



ESCALATION MATRIX (Session Management)- NACH				
LEVELS	EMPLOYEE NAME	DESIGNATION	LAND LINE	EMAIL ID
1 <sup>st</sup> LEVEL	Session Support		044-28160737 & 738	ach@npci.org.in
	Sujith Selvaraj	Assistant Manager	044-28160729/33/34/39	sujith.selvaraj@npci.org.in
	Rajesh K			rajesh.krishnakumar@npci.org.in
	Rajasekar K			rajasekar.kuppusamy@npci.org.in
	Sankar Muthupandi			sankar.muthupandi@npci.org.in
	C K Hareeshankar			hareeshankar.ck@npci.org.in
2 <sup>nd</sup> LEVEL	Prabhu R	Manager	040-33026320	prabhu.r@npci.org.in
	Kannan R	Manager	044-28160740	kannan.r@npci.org.in
	Sundar Ganesh M G	Manager	044-28160735	sundar.Ganesh@npci.org.in
	Vijayakumar R	Senior Manager	044-28160724	vijayakumar.r@npci.org.in
3 <sup>rd</sup> LEVEL	P Ramasubramani	AVP	044-28160795	p.ramasubramani@npci.org.in
4 <sup>th</sup> LEVEL	Giridhar G.M	VP & Head	044-28160787	giridhar.gm@npci.org.in

ESCALATION MATRIX - Mandate Management System (MMS) Operations				
LEVEL	EMPLOYEE NAME	DESIGNATION	LAND LINE	EMAIL ID
1 <sup>st</sup> LEVEL	Rajasekhar Reddy	Assistant Manager	040-33026317	rajasekhar.reddy@npci.org.in
	Divya Racherla	Assistant Manager	040-33026323	srinivas.akula@npci.org.in
	Srinivas Akula	Assistant Manager	040-33026318	divya.racherla@npci.org.in
	Radhika Kasoju	Deputy Manager	040-33026322	Radhika.Kasoju@npci.org.in
2 <sup>nd</sup> LEVEL	Samba Sai Kumar	Senior Manager	040-33026321	samba.saikumar@npci.org.in
3 <sup>rd</sup> LEVEL	Ramasubramani P	AVP	044-28160795	p.ramasubramani@npci.org.in
4 <sup>th</sup> LEVEL	Giridhar G M	VP & Head	044-28160787	giridhar.gm@npci.org.in

ESCALATION MATRIX - Masters & Queries (Service Delivery)				
LEVEL	EMPLOYEE NAME	DESIGNATION	LAND LINE	EMAIL ID
1st LEVEL	Rajalakshmi	Assistant Manager	044-28160722	rajalakshmi.sundar@npci.org.in
	Seethalakshmi V	Assistant Manager	044-28160721	Seethalakshmi.v@npci.org.in
	Sivanandam L	Assistant Manager	044-28160725	sivanandam.lakshmanan@npci.org.in
2nd LEVEL	Jayachandar J	Manager	040-67299320	jayachandar.j@npci.org.in
	Satheesh Kumar	Manager	044-28160723	satheesh.kumar@npci.org.in
	Vinay Shah	Senior Manager	044-28160734	vinay.shah@npci.org.in
3 <sup>rd</sup> LEVEL	Ramasubramani P	AVP	044-28160795	p.ramasubramani@npci.org.in
4 <sup>th</sup> LEVEL	Giridhar G M	VP & Head	044-28160787	giridhar.gm@npci.org.in