

All state officers can use the below support & escalation matrix for their issues/concerns.

Level	Contact Point	Role	Contact No	Email ID
L0	Help Desk	Help Desk	01244479900	
L1	Devesh Kumar	Team Lead	9599785188	
L2	Vishal Jadhav	Helpdesk Manager	8412044338	<i>Vishal_Jadhav02@Infosys.com</i>
L3	Vipin Chopra	Operations Manager	9599114228	<i>Vipin.Chopra@Infosys.com</i>