

If any department is facing any problem related to non-working of AEBAS devices from any of supplier you may contact to below mentioned numbers.

(Escalation Matrix for AEBAS devices for Services & Support)

1 PRECISION BIOMETRIC INDIA PVT LTD, No. 22, Habibullah Road, T. Nagar, Chennai – 600017j, for Precision Make Bas Tablet Devices.			
Name	Phone No.	Level	Email ID
Call Centre	044-33015161	Complaint Centre	biometricsupport@precisionit.co.in
Mr. Laxmi Kant Dixit, Sr. Executive BD	9560855911	Level -1	laxmikant.dixit@precisionbiometric.co.in
Mr. Shaik Abdullah, Support Manager	09940680274	Level -2	shaikabdullah.shahabuddin@precisionit.co.in
D. Senthil kumaran, Head – Support	09940680209	Level -3	senthilkumaran.damodaran@precisionit.co.in
M. Ravichandran, Sales Manager	09500064072	Level -4	ravichandran.m@precisionbiometric.co.in

2 BUSINESS WORLDWIDE, 15/36 Old Rajinder Nagar New Delhi 110060 for Konfidence Manke BAS tablet devices.			
Name	Phone No.	Level	Email ID
Call Centre Delhi	011 – 41811380	Complaint Centre	ravi@sohamsaa.com
Gaurav Chawla, Service Engineer	7355023456	Level -1	gaurav@sohamsaa.com
Samarth Gupta, Sr. Service Engineer	7532854030	Level -2	samarth@sohamsaa.com
Juilee Josi, Projet Manager	8800693912	Level -3	sebas@sohamsaa.com
Rajneesh Gupta, Sr.VP	9818539610	Level-4	rajneesh@sohamsaa.com
Harprit Singh, MD	9891350540	Level-5	harprit@businessworldwidee.com

3 M/s Fortuna Impex Pvt. Ltd, 12-D, Harrington mansions, 8 Ho Chi Minh Sarani, Kolkata -71, for Fortuna Make BAS tablet devices.

Name	Phone No.	Level	Email ID
Call Centre	011-41315532,32436676,32444227	Complaint Centre	servicedesk@mintergraph.com
Vinod Kumar	9815387563	Level -1	vinod.kumar@mintergraph.com
Hitesh Kumar, Service Manager	9613626641	Level -2	hiteshkumar@mintergraph.com
Swarup Das, Project manager	9999039785	Level -3	sdas@mintergraph.com
Lokraj Gahlot, GM Services	9717478874	Level- 4	Lokraj.gahlot@mintergraph.com

4 M/s ACCESS COMPUTECH PVT. LTD, 504/6, GIDC Estate, Makarpura, Baroda, Gujarat – 390010 India for Startek make Finger Print Scanner Devices

Name	Phone No.	Level	Email ID
Bijay Bham, RM	9310130121	Complaint Centre	delhi@acpl.ind.in
Pankaj Kumar, VP	9958383999	Level -1	pankaj@acpl.ind.in
Sabhajeet Singh, DGM	9327239565	Level -2	sabhajeet@acpl.ind.in
Ajay Sinha, MD	9327238565	Level -3	ajay@acpl.ind.in

5 SMART CHIP LIMITED, 714 RAHEJA CHAMBERS 213 NARIMAN POINT, MUMBAI 400021 INDIA for Morpho Maker Finger Print Scanner Devices.

Name	Phone No.	Level	Email ID
Call Centre	18001036263	Complaint Centre	support.morphoindia@morpho.com
Vishal Pandole	9582430663	Level-1	vishal.pandole@morpho.com

6 MANTRA SOFTEC INDIA PVT LTD, B203, Shapath Hexa, SGhighway, Ahmedabad for Mantra Make Finger Print Scanner Devices.

Name	Phone No.	Level	Email ID
Shruti Patel	9227266229	Complaint Centre	shruti.pater@mantratec.com
Uttam Singh Rathi	9727266220, 9909966220	Level-1	uttam@mantratec.com
Hiren Bhandari	9327020417	Level-2	hiren@mantratec.com

7 INTEK MICRO SYSTEMS PVT LTD, E131 3RD Floor Ganpathi Bhawan Mohammadpur., Opposite Bhikaji Camma Place New Delhi- 110066, New Delhi

Name	Phone No.	Level	Email ID
Amit Azim	9717972525	Complaint Centre	
Amit	7065988718	Level-1	
Pankaj Kumar	9958383999	Level-2	pankaj@intekmicro.co

If case any vendor does not attend and rectify the complaint within 7 days as per R/C terms, then the complaint can be referred to HARTRON immediately. The detail of complaint centre at HARTRON is as under:-

Sr.No.	Name	Designation	Contact No.	Email Address	Level
1.	Sh. Surender	Hardware Assistant	0172-2580093 94683-88238	basharyana@gmail.com	Level-1
2.	Sh.Pushpinder Kumar	Assistant Engineer	01172-2580093 94173-68686	managercsc64@gmail.com	Level-2
3.	Sh. Roshan Lal	Asst. General Manager	0172-2580089 98785-11689	agmprocurement@gmail.com	Level-3