

WESTERN CALL ESCALATION MATRIX															
Zone	Location	Toll Free Number/Call center number	Level 1	Level 2			Level 3			Level 4			Level 5		
			office landline numbers	Contact Person	Contact no.	E-Mail Id	Contact Person	Contact no.	E-Mail Id	Contact Person	Contact no.	E-Mail Id	Contact Person	Contact no.	E-Mail Id
East	Kolkatta	18001208376	033-32506757 / 033-22900295	Mr. Samir Mandal	9332644584	samir.mandal@westernequipments.com	Rajesh dash	9985731333	rajesh.dash@westernequipments.com	Mr. Vikas Patil	9769811273	pvikas@westernequipments.com	Mr. Surajit Banerjee	9769340637	bsurait@westernequipments.com
	Patna	18001208376	0612-3222282	Mr. Tushar	9830403129	tushar.s@westernequipments.com	Rajesh dash	9985731333	rajesh.dash@westernequipments.com	Mr. Vikas Patil	9769811273	pvikas@westernequipments.com	Mr. Surajit Banerjee	9769340637	bsurait@westernequipments.com
	Bhubaneshwar	18001208376	9338464011	Mr. Subrat Pradhan	7873789070	subrat.p@westernequipments.com	Rajesh dash	9985731333	rajesh.dash@westernequipments.com	Mr. Vikas Patil	9769811273	pvikas@westernequipments.com	Mr. Surajit Banerjee	9769340637	bsurait@westernequipments.com
West	Ahmedabad	18001208376	8000720023	Mr. Sanjay Gajjar	9727774427	service.ahmedabad@westernequipments.com	Dan ish	9769901473	danish.s@westernequipments.com	Mr. Vikas Patil	9769811273	pvikas@westernequipments.com	Mr. Surajit Banerjee	9769340637	bsurait@westernequipments.com
	Bhopal	18001208376	9039000303	Mr. Shakil	9039000303	shakil.khan81@gmail.com	Dan ish	9769901473	danish.s@westernequipments.com	Mr. Vikas Patil	9769811273	pvikas@westernequipments.com	Mr. Surajit Banerjee	9769340637	bsurait@westernequipments.com
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North	Delhi & NCR / West UP	18001208376	011- 27188352	Mr. Sanjeev Kohli	8750050254	sanjeevkohli@westernequipments.com	Vir Singh	9999113237	vir.singh@westernequipments.com	Mr. Vikas Patil	9769811273	pvikas@westernequipments.com	Mr. Surajit Banerjee	9769340637	bsurait@westernequipments.com
	Jaipur	18001208376	141 2211019	Mr. Govind	9079328363	govind.s@westernequipments.com	Vir Singh	9999113237	vir.singh@westernequipments.com	Mr. Vikas Patil	9769811273	pvikas@westernequipments.com	Mr. Surajit Banerjee	9769340637	bsurait@westernequipments.com
	Lucknow	18001208376	0522-4035640	Mr. Anil	8601000094	anil.upadhvay@westernequipments.com	Vir Singh	9999113237	vir.singh@westernequipments.com	Mr. Vikas Patil	9769811273	pvikas@westernequipments.com	Mr. Surajit Banerjee	9769340637	bsurait@westernequipments.com
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