

ACES – Contact Details of various HELP DESKS

Project Name	Help Desk Details	Officers in DGS (For follow up, if any)
<p style="text-align: center;">ACES Application(Software issues only) (Vendor: M/s Wipro)</p>	<p style="text-align: center;">1. Toll-free number 1800 425 4251 (for general/basic clarifications onACES)</p> <p style="text-align: center;">2. In case of specific difficulties while accessing ACES application, e-mail ACES service desk at <u>aces.servicedesk@icegate.gov.in</u></p>	<p style="text-align: center;">1. Sri Sambandan, Supt. / Smt. Maheswari, Programmer 044-28331179 / 28331115 dgsys.sd@gmail.com</p> <p style="text-align: center;">2. Sri V. Srinivas, Asst. Director 044-28331116 V.Srinivas@icegate.gov.in</p>
<p style="text-align: center;">LAN (Vendor: M/s HP)</p>	<p><u>Level-1</u> Contact the local Resident Engineer (RE), if allocated for your site/building.</p> <p><u>Level-2</u> If RE not available, call HP HELPDASK 1800 425 4994 nightdesk.bangalore@hp.com</p> <p>In case of follow up, give reminder toNightdesk at details mentioned above.</p> <p><u>Level-3</u> In case of further follow up, if any, Contact respective Zonal HP Regional Manager as below:</p> <p><u>NORTH(Delhi & NCR, U.P, Haryana, Rajeshthan, H.P, J&K, Punjab, Uttrakhand)</u> Mr. Ashok Sharma (9711009412) ashoks@hp.com</p> <p><u>EAST(Bihar, Jharkhand, Orissa, West Benqal, all North East states)</u> Mr. Samrat Mukherjee (9836640161) cbec.east@hp.com</p> <p><u>WEST(Maharastra, Gujarat, Chhattisqarh, Goa)</u> Mr. PrathanShetty (9870345611) prathans@hp.com</p> <p><u>SOUTH(Andhra Pradesh, Karnataka Kerala, Tamil Nadu, Pondicherry)</u> Mr. Suresh Vadlamudi (9885394999) suresh.vadlamudi@hp.com</p> <p><u>Level-4</u> Mr. ShubanRaina (9810177226) Service Delivery Manager. shuban.raina@hp.com</p>	<p style="text-align: center;">1. Smt. Rimjhim Prasad, ADD, DGS, New Delhi 011-24109105 Rimjhim.Prasad@icegate.gov.in</p> <p style="text-align: center;">2. Sri VivekChaturvedi, ADG, DGS, New Delhi 011 – 26113618 vivek.chaturvedi@icegate.gov.in</p>

<p style="text-align: center;">WAN <i>(Vendor: Consortium led by M/s BSNL)</i></p>	<p>Level-1</p> <p>BSNL/DIMENSION DATA Dimension Data WAN Help Desk at Bangalore (NOC) 080-22348035 080-25439910 1800 425 1958 (toll free) rimpls.in@dimensiondata.com</p> <p>Level-2</p> <p>For WANLink issues, if any,</p> <ol style="list-style-type: none"> 1. Mr.Channappa Nandi (09341065000) channappa.nandi@dimensiondata.com 2. Mr. NityanandKenI (09449012561) nityanandkeni@yahoo.com nityanandkeni@gmail.com <p>HP</p> <p>In case of follow up related to Routers and Loop Modems, if any,</p> <p>Mr. Sudesh Kumar (08447808010) cbec.admin@hp.com Mr. Talha Bari (09871110383) talha.bari@hp.com Mr. ShubanRaina (09810177226) shuban.raina@hp.com</p> <p>For follow up related to implementation, if any Mr. DheerajVerma(09711321234) dheeraj.verma@hp.com</p>	<ol style="list-style-type: none"> 1. Smt. Rimjhim Prasad, ADD, DGS, New Delhi 011-24109105 Rimjhim.Prasad@icegate.gov.in 2. Sri VivekChaturvedi, ADG, DGS, New Delhi 011 – 26113618 vivek.chaturvedi@icegate.gov.in
<p style="text-align: center;">VPN over Broad band solution <i>(Vendor: M/s BSNL)</i></p>	<ol style="list-style-type: none"> 1. BSNL Help Desk 1800 424 1600 cbecwan@bsnl.co.in 2. NityanandKenI SDE, BSNL, Karnataka Telecom Circle, Bangalore 09449012561 nityanandkeni@yahoo.com 	<ol style="list-style-type: none"> 1. Smt. Rimjhim Prasad, ADD, DGS, New Delhi 011-24109105 Rimjhim.Prasad@icegate.gov.in 2. Sri VivekChaturvedi, ADG, DGS, New Delhi 011 – 26113618 vivek.chaturvedi@icegate.gov.in
<p style="text-align: center;">Data Ware House Project (EDW) <i>(Vendor: M/s Wipro)</i></p>	<p style="text-align: center;">CBEC DW Help Desk 011-29561547 e-mail: dw.helpdesk@icegate.gov.in</p>	<ol style="list-style-type: none"> 1. Smt. Rimjhim Prasad, ADD, DGS, New Delhi 011-24109105 Rimjhim.Prasad@icegate.gov.in 2. Sri VivekChaturvedi, ADG, DGS, New Delhi 011 – 26113618 vivek.chaturvedi@icegate.gov.in

<p>Systems Integration (SI) (SSO-ID & ICEGATE e-mail ID issues) (Vendor: M/s TCS)</p>	<p>1. SI Helpdesk si.helpdesk@icegate.gov.in 1800 266 2232</p> <p>2. For follow up, if any contact Sri Yogesh Sharma, SI Shift Manager yogesh.sharmatcs@icegate.gov.in 09212775629</p>	<p>1. Smt. Reena Sharma Asst. Director (Sys), New Delhi 011-2410-2982 Reena.Sharma@icegate.gov.in</p> <p>2. Smt. Shubhagata Kumar, ADD(Sys), DGS, New Delhi Ph: 011-2611 3617 shubhagata.kumar@icegate.gov.in</p>
<p>EASIEST (Managed by NSDL)</p>	<p>Monitoring by DGS, Chennai</p> <p>1. ShriS.Subramanian, Supt. e-mail: easiest-cbec@nic.in Subramanian.Srinivasan@icegate.gov.in Phone : 044-28331051</p> <p>2. Shri K.V. Soumyanarayanan, Inspector e-mail: Saumyanarayanan.Kidambi@icegate.gov.in Phone: 044-28331051</p>	

Note 1:For LAN/WAN issues, for co-ordination between respective vendors and DGS/CBEC,

1. Subramanian Krishnan, Senior Consultant, PwC,09811152378, subramanian.krishnan@in.pwc.com
2. Vishal Goel, Principal Consultant, PwC, 09717177766, vishal.goel@in.pwc.com

Note 2:The Departmental Users are advised to use the “Service Desk” icon – HP Open-view Utilityavailable in the Citrix Login to lodge their complaints on ACES Application/software related issues.
