



भारतीय विमानपत्तन प्राधिकरण

सूचना प्रौद्योगिकी प्रभाग

ISO 9001:2008 प्रमाणित

सफदरजंग विमानक्षेत्र नई दिल्ली 110003



AAI/CHQ/ITD/Project PARIVARTAN

Date: 29.03.2013

To,

REDs, AAI

NR/WR/SR/ER/NER

Airport Director

Chennai/Kolkata

ED(Project)

Chennai/Kolkata

Sir,

**Project PARIVARTAN-ERP Implementation in AAI**

**(Help Desk Services)**

In order to facilitate the End Users of AAI, Help Desk services have been launched between 0930-1730 hours for the Project Parivartan wef 01 April, 2013 at CHQ, New Delhi. The Help desk services shall be available on all working days and shall assist users on technical as well as functional issues related to the use of the Project Parivartan.

2. For any technical and functional assistance with regard to the functioning of respective module of Project Parivartan, AAI Users may contact the core team members and the KPIT experts on the following landline numbers provided exclusively for the above purpose:

(i) 011-24628570 (ii) 011-24651120 (iii) 011-24636201

Following is the escalation Matrix which contains module wise Core Team Members along with their mobile numbers and email id's to contact them for any problem being faced during transaction in ERP system.


Sr No	Contact Person	Contact Number	email-id	Escalation Matrix
<b>HCM(Human Capital Management) email: <a href="mailto:saphrhelp@aai.aero">saphrhelp@aai.aero</a></b>				
1	Mr. D P Mangai- Asstt.Manager(HR)	9891303328	dpmangai@aai.aero	
2	Mr. Rajesh Chawla- Manager(HR)	9871553309	rajeshchawla@aai.aero	
3	Mr. N. Balachandran - DGM(HR)	9891495316	balachandran@aai.aero	After 3 hours of issue
<b>FICO (Finance and Controlling) email: <a href="mailto:sapfihelp@aai.aero">sapfihelp@aai.aero</a></b>				
1	Mr. B Gopal - Manager(Fin)	9810231181	bgopal@aai.aero	
2	Mr.Sekar M - Manager(Fin)	9810231172	msekar@aai.aero	
3	Ms. Indu Pillai - Manager(Fin)	9971008877	indupillai@aai.aero	
4	Mr. S. Radhakirshnan	9650048536	srk@aai.aero	After 3 hours of issue

MM(Material Management) e-mail: <a href="mailto:sapmmhelp@aai.aero">sapmmhelp@aai.aero</a>				
1	Mr. Anil Saini- Manager(E)	9868901182	<a href="mailto:anilsaini@aai.aero">anilsaini@aai.aero</a>	
2	Ms.KamaliniPradhan- Manager(Elex)	8826412444	<a href="mailto:kamalinipradhan@aai.aero">kamalinipradhan@aai.aero</a>	
3	Mr. Ajay Verma AGM(PR)	9868141165	<a href="mailto:ajayverma@aai.aero">ajayverma@aai.aero</a>	
4	Mr. R P Singh, Jt GM(Tech)			After 3 hours of issue
PS(Project Systems) e-mail: <a href="mailto:sappshelp@aai.aero">sappshelp@aai.aero</a>				
1	Mr. D S Negi - Manager(E)	9560511877	<a href="mailto:negids@aai.aero">negids@aai.aero</a>	
2	Mr.Atulya Aggarwal- DGM(Civil)	9650052233	<a href="mailto:atulya30965@yahoo.co.in">atulya30965@yahoo.co.in</a>	After 3 hours of issue
IT (Networking and Applications) e-mail: <a href="mailto:sapithelp@aai.aero">sapithelp@aai.aero</a>				
1	Mr. Mukesh Kumar, Manager(IT)		<a href="mailto:mukesh_kumar@aai.aero">mukesh_kumar@aai.aero</a>	
2	Mr. Asim Sayeed, Manager(IT)		<a href="mailto:asimsayeed@aai.aero">asimsayeed@aai.aero</a>	
3				

The end users may also send mail and explain with attachments and screen shots etc the problem being faced for immediate solution. The following e-mails ids may be used for different modules:

- (i) For Finance Module [sapfihelp@aai.aero](mailto:sapfihelp@aai.aero)
- (ii) For HR Module [saphrhelp@aai.aero](mailto:saphrhelp@aai.aero)
- (iii) For MM Module [sapmmhelp@aai.aero](mailto:sapmmhelp@aai.aero)
- (iv) For PS Module [sappshelp@aai.aero](mailto:sappshelp@aai.aero)

This may please be brought to the notice of all station heads under your control.

  
(J M Jolly)  
GM(IT)

Copy to:

ED(F&A)/ED(HR)/ED(Engg-I/II/III)/ED(CNS-OM)/ED(Tech)

PS to Member(HR)/ PS to Member(P)/ PS to Member(Fin)/ PS to Member(OPS)/ PS to Member(ANS): for Information.

Shri D Ghosh, OSD to Chairman: for Information.