

## NOTICE

**Sub: Annual Maintenance Contract for the period from 1-01-2016 to 31-12-2016 of 295 HCL Desktop Computers and 258 Toshiba A3 multifunction Laser printers supplied to various PWD Offices State wide in 2010.**

**Ref:** Agreement No. 1 & 2/CE/Admin/IT/2015-16 dated 28-01-2016 with HCL Services Ltd

In connection with the implementation of various e-Governance application in PWD, One HCL computer and one Toshiba e-studio multifunction printer was supplied to all Sub divisions, Divisions, Circle and Chief Engineer Offices of PWD through KSTP in the year 2010. **295 HCL Computers and 258 Toshiba e-studio 182 multifunction printers** are purchased from M/s HCL Infosystems Ltd with 3 year warranty and supplied to all the above offices. The warranty of all these computers and printers expired on **July & August 2013**.

An Agreement was executed with M/s HCL Services Ltd vide references cited above for providing Annual Maintenance Contract (AMC) for the above HCL Desktop Computers and Toshiba printers for the period from 1-01-2016 to 30-12-2016. M/s HCL has also offered to supply the consumables like Toners, Drum Kit and Heat Rollers at special prices to PWD in connection with the AMC contract. **The AMC period is expiring on 31-12-2016.** Hence all the Superintending Engineers, Executive Engineers and Assistant Executive Engineers are requested to ensure that all the HCL Computer and Toshiba Printers in Offices in their jurisdiction are in good conditions and to carry out the repairs if any through M/s HCL Services Pvt Ltd within the AMC period. The details of AMC escalation contacts of HCL at various districts and District AMC coordinator from PWD Electronics wing are listed below. The details of computers and printers in various PWD Offices included in the AMC are also given in the links below. If there is any pending complaints the matter may be reported to Assistant Engineer, IT Cell PWD (Ph:9645096310) or to the Departmental Coordinator from PWD Electronics wing in the corresponding district on or before 31-12-2016.

IT Cell, PWD

1. [COMPUTERS & PRINTERS AT VARIOUS PWD OFFICES STATEWIDE INCLUDED IN AMC](#)
2. [COMPLAINT REGISTRATION NUMBERS FOR PRINTERS](#)
3. [COMPLAINT REGISTRATION NUMBERS FOR COMPUTERS](#)
4. [AMC DISTRICT COORDINATORS](#)
5. [CONSUMABLES SPECIAL PRICE](#)

**List of HCL Computers and Toshiba Multi Function Printers Included in AMC**

| Sl. No. | Name of Office                                                      | No of computers | No of Multi Function Printer |
|---------|---------------------------------------------------------------------|-----------------|------------------------------|
|         | <b>THIRUVANANTHAPURAM</b>                                           |                 |                              |
|         | <b>KSTP PMT Office</b>                                              | 15              |                              |
| 1       | Central FMS cell                                                    | 6               | 1                            |
| 2       | NH South Circle, Thiruvananthapuram                                 | 1               | 1                            |
| 3       | R&B South Circle, Thiruvananthapuram                                | 1               | 1                            |
| 4       | Buildings South Circle, Thiruvananthapuram                          | 1               | 1                            |
| 5       | Environmental Cell, O/o CE (R&B)                                    | 1               | 1                            |
| 6       | Electrical Circle, Thiruvananthapuram                               | 1               | 1                            |
| 7       | Roads Division, Thiruvananthapuram.                                 | 1               | 1                            |
| 8       | Buildings Division, Thiruvananthapuram                              | 1               | 1                            |
| 9       | Special Buildings Division, Thiruvananthapuram.                     | 1               | 1                            |
| 10      | Leg. Complx Division, Thiruvananthapuram                            | 1               | 1                            |
| 11      | Electrical Division, Thiruvananthapuram                             | 1               | 1                            |
| 12      | NH Division, Thiruvananthapuram                                     | 1               | 1                            |
| 13      | Kerala Highway Research Institute, Kazhakkuttom, Thiruvananthapuram | 1               | 1                            |
| 14      | NH Sub Division, Tvpm                                               | 1               | 1                            |
| 15      | NH Bypass Sub Dvn No. 1, Tvpm                                       | 1               | 1                            |
| 16      | NH Bypass Sub Dvn No. 2, Kovalam, Tvpm                              | 1               | 1                            |
| 17      | Buildings Sub Dvn, Neyyatinkara                                     | 1               | 1                            |
| 18      | Buildings Sub Dvn, Nedumangad                                       | 1               | 1                            |
| 19      | Buildings Sub Dvn, Tvpm                                             | 1               | 1                            |
| 20      | Bldgs Mace Sub Dvn, Vikas Bhavan, Tvpm                              | 1               | 1                            |
| 21      | Buildings Sub Dvn, Attingal                                         | 1               | 1                            |
| 22      | Buildings Leg.Complex Sub Dvn, Tvpm                                 | 1               | 1                            |
| 23      | Spl. Bldgs. Sub Dvn, Ayurveda College Tvpm                          | 1               | 1                            |
| 24      | Spl. Bldgs. PIU Sub Dvn, Ayurveda College Tvpm                      | 1               | 1                            |
| 25      | Buildings Sub Dvn, Medical College, Tvpm.                           | 1               | 1                            |
| 26      | Buildings Secretariate Sub Dvn, Tvpm                                | 1               | 1                            |
| 27      | Roads Sub Dvn, Neyyatinkara                                         | 1               | 1                            |
| 28      | Roads Sub Dvn, Nedumangad                                           | 1               | 1                            |
| 29      | City Roads Sub Dvn, Tvpm.                                           | 1               | 1                            |
| 30      | Roads Sub Dvn, Thiruvananthapuram                                   | 1               | 1                            |
| 31      | Roads Sub Dvn, Attingal                                             | 1               | 1                            |
| 32      | I&P Sub Dvn, Thiruvananthapuram                                     | 1               | 1                            |
| 33      | Bridges Sub Dvn, Thiruvananthapuram                                 | 1               | 1                            |
| 34      | Quality Control Sub Dvn, (Attached to O/O CE R&B) Tvpm              | 1               | 1                            |
| 35      | Electrical Sub Dvn, Tvpm                                            | 1               | 1                            |
| 36      | Electrical Sub Dvn, Leg. Complex, Tvpm                              | 1               | 1                            |
| 37      | Electronics (City) Sub Dvn, Tvpm                                    | 1               | 1                            |
| 38      | Electronics (Rural) Sub Dvn, Tvpm                                   | 1               | 1                            |
| 39      | Electronics Sub Dvn, Leg. Complex, Tvpm                             | 1               | 1                            |

