

Jadavpur University  
Kolkata – 700 032

Ref. No. : REC/N/331/15  
Dated :13/10/2015

C I R C U L A R

Service support matrix for HP laptops

It is notified for information of all concerned that the services for the laptops distributed to the teachers of the University as per EC resolution no. 86 dtd. 1<sup>st</sup> September, 2015, EC resolution no. 33 dtd. 3<sup>rd</sup> March, 2015 and circular ref. no. REC/N/264/2015 dtd. 3<sup>rd</sup> September, 2015 will be available as per following Escalation Matrix.

A ] Toll free # Contact Number : 1800112267/30306363 (Prefix local City STD Code)

Monday to Saturday, 9.00 am to 6.00 pm (excluding public holiday) (English and Hindi)

**Escalation Matrix:**

	Level I	Level II	Level III
	Service Delivery Coordinator	Partner Account Manager	Regional Manager
<b>Name</b>	Arunima Ghosh	Debasis Maity	Sujoy Kumar Basu
<b>Phone</b>	9051466480	9836659959	033-30718035
<b>Email</b>	<a href="mailto:arunima.ghosh@hp.com">arunima.ghosh@hp.com</a>	<a href="mailto:debasis.maity@hp.com">debasis.maity@hp.com</a>	<a href="mailto:sujoy-kumar.basu@hp.com">sujoy-kumar.basu@hp.com</a>

B] For Operating System (MS-Windows, MS-Office) and Quick-Heal Antivirus installation issue:

Contact: M/S Jupiter Computers, 45A/1, Jadavpur Central Road, Kolkata – 700032, Ph.No. 2429-6666,2429-8553, Mob.No. – 9433009375, 9830236256, Email : [jupitercomputerkolkata@gmail.com](mailto:jupitercomputerkolkata@gmail.com)

  
Registrar