuram	No 10,Kaniyamoor Road, Kaniyamoor, Chinnasalem, Villupuram-606201	VINOTH
30	Erode	No 23 Gandhi Nagar Colony Erode – 638009	THANGAMUTHU
31	Salem	No 442, Anna Street, Angammal Colony, Salem – 636 009	DINESH
32	Chennai	No 15 Masthan Ali Garden Street, S V Lingam Road, Vadapalani, Chennai – 26	MANOJ BERLIN
33	Puducherry	G1/Ground Floor, Iswariyam Apartment, 71,72 / 2 <sup>nd</sup> Main Road, Moogambigai nagar, Nainarmandabam, Puducherry 605 004.	KUMARAGURUBARAN
34	Vijayawada	Flat no: GF 2, Chanti Residency, Hanuman Street, Andhra Prabha Colony, Vijayawada – 520015	T. SUNIL KUMAR
35	Secunderabad	Plot No.26, First Floor, Suriya Nagar, Karkhana, Secunderabad-500009, Telangana	SRI GANESH
36	Bangalore	S.No-159/1C, No. A2, 1st Floor, Kothanur Main Road, Chunchgatta, Srinidhi Layout, JP Nagar 7th Phase (Near Maruthi school), Bengaluru - 560062	N. GOPALA KRISHNAN

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TVSE ESCALATION MATRIX					
Call Registration	Option 1	Customer Care	Customer can reach on toll number	0816 2214 600 0816 3500 400 1860 425 2078	support@tvs-e.in
	Option 2	Website	register the query in our web	www.tvs-e.in	For call registration
	Option 3	WhatsApp	Message for any queries on TVSE products	7448804201	https://www.tvs-e.in/reach-us/
	Option 3	SMS		8082807690	Format : Type "TS" followed by Serial No. of the product
Status Update	<b>Customer Service Support</b>				
		Level 1	Support Desk		support@tvs-e.in/oemsupport@tvs-e.in
		Level 2	TM Dinesha	9731033886	Tm.dinesha@tvs-e.in
Escalation Level 1	<b>Regional Ops Manager</b>				
Field Operational Manager		<b>Region</b>	<b>Regional Ops Manager</b>	<b>Mobile</b>	<b>Email Ids</b>
	West		Nilesh (Ahmedabad)	8238011909	<a href="mailto:nilesh.patel@tvs-e.in">nilesh.patel@tvs-e.in</a>
			Purushottam (Bhopal)	7470519370	<a href="mailto:purushottam.bhumarkar@tvs-e.in">purushottam.bhumarkar@tvs-e.in</a>
			Sagar.matale (Pune)	9764445917	<a href="mailto:sagar.matale@tvs-e.in">sagar.matale@tvs-e.in</a>
			Nilesh (Mumbai)	8238011909	<a href="mailto:nilesh.patel@tvs-e.in">nilesh.patel@tvs-e.in</a>
	South		Kishan.chand (Karnataka)	9910208099	<a href="mailto:kishan.chand@tvs-e.in">kishan.chand@tvs-e.in</a>
			SN Murthy (AP & Telungana)	9559912302	<a href="mailto:sn.murthy@tvs-e.in">sn.murthy@tvs-e.in</a>
			S.RakeshKumar (Tamilnadu)	7358398835	<a href="mailto:s.rajeshkumar@tvs-e.in">s.rajeshkumar@tvs-e.in</a>
			Bijumon (Kerala)	9995185786	<a href="mailto:k.bijumon@tvs-e.in">k.bijumon@tvs-e.in</a>
	East		Pradip.goswami (Kolkatta)	8777370813	<a href="mailto:printer.kolkata@tvs-e.in">printer.kolkata@tvs-e.in</a>
	North - East		Kunal (Patna)	9955697403	<a href="mailto:printer.bihar@tvs-e.in">printer.bihar@tvs-e.in</a>
	North		Hemant (New Delhi & Chandigarh)	9990705115	<a href="mailto:hemant.kumar@tvs-e.in">hemant.kumar@tvs-e.in</a>
			Peeyush (Lucknow & Jaipur)	7408171605	<a href="mailto:peeyush.srivastav@tvs-e.in">peeyush.srivastav@tvs-e.in</a>
		Chandra Prakash	9711806812	<a href="mailto:chandra.prakash@tvs-e.in">chandra.prakash@tvs-e.in</a>	
Escalation Level 2	<b>Regional SPOC</b>				

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 Registered Office: #249A, Ambujammal Street, Off TTK Road, Alwarpet, Chennai – 600 018.  
 Corporate Identity Number:L30007TN1995PLC032941E-mail id: [webmaster@tvs-e.in](mailto:webmaster@tvs-e.in) Website: www.tvs-e.in



