


 Spare Parts Hub

 Resident Technicians

ESCALATION MATRIX - KEY ACCOUNTS

TIME	REGION	NAME	DESIGNATION	EMAIL-ID	NUMBER	
24-48 HRS	NORTH	Gaurav Sharma	Supervisor Service (Haryana, Punjab, Chandigarh, Himachal Pradesh, Jammu & Kashmir, South Delhi, East Delhi)	gauravsharma@middlebycelfrost.com	7042093246	
	EAST	Lazhar George	Assistant Manager	lazhar@middlebycelfrost.com	8929766298	
	WEST	Yasin Salim Shaikh	Supervisor Service	yasin@middlebycelfrost.com	9819984493	
	SOUTH		Manikam	Supervisor Service (Tamilnadu, Kerala)	service.chn@middlebycelfrost.com	9940119034
			Satya Mohapatro	Supervisor Service (Karnataka, Andhra Pradesh, Telangana)	satya@middlebycelfrost.com	9620003322
48-72 Hrs	NORTH	Kishan Mehra	Regional Manager (Uttar Pradesh, Uttarkhand, Rajasthan, West Delhi, North Delhi)	kishan@middlebycelfrost.com	7290079295	
	EAST	Ravi Sharma	Regional Manager	ravi@middlebycelfrost.com	9971037030	
	WEST	Sachin Katoch	Regional Manager	sachink@middlebycelfrost.com	9560078153	
Above 72 hrs	ALL INDIA	Manoj Menon	Service Head	manoj@middlebycelfrost.com	9319188044	

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