




# 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 : VE2016</b> |  |   |   |   |           |           |                 |        |                     |            |   |                     |             |  |   |                     |                 |     |  |   |                     |                 |     |  |   |                     |                 |     |  |   |                     |                 |     |  |   |
|--|--|---|---|---|-----------|-----------|-----------------|--------|---------------------|------------|---|---------------------|-------------|--|---|---------------------|-----------------|-----|--|---|---------------------|-----------------|-----|--|---|---------------------|-----------------|-----|--|---|---------------------|-----------------|-----|--|---|
| <b>Priority :</b>                      | Low  |   |   |   |           |           |                 |        |                     |            |   |                     |             |  |   |                     |                 |     |  |   |                     |                 |     |  |   |                     |                 |     |  |   |                     |                 |     |  |   |
| <b>Created By :</b>                    | Admin - Apurva Vajaria   |   |   |   |           |           |                 |        |                     |            |   |                     |             |  |   |                     |                 |     |  |   |                     |                 |     |  |   |                     |                 |     |  |   |                     |                 |     |  |   |
| <b>Complaint Mob. No. :</b>            | 9819952727   |   |   |   |           |           |                 |        |                     |            |   |                     |             |  |   |                     |                 |     |  |   |                     |                 |     |  |   |                     |                 |     |  |   |                     |                 |     |  |   |
| <b>Technician Name :</b>               | Siddhesh Chavan  |   | <b>Technician Mobile :</b>                          | 8080922985  |           |           |                 |        |                     |            |   |                     |             |  |   |                     |                 |     |  |   |                     |                 |     |  |   |                     |                 |     |  |   |                     |                 |     |  |   |
| <b>Ticket Type :</b>                   | Complain   | <b>Date &amp; Time :</b>  | 13-10-2020 10:58:41                                 |   |           |           |                 |        |                     |            |   |                     |             |  |   |                     |                 |     |  |   |                     |                 |     |  |   |                     |                 |     |  |   |                     |                 |     |  |   |
| <b>Vendor Details :</b>                |  |   |   |   |           |           |                 |        |                     |            |   |                     |             |  |   |                     |                 |     |  |   |                     |                 |     |  |   |                     |                 |     |  |   |                     |                 |     |  |   |
| <b>Company Name/Client Name :</b>      | Prime Civil Infrastructure Pvt Ltd   | <b>Customer's Mobile :</b>  | 9819952727  | <b>Name :</b>   | Malai Sir |           |                 |        |                     |            |   |                     |             |  |   |                     |                 |     |  |   |                     |                 |     |  |   |                     |                 |     |  |   |                     |                 |     |  |   |
| <b>Address :</b>                       |  |   |   |   |           |           |                 |        |                     |            |   |                     |             |  |   |                     |                 |     |  |   |                     |                 |     |  |   |                     |                 |     |  |   |                     |                 |     |  |   |
| Mumbai , , , , Maharashtra             |  |   |   |   |           |           |                 |        |                     |            |   |                     |             |  |   |                     |                 |     |  |   |                     |                 |     |  |   |                     |                 |     |  |   |                     |                 |     |  |   |
| <b>AMC Details :</b>                   |  |   |   |   |           |           |                 |        |                     |            |   |                     |             |  |   |                     |                 |     |  |   |                     |                 |     |  |   |                     |                 |     |  |   |                     |                 |     |  |   |
| <b>Expiry Date :</b>                   | 01-01-1970 05:30:00  |   | <b>Type :</b>                                       |   |           |           |                 |        |                     |            |   |                     |             |  |   |                     |                 |     |  |   |                     |                 |     |  |   |                     |                 |     |  |   |                     |                 |     |  |   |
| <b>Product Name :</b>                  | CCTV   |   |   |   |           |           |                 |        |                     |            |   |                     |             |  |   |                     |                 |     |  |   |                     |                 |     |  |   |                     |                 |     |  |   |                     |                 |     |  |   |
| <b>Complain :</b>                      | CANNOT VIEW ON MONITOR   |   |   |   |           |           |                 |        |                     |            |   |                     |             |  |   |                     |                 |     |  |   |                     |                 |     |  |   |                     |                 |     |  |   |                     |                 |     |  |   |