|    |                                                                |   |   |
|----|----------------------------------------------------------------|---|---|
| 40 | Planning EE, O/o The CE R&B, Thiruvananthapuram                | 1 | 1 |
| 41 | AEE, IT, O/o The CE R&B, Thiruvananthapuram                    | 1 | 1 |
| 42 | System administrator                                           | 1 |   |
| 43 | Databse Administrator                                          | 1 |   |
| 44 | CA, O/O the CE R&B                                             | 1 | 1 |
| 45 | HD1, O/O the CE R&B                                            | 1 | 1 |
| 46 | HD2, O/O the CE R&B                                            | 1 |   |
| 47 | HD3, O/O the CE R&B                                            | 1 |   |
| 48 | IT Training HALL, PWD                                          | 8 | 1 |
| 49 | AEE, O/o The CE Buildings, Thiruvananthapuram                  | 1 | 1 |
| 50 | AEE, O/o The CE Buildings, Thiruvananthapuram                  | 1 |   |
| 51 | Executive Engineer, O/O The Chief Engineer NH & Administration | 1 |   |
|    | <b>KOLLAM</b>                                                  |   |   |
| 52 | Roads Division, Kollam                                         | 1 | 1 |
| 53 | Buildings Division, Kollam                                     | 1 | 1 |

|    |                                         |   |   |
|----|-----------------------------------------|---|---|
| 54 | NH Division, Kollam                     | 1 | 1 |
| 55 | NH Sub Dvn, Kollam                      | 1 | 1 |
| 56 | NH Bypass Sub Dvn, Kollam               | 1 | 1 |
| 57 | NH Sub Dvn, Punalur                     | 1 | 1 |
| 58 | Buildings Sub Dvn, Kollam               | 1 | 1 |
| 59 | Buildings Sub Dvn, Punalur              | 1 | 1 |
| 60 | Buildings Sub Dvn, Kottarakara          | 1 | 1 |
| 61 | Buildings Sub Dvn, Karunagappally       | 1 | 1 |
| 62 | Roads Sub Dvn, Kollam                   | 1 | 1 |
| 63 | Roads Sub Dvn, Karunagappally           | 1 | 1 |
| 64 | Roads Sub Dvn, Kottarakkara             | 1 | 1 |
| 65 | Roads Sub Dvn, Punalur                  | 1 | 1 |
| 66 | I&P Sub Dvn, Kollam                     | 1 | 1 |
| 67 | Bridges Sub Dvn, Kollam                 | 1 | 1 |
| 68 | Quality Control Sub Dvn, Kollam         | 1 | 1 |
| 69 | Electrical Sub Dvn, Kollam              | 1 | 1 |
|    | <b>PATHANAMTHITTA</b>                   |   |   |
| 70 | Roads Division, Pathanamthitta          | 1 | 1 |
| 71 | Buildings Division, Pathanamthitta      | 1 | 1 |
| 72 | Buildings Sub Dvn, Pathanamthitta       | 1 | 1 |
| 73 | Buildings Sub Dvn, Adoor                | 1 | 1 |
| 74 | Buildings Sub Dvn, Thiruvalla           | 1 | 1 |
| 75 | Roads Sub Dvn, Pathanamthitta           | 1 | 1 |
| 76 | Roads Sub Dvn, Adoor                    | 1 | 1 |
| 77 | Roads Sub Dvn, Ranni                    | 1 | 1 |
| 78 | Roads Sub Dvn, Mallappally              | 1 | 1 |
| 79 | Roads Sub Dvn, Thiruvalla               | 1 | 1 |
| 80 | Bridges Sub Dvn, Thruvalla              | 1 | 1 |
| 81 | Quality Control Sub Dvn, Pathanamthitta | 1 | 1 |
| 82 | Electrical Sub Dvn, Pathanamthitta      | 1 | 1 |

