

Escalation Matrix HP e-District

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Level	Role	Name	e-Mail	Office Location
Level 1	District Technical Support Engineers	Ms. Meena Devi	dts.bilaspur.itl@gmail.com	Deputy Commissioner Office, Bilaspur, (H.P.)
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		Mr. Sandeep Kumar	dts.una.itl@gmail.com	Deputy Commissioner Office, Una, (H.P.)
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Level 2	On-Site Manager (SI)	Mr. Jitendra Kumar	jitendra.kumar@ilfstechologies.com	Department of Information Technology, Shimla, (H.P.)
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Level 3	Joint Director-IT	Mr. Rajeev Sharma	rajeev.sharma@hp.gov.in	Department of Information Technology, Shimla, (H.P.)