SPOC	Region	Regional SPOC	Mobile	Email Ids
	West	Vasim	8624892929	<a href="mailto:vasim.patwagar@tvs-e.in">vasim.patwagar@tvs-e.in</a>
	South	Dhineshkumar	7010874383	<a href="mailto:a.dhineshkumar@tvs-e.in">a.dhineshkumar@tvs-e.in</a>
	East	Pradip	8777370813	<a href="mailto:printer.kolkata@tvs-e.in">printer.kolkata@tvs-e.in</a>
	Bihar	Kunal	9955697403	<a href="mailto:printer.bihar@tvs-e.in">printer.bihar@tvs-e.in</a>
	North	Hemant	9990705115	<a href="mailto:hemant.kumar@tvs-e.in">hemant.kumar@tvs-e.in</a>
Escalation Level 3	Zonal Manager			
Zonal Manager	Region	Zonal Manager	Mobile	Email Ids
	West	Nilesh	8238011909	<a href="mailto:nilesh.patel@tvs-e.in">nilesh.patel@tvs-e.in</a>
	South	Bibinraj	9500050368	<a href="mailto:d.bibinraj@tvs-e.in">d.bibinraj@tvs-e.in</a>
	East	Subroto Chatterjee	8240912523	<a href="mailto:subroto.chatterjee@tvs-e.in">subroto.chatterjee@tvs-e.in</a>
	North	Dinesh gaur	9920404139	<a href="mailto:dinesh.gaur@tvs-e.in">dinesh.gaur@tvs-e.in</a>
Escalation Level 4	Country	A.Dhineshkumar	7010874383	<a href="mailto:a.dhineshkumar@tvs-e.in">a.dhineshkumar@tvs-e.in</a>
Escalation Level 5	Program Manager			
	Country	Suresh Kumar J	9884413086	<a href="mailto:j.sureshkumar@tvs-e.in">j.sureshkumar@tvs-e.in</a>

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For TVS Electronics Limited



NARENDRABABU.P

Authorized Signatory

General Manager – Enterprises Sales

**TVS Electronics Ltd.**

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Corporate Identity Number:L30007TN1995PLC032941E-mail id: [webmaster@tvs-e.in](mailto:webmaster@tvs-e.in) Website: [www.tvs-e.in](http://www.tvs-e.in)



**TVSE Authorized Service Center List - Andhra Pradesh**

Contact Name	Mail ID	Address	State
Mr.Krishna	hitechatp@yahoo.com	NO 12/118, DMM , 80 FEET ROAD,CENTRAL EXCISE COLONY, SAI NAGAR 515001	Andhra Pradesh
Pavan kalyan .B	vlms.nellore@gmail.com	D.NO-15-11 2nd floor ,k.k annexe, kanakamahal centre,Nellore.	Andhra Pradesh
G siva sai	sivacomputersolutions.kdp@gmail.com	45/385/10, Balaji Nagar, Near ITI Circle Kadapa pin code -516003	Andhra Pradesh
Mr.Venugopal	haritavsp@gmail.com	28-21-1, F-2,1st Floor, Classic Complex,Prakash rao peta, Near Jegadamba Jn., Visakhapatnam - 530020	Andhra Pradesh
Mr.Apparao	raoinfotech@rediffmail.com	8-18-36, Kambham Choultry Street, Big Mosque Down, Rajahmundry - 533101	Andhra Pradesh
Mr.Raju	paboluraju@yahoo.com	Opp To Indan Gas Agency, Beside Hotel Vasanta Mahal Road, Powerpet, Gade Vari Street, Eluru - 534002	Andhra Pradesh
Mr Narasimha Murthy	infovlms.tirupati@gmail.com	D.No:19-2-77/ C, Srinivasa Purav, Renugunta Road, Tirupathi, Chittor, Andhra Pradesh- 517501	Andhra Pradesh
Mr.Narasimha Rao	bnr.radar@gmail.com	40-6-21, Near NVKR Towers, Hotel Murali Fortune Lane, Mogalarajapuram, Vijayawada - 520010	Andhra Pradesh
Mr Devarapalli Dilip	welcometechnologiess@gmail.com	Door No:4-16-170/1, 2nd Floor, Opp: Annadana satram, Amaravati Road, Guntur-522002	Andhra Pradesh
Mr Phani	bvsphani@gmail.com	40-421/34, BHASKAR NAGAR, KURNOOL - 518001	Andhra Pradesh
Mr.Vijayakumar	mctkakinada@yahoo.com	No A4 Devi Nivas, Subadhra Arcade, Near Bhanugudi Jn, Kakinada - 533003	Andhra Pradesh

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E-mail id: [webmaster@tvs-e.in](mailto:webmaster@tvs-e.in) Website: [www.tvs-e.in](http://www.tvs-e.in)



Mrs A Jaya Laxmi	jsstech26@gmail.com	No 45-48-2 ABID Nagar Akkayapalem Visakahpatnam - 530016	Andhra Pradesh
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NARENDRABABU.P  
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**General Manager – Enterprise Sales**

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E-mail id: [webmaster@tvs-e.in](mailto:webmaster@tvs-e.in) Website: [www.tvs-e.in](http://www.tvs-e.in)



**TVSE Authorized Service Center List - Telangana**

Contact Name	Mail ID	Address	State
Mr.Chandrashekar	pranav_tech@yahoo.com	7-5-114/2, Opp Petrol Bunk, Padmavathi Colony, Mahabubnagar, 509002	Telangana
Murthy	infovlms2015@gmail.com	10-3-166/B,B-20-ANear Wesley Women's Degreecollege, Lakha bhavan Lane, St.Johns road, Hyderabad	Telangana
M. NAGA BHARATH	sadhanaprinters7@gmail.com	12-10-593/43,Warasiguda Secunderabad,Hyderabad	Telangana
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Mr.Shekar	shekharkatta@hotmail.com	NO.7-2-773/3 PONNAM COMPLEX, M.M.THOTA, 505001	Telangana
Mr Rapolu Naveen Reddy	cptspvtltd@gmail.com	No,16 1st floor, Above State Bank ATM, Sikh Village, Daimond point, Secunderabad, 500009	Telangana
K.Venkat Ramulu	masskvr@gmail.com	Sree Computer Bazar, Shop no 14,15 , Giriraj Complex, Opp: Usha Multiflex Theater, Shivajinagar, Nizamabad, 503001	Telangana
Sreenivas Rupanagudi	possupport@adtechmicrosystems.in	12-13-668/5/1 Nagarjuna Nagar,500017	Telangana

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