|     |                                            |   |   |
|-----|--------------------------------------------|---|---|
|     | <b>ALAPPUZHA</b>                           |   |   |
| 83  | Roads Division, Alappuzha                  | 1 | 1 |
| 84  | Buildings Division, Alappuzha              | 1 | 1 |
| 85  | NH Division, Alappuzha                     | 1 | 1 |
| 86  | NH Sub Division, Alappuzha                 | 1 | 1 |
| 87  | Spl. Bldgs. Sub Dvn, Alappuzha             | 1 | 1 |
| 88  | Buildings Sub Dvn, Alappuzha               | 1 | 1 |
| 89  | Buildings Sub Dvn, Cherthala               | 1 | 1 |
| 90  | Buildings Sub Dvn, Harippad                | 1 | 1 |
| 91  | Buildings Sub Dvn, Chengannoor             | 1 | 1 |
| 92  | Roads Sub Dvn, Alappuzha                   | 1 | 1 |
| 93  | Roads Sub Dvn, Cherthala                   | 1 | 1 |
| 94  | Roads Sub Dvn, Chengannur                  | 1 | 1 |
| 95  | Roads Sub Dvn, Mavelikkara                 | 1 | 1 |
| 96  | Roads Sub Dvn, Kuttanad                    | 1 | 1 |
| 97  | Bridges Sub Dvn, Alappuzha                 | 1 | 1 |
| 98  | Quality Control Sub Dvn, Alappuzha         | 1 | 1 |
| 99  | Electrical Sub Dvn, Alappuzha              | 1 | 1 |
|     | <b>KOTTAYAM</b>                            |   |   |
| 99  | Roads Division, Kottayam                   | 1 | 1 |
| 100 | Buildings Division, Kottayam               | 1 | 1 |
| 101 | NH Sub Division Kanjirappally              | 1 | 1 |
| 102 | Buildings Sub Dvn, Kottayam                | 1 | 1 |
| 103 | Spl. Bldgs. Sub Dvn, Gandhinagar, Kottayam | 1 | 1 |
| 104 | Buildings Sub Dvn, Pala                    | 1 | 1 |
| 105 | Buildings Sub Dvn, Kanjirappilly           | 1 | 1 |
| 106 | Roads Sub Dvn, Kottayam                    | 1 | 1 |
| 107 | Roads Sub Dvn, Kaduthuruthy                | 1 | 1 |
| 108 | Roads Sub Dvn, Vaikom                      | 1 | 1 |
| 109 | Roads Sub Dvn, Pala                        | 1 | 1 |
| 110 | Roads Sub Dvn, Kanjirappally               | 1 | 1 |
| 111 | Roads Sub Dvn, Changanacherry              | 1 | 1 |
| 112 | Quality Control/I&P Sub Dvn, Kottayam      | 1 | 1 |
| 113 | Bridges Sub Dvn, Kottayam                  | 1 | 1 |
| 114 | Electrical Sub Dvn, Kottayam               | 1 | 1 |
| 115 | Electronics Sub Dvn, Kottayam              | 1 | 1 |
|     | <b>IDUKKI</b>                              |   |   |
| 116 | Roads Division, Idukki                     | 1 | 1 |
| 117 | Buildings Division, Idukki                 | 1 | 1 |
| 118 | NH Sub Division Devikulam                  | 1 | 1 |
| 119 | Buildings Sub Dvn, Nedumkandam             | 1 | 1 |
| 120 | Buildings Sub Dvn, Thodupuzha              | 1 | 1 |
| 121 | Buildings Sub Dvn, Munnar                  | 1 | 1 |
| 122 | Buildings Sub Dvn, Peerumedu               | 1 | 1 |
| 123 | Spl.Blg.. Sub dvn. Painavu                 | 1 | 1 |

|     |                                    |   |   |
|-----|------------------------------------|---|---|
| 124 | Roads Sub Dvn, Idukki              | 1 | 1 |
| 125 | Roads Sub Dvn,Thodupuzha           | 1 | 1 |
| 126 | Roads Sub Dvn, Munnar              | 1 | 1 |
| 127 | Roads Sub Dvn,Nedumkandam          | 1 | 1 |
| 128 | Roads Sub Dvn, Peerumed            | 1 | 1 |
| 129 | I&P Sub Dvn, Thodupuzha            | 1 | 1 |
| 130 | Bridges Sub Dvn, Idukki            | 1 | 1 |
| 131 | Quality Control Sub Dvn, Idukki    | 1 | 1 |
| 132 | Electrical Sub Dvn, Idukki         | 1 | 1 |
|     | <b>ERNAKULAM</b>                   |   |   |
| 133 | R&B Central Circle, Aluva          | 1 | 1 |
| 134 | Judicial Buildings Circle, Kochi   | 1 | 1 |
| 135 | NH Central Circle, Vytilla         | 1 | 1 |
| 136 | Roads Division, Ernakulam          | 1 | 1 |
| 137 | Roads Division, Muvattupuzha       | 1 | 1 |
| 138 | Buildings Division, Ernakulam      | 1 | 1 |
| 139 | NH Division, Muvattupuzha          | 1 | 1 |
| 140 | NH QC Sub Dvn, Vytilla, Ernakulam  | 1 | 1 |
| 141 | NH Sub Dvn, Aluva                  | 1 | 1 |
| 142 | NH Sub Dvn, N. Paravur             | 1 | 1 |
| 143 | NH Sub Dvn, Edappally              | 1 | 1 |
| 144 | NH Sub Dvn, Kothamangalam          | 1 | 1 |
| 145 | Spl. Bldgs. Sub Dvn, Ernakulam     | 1 | 1 |
| 146 | Buildings Sub Dvn, Ernakulam       | 1 | 1 |
| 147 | Buildings Sub Dvn, Mattancherry    | 1 | 1 |
| 148 | Buildings Sub Dvn, Aluva           | 1 | 1 |
| 149 | Buildings Sub Dvn, Perumbavoor     | 1 | 1 |
| 150 | Buildings Sub Dvn, Muvattupuzha    | 1 | 1 |
| 151 | Roads Sub Dvn, Muvattupuzha        | 1 | 1 |
| 152 | Roads Sub Dvn, Kothamangalam       | 1 | 1 |
| 153 | Roads Sub Dvn, Perumbavur          | 1 | 1 |
| 154 | Roads Sub Dvn, Ernakulam           | 1 | 1 |
| 155 | Roads Sub Dvn, Aluva               | 1 | 1 |
| 156 | Roads Sub Dvn, North Parur         | 1 | 1 |
| 157 | Bridges Sub Dvn, Ernakulam         | 1 | 1 |
| 158 | I&P Sub Dvn, Ernakulam             | 1 | 1 |
| 159 | Electrical Sub Dvn, Ernakulam      | 1 | 1 |
|     | <b>THRISSUR</b>                    |   |   |
| 160 | Buildings central Circle, Thrissur | 1 | 1 |
| 161 | Roads Division, Thrissur           | 1 | 1 |
| 162 | Buildings Division, Thrissur       | 1 | 1 |
| 163 | Electrical Division, Thrissur      | 1 | 1 |
| 164 | NH Division, Kodungallur           | 1 | 1 |
| 165 | NH Sub Dvn, Chavakkad              | 1 | 1 |
| 166 | NH QC Sub Dvn, Thrissur            | 1 | 1 |

