

# 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 : VE5369</b> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                      |                            |        |             |           |                 |        |                     |              |                                                                                                                 |                     |             |                                                                                                                                      |   |                     |  |     |  |   |
|----------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------|----------------------------|--------|-------------|-----------|-----------------|--------|---------------------|--------------|-----------------------------------------------------------------------------------------------------------------|---------------------|-------------|--------------------------------------------------------------------------------------------------------------------------------------|---|---------------------|--|-----|--|---|
| <b>Priority :</b>                      | Low                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                      |                            |        |             |           |                 |        |                     |              |                                                                                                                 |                     |             |                                                                                                                                      |   |                     |  |     |  |   |
| <b>Created By :</b>                    | Admin - Apurva Vajaria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                      |                            |        |             |           |                 |        |                     |              |                                                                                                                 |                     |             |                                                                                                                                      |   |                     |  |     |  |   |
| <b>Complaint Mob. No. :</b>            | 8840457613                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                      |                            |        |             |           |                 |        |                     |              |                                                                                                                 |                     |             |                                                                                                                                      |   |                     |  |     |  |   |
| <b>Technician Name :</b>               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                      | <b>Technician Mobile :</b> |        |             |           |                 |        |                     |              |                                                                                                                 |                     |             |                                                                                                                                      |   |                     |  |     |  |   |
| <b>Ticket Type :</b>                   | Complain                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | <b>Date &amp; Time :</b>                                                                                                             | 02-05-2022 04:53:47        |        |             |           |                 |        |                     |              |                                                                                                                 |                     |             |                                                                                                                                      |   |                     |  |     |  |   |
| <b>Vendor Details :</b>                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                      |                            |        |             |           |                 |        |                     |              |                                                                                                                 |                     |             |                                                                                                                                      |   |                     |  |     |  |   |
| Company Name/Client Name :             | Varanasi - Shoppers Stop Ltd                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Customer's Mobile :                                                                                                                  | 8840457613                 | Name : | Pawan Singh |           |                 |        |                     |              |                                                                                                                 |                     |             |                                                                                                                                      |   |                     |  |     |  |   |
| <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>                      | CCTV not working showing (Offline Camera Network Disconnected)                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                      |                            |        |             |           |                 |        |                     |              |                                                                                                                 |                     |             |                                                                                                                                      |   |                     |  |     |  |   |
| <b>Technician Comment :</b>            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                      |                            |        |             |           |                 |        |                     |              |                                                                                                                 |                     |             |                                                                                                                                      |   |                     |  |     |  |   |
| <b>Complain Operator :</b>             | Desktop - Apurva Vajaria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                      |                            |        |             |           |                 |        |                     |              |                                                                                                                 |                     |             |                                                                                                                                      |   |                     |  |     |  |   |
| <b>Remark :</b>                        | poe switch repaired and returned                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                      |                            |        |             |           |                 |        |                     |              |                                                                                                                 |                     |             |                                                                                                                                      |   |                     |  |     |  |   |
| <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>09-06-2022 02:54:44</td><td></td><td>Completed</td><td></td><td>-</td></tr><tr><td>02-05-2022 04:53:47</td><td></td><td>New</td><td></td><td>-</td></tr></tbody></table>                                                                                                                                                                                             |                                                                                                                                      |                            |        |             | Date Time | Technician Name | Status | Remark              | Sign         | 09-06-2022 02:54:44                                                                                             |                     | Completed   |                                                                                                                                      | - | 02-05-2022 04:53:47 |  | New |  | - |
| Date Time                              | Technician Name                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Status                                                                                                                               | Remark                     | Sign   |             |           |                 |        |                     |              |                                                                                                                 |                     |             |                                                                                                                                      |   |                     |  |     |  |   |
| 09-06-2022 02:54:44                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Completed                                                                                                                            |                            | -      |             |           |                 |        |                     |              |                                                                                                                 |                     |             |                                                                                                                                      |   |                     |  |     |  |   |
| 02-05-2022 04:53:47                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | 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>01-10-2020 01:19:01</td><td>Ravi Rajbhar</td><td>2 IP camera installation done and ok working camera frame rate bit rate 15/512 recording going on in NVR 35 day</td></tr><tr><td>03-02-2020 06:07:22</td><td>YogeshDesai</td><td>15 dome ip camera install 10 fish eye ip camera install four poe switch install with 32 channel nvr and biometric machine with f 12.</td></tr></tbody></table> |                                                                                                                                      |                            |        |             | Date Time | Technician Name | Remark | 01-10-2020 01:19:01 | Ravi Rajbhar | 2 IP camera installation done and ok working camera frame rate bit rate 15/512 recording going on in NVR 35 day | 03-02-2020 06:07:22 | YogeshDesai | 15 dome ip camera install 10 fish eye ip camera install four poe switch install with 32 channel nvr and biometric machine with f 12. |   |                     |  |     |  |   |
| Date Time                              | Technician Name                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Remark                                                                                                                               |                            |        |             |           |                 |        |                     |              |                                                                                                                 |                     |             |                                                                                                                                      |   |                     |  |     |  |   |
| 01-10-2020 01:19:01                    | Ravi Rajbhar                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | 2 IP camera installation done and ok working camera frame rate bit rate 15/512 recording going on in NVR 35 day                      |                            |        |             |           |                 |        |                     |              |                                                                                                                 |                     |             |                                                                                                                                      |   |                     |  |     |  |   |
| 03-02-2020 06:07:22                    | YogeshDesai                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | 15 dome ip camera install 10 fish eye ip camera install four poe switch install with 32 channel nvr and biometric machine with f 12. |                            |        |             |           |                 |        |                     |              |                                                                                                                 |                     |             |                                                                                                                                      |   |                     |  |     |  |   |