



# ಕರ್ನಾಟಕ ರಾಜ್ಯ ಹಣಕಾಸು ಸಂಸ್ಥೆ

1951ರ ರಾಜ್ಯ ಹಣಕಾಸು ಸಂಸ್ಥೆಗಳ ಕಾಯಿದೆ ಅನ್ವಯ ಸ್ಥಾಪಿತ

KARNATAKA STATE FINANCIAL CORPORATION

Established under the State Financial Corporations' Act, 1951



ಸಂಖ್ಯೆ : ಕ.ರಾ.ಹ.ಸಂ./ಪ್ರಕ./

Ref. No. KSFC/H.O./Admn/182/22-23

ದಿನಾಂಕ : 02/09/2022  
Date : 02/09/2022

## INTER OFFICE NOTE

Sub: AMC of Computers & Printers of KSFC

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In accordance with the approval of the Competent Authority, AMC of Computers and Printers available in the Corporation excluding the new HP Desktop Computers & Printers supplied recently has been entrusted to M/s Puthur Infotech Pvt.Ltd for a period of 2 years from 01.09.2022.

In this regard; Escalation matrix provided by the said company is annexed to this note. All the concerned are hereby advised to register the complaint and in case of failure to respond to the complaint within 24 hours (excluding holidays) in respect of Branches, complaint may be escalated to the Level-2 & Level-3. Even after lapse of 3 days if the complaint is not resolved, the same complaint may be forwarded to Level-4 of the said company and a copy to HO, Administration department ( via email : [adm.ksfc@karnataka.gov.in](mailto:adm.ksfc@karnataka.gov.in)) & GM(IT). Further, while endorsing completion of Periodical Maintenance made by the company every quarter, the Branches should clearly mention any of the Complaints not resolved for a longer period.

A Complaint Register of the Computers & Printers as per the format given below shall be maintained at the Branches and monthly extract of the same shall be sent to HO, Admn. Department.

Sl. No	Date of Complaint	Details of Computer / Printer No	Complaint Details	Date of Reponse by the AMC Co.	Date Of complaint Resolution	Remarks

ಕೆ.ಎಸ್.ಎಸ್.  
General Manager(P&A / IA)

All the Branches / Departments @ HO / IACs  
Executive Director 1 & 2 – for kind information  
All the General Managers - for information  
MDs Office – for Information  
Notice Board

ಪ್ರಧಾನ ಕಛೇರಿ : ಕೆ.ಎಸ್.ಎಫ್.ಸಿ. ಭವನ, ನಂ. 1/1, ತಿಮ್ಮಯ್ಯ ರಸ್ತೆ, ಕಂಟೋನ್ಮೆಂಟ್ ರೈಲ್ವೆ ನಿಲ್ದಾಣದ ಹತ್ತಿರ, ಬೆಂಗಳೂರು - 560 052.

ದೂರವಾಣಿ ಸಂಖ್ಯೆ - ಸಾಮಾನ್ಯ : 080-22263322 ಇ-ಮೇಲ್ : [info@ksfc.in](mailto:info@ksfc.in) ವೆಬ್ : [www.ksfc.karnataka.gov.in](http://www.ksfc.karnataka.gov.in)

HEAD OFFICE : K.S.F.C. Bhavana, # 1/1, Thimmaiah Road, Near Cantonment Railway Station, Bengaluru - 560 052.

Telephone : Gen : 22263322 e-mail : [info@ksfc.in](mailto:info@ksfc.in), Website : [www.ksfc.karnataka.gov.in](http://www.ksfc.karnataka.gov.in)

# Escalation Matrix

Puthur InfoTech Private Limited

Head Office

No55; 1st floor, 5th cross,

Banaswadi main road

Bangalore 560043.

LEVEL 1	Call Log to Customer Support Help desk Toll free No:18001029084 Email:custcare@puthurinfotech.com Office Timings: 09:00 hrs. to 6:00hrs (Mon-Sat)
LEVEL 2	Mr. Santhosh Mestha Territory Manager Mobile: 9480690119 Email:santhosh@puthurinfotech.com
LEVEL 3	Mr. Ramkumar Service Delivery Manager Mobile: 9480690138 Email:ramkumar@puthurinfotech.com
LEVEL 4	Mr. Ravi A M Zonal Manager Mobile: 9480690107 Email:ravi@puthurinfotech.com