



**A. All Service Complaints are to be registered Via Email to [service@datamini.co.in](mailto:service@datamini.co.in) or on the Service Contact Number with the following details. The Service Desk Will Register Complaints and issue Service Complaint Numbers**

1. End Customer Contact Person Name and Mobile Number.
2. Datamini Type of Products (Tablet / Accessories).
3. Datamini Model Number of product.
4. Datamini Serial Number.
5. Problem Reported in Details (Dead on Arrival/ Physical Damage /Touch is not Working / Not Charging / SIM not Working/ No Power on /LCD Screen problem/ WIFI Not working/ Camera Not working/MIC not working/ Speaker Not working /USB Port Not Working/Product not working, etc..).
6. Action suggested by End Customer.

**B. If Faulty Product is dispatched to CSD Daman**

1. Before sending faulty Products to CSD Daman, Dealer/ End Customer must register Service Complaint/s with Datamini Service and get Service Compliant Number.
2. Reference of Service Complaint number to be entered in Delivery Challan and Printout of Service or in the complaint email to be sent to service so that CSD Daman can be informed.
3. Courier dispatched details (Name and Airway Bill Number) to email to [service@datamini.co.in](mailto:service@datamini.co.in) and CSD Daman [csddaman@datamini.co.in](mailto:csddaman@datamini.co.in).

**C. Datamini Escalation Matrix**

- . **Level 0 Support:** [service@datamini.co.in](mailto:service@datamini.co.in)
- . **Level 1 Support:** Toll-Free Number 1800 22 4002/ 022 40428832 (Ms. Tripti)/ 022 40428888 (Board)
- . **Level 2 Support:** Hanumantha (Service Support Technician) 07021701345/ 022 40428888 (Board)
- . **Level 3 Support:** Mandar Bhatkar (Technical Support Manager) 9372746764/ 9869195192/ 022 40428888 (Board)
- . **Level 4 Support:** Mr. Charudatta Bhawe - Service Head

**D. Priority Escalation**

- a) Mr. Ashish Sharma - [ashish@datamini.co.in](mailto:ashish@datamini.co.in) 9819554126
- b) Mr. Sayeed Khan - [sayeed@datamini.co.in](mailto:sayeed@datamini.co.in) 9987677082
- c) Mr. Kunal Ahuja - [kunal@datamini.co.in](mailto:kunal@datamini.co.in)

***Datamini Technologies (India) Limited***

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