

# 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 : VE15037</b> |  |  |                            |            |            |           |                 |        |                     |              |  |                     |              |   |   |                     |              |     |  |   |
|---|--|--|----------------------------|------------|------------|-----------|-----------------|--------|---------------------|--------------|--|---------------------|--------------|---|---|---------------------|--------------|-----|--|---|
| <b>Priority :</b>                       | Low  |  |                            |            |            |           |                 |        |                     |              |  |                     |              |   |   |                     |              |     |  |   |
| <b>Created By :</b>                     | Admin - Apurva Vajaria   |  |                            |            |            |           |                 |        |                     |              |  |                     |              |   |   |                     |              |     |  |   |
| <b>Complaint Mob. No. :</b>             | 9820858158   |  |                            |            |            |           |                 |        |                     |              |  |                     |              |   |   |                     |              |     |  |   |
| <b>Technician Name :</b>                | Ravi Rajbhar   |  | <b>Technician Mobile :</b> | 8080922965 |            |           |                 |        |                     |              |  |                     |              |   |   |                     |              |     |  |   |
| <b>Ticket Type :</b>                    | Complain   | <b>Date &amp; Time :</b>   | 18-06-2025 10:38:20        |            |            |           |                 |        |                     |              |  |                     |              |   |   |                     |              |     |  |   |
| <b>Vendor Details :</b>                 |  |  |                            |            |            |           |                 |        |                     |              |  |                     |              |   |   |                     |              |     |  |   |
| Company Name/Client Name :              | Vedantaa Institute Of Academic(Shrenik Bhai)   | Customer's Mobile :  | 9820858158                 | Name :     | Dipesh Sir |           |                 |        |                     |              |  |                     |              |   |   |                     |              |     |  |   |
| <b>Address :</b>                        |  |  |                            |            |            |           |                 |        |                     |              |  |                     |              |   |   |                     |              |     |  |   |
| Mumbai , , , , Maharashtra              |  |  |                            |            |            |           |                 |        |                     |              |  |                     |              |   |   |                     |              |     |  |   |
| <b>AMC Details :</b>                    |  |  |                            |            |            |           |                 |        |                     |              |  |                     |              |   |   |                     |              |     |  |   |
| Expiry Date :                           | 01-01-1970 05:30:00  |  | Type :                     |            |            |           |                 |        |                     |              |  |                     |              |   |   |                     |              |     |  |   |
| <b>Product Name :</b>                   | Access   |  |                            |            |            |           |                 |        |                     |              |  |                     |              |   |   |                     |              |     |  |   |
| <b>Complain :</b>                       | 1)turnstile lock need to install 2)1 Biometric adapter faulty need to change 3)and above mess The license issue and Turnstile it is getting stuck many times   |  |                            |            |            |           |                 |        |                     |              |  |                     |              |   |   |                     |              |     |  |   |
| <b>Technician Comment :</b>             |  |  |                            |            |            |           |                 |        |                     |              |  |                     |              |   |   |                     |              |     |  |   |
| <b>Complain Operator :</b>              | Desktop - Apurva Vajaria   |  |                            |            |            |           |                 |        |                     |              |  |                     |              |   |   |                     |              |     |  |   |
| <b>Remark :</b>                         | First floor 1)one turnstile it is getting stuck issue resolved and ok working done 2)one turnstile in out both magnetic lock issue and both lock remove and take to office 3)biomax web software licence key update done Ground floor orbit mess 1)Biometric adapter change and faulty handover to client 2)1 turnstile magnetic lock change against faulty 3)4 Pin lan cable change all ok working done work completed  |  |                            |            |            |           |                 |        |                     |              |  |                     |              |   |   |                     |              |     |  |   |
| <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>05-07-2025 12:32:59</td><td>Ravi Rajbhar</td><td>Work Pending</td><td></td><td>-</td></tr><tr><td>18-06-2025 10:38:33</td><td>Ravi Rajbhar</td><td>New</td><td></td><td>-</td></tr></tbody></table>   |  |                            |            |            | Date Time | Technician Name | Status | Remark              | Sign         | 05-07-2025 12:32:59  | Ravi Rajbhar        | Work Pending |   | - | 18-06-2025 10:38:33 | Ravi Rajbhar | New |  | - |
| Date Time                               | Technician Name  | Status   | Remark                     | Sign       |            |           |                 |        |                     |              |  |                     |              |   |   |                     |              |     |  |   |
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| 18-06-2025 10:38:33                     | Ravi Rajbhar   | 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>06-08-2025 10:30:14</td><td>Ravi Rajbhar</td><td>1st floor one device issue resolved and ok working done with cable change And one rj 45 four pin connector install And ground floor limit switch install and ok working done But ground floor web software uninstall bcz Sql server not responding inform to Yogesh sir It team told Pc format tomorrow then install software inform to shreink sir also</td></tr><tr><td>02-08-2025 10:27:07</td><td>Ravi Rajbhar</td><td>1st floor one turnstile lock install against faulty and faulty device handover to client And ground floor software issue resolved but under observation And one turnstile limit switch issue need to change next time</td></tr></tbody></table> |  |                            |            |            | Date Time | Technician Name | Remark | 06-08-2025 10:30:14 | Ravi Rajbhar | 1st floor one device issue resolved and ok working done with cable change And one rj 45 four pin connector install And ground floor limit switch install and ok working done But ground floor web software uninstall bcz Sql server not responding inform to Yogesh sir It team told Pc format tomorrow then install software inform to shreink sir also | 02-08-2025 10:27:07 | Ravi Rajbhar | 1st floor one turnstile lock install against faulty and faulty device handover to client And ground floor software issue resolved but under observation And one turnstile limit switch issue need to change next time |   |                     |              |     |  |   |
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