

Prasar Bharati  
(India's Public Service Broadcaster)  
IT Division, Prasar Bharati Secretariat  
Akashvani Bhawan, Sansad Marg, New Delhi-110001

No. 7(151)2019-20(O/S-DLI)/IT/PBS

Dated : 17-03-2020

**Sub: Escalation Matrix for help, support and maintenance in r/o of eMail, eOffice and SPARROW related matters**

Following escalation procedure will be applicable for any queries or help required for matters pertaining to **eMail, eOffice and SPARROW**.

S. No	Matters	Level-I	Level-II	Level-III
1	eMail	email@prasarbharati.gov.in Ms. Rama Kushwaha – Engg. Assistant Tel.No. 011-23421570	Sh. J.B. Roy, ADE(IT)  If the matter is not sorted within three days.  eMail ID- jbroy@prasarbharati.gov.in  Tel. No. 011-23421581	Shri R.P. Joshi, DDG(IT)
2	eOffice	eoffice@prasarbharati.gov.in  Sh. Ghanshyam, AE(IT)  Tel. No. 011- 23421570	Sh. J.B. Roy, ADE(IT)  If the matter is not sorted within three days or in case of exigency of services.  eMail ID- jbroy@prasarbharati.gov.in  Tel. No. 011-23421581	If the matter is pending beyond one week or in case of exigency of services.  eMail ID- rpjoshi@prasarbharati.gov.in
3	SPARROW	sparrow@prasarbharati.gov.in  Ms. Meenakshi, Engg. Assistant  Tel.No. 011-23421243	Ms. Simmi Mittal, AE(IT)  If the matter is not sorted within three days.  eMail ID- simmi@prasarbharati.gov.in  Tel.No. 011-23421243	Tel No. 011-23421049

  
( R.P. JOSHI )  
DDG(IT)

**To:-**

**All the officials of Prasar Bharati**

**(through Prasar Bharati Website, Prasar Net, eOffice KMS)**

**Copy for kind information to:-**

- (1) Staff Officer to CEO, Prasar Bharati**
- (2) PS to Member(F), PB Sectt.**
- (3) Engineer-in-Chief (AIR & DD) / E-in-C (Special Initiatives and Common Services) PB Sectt**
- (4) DG News AIR, DG News DD**
- (5) ADG(Admn.) / ADG(HR) / ADG(IT), PB Sectt.**
- (6) Chief Engineer (CCW)**