



## Escalation Matrix for Chhattisgarh Integrated e-Procurement Application

Escalation Hierarchy	Contact Details
Base Level of Contact	Help Desk ( <a href="mailto:helpdesk.cgeproc@mjunction.in">helpdesk.cgeproc@mjunction.in</a> ) <b>Toll Free 1800 419 9140</b> (From 9:00 AM to 11:00 PM)
1st Level of Escalation	Rajni Soni ( <a href="mailto:rajni.soni@mjunction.in">rajni.soni@mjunction.in</a> ) M: +91 7987665362
2nd Level of Escalation	Saket Agrawal ( <a href="mailto:saket.agrawal@mjunction.in">saket.agrawal@mjunction.in</a> ) M: +91 7439285830 <b>OR</b> Jay Prakash Prajapati ( <a href="mailto:jay.prajapati@mjunction.in">jay.prajapati@mjunction.in</a> ) M: +91 8982239180
3rd Level of Escalation	Shailesh Soni ( <a href="mailto:pro-chips@gov.in">pro-chips@gov.in</a> ) M: +91 9826331211
4th Level of Escalation	Dibyendu Basu ( <a href="mailto:dibyendu.basu@mjunction.in">dibyendu.basu@mjunction.in</a> ) M: +91 9830741650
Final Level of Escalation	Akash Ahluwalia ( <a href="mailto:akash.ahluwalia@mjunction.in">akash.ahluwalia@mjunction.in</a> ) M: +91 9231000405

**Note:** Please escalate any issue/matter to the next level only if you don't receive satisfactory response from the earlier level(s). Also, request you to mention the complaint (ticket) number while escalating any issue.