South Zone

Level	Maintenance	Name	Contact No.
Level 1	CRM - Post request response timeline 2 hrs		
Level 2	Service Engineer	Mr Rajesh	9363361414
Level 3	Regional Manager	Mr Kavi	9092662699
Level 4	Service Manager	Mr Gobinath	8754733633

North & East Zone

Level	Maintenance	Name	Contact No.
Level 1	CRM - Post request response timeline 2 hrs		
Level 2	Service Engineer	Mr Sonu	8168371303
Level 3	Regional Manager	Mr Ranjan	8871520905
Level 4	Service Manager	Mr Gobinath	8754733633

West Zone

Level	Maintenance	Name	Contact No.
Level 1	CRM - Post request response timeline 2 hrs		
Level 2	In Charge	Mr Haither	9739402969
Level 3	Service Manager	Mr Gobinath	8754733633

CRM Link	ttps://osmcare.goevc.in/

Zone Wise ID & Password

South Zone	kaviyarasan
	pass@123
North & East Zone	ranjan.t
	pass@123
	pritham.j
West Zone	pass@123

	Level 1 - CRM - Post request response timeline 2 hrs Level 2 - Service Engineer : Technician Allocation time line 4-8Hrs Level 3 - Regioanl Manager - Supporting time line 12 Hrs Level 4 - Service Manager - Escalation time line 24 Hrs Level 5 - Head customer service - escalation time line 48 Hrs				