

The contact details for complain lodging along with the escalation matrix is mentioned below:

**For Lodging Complain of Laptop DELL 5500 Latitude
Tollfree No.-18004258045**

Level 1-Mr. Krishna Kumar Sinha- 9905337729

Level-2-Mr. Harish Kumar Patel-8210127157

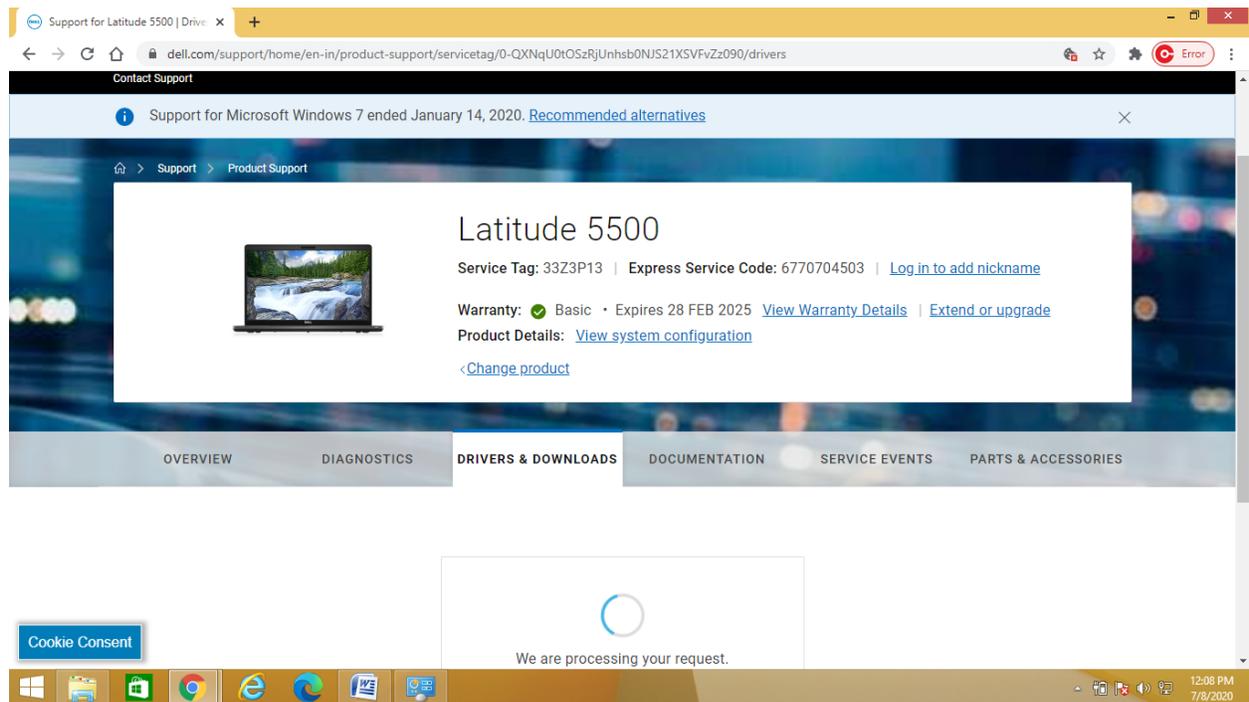
Level-3 Om Prakash-9693318419 / 7739701618.

You can also send your complain by email to

kendriyabhandar.rnc@gmail.com

The attached process for BIOS Upgradation is mentioned below.

1:- GO this>: <https://www.dell.com/support/home/en-in>



2:-Enter service tag :- 93J4P19 ,

3: DOWNLOAD BIOS LATEST version :

4: Copy pen drive BIOS.

5: RESTART LAPTOP .

6: Show DELL LOGO : PRESS : > f12 KEY >GO BIOS UPDATE > SELECT BIOS > UPDATE . AFTER RESTART UPADATE .

7:THEN Reinstall OS ubuntu 20.4 .

8: connect internet

9: >start terminal > sudo apt-get update

➤ Enter password : ubuntu

➤ :

Go