

Ticket Management at EHS

Ticket Management

- Name(s) and contact details of the person(s) responsible for ticket management.
- Brief description of the ticketing process (e.g., how to raise a ticket, expected response times).
- Link to the ticketing system or instructions.

[Click here to Open/In progress tickets status](#)

Week Number	Workday Date Range (2026)	Ticket Assignment Authority
Week 1	1 Jan – 2 Jan, 2026	Pradeep Kumar Malagama
Week 2	5 Jan – 9 Jan, 2026	Karine Augoyard
Week 3	12 Jan – 16 Jan, 2026	Vignesh Ravindran
Week 4	19 Jan – 23 Jan, 2026	Pradeep Kumar Malagama
Week 5	26 Jan – 30 Jan, 2026	Karine Augoyard
Week 6	2 Feb – 6 Feb, 2026	Pradeep Kumar Malagama
Week 7	9 Feb – 13 Feb, 2026	Varun Moruse
Week 8	16 Feb – 20 Feb, 2026	Karine Augoyard
Week 9	23 Feb – 27 Feb, 2026	Vignesh Ravindran
Week 10	2 Mar – 6 Mar, 2026	Pradeep Kumar Malagama
Week 11	9 Mar – 13 Mar, 2026	Varun Moruse
Week 12	16 Mar – 20 Mar, 2026	Deepthi Dukkaa
Week 13	23 Mar – 27 Mar, 2026	Madhav Ghorpade
Week 14	30 Mar – 3 Apr, 2026	Miguel Mendes Sousa
Week 15	6 Apr – 10 Apr, 2026	Vignesh Ravindran
Week 16	13 Apr – 17 Apr, 2026	Karine Augoyard
Week 17	20 Apr – 24 Apr, 2026	Pradeep Kumar Malagama
Week 18	27 Apr – 1 May, 2026	Varun Moruse
Week 19	4 May – 8 May, 2026	Deepthi Dukkaa
Week 20	11 May – 15 May, 2026	Madhav Ghorpade
Week 21	18 May – 22 May, 2026	Miguel Mendes Sousa
Week 22	25 May – 29 May, 2026	Vignesh Ravindran
Week 23	1 Jun – 5 Jun, 2026	Karine Augoyard
Week 24	8 Jun – 12 Jun, 2026	
Week 25	15 Jun – 19 Jun, 2026	
Week 26	22 Jun – 26 Jun, 2026	
Week 27	29 Jun – 3 Jul, 2026	
Week 28	6 Jul – 10 Jul, 2026	
Week 29	13 Jul – 17 Jul, 2026	
Week 30	20 Jul – 24 Jul, 2026	
Week 31	27 Jul – 31 Jul, 2026	
Week 32	3 Aug – 7 Aug, 2026	

Week 33	10 Aug – 14 Aug, 2026	
Week 34	17 Aug – 21 Aug, 2026	
Week 35	24 Aug – 28 Aug, 2026	
Week 36	31 Aug – 4 Sep, 2026	
Week 37	7 Sep – 11 Sep, 2026	
Week 38	14 Sep – 18 Sep, 2026	
Week 39	21 Sep – 25 Sep, 2026	
Week 40	28 Sep – 2 Oct, 2026	
Week 41	5 Oct – 9 Oct, 2026	
Week 42	12 Oct – 16 Oct, 2026	
Week 43	19 Oct – 23 Oct, 2026	
Week 44	26 Oct – 30 Oct, 2026	
Week 45	2 Nov – 6 Nov, 2026	
Week 46	9 Nov – 13 Nov, 2026	
Week 47	16 Nov – 20 Nov, 2026	
Week 48	23 Nov – 27 Nov, 2026	
Week 49	30 Nov – 4 Dec, 2026	
Week 50	7 Dec – 11 Dec, 2026	
Week 51	14 Dec – 18 Dec, 2026	
Week 52	21 Dec – 25 Dec, 2026	
Week 53	28 Dec – 31 Dec, 2026 (Mon–Thu)	