|     |                                         |   |   |
|-----|-----------------------------------------|---|---|
| 167 | Spl. Bldgs. Sub Dvn, Thrissur           | 1 | 1 |
| 168 | Buildings Sub Dvn, Thrissur             | 1 | 1 |
| 169 | Buildings Sub Dvn, Irinjalakuda         | 1 | 1 |
| 170 | Buildings Sub Dvn, Vadakkancherry       | 1 | 1 |
| 171 | Roads Sub Dvn,Thrissur                  | 1 | 1 |
| 172 | Roads Sub Dvn,Thalappilly               | 1 | 1 |
| 173 | Roads Sub Dvn,Irinjalakkuda             | 1 | 1 |
| 174 | Roads Sub Dvn,Kodungallore              | 1 | 1 |
| 175 | Roads Sub Dvn,Chavakad                  | 1 | 1 |
| 176 | Bridges Sub Dvn, Thrissur               | 1 | 1 |
| 177 | I&P / QC Sub Dvn, Thrissur              | 1 | 1 |
| 178 | Electronics Sub Dvn, Thrissur           | 1 | 1 |
|     | <b>PALAKKAD</b>                         |   |   |
| 179 | Roads Division, Palakkad                | 1 | 1 |
| 180 | Buildings Division, Palakkad            | 1 | 1 |
| 181 | NH Sub Division, Palakkad               | 1 | 1 |
| 182 | Buildings Sub Dvn, Palakkad             | 1 | 1 |
| 183 | Buildings Sub Dvn, Chittur Puthunagaram | 1 | 1 |
| 184 | Buildings Sub Dvn, Shornur              | 1 | 1 |
| 185 | Buildings Sub Dvn, Mannarkadu           | 1 | 1 |
| 186 | Roads Sub Dvn, Palakkad                 | 1 | 1 |
| 187 | Roads Sub Dvn, Alathur                  | 1 | 1 |
| 188 | Roads Sub Dvn,Chittoor                  | 1 | 1 |
| 189 | Roads Sub Dvn, Shornur                  | 1 | 1 |
| 190 | Roads Sub Dvn, Mannarkad                | 1 | 1 |
| 191 | I & QC Sub Dvn Palakkad                 | 1 | 1 |
| 192 | Bridges Sub Dvn Palakkad                | 2 | 1 |
| 193 | Electrical Sub Dvn, Palakkad            | 2 | 1 |
| 194 | Electronics Sub Dvn, Palakkad           | 1 | 1 |
|     | <b>MALAPPURAM</b>                       |   |   |
| 195 | Roads Division, Malappuram              | 1 | 1 |
| 196 | Buildings Division,Malappuram           | 1 | 1 |
| 197 | NH Division, Malappuram                 | 1 | 1 |
| 198 | NH Sub Dvn, Kuttipuram                  | 1 | 1 |
| 199 | NH Sub Dvn, Perinthalmanna              | 1 | 1 |
| 200 | Buildings Sub Dvn, Manjeri              | 1 | 1 |
| 201 | Buildings Sub Dvn, Parappanangadi       | 1 | 1 |
| 202 | Buildings Sub Dvn, Perinthalmanna       | 1 | 1 |
| 203 | Roads Sub Dvn, Ponnani                  | 1 | 1 |
| 204 | Roads Sub Dvn, Perinthalmanna           | 1 | 1 |
| 205 | Roads Sub Dvn, Thirur                   | 1 | 1 |
| 206 | Roads Sub Dvn, Manjeri                  | 1 | 1 |
| 207 | Bridges Sub Dvn, Manjeri                | 1 | 1 |
| 208 | Electrical Sub Dvn, Malappuram          | 1 | 1 |
|     | <b>KOZHIKODE</b>                        |   |   |

