

Service Request registration contacts Digital Industry	
Online Service Request Form	http://www.siemens.co.in/industry-services-srf
Industry Services Toll Free No.	1800 209 0987
Online and Technical Support	www.siemens.com/SIOS

Escalation Matrix

Products and Digital Services		Motors, Drives & Automation		Machine Tools SINUMERIK	
Regions	Role	Name	Contact Info	Name	Contact Info
Region - North					
First Level of Escalation	Service Delivery Team Lead	Abhishek Pandey	+91 9910991211	Ravi Singh	+91 9818660212
Second Level of Escalation	Regional Service Manager	Parag Rathi	+91 9818701603	Parag Rathi	+91 9818701603
Region - West 1 Mumbai, Ahmedabad					
First Level of Escalation Mumbai	Service Delivery Team Lead	Santosh Gaikwad	+91 9819463991	Vasant Natekar	+91 9833213823
First Level of Escalation Ahmedabad	Service Delivery Team lead	Haresh Shah	+91 9825300909	Tejas Patel	+91 9879533884
Second Level of Escalation	Regional Service Manager	Rajan Goyal	+91 9930229927	Rajan Goyal	+91 9930229927
Region West 2 Pune					
First Level of Escalation	Service Delivery Team Lead	Sandeep Pataskar	+91 9822976541	Javed Pinjari	+91 9922960178
Second Level of Escalation	Regional Service Manager	Rajan Goyal	+91 9930229927	Rajan Goyal	+91 9930229927
Region West 2 Nagpur					
First Level of Escalation	Service Delivery Team Lead	Sandeep Pataskar	+91 9822976541	Vasant Natekar	+91 9833213823
Second Level of Escalation	Regional Service Manager	Rajan Goyal	+91 9930229927	Rajan Goyal	+91 9930229927
Eastern Region					
First Level of Escalation Kolkata	Service Delivery Team Lead	Arnab Dutta	+91 9830258703	Mainak Chakroborty	+91 9831621115
First Level of Escalation Jamshedpur	Service Delivery Team Lead	Sandip Galaya	+91 9163636667	Sandip Galaya	+91 9163636667
Second Level of Escalation	Regional Service Manager	Subrata Chattopadhyay	+91 8334817217	Subrata Chattopadhyay	+91 8334817217
Region South 1 Chennai, Coimbatore					
First Level of Escalation	Service Delivery Team Lead	Praveen Pai	+91 9840323334	Sandeep Reddy	+91 9000702493
Second Level of Escalation	Regional Service Manager	Viswanath Kruthiventi	+91 9833641989	Viswanath Kruthiventi	+91 9833641989
Region - South 2 Bangalore, Hyderabad, Vizag					
First Level of Escalation Hyderabad, Vizag	Service Delivery Team Lead	Mohankumar P	+91 7259008093	Sandeep Reddy	+91 9000702493
First Level of Escalation Bangalore	Service Delivery Team Lead	Syed Ali	+91 7259008093	Sandeep Reddy	+91 9000702493
Second Level of Escalation	Regional Service Manager	Viswanath Kruthiventi	+91 9833641989	Viswanath Kruthiventi	+91 9833641989
Pan India					
Third Level of Escalation	HO, India	Prasanna Deshpande (Tech Support Head)	+91 9820747836	VA Krishna Prasad (MC Service BD Head)	+91 9845904482
Fourth Level of Escalation	Segment Head - India	Saibal Roy	+91 9833641989	Saibal Roy	+91 9833641989
Escalate to Industry Services , CEO		https://new.siemens.com/in/en/products/services/industry/escalate-to-the-ceo.html			