

HCL/TETRA/101112

01st June 2017

To,

The Deputy Secretary (IT),(Kind Attn.- Mr. Vivek Mittal), Department of Information Technology , GNCTD, B- Wing, 9th Floor , Delhi Sachivalya , IP Estate, New Delhi

✓ The Joint Director (IT), (Kind Attn. - Mr. SK Behera), Revenue Department, 5, Sham Nath marg Delhi-110054

The Senior Staff Officer (TETRA), (Kind Attn.- Mr. Rahul Sudan), Civil Defense, 1Kripa Narayan Marg Near 5 Sham Nath Marg , New Delhi-110031

The Commissioner, (Kind Attn. - Mr. P.K. Gupta), Nodal Officer (TETRA), North Municipal Corporation of Delhi,4th Floor, Dr. SPM Civic Centre, JLN Marg, New Delhi-110002

The Commissioner, (Kind Attn. - Mr. O.P. Vimal), Nodal Officer (TETRA), DEMS/East Municipal Corporation of Delhi, 419, Udyog Sadan, Patparganj Industrial Area, New Delhi-110092

The Deputy Secretary, Health & Family Welfare (A.O. CATS), Bela Road, CATS, Head Quarter, Near Vijay Ghat, New Delhi-110006

The Director, HFW, Government of NCT Delhi, (Kind Attn - Dr. Devashish Bhattacharyya) Additional Director, PH-II, DHS Headquarter, F-17, Karkardooma, New Delhi – 110032

The Director General, (Kind Attn. - Mr. Kuldeep Raj), Nodal Officer (TETRA), Home Guard, CTI Complex, Raja Garden, New Delhi-110027

The Nodal Officer (TETRA), (Kind Attn. - Ms. Bhumika), DTC Headquarters, Room no. 119, 1st Floor, I.P. Estate, New Delhi-110002

**ZERO COMPLAINTS 31st MAY 2017 – HANDELD/STATIC/VEHICULAR TETRA
RADIO SECURED COMMUNICATION GOVERNMENT NETWORK TETRA**

*we may
upload on
the our site
with a circular*
SA-I
11/6/17

Dear Sir/Madam,

"Zero Complaints" for Handheld/Static/Vehicular Tetra Radio was achieved on 31st May 2017 at 1842 Hrs. There was No complaint pending with us at that particular time.

Also request advice user to log complaints with our **24 X 7 X 365 Helpdesk Tel. No. 8800344133 / 8800344155 and email id – tetracare@hcl.com** A Ticket/Complaint number will be given at the time of logging of complaint which should be used for future communication. The complaints will be addressed and resolved at the earliest.

Request vide publicity be given to the Escalation Matrix for Complaint Management. (Copy attached). We further request to advise user to keep their respective STATIC TETRA Sets on at all times.

Thanking and assuring you of

- **Our best services all time.**
- **Put our Customers first, understanding that they deserve nothing less.**
- **Reassure our Customers that we will be there when they need us.**
- **Above all it is possible only with your kind support and coordination.**

Thanking You,



A handwritten signature in blue ink, consisting of a stylized 'P' followed by several horizontal strokes.

Prem Pal Yadav
Manager (OCC)
Project Tetra
HCL INFOTECH LTD

CC – The Project Director
(Kind Attn. Mr. RK Singh)
Telecommunication Consultant India Pvt. Ltd.
TCIL Bhawan, GK-1, MG Road, New Delhi-110048

TETRA - Escalation Matrix for Complaints/Defects

LEVEL -1 Call Registration - 24 x 7 x 365 Hours

Address - 3rd Floor, 'A' Wing, Vikas Bhawan-2, Near Metcalf House, MG Road, Civil Lines, New Delhi - 110054

24 HOURS-TETRA Call Centre		CONTACT # 1	CONTACT # 2	E-Mail id
LEVEL - 2	Sys Engineer	8800344133	8800344155	tetracare@hcl.com
	Mr.Amit Kumar			kumaamit@hcl.com
LEVEL - 3	Manager, OCC			
	Mr.Prem Pal Yadav	9650655125		pal.prem@hcl.com
LEVEL - 4	Project Manager			
	Mr.Anupam Vij	9910233250		anupam.v@hcl.com

Note - A Unique Ticket/ Complaint Number is issued to the user at the time of reporting of defect/complaint, which is used for future references. A Unique Ticket/Complaint Number is mandatory and is helpful in tracking the complaint/defect of the user, which enables us to improve the resolving/satisfaction of the user.

