


# 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 : VE2118</b>  |   |                          |                            |            |             |
| <b>Priority :</b>   | High  |                          |                            |            |             |
| <b>Created By :</b>   | Admin - Apurva Vajaria  |                          |                            |            |             |
| <b>Complaint Mob. No. :</b>   | 9920153982  |                          |                            |            |             |
| <b>Technician Name :</b>  | Rishi Desai   |                          | <b>Technician Mobile :</b> | 8369234074 |             |
| <b>Ticket Type :</b>  | Complain  | <b>Date &amp; Time :</b> | 27-10-2020 10:53:32        |            |             |
| <b>Vendor Details :</b>   |   |                          |                            |            |             |
| Company Name/Client Name :  | Shree Siddhivinayak Towers CHS LTD  | Customer's Mobile :      | 9920153982                 | Name :     | Rakesh Shah |
| <b>Address :</b>  |   |                          |                            |            |             |
| Mumbai , Chikoowadi, Borivali West, Mumbai, Maharashtra, India , , 400092 , Maharashtra |   |                          |                            |            |             |
| <b>AMC Details :</b>  |   |                          |                            |            |             |
| <b>Expiry Date :</b>  | 01-01-1970 05:30:00   |                          | <b>Type :</b>              |            |             |
| <b>Product Name :</b>   | VDP   |                          |                            |            |             |
| <b>Complain :</b>   | A wing 603 - Humming sound issue from Device 701- Screen issue 1301- Screen Instrument not working properly B wing 1002- Humming sound issue from Device  |                          |                            |            |             |
| <b>Technician Comment :</b>   | A wing__603 - Humming sound issue ( There was no complaint , Device working properly ) Device__701- Screen issue ( They were not using screen that much they dont have any complaint ) __1301- Screen Instrument not working properly ( Working Properly ) __B wing__1002- Humming sound issue from Device ... ( Concern person was not at home called tommorow after 11.30 ) |                          |                            |            |             |
| <b>Complain Operator :</b>  | Desktop - Apurva Vajaria  |                          |                            |            |             |
| <b>Remark :</b>   | A wing__603 - Humming sound issue ( There was no complaint , Device working properly ) Device__701- Screen issue ( They were not using screen that much they dont have any complaint ) __1301- Screen Instrument not working properly ( Working Properly ) __B wing__1002- Humming sound issue from Device ... ( Concern person was not at home called tommorow after 11.30 ) |                          |                            |            |             |

|                                    |                        |                        |  |  |   |
|------------------------------------|------------------------|------------------------|--|--|---|
| <b>Status History :</b>            | <b>Date Time</b>       | <b>Technician Name</b> | <b>Status</b>  | <b>Remark</b>  | <b>Sign</b>   |
|                                    | 28-10-2020<br>12:13:19 | RishiDesai             | Completed  | A wing_603 - Humming sound issue ( There was no complaint , Device working properly ) Device_701- Screen issue ( They were not using screen that much they dont have any complaint ) _1301- Screen Instrument not working properly ( Working Properly ) _B wing_1002- Humming sound issue from Device ... ( Concern person was not at home called tommorow after 11.30 ) |  |
|                                    | 28-10-2020<br>10:27:43 | RishiDesai             | New  |  | -   |
|                                    | 27-10-2020<br>10:53:48 | RishiDesai             | New  |  | -   |
|                                    | 27-10-2020<br>10:53:32 | RishiDesai             | New  |  | -   |
| <b>Previous Complain History :</b> | <b>Date Time</b>       | <b>Technician Name</b> | <b>Remark</b>  |  |   |
|                                    | 02-12-2020 06:56:35    | Atique Salmani         |  |  |   |
|                                    | 23-11-2020 11:10:26    | Ravi Rajbhar           | video door phone check with intercom a wing 702 b wing 1502 also ok working only check |  |   |