|     |                                    |   |   |
|-----|------------------------------------|---|---|
| 209 | R&B North Circle, Kozhikode        | 1 | 1 |
| 210 | Buildings North Circle, Kozhikode  | 1 | 1 |
| 211 | NH North Circle, Kozhikode         | 1 | 1 |
| 212 | Roads Division, Kozhikode          | 1 | 1 |
| 213 | Roads Division, Vadakara           | 1 | 1 |
| 214 | Buildings Division, Kozhikode      | 1 | 1 |
| 215 | Electrical Division, Kozhikode     | 1 | 1 |
| 216 | NH Division, kozhikode             | 1 | 1 |
| 217 | NH Sub Dvn, Kozhikode              | 1 | 1 |
| 218 | NH Bypass Sub Dvn, Kozhikode       | 1 | 1 |
| 219 | NH Sub Dvn, Koduvally              | 1 | 1 |
| 220 | Spl. Bldgs. Sub Dvn, Kozhikode     | 1 | 1 |
| 221 | Buildings Sub Dvn, Kozhikode       | 1 | 1 |
| 222 | Buildings Sub Dvn, Koyilandi       | 1 | 1 |
| 223 | Roads Sub Dvn, Kozhikode           | 1 | 1 |
| 224 | Roads Sub Dvn, Koduvalli           | 1 | 1 |
| 225 | Roads Sub Dvn, Koilandi            | 1 | 1 |
| 226 | Roads Sub Dvn, Vatakara            | 1 | 1 |
| 227 | I&P / QC Sub Dvn, Kozhikode        | 1 | 1 |
| 228 | Bridges Sub Dvn, Kozhikode         | 2 | 1 |
| 229 | Electronics Sub Dvn, Kozhikkode    | 1 | 1 |
|     | <b>WAYANAD</b>                     |   |   |
| 230 | Roads Division, Wayanad            | 1 | 1 |
| 231 | Buildings Division, Kalpetta       | 1 | 1 |
| 232 | Buildings Sub Dvn, Kalpetta        | 1 | 1 |
| 233 | Buildings Sub Dvn, Sulthan Bathery | 1 | 1 |
| 234 | Buildings Sub Dvn, Manathavady     | 1 | 1 |
| 235 | Roads Sub Dvn, Kalpetta            | 1 | 1 |
| 236 | Roads Sub Dvn, S.Bathery           | 1 | 1 |
| 237 | Roads Sub Dvn, Mananthavady        | 1 | 1 |
| 238 | Bridges Sub Dvn, Kalpetta          | 1 | 1 |
| 239 | Electrical Sub Dvn, Manathavadi    | 1 | 1 |
|     | <b>KANNUR</b>                      |   |   |
| 240 | Buildings Division, Thalassery     | 1 | 1 |
| 241 | Roads Division, Kannur             | 1 | 1 |
| 242 | NH Division, Kannur                | 1 | 1 |
| 243 | NH (Inv) Sub Dvn, Thalassery       | 1 | 1 |
| 244 | NH Sub Dvn, Kannur                 | 1 | 1 |
| 245 | Buildings Sub Dvn, Kannur          | 1 | 1 |
| 246 | Buildings Sub Dvn, Thalasserry     | 1 | 1 |
| 247 | Buildings Sub Dvn, Thalipparampa   | 1 | 1 |
| 248 | Roads Sub Dvn, Thalassery          | 1 | 1 |
| 249 | Roads Sub Dvn, Kannur              | 1 | 1 |
| 250 | Roads Sub Dvn, Thalipparamba       | 1 | 1 |
| 251 | I&P Sub Dvn, Kannur                | 1 | 1 |

|     |                                 |            |            |
|-----|---------------------------------|------------|------------|
| 252 | Bridges Sub Dvn, Kannur         | 1          | 1          |
| 253 | Electrical Sub Dvn, Kannur      | 2          | 1          |
| 254 | Electronics Sub Dvn, Kannur     | 1          | 1          |
|     | <b>KASARAGODE</b>               |            |            |
| 255 | Roads Division, Kasargode       | 1          | 1          |
| 256 | Buildings Division, Kasargode   | 1          | 1          |
| 257 | NH Sub Dvn, Kasaragod           | 1          | 1          |
| 258 | Buildings Sub Dvn, Kanjangad    | 1          | 1          |
| 259 | Buildings Sub Dvn, Kasaragod    | 1          | 1          |
| 260 | Roads Sub Dvn, Kasaragod        | 1          | 1          |
| 261 | Roads Sub Dvn, Kanjangad        | 1          | 1          |
| 262 | Bridges Sub Dvn, Kasaragod      | 1          | 1          |
| 263 | Electrical Sub Dvn, Kasaragode. | 1          | 1          |
|     | <b>Total</b>                    | <b>295</b> | <b>258</b> |

