

SECURITY WHATSAPP HELPLINE

GRIEVANCE REDRESSAL

LEVEL - 1

NIS (TAKING CARE OF MAIN GATE & TOWERS 1, 2, 6, 7)

1. Mr. Somanth (NIS) - 62911 83136
2. Mr. Pradip (NIS) - 91431 30300
3. Mr. Prasanta (NIS) - 98364 67874

SIS (TAKING CARE OF CLUB, BASEMENT & TOWER 3, 4, 5)

1. Mr. Shantanu (SIS) - 70039 98210
2. Mr. Anirban (SIS) - 96745 73132
3. Mr. Sukanta (SIS) - 90024 75067

S&IB (TAKING CARE OF CENTRAL GARDEN & PERIPHERY ROAD)

1. Mr. Madhu - 98754 79775

LEVEL - 2

ESCALATION TO YOUR VERY OWN TOWER CAPTAINS & SECURITY COMMITTEE MEMBERS

(TeamList Already Shared With You, Earlier)

LEVEL - 3

CONVENOR & CO CONVENORS

- Manish - 98302 70657, Shukla - 98301 53902 / 909
- Kalpajeet - 90510 44344 & Prabir - 98300 52691

HUMBLE REQUEST:

1. Please ventilate your grievance in Whatsapp only preferably with a Photo & Video proof.
2. You are requested to follow the steps of Escalation, as per level. (With a 48 Hrs. Time Frame), along with the screenshot / voice of your communication with previous level
3. However, in case of emergencies, you can Whatsapp simultaneously in all levels.
4. Please Whatsapp Text / Voice only, and not by calling because we trust in Proof of Communication for future references and to avoid confusion.
5. Voice message can be an excellent communication mode for quicker action as our security Brothers & Sisters may not be that fluent in understanding of Foreign Language in writing.
6. For Any Policy Related Issues You May Put Your Valued Inputs directly in Level 3.
7. Mails are also there, which have been shared with you earlier. This is Only for Whatsapp Communication.
8. Request Not to Highlight Issues, and over flood Members Forum, as we cannot attend That Regularly due to our Honorary Commitments for the Society.

**“WE HAVE TAKEN AN OATH TO KEEP URBANA
SAFE / SECURED / SAFEGUARDED.”**