

# 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 : VE2186</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>                                                               | 06-11-2020 11:08:34                                                                            |                                                                                       |             |           |                 |        |                     |                |                     |                     |              |                                                                                                |                                                                                       |                     |            |     |  |   |                     |            |     |  |   |
| <b>Vendor Details :</b>                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                        |                                                                                                |                                                                                       |             |           |                 |        |                     |                |                     |                     |              |                                                                                                |                                                                                       |                     |            |     |  |   |                     |            |     |  |   |
| <b>Company Name/Client Name :</b>                                                       | Shree Siddhivinayak Towers CHS LTD                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | <b>Customer's Mobile :</b>                                                             | 9920153982                                                                                     | <b>Name :</b>                                                                         | 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>                                                                   | Access                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                        |                                                                                                |                                                                                       |             |           |                 |        |                     |                |                     |                     |              |                                                                                                |                                                                                       |                     |            |     |  |   |                     |            |     |  |   |
| <b>Complain :</b>                                                                       | software issue                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                        |                                                                                                |                                                                                       |             |           |                 |        |                     |                |                     |                     |              |                                                                                                |                                                                                       |                     |            |     |  |   |                     |            |     |  |   |
| <b>Technician Comment :</b>                                                             | Restarted the Fingerprint machine and started working ok. Also checked admin login of Rane sir                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                        |                                                                                                |                                                                                       |             |           |                 |        |                     |                |                     |                     |              |                                                                                                |                                                                                       |                     |            |     |  |   |                     |            |     |  |   |
| <b>Complain Operator :</b>                                                              | Desktop - Apurva Vajaria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                        |                                                                                                |                                                                                       |             |           |                 |        |                     |                |                     |                     |              |                                                                                                |                                                                                       |                     |            |     |  |   |                     |            |     |  |   |
| <b>Remark :</b>                                                                         | Restarted the Fingerprint machine and started working ok. Also checked admin login of Rane sir                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                        |                                                                                                |                                                                                       |             |           |                 |        |                     |                |                     |                     |              |                                                                                                |                                                                                       |                     |            |     |  |   |                     |            |     |  |   |
| <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>06-11-2020 11:20:47</td><td>RishiDesai</td><td>Completed</td><td>Restarted the Fingerprint machine and started working ok. Also checked admin login of Rane sir</td><td></td></tr><tr><td>06-11-2020 11:08:52</td><td>RishiDesai</td><td>New</td><td></td><td>-</td></tr><tr><td>06-11-2020 11:08:34</td><td>RishiDesai</td><td>New</td><td></td><td>-</td></tr></tbody></table> |                                                                                        |                                                                                                |                                                                                       |             | Date Time | Technician Name | Status | Remark              | Sign           | 06-11-2020 11:20:47 | RishiDesai          | Completed    | Restarted the Fingerprint machine and started working ok. Also checked admin login of Rane sir |  | 06-11-2020 11:08:52 | RishiDesai | New |  | - | 06-11-2020 11:08:34 | RishiDesai | New |  | - |
| Date Time                                                                               | Technician Name                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Status                                                                                 | Remark                                                                                         | Sign                                                                                  |             |           |                 |        |                     |                |                     |                     |              |                                                                                                |                                                                                       |                     |            |     |  |   |                     |            |     |  |   |
| 06-11-2020 11:20:47                                                                     | RishiDesai                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Completed                                                                              | Restarted the Fingerprint machine and started working ok. Also checked admin login of Rane sir |  |             |           |                 |        |                     |                |                     |                     |              |                                                                                                |                                                                                       |                     |            |     |  |   |                     |            |     |  |   |
| 06-11-2020 11:08:52                                                                     | RishiDesai                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | New                                                                                    |                                                                                                | -                                                                                     |             |           |                 |        |                     |                |                     |                     |              |                                                                                                |                                                                                       |                     |            |     |  |   |                     |            |     |  |   |
| 06-11-2020 11:08:34                                                                     | RishiDesai                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | 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>02-12-2020 06:56:35</td><td>Atique Salmani</td><td></td></tr><tr><td>23-11-2020 11:10:26</td><td>Ravi Rajbhar</td><td>video door phone check with intercom a wing 702 b wing 1502 also ok working only check</td></tr></tbody></table>                                                                                                                                                                                                                                                            |                                                                                        |                                                                                                |                                                                                       |             | Date Time | Technician Name | Remark | 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         |                                                                                       |                     |            |     |  |   |                     |            |     |  |   |
| Date Time                                                                               | Technician Name                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Remark                                                                                 |                                                                                                |                                                                                       |             |           |                 |        |                     |                |                     |                     |              |                                                                                                |                                                                                       |                     |            |     |  |   |                     |            |     |  |   |
| 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 |                                                                                                |                                                                                       |             |           |                 |        |                     |                |                     |                     |              |                                                                                                |                                                                                       |                     |            |     |  |   |                     |            |     |  |   |