



### NOC – Escalation Matrix

Escalation Level	Contact Number	Email id	Contact person	Priority
Immediate	18004199963 / 044-61332900	nse.servicedesk@sifycorp.com	NSE Service Desk	Immediate
Level 1	9789922392	bhavya.muthuratnasami@sifycorp.com	Bhavyalakshmi Muthuratnasami	1st level Escalation (ETR Elaps)
Level 2	8300844556	michael.manoj@sifycorp.com	michael.manoj	2 <sup>nd</sup> level Escalation (ETR + 1 Hr)
Level 3	9986735727 / 9372763581	anilkumar.rachappa@sifycorp.com pawan.mahajan@sifycorp.com	anilkumar.rachappa Pawan Mahajan	ETR + 2 Hr
Level 4	9094575698 / 8452947794	lavanya.jayaraj@sifycorp.com Swapnil.bambarkar@sifycorp.com	Lavanya J / Swapnil Bambarkar	ETR + 3 Hr
Level 5	9867004284 / 9884070474	ravinder.keer@sifycorp.com joseph.abraham@sifycorp.com	Ravinder Keer / Joseph Abraham	ETR + 4 Hr

**Onsite Team Escalation Matrix – New Application Requests**

<b>Escalation Level</b>	<b>Contact Number</b>	<b>Email id</b>	<b>Contact person</b>
Level 1	7304587400/ 9082133530	onsite_nse@sifycorp.com	Sagar Bhatnate / Saurabh Manjrekar
Level 2	8928187159	nsemembers.delivery@sifycorp.com	Sagar Dhotre
Level 3	7738033385  8452947794	pramodr.kadam@sifycorp.com / rohini.singh@sifycorp.com	Pramod Kadam / Rohini Singh
Level 4	9867004284	ravinder.keer@sifycorp.com	Ravinder Singh Keer