



केन्द्रीय विद्यालय संगठन/ KENDRIYA VIDYALAYA SANGATHAN
(Min. of HRD, Deptt. of Education, Govt. of India)
18-संस्थागत क्षेत्र / 18-Institutional Area
शहीद जीत सिंह मार्ग / Shaheed Jeet Singh Marg
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11-EDPOTCIL(MDMC)/1/2019-O/o AC(EDP)

Date: 10.12.2019

The Deputy Commissioner
Kendriya Vidyalaya Sangathan
All Regional offices

Subject: Escalation Matrix for AMC Support of e-Classrooms of Type-I.

Madam/Sir,

The Work Order for AMC of e-Classrooms has been issued to TCIL/M/s. Unecops Technologies Ltd. The vendor M/s. Unecops Technologies Ltd will provide AMC to e-classrooms and accordingly the vendor has submitted the escalation Matrix which is to be used by all Kendriya Vidyalayas in your jurisdiction for quick support regarding AMC of e-classrooms.

You are requested to issue directions to Principal that they have to register complain through e-mail for AMC Support to both - engineers allocated to KV/Region with copy to acedpkvs@gmail.com for close monitoring of services provided.

Yours faithfully,

(Indu Kaushik)

Deputy Commissioner (Acad.)

Encl: Escalation Matrix

Copy to:

1. PS to Additional Commissioner (Acad.), KVS
2. Sh. Sandeep Singh, AGM (IT), TCIL: for close monitoring of AMC Support provided by the Vendor.
3. M/s. Unecops Technologies Ltd.: for issuing directions to your engineers to provide AMC Support to Principal, Kendriya Vidyalaya on receipt of email/telephonic call to maintain e-classroom functional.