

# Vallabh Enterprises

**Regd. Office :** 401,shanti kutir,shivaji road,near thakur international school,kandivali(west) mumbai - 400067  
**Support : | W :** www.vallabhenterprises.com  
**E :** vallabhsecure@yahoo.co.in

| <b>Service Status Details : VE14453</b> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                              |                                                               |                                                                                       |          |           |                 |        |                     |              |                                                                                                                                                                                              |                     |              |                                                               |                                                                                       |                     |                 |     |  |   |                     |                 |     |  |   |
|-----------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------|---------------------------------------------------------------------------------------|----------|-----------|-----------------|--------|---------------------|--------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|--------------|---------------------------------------------------------------|---------------------------------------------------------------------------------------|---------------------|-----------------|-----|--|---|---------------------|-----------------|-----|--|---|
| <b>Priority :</b>                       | Low                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                              |                                                               |                                                                                       |          |           |                 |        |                     |              |                                                                                                                                                                                              |                     |              |                                                               |                                                                                       |                     |                 |     |  |   |                     |                 |     |  |   |
| <b>Created By :</b>                     | Admin - Apurva Vajaria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                              |                                                               |                                                                                       |          |           |                 |        |                     |              |                                                                                                                                                                                              |                     |              |                                                               |                                                                                       |                     |                 |     |  |   |                     |                 |     |  |   |
| <b>Complaint Mob. No. :</b>             | 9820004498                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                              |                                                               |                                                                                       |          |           |                 |        |                     |              |                                                                                                                                                                                              |                     |              |                                                               |                                                                                       |                     |                 |     |  |   |                     |                 |     |  |   |
| <b>Technician Name :</b>                | Siddhesh Chavan                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                              | <b>Technician Mobile :</b>                                    | 8080922985                                                                            |          |           |                 |        |                     |              |                                                                                                                                                                                              |                     |              |                                                               |                                                                                       |                     |                 |     |  |   |                     |                 |     |  |   |
| <b>Ticket Type :</b>                    | Complain                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | <b>Date &amp; Time :</b>                                                                                                                                                                     | 09-04-2025 11:59:21                                           |                                                                                       |          |           |                 |        |                     |              |                                                                                                                                                                                              |                     |              |                                                               |                                                                                       |                     |                 |     |  |   |                     |                 |     |  |   |
| <b>Vendor Details :</b>                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                              |                                                               |                                                                                       |          |           |                 |        |                     |              |                                                                                                                                                                                              |                     |              |                                                               |                                                                                       |                     |                 |     |  |   |                     |                 |     |  |   |
| Company Name/Client Name :              | Sun Mohit Gems                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Customer's Mobile :                                                                                                                                                                          | 9820004498                                                    | Name :                                                                                | Anil Pal |           |                 |        |                     |              |                                                                                                                                                                                              |                     |              |                                                               |                                                                                       |                     |                 |     |  |   |                     |                 |     |  |   |
| <b>Address :</b>                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                              |                                                               |                                                                                       |          |           |                 |        |                     |              |                                                                                                                                                                                              |                     |              |                                                               |                                                                                       |                     |                 |     |  |   |                     |                 |     |  |   |
| Mumbai , , , Maharashtra                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                              |                                                               |                                                                                       |          |           |                 |        |                     |              |                                                                                                                                                                                              |                     |              |                                                               |                                                                                       |                     |                 |     |  |   |                     |                 |     |  |   |
| <b>AMC Details :</b>                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                              |                                                               |                                                                                       |          |           |                 |        |                     |              |                                                                                                                                                                                              |                     |              |                                                               |                                                                                       |                     |                 |     |  |   |                     |                 |     |  |   |
| Expiry Date :                           | 01-01-1970 05:30:00                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                              | Type :                                                        |                                                                                       |          |           |                 |        |                     |              |                                                                                                                                                                                              |                     |              |                                                               |                                                                                       |                     |                 |     |  |   |                     |                 |     |  |   |
| <b>Product Name :</b>                   | CCTV                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                              |                                                               |                                                                                       |          |           |                 |        |                     |              |                                                                                                                                                                                              |                     |              |                                                               |                                                                                       |                     |                 |     |  |   |                     |                 |     |  |   |
| <b>Complain :</b>                       | standby DVR need to install for backup and Online need to do                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                              |                                                               |                                                                                       |          |           |                 |        |                     |              |                                                                                                                                                                                              |                     |              |                                                               |                                                                                       |                     |                 |     |  |   |                     |                 |     |  |   |
