

प्रमोद पंत

PRAMOD PANT

सहायक महानिदेशक (सू.प्रौ. एवं वा.सा.) एवं

परियोजना निदेशक (ई-गवर्नेंस)

Asstt. Director General (IT & FS) and

Project Director (e-Governance)



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भारतीय वानिकी अनुसंधान एवं शिक्षा परिषद्

INDIAN COUNCIL OF FORESTRY RESEARCH & EDUCATION

(पर्यावरण एवं वन मंत्रालय, भारत सरकार की एक स्वायत्त परिषद्)

(An Autonomous body under the Ministry of Environment & Forests, Government of India)

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Dated the 06th August 2013

CIRCULAR

Sub: IFRIS Service and Data Centre Service Desk at ICFRE- regarding.

This is in continuation to this office circular of even number dated 30.07.2010 and 22.09.2011 regarding 24/7 Service Desk at ICFRE Data Centre. The details of service desk for IT Services and IFRIS Services as already communicated vide the referred circulars are functional at the Information Technology Division, ICFRE. All the users of ICFRE Hqrs. and its Institute are requested to utilize the facility and log a service request as per details given below :

IFRIS Service:-9 AM to 5.30 PM on all working days users of all ICFRE

Timeline	Reported to	eMail/ Phone
Occurrence of incident	IFRIS Service	ifrisservice@icfre.org / 0135-2224894 FRI/ICFRE-4894
After 2 days of reporting at Service Desk	Asstt. Director (IT) & Incharge, Cell - II	sudhirk@icfre.org / 0135-2224893
After 5 days of reporting to Asstt. Director (IT)	Head, IT Division	harish@icfre.org / 0135-2224848, 2753099
After 7 days of reporting to Head, IT Division	Assistant Director General (IT&FS)	pramod@icfre.org / 0135-2224865, 2755221

Service Desk - ICFRE Data Centre (24*7)

(for hardware, networking, services and applications other than IFRIS)

Timeline	Reported to	eMail/ Phone
Occurrence of incident	Service Desk	servicedesk@icfre.org / 0135-2224844 FRI/ICFRE-4844
After 2 days of reporting at Service Desk	Deputy Director (IT) & Incharge, Cell - I	jatender@icfre.org / 0135-2224842
After 2 days of reporting to Deputy Director (IT)	Head, IT Division	harish@icfre.org / 0135-2224848, 2753099
After 5 days of reporting to Head, IT Division	Assistant Director General (IT&FS)	pramod@icfre.org / 0135-2224865, 2755221



Pramod
(PRAMOD PANT) 06.8.13

Asstt. Director General (Admin.)
and Project Director (e-Governance)

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Forest Informatics Division
वैशिकी सं. 1
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Head
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