

Athena Cars and Tours Pvt Ltd - Escalation Matrix year 2024-2025

Department		1st Level	2nd Level	3rd Level
		Response within 24hrs For details& escalations	Response within 48hrs For escalations	Up to 72 hrs For escalations
O P E R A T I O N S	ETS	Respective Site Incharges Contact No: 080 42153036 Mobile No: 9738247858 Mobile No: 9980585279 Mobile No: 8746884627	Prakasha C Email : prakash@athenatravels.in Mobile : 9980752060	Sree Harsha S D Email : sreeharsha@athenatravels.in Mobile : 9845712060
		Respective Site Incharges Contact No: 080 42153036 Mobile No: 9620398832 Mobile No: 9916917226 Mobile No: 7899245670		
	CALL /WALKING/ADHOC BOOKING	Booking Team Email : bookings@athenatravels.in Mobile : +91 9513699699	Harish P S Email : harish@athenatravels.in Mobile : 9900047885 Prakasha C Email : prakash@athenatravels.in Mobile : 9980752060	
	Sales and Marketing	Harish P S Email : harish@athenatravels.in Mobile : 9900047885 Prakasha C Email : prakash@athenatravels.in Mobile : 9980752060	Harish P S Email : harish@athenatravels.in Mobile : 9900047885 Prakasha C Email : prakash@athenatravels.in Mobile : 9980752060	
	Fleet, Maintenance Fuel and Breakdown	Fleet Team - Gnanesh C - 7899827295 Fuel Team- Lokesh - 9008471235	Saleem Pasha Email: saleem@athenatravels.in Mobile: 9742917928	
Driver Related Query	Naveen M - 9008614668	Kamalesh S Email : kamalesh.s@athenatravels.in Mobile : 9880011040		
A D M I N I S T R A T I O N	BILLINGS	Rajeshwari R: 9900047886 Billing and HR Executive: Sharath K L : 8105905834 Billing Executive: Srinivasa J : 91641 89607 rajeshwari@athenatravels.in billing@athenatravels.in	Rajeshwari R Email :rajeshwari@athenatravels.in Mobile : 9900047886	
	ACCOUNTS,BANKING AND TAX	Rajeshwari R: 9900047886 Accountant : Rashmi C: 7899827297 rajeshwari@athenatravels.in accountinfo@athenatravels.in abhi@athenatravels.in kamalesh@athenatravels.in	Rajeshwari R Email :rajeshwari@athenatravels.in Mobile : 9900047886 Kamalesh S Email: kamalesh.s@athenatravels.in Mobile: 9880011040 Abhishek K V Email: abhi@athenatravels.in Mobile : 9611379037	
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	Human Resources and Grievances Cell	Respective Site Incharges Driver Grievances Whatsapp No: 9900047885, HR Executive: Sharath K L Mail Id: Sharathkl@athenatravels.in Mobile No: 8105905834	Saleem Pasha Email: saleem@athenatravels.in Mobile: 9742917928 Prakasha C Email : prakash@athenatravels.in Mobile : 9980752060 Rajeshwari R Email: rajeshwari@athenatravels.in Mobile: 9900047886	