

(A welfare setup under the aegis of Ministry of Personnel, Public Grievances & Pensions)

**Govt. of India**

Qtr. No. : TC/TS 20 & 25, New A.G. Colony, Doranda, Ranchi (Jharkhand)

Ref. No. KB/RNC/Dm/0331/Hc/16-17

Date 31-03-2017

To,  
The C.P.C.,  
Highcourt Of Jharkhand,  
Ranchi, Jharkhand.

Sub:- details of complaint redresses system for Dell desktop supplied by Ingram Micro INDIA PVT. LTD.

Dear sir,


We would like to say that in connection to the above mentioned subject , as per SLA serviceable call details are as follow:-

Sl. No.	Location	Location Name of dedicated Engineer	Contact Person	Contact No.
1.	Jamshedpur, Chaibasa, Seraikela & Ghatshila	Jamshedpur	Mr. Harish Kumar Patel	9638027788
2.	Ranchi, Khunti, Lohardaga, <sup>Kodemra</sup> Latehar, Palamu, Garhwa, <sup>Chatra</sup> Gumla, Simdega, Ramgarh, Hazaribag, Bokaro, Tenughat	Ranchi	Md. Akhil	9304348516
3.	Dhanbad, Giridih, Jamtara, Madhupur, Deoghar, Dumka, Sahibganj, Pakur, Godda	Dhanbad	Om Prakash (Temp.)	9386369701 9693318419

All district court can lodge their complain at Dell direct complain no.-1800 425 8045. Second level escalation can be lodge @ 9693318419 and also email their complain at E-mail id:- kendriyabhandar.rnc@gmail.com with the following details-

- 1.Name of contact person :-
- 2.Contact no., :-
- 3.E-mail id :-
- 4.Desktop Service tag :-
- 5.Express service code :-
6. location name :-
- 7.Location Pin code :-

Thanking You,  
Your's truly,

  
Om Prakash  
Kendriya Bhandar