

Reminder/Urgent

आयकर विभाग (सिस्टम)
DIRECTORATE OF INCOME TAX (SYSTEMS)
ए आर ए सेंटर, कृति उता. ई-२, जहंदोलान एक्सटेंशन,
ARA Centre, Ground Floor, E-2, Jhandewalan Extension,
नई दिल्ली / New Delhi-110055.

F. No. DIT (END)/CK-22/1% Incentive - 2006-#7/laptops/2006-09

dated: 17.02.2009

To
The Chief Commissioner of Income Tax,

Allahabad / Amritsar / Bareilly / Bhubaneswar / Bangalore / Bhopal / Chandigarh /
Dehradun / Delhi / Jalandhar / Durgapur / Guwahati / Ghaziabad / Hubli / Hyderabad /
Indore / Jaipur / Jaipalgarh / Jodhpur / Kanpur / Kolkata / Kochi / Lucknow / Ludhiana /
Nasik / Panaji / Panchkula / Patna / Pune / Raipur / Ranchi / Shillong / Thane /
Thiruvanthapuram / Delhi / Shimla / Udaipur

Subject:- Repair Escalation Matrix H.P. Laptops- Regarding.

Sir/Madam,

Enclosed kindly find the repair/problem escalation matrix given by M/S Agmatel India Pvt. Ltd. in respect H. P. made laptops supplied by them.

All hardware/software problems relating to these laptops may be lodged either at the toll free no, or landline no. or on internet as provided in the enclosure. Problems would be resolved by the vendor in respect of Microsoft products as well as Symantec products. Thereafter if problem is still unresolved, Level I to Level VII may be approached in that sequence for grievance redressal.

It may kindly be understood that if there is no response to the complaint within 24 hours, the complaint with ticket number may be escalated to Level I of the matrix upto Level VII after a gap of a day each between levels. If by chance there is still no problems resolution, even after escalating the problems to Level VII of the matrix, the Directorate may be contacted as a last resort with the complaint ticket number.

It is requested that copies of this matrix are made and given to each officer supplied a laptop.

Yours faithfully,


(Gopal Mukherjee)

Director of Income Tax (Systems) IV

Encls. As Above.

