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By e-mail/Special Messenger/FAX/Speed Post

THE GAUHATI HIGH COURT AT GUWAHATI

(The High Court of Assam, Nagaland, Meghalaya, Manipur, Tripura, Mizoram & Arunachal Pradesh)

No.HC.VII.73/2011/ 2590-2626 / A

From : Shri M K Bhattacharjee,
Registrar (Judicial) -cum- Central Project Coordinator,
E-Courts Project,
Gauhati High Court, Guwahati
e-mail - cpc-asm@indianjudiciary.gov.in, hc-asm@nic.in

- To : 1. All District & Sessions Judges, Assam.
2. The LR & Secretary to the Govt. of Assam, Judicial Department, Dispur.
3. The Special Judge, CBI Court, Assam, Guwahati.
4. The Principal Judge, Family Court, **Kamrup, Guwahati/Cachar, Silchar.**
5. The Judge, Designated Court, Assam, Guwahati.
6. The Presiding Officer, Labour Court, **Guwahati/Dibrugarh.**
7. The Presiding Officer, Industrial Tribunal, Silchar.
8. The Member Secretary, Assam State Legal Services Authority, Guwahati.
9. The Presiding Officer, STAT & Member, MACT, Guwahati.
10. The Member, Foreigners' Tribunal, **Guwahati/Barpeta/Nagaon/Mangaldoi.**
11. The Secretary -cum- Registrar to the Lokayukta, Assam, Bhangagarh, Guwahati.

Dated Guwahati the 6th April 2011

Sub :- Annual maintenance contract (AMC) of Laptops provided to the Judicial officers in the State of Assam.

Sir/Madam,

With reference to the subject cited above, this is to inform you that Redington India Limited, Guwahati has been selected for the purpose of providing on-site technical service of the Laptops allotted to the Judicial officers in the State of Assam. Under the annual maintenance contract (AMC), Redington India Limited will attend to Laptop problems arising on or after **15th March, 2011** up to **14th March, 2012**, unless the contract is further extended/renewed. Steps are being taken to rectify problems reported before 15th March, 2011 separately.

For reporting Laptop related problems, information may be provided by the individual officer to Redington India Limited at **Toll Free No. 1800-425-1331** or mail at **cceast@redington.co.in** with the following details:-

- a) Product category (i.e. Laptop)
- b) Laptop Serial No.

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- c) Laptop Model No.
- d) Problem faced
- e) Name of the User
- f) Contact No. of the User

In this regard, a Call Escalation Matrix provided by Redington India Limited is also enclosed.

You are requested to take note of the same personally and circulate the information among all the Judicial officers under your control for their information and necessary action.

Yours faithfully,

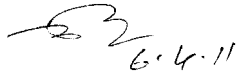

6.4.11

REGISTRAR (JUDICIAL)
-cum-
CENTRAL PROJECT COORDINATOR,
E-COURTS PROJECT (13)

Memo No.HC.VII.73/2011/ 2627 - 34 /A dated 6-4-2011 .

Copy to -

1. The Registrar General, Gauhati High Court, Guwahati, for information.
2. The Registrar (Administration)/ Registrar (Vigilance), Gauhati High Court, Guwahati, for information.
3. The Deputy Registrar (Bench)/(Judicial-I)/(G & C), Gauhati High Court, Guwahati, for information.
4. The Systems Analyst, Gauhati High Court, Guwahati, for information.
5. The Senior Systems Officer deputed under e-Courts project. He shall inform all the Systems Officers deputed in the District Courts of the State of Assam.


6.4.11

REGISTRAR (JUDICIAL)
-cum-
CENTRAL PROJECT COORDINATOR,
E-COURTS PROJECT (13)

Annexure II

Call Escalation Matrix

Call Centre Toll Free No :- 18004251331

Call Login Mail ID :-

North Region :- ccnorth@redington.co.in
 East Region :- cceast@redington.co.in
 West Region :- ccwest@redington.co.in
 South Region :- ccsouth@redington.co.in

Escalation Matrix :-

Level 1-
 Zakhir Hussain (Supervisor) :- customercare@redington.co.in
 Level 2-

Call Centre Manager :-
 Radha Ramesh :- rada.rames@redington.co.in
Regional Support Manager :-
 Subrata Saha :- subratasaha@redington.co.in
Manager Support :-
 Sandipananda Bharali :- sandeepananda.b@redington.co.in

Level 3
Delivery Manager :-
 Durairaj :- durairaj.s@redington.co.in

Guwahati Redington office address:-
 Redington India Limited, Mitra Building, Ashram Road, Guwahati-7
 Mr.Sandeepanda Bharali:-9854082607/0361-2450611