| ESCALATION MATRIX FOR AMC Service of Toshiba Multifunction Printers |                         |                                          |                                                                            |
|---------------------------------------------------------------------|-------------------------|------------------------------------------|----------------------------------------------------------------------------|
|                                                                     |                         |                                          |                                                                            |
| HCL SERVICES LTD-Office Automation Division                         |                         |                                          |                                                                            |
|                                                                     |                         |                                          |                                                                            |
| AREA                                                                | NAME                    | TELEPHONE NUMBER                         | EMAIL ID                                                                   |
| NATIONAL CALL CENTER NUMBER                                         |                         | <b>18601802425 &amp;<br/>01202406614</b> | <a href="mailto:hcloa.callcentre@hcl.com">hcloa.callcentre@hcl.com</a>     |
|                                                                     |                         | 0120-6798560                             |                                                                            |
| KERALA REGION                                                       |                         |                                          |                                                                            |
| 1 ST LEVEL ESCALATION                                               | GANESH - AREA MANAGER   | 9895320817                               | <a href="mailto:r.g@hcl.com">r.g@hcl.com</a>                               |
| 2 nd LEVEL ESCALATION                                               | SHIVARAM-DY REG MANAGER | 9633276340                               | <a href="mailto:shivrama@hcl.com">shivrama@hcl.com</a>                     |
|                                                                     |                         |                                          |                                                                            |
| <b>TRIVANDRUM</b>                                                   | SAJEEV KUMAR            | 8129366220                               | <a href="mailto:sajeev.kumar-assoc@hcl.com">sajeev.kumar-assoc@hcl.com</a> |
|                                                                     | NITHIN                  | 8129090022                               | <a href="mailto:nithin.ks@hcl.com">nithin.ks@hcl.com</a>                   |
|                                                                     | KISHORE                 | 8129566883                               | <a href="mailto:krishore.kumar@hcl.com">krishore.kumar@hcl.com</a>         |
| ESCALATION MANAGER                                                  | GANESH                  | 9895320817                               | <a href="mailto:r.g@hcl.com">r.g@hcl.com</a>                               |
|                                                                     |                         |                                          |                                                                            |
|                                                                     |                         |                                          |                                                                            |
| <b>KOLLAM</b>                                                       | SAJEEV KUMAR            | 8129366220                               | <a href="mailto:sajeev.kumar-assoc@hcl.com">sajeev.kumar-assoc@hcl.com</a> |
| ESCALATION MANAGER                                                  | GANESH                  | 9895320817                               | <a href="mailto:r.g@hcl.com">r.g@hcl.com</a>                               |
|                                                                     |                         |                                          |                                                                            |
| <b>PATHANAMTHITTA &amp; ALLAPUZHA</b>                               | TAMIL ARASAN            | 9567760595                               | <a href="mailto:thamizharasan.k@hcl.com">thamizharasan.k@hcl.com</a>       |
| ESCALATION MANAGER                                                  | GANESH                  | 9895320817                               | <a href="mailto:r.g@hcl.com">r.g@hcl.com</a>                               |
|                                                                     |                         |                                          |                                                                            |
| <b>KOTTAYAM &amp; IDUKKI</b>                                        | TAMIL ARASAN            | 9567760595                               | <a href="mailto:thamizharasan.k@hcl.com">thamizharasan.k@hcl.com</a>       |
| ESCLATION MANAGER                                                   | GANESH                  | 9895320817                               | <a href="mailto:r.g@hcl.com">r.g@hcl.com</a>                               |
|                                                                     |                         |                                          |                                                                            |
| <b>ERNAKULAM</b>                                                    | PADMAJAN                | 9995801327                               | <a href="mailto:padmajan@hcl.com">padmajan@hcl.com</a>                     |
| 1 ST LEVEL ESCALATION                                               | SHIVARAM-DY REG MANAGER | 9633276340                               | <a href="mailto:shivrama@hcl.com">shivrama@hcl.com</a>                     |
|                                                                     |                         |                                          |                                                                            |
|                                                                     |                         |                                          |                                                                            |

|                                 |              |            |                                                                            |
|---------------------------------|--------------|------------|----------------------------------------------------------------------------|
| <b>TRISSUR</b>                  | MATHEW       | 9895009065 |                                                                            |
| ESCALATION MANAGER              | SHIVARAM     | 9633276340 | <a href="mailto:shivrama@hcl.com">shivrama@hcl.com</a>                     |
|                                 |              |            |                                                                            |
| <b>PALAKAD</b>                  | AKASH        | 9567058872 |                                                                            |
| ESCALATION MANAGER              | SHIVARAM     | 9633276340 | <a href="mailto:shivrama@hcl.com">shivrama@hcl.com</a>                     |
|                                 |              |            |                                                                            |
| <b>CALICUT,WAYNAD,MALAPURAM</b> | JAYESH       | 9633276341 | jayeshmanikoth@gmail.com                                                   |
| 1 ST LEVEL ESCALATION           | SHIVARAM-    | 9633276340 | <a href="mailto:shivrama@hcl.com">shivrama@hcl.com</a>                     |
|                                 |              |            |                                                                            |
|                                 |              |            |                                                                            |
| <b>KANNUR</b>                   | PRIJO THOMAS | 8138021515 | <a href="mailto:PRIJO.THOMAS@HCL.COM">PRIJO.THOMAS@HCL.COM</a>             |
| ESCALATION MANAGER              | SHIVARAM     | 9633276340 | <a href="mailto:shivrama@hcl.com">shivrama@hcl.com</a>                     |
|                                 |              |            |                                                                            |
| <b>KASRAGOD</b>                 | ASWANT       | 9995018025 | <a href="mailto:ASWANTHPANOOR777@GMAIL.COM">ASWANTHPANOOR777@GMAIL.COM</a> |
| ESCALATION MANAGER              | SHIVARAM     | 9633276340 | <a href="mailto:shivrama@hcl.com">shivrama@hcl.com</a>                     |
|                                 |              |            |                                                                            |
|                                 |              |            |                                                                            |
|                                 |              |            |                                                                            |