| <b>Technician Comment :</b>            | dvr firmware upgrade done and all camera working ok  |   |   |   |           |           |                 |        |                     |            |   |                     |             |  |   |                     |                 |     |  |   |                     |                 |     |  |   |                     |                 |     |  |   |                     |                 |     |  |   |
| <b>Complain Operator :</b>             | Desktop - Apurva Vajaria   |   |   |   |           |           |                 |        |                     |            |   |                     |             |  |   |                     |                 |     |  |   |                     |                 |     |  |   |                     |                 |     |  |   |                     |                 |     |  |   |
| <b>Remark :</b>                        | dvr firmware upgrade done and all camera working ok  |   |   |   |           |           |                 |        |                     |            |   |                     |             |  |   |                     |                 |     |  |   |                     |                 |     |  |   |                     |                 |     |  |   |                     |                 |     |  |   |
| <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>24-10-2020 01:25:04</td><td>Siddhesh Chavan</td><td>Completed</td><td>dvr firmware upgrade done and all camera working ok</td><td></td></tr><tr><td>13-10-2020 11:54:40</td><td>Siddhesh Chavan</td><td>New</td><td></td><td>-</td></tr><tr><td>13-10-2020 11:54:12</td><td>Siddhesh Chavan</td><td>New</td><td></td><td>-</td></tr><tr><td>13-10-2020 10:58:56</td><td>Siddhesh Chavan</td><td>New</td><td></td><td>-</td></tr><tr><td>13-10-2020 10:58:41</td><td>Siddhesh Chavan</td><td>New</td><td></td><td>-</td></tr></tbody></table> |   |   |   |           | Date Time | Technician Name | Status | Remark              | Sign       | 24-10-2020 01:25:04   | Siddhesh Chavan     | Completed   | dvr firmware upgrade done and all camera working ok            |  | 13-10-2020 11:54:40 | Siddhesh Chavan | New |  | - | 13-10-2020 11:54:12 | Siddhesh Chavan | New |  | - | 13-10-2020 10:58:56 | Siddhesh Chavan | New |  | - | 13-10-2020 10:58:41 | Siddhesh Chavan | New |  | - |
| Date Time                              | Technician Name  | Status  | Remark  | Sign  |           |           |                 |        |                     |            |   |                     |             |  |   |                     |                 |     |  |   |                     |                 |     |  |   |                     |                 |     |  |   |                     |                 |     |  |   |
| 24-10-2020 01:25:04                    | Siddhesh Chavan  | Completed   | dvr firmware upgrade done and all camera working ok |  |           |           |                 |        |                     |            |   |                     |             |  |   |                     |                 |     |  |   |                     |                 |     |  |   |                     |                 |     |  |   |                     |                 |     |  |   |
| 13-10-2020 11:54:40                    | Siddhesh Chavan  | New   |   | -   |           |           |                 |        |                     |            |   |                     |             |  |   |                     |                 |     |  |   |                     |                 |     |  |   |                     |                 |     |  |   |                     |                 |     |  |   |
| 13-10-2020 11:54:12                    | Siddhesh Chavan  | New   |   | -   |           |           |                 |        |                     |            |   |                     |             |  |   |                     |                 |     |  |   |                     |                 |     |  |   |                     |                 |     |  |   |                     |                 |     |  |   |
| 13-10-2020 10:58:56                    | Siddhesh Chavan  | New   |   | -   |           |           |                 |        |                     |            |   |                     |             |  |   |                     |                 |     |  |   |                     |                 |     |  |   |                     |                 |     |  |   |                     |                 |     |  |   |
| 13-10-2020 10:58:41                    | 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>23-10-2020 02:19:57</td><td>MayurYadav</td><td>firmware update download in reception computer and in pen drive also no monitor and vga cable available at location so instruction in dvr pending</td></tr><tr><td>09-10-2020 03:50:05</td><td>YogeshDesai</td><td>DVR online done all cameras can be viewed in both Tv at office</td></tr></tbody></table>  |   |   |   |           | Date Time | Technician Name | Remark | 23-10-2020 02:19:57 | MayurYadav | firmware update download in reception computer and in pen drive also no monitor and vga cable available at location so instruction in dvr pending | 09-10-2020 03:50:05 | YogeshDesai | DVR online done all cameras can be viewed in both Tv at office |   |                     |                 |     |  |   |                     |                 |     |  |   |                     |                 |     |  |   |                     |                 |     |  |   |
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| 09-10-2020 03:50:05                    | YogeshDesai  | DVR online done all cameras can be viewed in both Tv at office  |   |   |           |           |                 |        |                     |            |   |                     |             |  |   |                     |                 |     |  |   |                     |                 |     |  |   |                     |                 |     |  |   |                     |                 |     |  |   |