| <b>Technician Comment :</b>             | new DVR install And old dvr take to office and given Anil Sir                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                              |                                                               |                                                                                       |          |           |                 |        |                     |              |                                                                                                                                                                                              |                     |              |                                                               |                                                                                       |                     |                 |     |  |   |                     |                 |     |  |   |
| <b>Complain Operator :</b>              | Desktop - Apurva Vajaria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                              |                                                               |                                                                                       |          |           |                 |        |                     |              |                                                                                                                                                                                              |                     |              |                                                               |                                                                                       |                     |                 |     |  |   |                     |                 |     |  |   |
| <b>Remark :</b>                         | new DVR install And old dvr take to office and given Anil Sir                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                              |                                                               |                                                                                       |          |           |                 |        |                     |              |                                                                                                                                                                                              |                     |              |                                                               |                                                                                       |                     |                 |     |  |   |                     |                 |     |  |   |
| <b>Status History :</b>                 | <table><thead><tr><th>Date Time</th><th>Technician Name</th><th>Status</th><th>Remark</th><th>Sign</th></tr></thead><tbody><tr><td>09-04-2025 02:35:56</td><td>Siddhesh Chavan</td><td>Work Pending</td><td>new DVR install And old dvr take to office and given Anil Sir</td><td></td></tr><tr><td>09-04-2025 02:04:21</td><td>Siddhesh Chavan</td><td>New</td><td></td><td>-</td></tr><tr><td>09-04-2025 11:59:37</td><td>Siddhesh Chavan</td><td>New</td><td></td><td>-</td></tr></tbody></table> |                                                                                                                                                                                              |                                                               |                                                                                       |          | Date Time | Technician Name | Status | Remark              | Sign         | 09-04-2025 02:35:56                                                                                                                                                                          | Siddhesh Chavan     | Work Pending | new DVR install And old dvr take to office and given Anil Sir |  | 09-04-2025 02:04:21 | Siddhesh Chavan | New |  | - | 09-04-2025 11:59:37 | Siddhesh Chavan | New |  | - |
| Date Time                               | Technician Name                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Status                                                                                                                                                                                       | Remark                                                        | Sign                                                                                  |          |           |                 |        |                     |              |                                                                                                                                                                                              |                     |              |                                                               |                                                                                       |                     |                 |     |  |   |                     |                 |     |  |   |
| 09-04-2025 02:35:56                     | Siddhesh Chavan                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Work Pending                                                                                                                                                                                 | new DVR install And old dvr take to office and given Anil Sir |  |          |           |                 |        |                     |              |                                                                                                                                                                                              |                     |              |                                                               |                                                                                       |                     |                 |     |  |   |                     |                 |     |  |   |
| 09-04-2025 02:04:21                     | Siddhesh Chavan                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | New                                                                                                                                                                                          |                                                               | -                                                                                     |          |           |                 |        |                     |              |                                                                                                                                                                                              |                     |              |                                                               |                                                                                       |                     |                 |     |  |   |                     |                 |     |  |   |
| 09-04-2025 11:59:37                     | Siddhesh Chavan                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | New                                                                                                                                                                                          |                                                               | -                                                                                     |          |           |                 |        |                     |              |                                                                                                                                                                                              |                     |              |                                                               |                                                                                       |                     |                 |     |  |   |                     |                 |     |  |   |
| <b>Previous Complain History :</b>      | <table><thead><tr><th>Date Time</th><th>Technician Name</th><th>Remark</th></tr></thead><tbody><tr><td>21-03-2025 03:24:04</td><td>Ravi Rajbhar</td><td>Dvr firmware update new version done amd 1 Nov to 24 to 24 March 25 recoding lock in dvr And playback given pending client side And playback fast forward issue resolved and ok working done</td></tr><tr><td>04-05-2023 05:01:04</td><td>PravinJagade</td><td>Lining isshu resolve done</td></tr></tbody></table>                                                                                                                |                                                                                                                                                                                              |                                                               |                                                                                       |          | Date Time | Technician Name | Remark | 21-03-2025 03:24:04 | Ravi Rajbhar | Dvr firmware update new version done amd 1 Nov to 24 to 24 March 25 recoding lock in dvr And playback given pending client side And playback fast forward issue resolved and ok working done | 04-05-2023 05:01:04 | PravinJagade | Lining isshu resolve done                                     |                                                                                       |                     |                 |     |  |   |                     |                 |     |  |   |
| Date Time                               | Technician Name                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Remark                                                                                                                                                                                       |                                                               |                                                                                       |          |           |                 |        |                     |              |                                                                                                                                                                                              |                     |              |                                                               |                                                                                       |                     |                 |     |  |   |                     |                 |     |  |   |
| 21-03-2025 03:24:04                     | Ravi Rajbhar                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Dvr firmware update new version done amd 1 Nov to 24 to 24 March 25 recoding lock in dvr And playback given pending client side And playback fast forward issue resolved and ok working done |                                                               |                                                                                       |          |           |                 |        |                     |              |                                                                                                                                                                                              |                     |              |                                                               |                                                                                       |                     |                 |     |  |   |                     |                 |     |  |   |
| 04-05-2023 05:01:04                     | PravinJagade                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Lining isshu resolve done                                                                                                                                                                    |                                                               |                                                                                       |          |           |                 |        |                     |              |                                                                                                                                                                                              |                     |              |                                                               |                                                                                       |                     |                 |     |  |   |                     |                 |     |  |   |