| LCS Regional Escalation Matrix |            |                |                            |                                                                      |            |                            |                                                                  |            |                            |                                                          |            |
|--------------------------------|------------|----------------|----------------------------|----------------------------------------------------------------------|------------|----------------------------|------------------------------------------------------------------|------------|----------------------------|----------------------------------------------------------|------------|
| RO                             | AO Name    | District       | Escalation Level-1<br>Name | E-mail ID                                                            | Mobile No  | Escalation Level 2<br>Name | E-mail ID                                                        | Mobile No  | Escalation Level-3<br>Name | Support Spoc<br>E-mail ID                                | Mobile No  |
| KERALA                         | TRIVANDRUM | TRIVANDRUM     | Mr.Abhilash C              | <a href="mailto:c.abhilash@hcl.com">c.abhilash@hcl.com</a>           | 8129941540 | Sobin PK                   | <a href="mailto:sobinpk@hcl.com">sobinpk@hcl.com</a>             | 9895431027 | Kannan K V                 | <a href="mailto:kannan.kv@hcl.com">kannan.kv@hcl.com</a> | 9895646047 |
| KERALA                         | TRIVANDRUM | KOLLAM         | Mr.Sibu Babu               | <a href="mailto:sibu.babu@hcl.com">sibu.babu@hcl.com</a>             | 9567014119 | Mr.Sreejith B              | <a href="mailto:b.sreejith@hcl.com">b.sreejith@hcl.com</a>       | 9567869497 | Kannan K V                 | <a href="mailto:kannan.kv@hcl.com">kannan.kv@hcl.com</a> | 9895646047 |
| KERALA                         | COCHIN     | PATHANAMTHITTA | Mr.Akhil C M               | <a href="mailto:akhil.cm@hcl.com">akhil.cm@hcl.com</a>               | 9567863975 | Mr.Sreejith B              | <a href="mailto:b.sreejith@hcl.com">b.sreejith@hcl.com</a>       | 9567869497 | Kannan K V                 | <a href="mailto:kannan.kv@hcl.com">kannan.kv@hcl.com</a> | 9895646047 |
| KERALA                         | COCHIN     | ALAPPEY        | Mr.Madaswamy               | <a href="mailto:madasamy.m@hcl.com">madasamy.m@hcl.com</a>           | 8129209955 | Mr.Vijeesh K C             | <a href="mailto:vijeesh.c@hcl.com">vijeesh.c@hcl.com</a>         | 9567864972 | Kannan K V                 | <a href="mailto:kannan.kv@hcl.com">kannan.kv@hcl.com</a> | 9895646047 |
| KERALA                         | COCHIN     | KOTTAYAM       | Mr.Bipin Raj               | <a href="mailto:bipin.raj@hcl.com">bipin.raj@hcl.com</a>             | 9567325673 | Mr.Sreejith B              | <a href="mailto:b.sreejith@hcl.com">b.sreejith@hcl.com</a>       | 9567869497 | Kannan K V                 | <a href="mailto:kannan.kv@hcl.com">kannan.kv@hcl.com</a> | 9895646047 |
| KERALA                         | COCHIN     | THODUPUZHA     | Mr.SarathKumar             | <a href="mailto:kumar.sarath@hcl.com">kumar.sarath@hcl.com</a>       | 9567268699 | Mr.Vijeesh K C             | <a href="mailto:vijeesh.c@hcl.com">vijeesh.c@hcl.com</a>         | 9567864972 | Kannan K V                 | <a href="mailto:kannan.kv@hcl.com">kannan.kv@hcl.com</a> | 9895646047 |
| KERALA                         | COCHIN     | COCHIN         | Mr.Sreekkuttan             | <a href="mailto:sreekkuttan.kc@hcl.com">sreekkuttan.kc@hcl.com</a>   | 9567863199 | Dhanesh Balan              | <a href="mailto:ghanesh.balan@hcl.com">ghanesh.balan@hcl.com</a> | 9995803819 | Kannan K V                 | <a href="mailto:kannan.kv@hcl.com">kannan.kv@hcl.com</a> | 9895646047 |
| KERALA                         | COCHIN     | KAVARATHI      | Dhanesh Balan              | <a href="mailto:ghanesh.balan@hcl.com">ghanesh.balan@hcl.com</a>     | 9995803819 | Dhanesh Balan              | <a href="mailto:ghanesh.balan@hcl.com">ghanesh.balan@hcl.com</a> | 9995803819 | Kannan K V                 | <a href="mailto:kannan.kv@hcl.com">kannan.kv@hcl.com</a> | 9895646047 |
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| KERALA                         | CALICUT    | MALAPPURAM     | Mr. Akhil                  | <a href="mailto:akhilk@hcl.com">akhilk@hcl.com</a>                   | 9567863203 | Mr.Thinkal Babu            | <a href="mailto:thinkal.babu@hcl.com">thinkal.babu@hcl.com</a>   | 9567870168 | Kannan K V                 | <a href="mailto:kannan.kv@hcl.com">kannan.kv@hcl.com</a> | 9895646047 |
| KERALA                         | CALICUT    | CALICUT        | Mr.Shojilal                | <a href="mailto:shojlal.kp@hcl.com">shojlal.kp@hcl.com</a>           | 9567861369 | Mr.Thinkal Babu            | <a href="mailto:thinkal.babu@hcl.com">thinkal.babu@hcl.com</a>   | 9567870168 | Kannan K V                 | <a href="mailto:kannan.kv@hcl.com">kannan.kv@hcl.com</a> | 9895646047 |
| KERALA                         | CALICUT    | KANNUR         | Mr.Abilash                 | <a href="mailto:t.abhilash@hcl.com">t.abhilash@hcl.com</a>           | 9567732268 | Mr.Thinkal Babu            | <a href="mailto:thinkal.babu@hcl.com">thinkal.babu@hcl.com</a>   | 9567870168 | Kannan K V                 | <a href="mailto:kannan.kv@hcl.com">kannan.kv@hcl.com</a> | 9895646047 |
| KERALA                         | CALICUT    | KASARGODE      | Mr.ShinojManiyath          | <a href="mailto:shinoj.maniyath@hcl.com">shinoj.maniyath@hcl.com</a> | 8129162888 | Mr.Thinkal Babu            | <a href="mailto:thinkal.babu@hcl.com">thinkal.babu@hcl.com</a>   | 9567870168 | Kannan K V                 | <a href="mailto:kannan.kv@hcl.com">kannan.kv@hcl.com</a> | 9895646047 |
| KERALA                         | CALICUT    | WAYANADU       | Mr.Shojilal                | <a href="mailto:shojlal.kp@hcl.com">shojlal.kp@hcl.com</a>           | 9567861369 | Mr.Thinkal Babu            | <a href="mailto:thinkal.babu@hcl.com">thinkal.babu@hcl.com</a>   | 9567870168 | Kannan K V                 | <a href="mailto:kannan.kv@hcl.com">kannan.kv@hcl.com</a> | 9895646047 |
| KERALA                         | Palakkad   | Palakkad       | Ajith MS                   | <a href="mailto:m.ajith@hcl.com">m.ajith@hcl.com</a>                 | 9500944413 | Ajith MS                   | <a href="mailto:m.ajith@hcl.com">m.ajith@hcl.com</a>             | 9500944413 | Somasekara                 | <a href="mailto:gr.soma@hcl.com">gr.soma@hcl.com</a>     | 9500400452 |

