



MUNICIPAL CORPORATION OF DELHI
(Public Health Department)
 (12th FLOOR, DR, SPM CIVIC CENTRE,
 J.L. NEHRU MARG, NEW DELHI-110002)

Escalation Matrix for HTL software issues

Citizen Complaint Resolution System for HTL-1& HTL-2 (Health Trade License)

All kind of citizens-centric issues (technical and administrative issues) of HTL software in MCD will be henceforth registered on MCD helpdesk email ID i.e. mcd-ithelpdesk@mcd.nic.in. Further, if the issues are not resolved at the initial level, citizen can escalate to succeeding levels for resolution in the following manner:

Level	Escalation	Response Time (Specify the maximum response time allowed for addressing the issue before escalating to the next level)
Level-1	To:- mcd-ithelpdesk@mcd.nic.in	1 Day
Level-2	To:- niraj.suman@mcd.nic.in Cc to: - 1. mcd-it@mcd.nic.in 2. aoit-mcd@mcd.nic.in	2 Days
Level-3	Technical Issue	Administrative Issues.
	Escalate to level 3: - neha.yadav@mcd.nic.in , by keeping in Cc to: - 1. officer2.mcd@nic.in 2. mcd-it@mcd.nic.in 3. aoit-mcd@mcd.nic.in	Escalate to: - dhohqedmc@gmail.com by keeping in Cc to: - 1. Aoit-mcd@mcd.nic.in 2. mcd-it@mcd.nic.in
Level-4	If issue still unresolved escalate at level -5 to: - - To:- officer2.mcd@nic.in	In departmental issues move to: - To:- mho3.mcd@mcd.nic.in by keeping in

Level	Escalation		Response Time (Specify the maximum response time allowed for addressing the issue before escalating to the next level)
	by keeping in Cc to: - 1. mcd-it@mcd.nic.in , 2. aoit-mcd@mcd.nic.in	Cc to: - 1. mcd-it@mcd.nic.in , 2. aoit-mcd@mcd.nic.in	
Level-5	If issue still unresolved escalate at level -5 to: - To:- hod-mcd@nic.in Cc to: - 1. mcd-it@mcd.nic.in , 2. aoit-mcd@mcd.nic.in 3. mho3.mcd@mcd.nic.in	If Departmental issue still unresolved issues move to :- To:- mhomcd.2023@gmail.com Cc to: - 1. mcd-it@mcd.nic.in , 2. aoit-mcd@mcd.nic.in 3. mho3.mcd@mcd.nic.in	4 Days