

ESCALATION MATRIX – PRODUCT/SERVICE

Level	Role	Contact Method	Escalation Criteria
Level 1	Sales	+91 8511910252 / commercial@deiktistech.com	Initial contact
Level 2	Production	+91 9662117961 / production@deiktistech.com	Issue not resolved within 3 days of promised deadline by Level 1
Level 3	Factory Head	+ 91 9664948546 / warrier@deiktistech.com	Issue not resolved within 3 days from Level 2, or high priority issue
Level 4	Director	+91 8850419855 / ampatil@deiktistech.com	Issue not resolved within 2 days from Level 3, or critical priority issue

Note: This document is renewed based on continues feedback mechanism.

DT/E Matrix
1st Jan 2023




S Syam
Director