

**Athena Cars and Tours Pvt Ltd - Escalation Matrix**

| Department   |  | 1st Level  | 2nd Level  | 3rd Level  |
|--|--|--|--|--|
|  |  | Response within 24hrs For details& escalations   | Response within 48hrs For escalations  | Up to 72 hrs For escalations   |
| <b>O<br/>P<br/>E<br/>R<br/>A<br/>T<br/>I<br/>O<br/>N<br/>S</b>                         | <b>ETS</b>                                   | Respective Site Incharges<br>Contact No: 080 42153036<br>Mobile No: 9738247858<br>Mobile No: 9980585279<br>Mobile No: 8746884627   | <b>Prakasha C</b><br>Email : prakash@athenatravels.in<br>Mobile : 9980752060   | Sree Harsha S D<br>Email :<br>sreeharsha@athenatravels.in<br>Mobile : 9845712060 |
|  |  | Respective Site Incharges<br>Contact No: 080 42153036<br>Mobile No: 9620398832<br>Mobile No: 9916917226<br>Mobile No: 7899245670   | <b>J Guruprasad Naidu</b><br>Email : guru@athenatravels.in<br>Mobile : 9900047884  |  |
|  | <b>ONCALL</b>                                | Booking Team<br>Email : bookings@athenatravels.in<br>Mobile : +91 9513699699   | <b>J Guruprasad Naidu</b><br>Email : guru@athenatravels.in<br>Mobile : 9900047884<br><br><b>Prakasha C</b><br>Email : prakash@athenatravels.in<br>Mobile : 9980752060  |  |
|  | <b>SCHOOL</b>                                | J Guruprasad Naidu<br>Email : guru@athenatravels.in<br>Mobile : 9900047884<br><br>Prakasha C<br>Email : prakash@athenatravels.in<br>Mobile : 9980752060                                    | <b>J Guruprasad Naidu</b><br>Email : guru@athenatravels.in<br>Mobile : 9900047884<br><br><b>Prakasha C</b><br>Email : prakash@athenatravels.in<br>Mobile : 9980752060  |  |
|  | <b>Fleet, Maintenance Fuel and Breakdown</b> | Fleet Team - Gnanesh C - 7899827295<br>Fuel Team- Lokesh - 9008471235  | <b>Santosh M D</b><br>Email : santosh@athenatravels.in<br>Mobile : 702211366   |  |
|  | <b>Driver Related Query</b>                  | Naveen M - 9008614668  | <b>Kamalesh S</b><br>Email : kamalesh.s@athenatravels.in<br>Mobile : 9880011040  |  |
| <b>A<br/>D<br/>M<br/>I<br/>N<br/>I<br/>S<br/>T<br/>R<br/>A<br/>T<br/>I<br/>O<br/>N</b> | <b>BILLINGS</b>                              | Rajeshwari R: 9900047886<br>Billing and HR Excecutive: Sharath K L : 8105905834<br>Billing Executive: Srinivasa J : 91641 89607<br>rajeshwari@athenatravels.in<br>billing@athenatravels.in | <b>Rajeshwari R</b><br>Email :rajeshwari@athenatravels.in<br>Mobile : 9900047886   |  |
|  | <b>ACCOUNTS,BANKING AND TAX</b>              | Rajeshwari R: 9900047886<br>Accountant : Rashmi C: 7899827297<br>rajeshwari@athenatravels.in<br>accountinfo@athenatravels.in<br>abhi@athenatravels.in<br>kamalesh@athenatravels.in         | <b>Rajeshwari R</b><br>Email :rajeshwari@athenatravels.in<br>Mobile : 9900047886<br><br><b>Kamalesh S</b><br>Email: kamalesh.s@athenatravels.in<br>Mobile: 9880011040<br><br><b>Abhishek K V</b><br>Email: abhi@athenatravels.in<br>Mobile : 9611379037  |  |
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|  | <b>Human Resources and Grievances Cell</b>   | Respective Site Incharges<br>Driver Grievances Whatsapp No: 9900047885,<br>HR Excecutive: Sharath K L<br>Mail Id: Sharathkl@athenatravels.in<br>Mobile No: 8105905834                      | <b>Santhosh M D</b><br>Email: santosh@athenatravels.in<br>Mobile: 7022113666<br><br><b>J Guruprasad Naidu</b><br>Email : guru@athenatravels.in<br>Mobile : 9900047884<br><br><b>Prakasha C</b><br>Email : prakash@athenatravels.in<br>Mobile : 9980752060<br><br><b>Rajeshwari R</b><br>Email: rajeshwari@athenatravels.in<br>Mobile: 9900047886 |  |