



	<p>OPTION 1: I can log the issue in Samvadini. It would be automatically assigned to the engineer assigned to my region / state. As Samvadini keeps a track of all open and closed problems along with time stamps, the problems logged by me will be resolved in a timely manner and a track of the same would be kept.</p>	 <p style="text-align: center;">Most preferred</p>
	<p>OPTION 2: In case I am not able to log my problem through Samvadini, I can send an email to the engineer assigned to my region / state (email address is given in the table below) with the CC marked to my LLC. I can send the screen shots of the error for faster response.</p> <p>Please note that the problems reported through email would be given medium priority and highest priority would be given to the problems reported through Samvadini.</p>	
	<p>OPTION 3: In case I am not able to report my problem through Samvadini or email, I can directly chat / audio with the engineer assigned to my region/ state using Skype (Skype id is given in the table below).</p> <p>Please note that the problems reported through chat / audio chat would be given low priority.</p>	
	<p>OPTION 4: In case I am not able to report my problem through Samvadini, email or chat I can directly call the engineer assigned to my region / state through phone (phone number is given in the table below).</p> <p>Please note that the problems reported through phone call would be given lowest priority.</p>	

After reporting the problem, the engineer assigned would:

- a. Simulate the problem in MKCL
- b. Take remote control of the PC on which the problem is reported
- c. Co-ordinate within MKCL and rectify the problem
- d. Communicate the solution to the ALC through the mode selected (e.g. Samvadini, email etc.)

The engineer would also keep all the ALCs (within his / her region / state) informed about general problems and their solutions by:

- a. Sending SMSs
- b. Conducting Distributed Classroom Sessions
- c. Uploading problems and their solutions on MKCL's IT Support Blog (<http://itsupport.mkcl.org>)

Please note that support would be provided during working hours (9:30am to 6:00pm) on all working days. "

RLC Region	LLC Region	Name of the Engineer	Email_ID	Skype_ID	Contact No.
East Marathwada	Hingoli	Vinaayak Seth	vinaayaks@mkcl.org	vinaayaks_mkcl	020-30244572
	Latur				
	Nanded				
	Parbhani				
East Vidarbha	Bhandara	Sajid M	sajidm@mkcl.org	sajidm_mkcl	020-40114558
	Chandrapur				
	Gadchiroli				
	Gondiya				
	Nagpur				
Wardha					
Kokan	Raigad	Mr.Manish Agarwal	manisha@mkcl.org	manisha_mkcl	022-39107863
	Ratnagiri				
	Sindhudurg				

Mumbai	Mumbai 1	Anant Terse	anantt@mkcl.org	anantt_mkcl	022-22659908/10
	Mumbai 2				
	Mumbai 3				
	Mumbai 4				
	Mumbai 5				
	Mumbai 6				
	Thane				
North Maharashtra	Dhule	Deepak Kumar Shakya	deepaks@mkcl.org	deepaks_mkcl	020-40114559
	Jalgaon				
	Nandurbar				
Pune	Ahmednagar	SiddharthKalia	siddharthk@mkcl.org	siddharthk_mkcl	020-30244571
	Nashik				
	Pune 1				
	Pune 2				
	Pune 3				
Pune 4					
South Maharashtra	Kolhapur	SachinKundkar	sachink@mkcl.org	sachink_mkcl	020-40114548
	Sangli				
	Satara				
Solapur	Solapur	VaibhavNanoti	vaibhavn@mkcl.org	vaibhavn_mkcl	022-39107860
West Marathwada	Aurangabad	Deepak Kumar Shakya	deepaks@mkcl.org	deepaks_mkcl	020-40114559
	Beed				
	Jalna				
	Osmanabad				
West Vidarbha	Akola	VaibhavNanoti	vaibhavn@mkcl.org	vaibhavn_mkcl	022-39107860
	Amravati				
	Buldhana				
	Washim				
	Yavatmal				