




# 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 : VE9197</b> |  |                            |   |   |              |           |                 |        |        |      |                     |             |           |   |   |                     |             |     |  |   |                     |             |     |  |   |
|--|--|----------------------------|---|---|--------------|-----------|-----------------|--------|--------|------|---------------------|-------------|-----------|---|---|---------------------|-------------|-----|--|---|---------------------|-------------|-----|--|---|
| <b>Priority :</b>                      | Low  |                            |   |   |              |           |                 |        |        |      |                     |             |           |   |   |                     |             |     |  |   |                     |             |     |  |   |
| <b>Created By :</b>                    | Admin - Apurva Vajaria   |                            |   |   |              |           |                 |        |        |      |                     |             |           |   |   |                     |             |     |  |   |                     |             |     |  |   |
| <b>Complaint Mob. No. :</b>            | 8169144587   |                            |   |   |              |           |                 |        |        |      |                     |             |           |   |   |                     |             |     |  |   |                     |             |     |  |   |
| <b>Technician Name :</b>               | Yogesh Desai   |                            | <b>Technician Mobile :</b>  | 8080922963  |              |           |                 |        |        |      |                     |             |           |   |   |                     |             |     |  |   |                     |             |     |  |   |
| <b>Ticket Type :</b>                   | Complain   | <b>Date &amp; Time :</b>   | 17-08-2023 05:58:31   |   |              |           |                 |        |        |      |                     |             |           |   |   |                     |             |     |  |   |                     |             |     |  |   |
| <b>Vendor Details :</b>                |  |                            |   |   |              |           |                 |        |        |      |                     |             |           |   |   |                     |             |     |  |   |                     |             |     |  |   |
| <b>Company Name/Client Name :</b>      | Corporate Square Ghatkopar   | <b>Customer's Mobile :</b> | 8169144587  | <b>Name :</b>   | Rajendra Sir |           |                 |        |        |      |                     |             |           |   |   |                     |             |     |  |   |                     |             |     |  |   |
| <b>Address :</b>                       |  |                            |   |   |              |           |                 |        |        |      |                     |             |           |   |   |                     |             |     |  |   |                     |             |     |  |   |
| Mumbai , , , 400076 , 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>                      | Standby DVR need to install  |                            |   |   |              |           |                 |        |        |      |                     |             |           |   |   |                     |             |     |  |   |                     |             |     |  |   |
| <b>Technician Comment :</b>            | Old DVR of 16 channel repaired and installed at A wing of co-operate square DVR working ok . Stand by DVR taken back to office . Also DVR no 3 is online can be viewed on ivms software. Work completed  |                            |   |   |              |           |                 |        |        |      |                     |             |           |   |   |                     |             |     |  |   |                     |             |     |  |   |
| <b>Complain Operator :</b>             | Desktop - Apurva Vajaria   |                            |   |   |              |           |                 |        |        |      |                     |             |           |   |   |                     |             |     |  |   |                     |             |     |  |   |
| <b>Remark :</b>                        | Old DVR of 16 channel repaired and installed at A wing of co-operate square DVR working ok . Stand by DVR taken back to office . Also DVR no 3 is online can be viewed on ivms software. 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>16-09-2023 08:02:24</td><td>YogeshDesai</td><td>Completed</td><td>Old DVR of 16 channel repaired and installed at A wing of co-operate square DVR working ok . Stand by DVR taken back to office . Also DVR no 3 is online can be viewed on ivms software. Work completed</td><td></td></tr><tr><td>16-09-2023 03:45:27</td><td>YogeshDesai</td><td>New</td><td></td><td>-</td></tr><tr><td>19-08-2023 11:42:40</td><td>YogeshDesai</td><td>New</td><td></td><td>-</td></tr></tbody></table> |                            |   |   |              | Date Time | Technician Name | Status | Remark | Sign | 16-09-2023 08:02:24 | YogeshDesai | Completed | Old DVR of 16 channel repaired and installed at A wing of co-operate square DVR working ok . Stand by DVR taken back to office . Also DVR no 3 is online can be viewed on ivms software. Work completed |  | 16-09-2023 03:45:27 | YogeshDesai | New |  | - | 19-08-2023 11:42:40 | YogeshDesai | New |  | - |
| Date Time                              | Technician Name  | Status                     | Remark  | Sign  |              |           |                 |        |        |      |                     |             |           |   |   |                     |             |     |  |   |                     |             |     |  |   |
| 16-09-2023 08:02:24                    | YogeshDesai  | Completed                  | Old DVR of 16 channel repaired and installed at A wing of co-operate square DVR working ok . Stand by DVR taken back to office . Also DVR no 3 is online can be viewed on ivms software. Work completed |  |              |           |                 |        |        |      |                     |             |           |   |   |                     |             |     |  |   |                     |             |     |  |   |
| 16-09-2023 03:45:27                    | YogeshDesai  | New                        |   | -   |              |           |                 |        |        |      |                     |             |           |   |   |                     |             |     |  |   |                     |             |     |  |   |
| 19-08-2023 11:42:40                    | YogeshDesai  | New                        |   | -   |              |           |                 |        |        |      |                     |             |           |   |   |                     |             |     |  |   |                     |             |     |  |   |

| <b>Previous<br/>Complain<br/>History :</b> | Date Time              | Technician Name         | Remark   |
|--|------------------------|-------------------------|--|
|  | 27-07-2023<br>03:28:07 | Kalpesh<br>SubhashGurav | DVR No.3 10th floor camera Faulty DVR no3 16 number port issue Lift camera issue Pending Required Lift technician<br>DVR to lobby TV 100 meter CAT 6 cable Required Lobby<br>access (identx) not working properly HDMI splitter 3 in1out<br>Required. hdmi to rj 45 converter Required |
|  | 16-05-2023<br>09:57:14 | Atique Salmani          | Ther is wire cut by mouse so rejoint 8 core wire and also<br>coverd by 25 mm flexible pipe and also reset date n time and<br>add 1 security person finger .all completed.  |