| PWD ELECTRONICS WING DISTRICT CO-ORDINATORS |                    |                    |                |
|---------------------------------------------|--------------------|--------------------|----------------|
| S<br>NO                                     | LOC                | NAME               | CONTACT NUMBER |
| 1                                           | ALAPPUZHA          | MR.KRISHKUMAR      | 9288172788     |
| 2                                           | ERNAKULAM          | MR.HABEEB          | 9495155370     |
| 3                                           | KOZHIKODE          | MR.JITHASH         | 9446782552     |
| 4                                           | IDUKKI             | MR.MATHEW          | 9447861033     |
| 5                                           | KOLLAM             | MR. SATHEESHAN     | 9387323204     |
| 6                                           | KANNUR             | MR SAJEEVAN        | 9446312385     |
| 7                                           | KASARGODE          | MR.SIVADASAN       | 9495722241     |
| 8                                           | KOTTAYAM           | MR<br>SATHYAMURTHY | 9447249171     |
| 9                                           | MALAPPURAM         | MR.NAYEEM          | 9746060004     |
| 10                                          | PALAKKAD           | MR.SUNIL           | 9447868655     |
| 11                                          | PATHANATHITTA      | MR.MATHEW          | 9447861033     |
| 12                                          | THRISSUR           | MR.ARUN RAJ        | 9895594069     |
| 13                                          | THIRUVANANTHAPURAM | MR.JAYACHANDRAN    | 9447795371     |
| 14                                          | WAYANAD            | MR.ANIL            | 9388418927     |

**HCL SERVICES LIMITED**

(A subsidiary of HCL INFOSYSTEMS LTD.)

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Registered Office: 806 Siddharth, 96, Nehru Place, New Delhi-110019, India.

www.hclservices.in

www.hclinfosystems.com

To

Public works Department,  
Public Office Building,  
Trivandrum.

HCL/KS/CSO/2481  
30/01/2014

**SUB: Toshiba A3 Multi function printer Consumable special price for centralized.**

Dear Sir/Madam,

We thank you very much for the kind courtesy extended to HCL engineers during the visit to your esteemed organization. We supplied 258 no's of Toshiba A3 Multi function printers to your various PWD offices across Kerala and found that many of your offices they are using the duplicate Toners & consumables. These duplicate Toners and consumables will affect the copy quality and machines life. Also we found most of the places duplicate Toners are purchased higher than the Toshiba genuine Toner price. So herewith we worked out with the special price for all machines of PWD across Kerala.

**Normal price and special price for supplying genuine consumables are mentioned below.**

| SL.NO | Consumable Name               | Normal price<br>[Rs] | Special price for<br>PWD [Rs] | Yield of the Items<br>[ Approx copies ] |
|-------|-------------------------------|----------------------|-------------------------------|-----------------------------------------|
| 01    | Toner                         | 6,900 + taxes        | 5,500 + taxes                 | 22k to 25k                              |
| 02    | Drum kit with<br>developer    | 17,000 + taxes       | 13,000 + taxes                | 80k to 100k                             |
| 03    | Drum kit without<br>developer | 10,500 + taxes       | 8,500 + taxes                 | 80k to 100k                             |
| 04    | Heat Roller                   | 4,600.00+taxes       | 4,600.00+taxes                | 80k to 100k                             |

ANNEXURE 1: List of the Authorized consumable dealers across the Kerala with district wise.

**Thanking you and assuring the best services at all time.**

Yours faithfully,

For HCL SERVICES LTD,



K. Shivaraman  
Dy. Regional Manager  
Mob: 9633276340

**HCL**

| ANNEXURE 1 |                                                                                                                                                                                 |                                               |
|------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------|
| SL.NO      | AUTHORISED DEALER NAME WITH ADDRESS                                                                                                                                             | DISTRICTS                                     |
| 1          | GLOBAL SYSTEMS, A-62, SREE RANGAM LANE, SASTHAMANGALAM, TRIVANDRUM. PIN-695010. Contact No: 0471-2725888, Mob: 9995809485, 9633147004<br>E-mail id : globalsystemstvm@gmail.com | TRIVANDRUM, KOLLAM, PATHANAMTHITTA            |
| 2          | AVLON SYSTEMS & SERVICES, 1 TOP FLOOR, ADAM TOWER, STAR JUNCTION, MC ROAD, KOTTAYAM. Contact No:0481-3260581,582, Mob: 8086070186. Mail id: avalon@asianetindia.com             | KOTTAYAM, IDUKKI, ALLAPPEY                    |
| 3          | SEM SYSTEMS, ALMANA COMPLEX, MG ROAD, COCHIN-16, Contact No: 0484-2373117, mob : 9895242793                                                                                     | ERNAKULAM, CHERTHALA AREA                     |
| 4          | MATRIX INFOTECH, 2 ND FLOOR, SREE JAYA COMPLEX, SHORNUR ROAD, THIRUVAMPADI, THRISSUR. Contact No: 0487-2321978, 2323978                                                         | THRISSUR, PALAKKAD                            |
| 5          | GENERAL EQUIPMENTS & TECHNOLOGY SUPPLIER, 2ND FLOOR, FOUSIYA BUILDING, NEAR KSFE, MAVOOR ROAD, CALICUT. Contact no : 0495-2721263, Mob: 9447070264. Emai id: getsclt@gmail.com  | MALAPURAM, CALICUT, WAYANAD, KANNUR, KASARGOD |

