



Next Level - Approval Escalation Policy

For any Emergency Approvals:

1. **1st Level person** – As per email approval policy (max 15 mins – after 15 mins, escalated to next level)
2. **2nd Escalation** – Phone call to (Sales Team related - MIS) / (AO related – HO BILLING) (max 15 mins)
3. **3rd Escalation** – Phone call to VIMAL (max 10 mins)
4. **4th Escalation** – Phone call to PRAKASH (max 10 mins)
5. **5th Escalation** – Phone call to MD (max 5 mins)

HR.P.027