

### Escalation Matrix HP e-District

Helpdesk Support : 18001808076				Helpdesk e-Mail_id: helpdesk.edistrict.itl@gmail.com	
LEVEL	ROLE	DISTRICT	NAME	E-MAIL	OFFICE LOCATION
Level 1	e-District Managers	BILASPUR	Mr. ANUJ KUMAR	<a href="mailto:edm.bilaspur@gmail.com">edm.bilaspur@gmail.com</a>	Deputy Commissioner Office, Bilaspur, (H.P.)
		CHAMBA	Mr. MANJEET	<a href="mailto:edmchamba@gmail.com">edmchamba@gmail.com</a>	Deputy Commissioner Office, Chamba, (H.P.)
		KANGRA	Mr. ROHIT KUMAR	<a href="mailto:edmkang@hotmail.com">edmkang@hotmail.com</a>	Deputy Commissioner Office, Kangra, (H.P.)
		KINNAUR	Ms. SHABNAM MEHTA	<a href="mailto:shabnammehta30@gmail.com">shabnammehta30@gmail.com</a>	Deputy Commissioner Office, Reckong Peo, (H.P.)
		KULLU	Mr. NARESH KUMAR	<a href="mailto:edmkullu@gmail.com">edmkullu@gmail.com</a>	Deputy Commissioner Office, Kullu, (H.P.)
		MANDI	Mr. DIXANT SHARMA	<a href="mailto:edm-man-hp@gov.in">edm-man-hp@gov.in</a>	Deputy Commissioner Office, Mandi, (H.P.)
		LAHUL AND SPITI	Mr. PRADEEP KAPLESH	<a href="mailto:edmlahaulspiti@gmail.com">edmlahaulspiti@gmail.com</a>	Deputy Commissioner Office, Keylong, (H.P.)
		SHIMLA	Mr. AKHIL KUMAR	<a href="mailto:edmngshimla@gmail.com">edmngshimla@gmail.com</a>	Deputy Commissioner Office, Shimla, (H.P.)
		SIRMAUR	Ms. SHIKHA SHARMA	<a href="mailto:edm-sir-hp@gov.in">edm-sir-hp@gov.in</a>	Deputy Commissioner Office, Sirmaur, (H.P.)
		SOLAN	Mr. HIMANSHU SHARMA	<a href="mailto:edm-sol-hp@gov.in">edm-sol-hp@gov.in</a>	Deputy Commissioner Office, Solan, (H.P.)
		HAMIRPUR	Mr. AJAY DATYAL	<a href="mailto:edmhmr@gmail.com">edmhmr@gmail.com</a>	Deputy Commissioner Office, Hamirpur, (H.P.)
		UNA	Mr. SAHIL SHARMA	<a href="mailto:edmuna95@gmail.com">edmuna95@gmail.com</a>	Deputy Commissioner Office, Una, (H.P.)
Level 2	On-Site Manager (SI)	SHIMLA	Mr. JITENDRA KUMAR	<a href="mailto:jitendra.kumar@terracistech.com">jitendra.kumar@terracistech.com</a>	Department of Digital Technologies and Governance, Shimla, (H.P.)
Level 3	Deputy Manager -IT	SHIMLA	Mr. CHANDAN PARMAR	<a href="mailto:chandan.parmar@hp.nic.in">chandan.parmar@hp.nic.in</a>	Department of Digital Technologies and Governance, Shimla, (H.P.)