

NIC Court Project

Call logging Process

Important Handy Information to log the call with HP or with Progressive

- Laptop's Sr. Number
- Laptop's Model number **(Compaq 6710s)**
- Laptop's Product number **(GP167PA#ACJ)**
- Correct and current User Name (Complete Name)
- Mobile number
- Landline number
- Complete address, where the unit is located
- Complete fault details

Following numbers to be use for logging calls

- 1800112267 (Toll Free)
- ****-30306363 (where * is stands for STD code from where user is calling) (through mobile)
- 30306363 or 011-30306363 (for dialing through non BSNL line)

E-Mail address to use for logging calls

- psadel.helpdesk@hp.com

Escalation Matrix

1st Escalation – Ms. Himani Rawat, 0141-2304019 – service.jaipur@progressive.in

2nd Escalation – Mr. Kapil Tankha, 9413357462 – kapil.tankha@progressive.in

3rd Escalation – Mr. Ashish Garg, 09810362818 – ashish.garg@progressive.in

4th Escalation – Mr. Sandeep Khanna, 09810133736 – sandeep.khanna@progressive.in