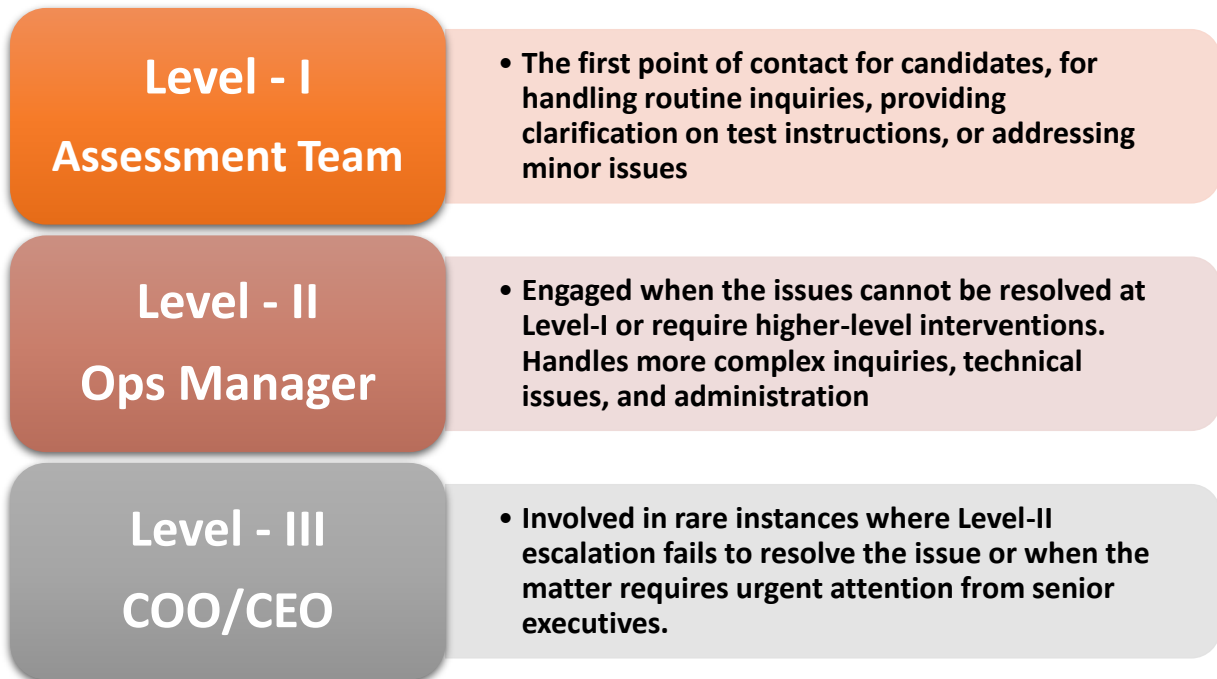


ESCALATION MATRIX

INVIGILATE Escalation Matrix outlines the hierarchical chain of command and the corresponding contacts to be notified of issues, concerns, or escalations of Assessments



| SL NO | LEVEL OF ESCALATION | NAME OF CONCERNED PERSON | CONTACT NUMBER | E-MAIL ID |
|-------|---------------------|--------------------------|-----------------|--|
| 1 | LEVEL-I | SANDRA MATHEW | +91 77367 42228 | sandra@invigilate.in |
| 2 | LEVEL-II | SISIRA SIVAN | +91 77367 12228 | sisira@invigilate.in |
| 3 | LEVEL-III | RANEESH MOHAN | +91 86065 56789 | raneesh@invigilate.in |

Following the escalation matrix is essential for efficient issue resolution, clear communication, proper resource allocation, accountability, effective decision-making, and continuous improvement within an organization. It establishes a structured approach to problem-solving and ensures that issues are addressed promptly, at the appropriate level, and with the right resources. Consistent adherence to the escalation matrix contributes significantly to operational effectiveness, organizational success, and smooth functioning across teams.

