

## CPPP under GePNIC, Help Desk Services

- For any technical related queries please call the Helpdesk. The 24 x 7 Help Desk Number 0120-4200462, 0120-4001002, 0120-4001005, and 0120-6277787. International Bidders are requested to prefix 91 as country code.**

Note- Bidders are requested to kindly mention the URL of the Portal and Tender Id in the subject while emailing any issue along with the Contact details. For any issues/ clarifications relating the tender(s) published kindly contact the respective Tender Inviting Authority.

**Tel:** 0120-4200462, 0120-4001002, 0120-4001005, 0120-6277787

**E-Mail:** [support-eproc@nic.in](mailto:support-eproc@nic.in)

- For any Policy related matter / Clarifications Please contact Dept of Expenditure, Ministry of Finance.**

**E-Mail:** [cphp-doe@nic.in](mailto:cphp-doe@nic.in)

- For any Issues / Clarifications relating to the publishing and submission of AAI tender(s)**

a. In order to facilitate the Vendors / Bidders as well as internal users from AAI, Help desk services have been launched between 0800-2000 hours for the CPPP under GePNIC <http://etenders.gov.in>. The help desk services shall be available on all working days (Except Sunday and Gazetted Holiday) between 0800-2000 hours and shall assist users on issues related to the use of Central Public Procurement Portal(CPPP).

b. Before submitting queries, bidders are requested to follow the instructions given in “**Guidelines to Bidders**” and get their computer system configured according to the recommended settings as specified in the portal at “**System Settings for CPPP**”.

- In case of any issues faced, the escalation matrix is as mentioned below:**

SL. No.	Support Persons	Escalation Matrix	E-Mail Address	Contact Numbers	Timings*
1.	Help Desk Team	Instant Support	<a href="mailto:eprochelp@aai.aero">eprochelp@aai.aero</a>	<b>011-24632950, Ext-3512 (Six Lines)</b>	0800-2000 Hrs. (MON - SAT)
2.	Sanjeev Kumar, Mgr.(IT)	After 4 Hrs. of Issue	<a href="mailto:etendersupport@aai.aero">etendersupport@aai.aero</a> or <a href="mailto:sanjeevkumar@aai.aero">sanjeevkumar@aai.aero</a>	<b>011-24632950, Ext-3523</b>	0930-1800 Hrs. (MON-FRI)
3	S. Nita, AGM(IT)	After 12 Hrs.	<a href="mailto:snita@aai.aero">snita@aai.aero</a>		0930-1800 Hrs. (MON-FRI)
5.	General Manager(IT)	After 03 Days	<a href="mailto:gmitchg@aai.aero">gmitchg@aai.aero</a>	<b>011-24657900</b>	0930-1800 Hrs. (MON-FRI)

**\*The Helpdesk services shall remain closed on all Govt. Gazetted Holidays.**

- The above mentioned help desk numbers are intended only for queries related to the issues on e-procurement portal and help needed on the operation of the portal. **For queries related to the tenders published on the portal, bidders are advised to contact concerned Bid Manager of AAI**