



Office of the Principal Chief Commercial Manager
South Central Railway, Ministry of Railways, Government of India
Rail Nilayam, Secunderabad -500025 (Telangana)

No.C.568/G.II/TC/HHTs/TTEs/2019

Date: 16-09-2022

Sr.DCMs/SC,HYB,BZA,GTL, GNT & NED

Sub: Set up of Helpdesk for Rollout of HandHeld Terminals for TTE over Indian Railways.

Ref: CAO/PTS letter no. CAO/PTS/126/PHHT/Impl/2019, dt 08.09.2022.

CAO/PTS vide letter under reference (Copy enclosed), have communicated that a 24/7 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 on all matters pertaining to HHT devices (under warranty) and HHT application.

Further, the Escalation Matrix is also mentioned in the letter for any hardware related problems of HHT devices, which are not resolved through the above mentioned Toll Free Number.

This for information and circulation among staff.

Encl: AA

Digitally Signed by S

Ramesh Babu

Date: 16-09-2022 20:32:47

Reason: Approved

(S.Ramesh Babu)

Dy.CCM/G

for Principal Chief Commercial

Manager

**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.

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

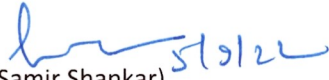
✓ CAO/PTS

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.


06.09.2022


06/09/22


06/09/22
CMI/PM

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