

Escalation Matrix:

Escalation Matrix for HSDC/server Co-location				
Escalation Level	Service Affecting	Contact Point	Concerned Person	Other Contact Details
1st	Immediate	NOC (Maitri Vihar), DLF & OCAC PoP Mail: (bbs[dot]noc[at]stpi[dot]in)	Mr. Rakesh Mohanta	rakesh[dot]mohanta[at]stpi[dot]in Ph: 0674-2300160
		NOC (Gothapatana) Mail: (bbs[dot]noc[at]stpi[dot]in)	Mr. Sankarsan Mohanta	Sankarsan[dot]mahanta[at]stpi[dot]in Ph: 0674-2623016/2623000
2nd	Two Hours	NOC (Maitri Vihar), DLF & OCAC PoP	Mr. Deepak Kumar Das	deepak[dot]das[at]stpi[dot]in M: 9437394794
		NOC (Gothapatana)	Mr. Tapas Ranjan Barik	tapas[dot]barik[at]stpi[dot]in M: 9040077808
3rd	Four Hours	Joint Director	Mr. Soumya Ranjan Mohanty	s[dot]mohanty[at]stpi[dot]in Ph: 0674-2623007
4th	Six Hours	Director	Mr. Surya Kumar Pattanayak	surya[dot]pattanayak[at]stpi[dot]in Ph:0674-2623001