

# 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 : VE2318</b> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                            |                                                                                        |                                                                                       |          |           |                 |        |                     |                 |                     |                     |                |                                                                                        |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
|----------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------|----------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|----------|-----------|-----------------|--------|---------------------|-----------------|---------------------|---------------------|----------------|----------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|---------------------|----------------|-----|--|---|---------------------|----------------|-----|--|---|
| <b>Priority :</b>                      | High                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                            |                                                                                        |                                                                                       |          |           |                 |        |                     |                 |                     |                     |                |                                                                                        |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| <b>Created By :</b>                    | Admin - Apurva Vajaria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                            |                                                                                        |                                                                                       |          |           |                 |        |                     |                 |                     |                     |                |                                                                                        |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| <b>Complaint Mob. No. :</b>            | 0224004845                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                            |                                                                                        |                                                                                       |          |           |                 |        |                     |                 |                     |                     |                |                                                                                        |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| <b>Technician Name :</b>               | Atique Salmani                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                            | <b>Technician Mobile :</b>                                                             | 8080922984                                                                            |          |           |                 |        |                     |                 |                     |                     |                |                                                                                        |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| <b>Ticket Type :</b>                   | Complain                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | <b>Date &amp; Time :</b>   | 01-12-2020 12:43:52                                                                    |                                                                                       |          |           |                 |        |                     |                 |                     |                     |                |                                                                                        |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| <b>Vendor Details :</b>                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                            |                                                                                        |                                                                                       |          |           |                 |        |                     |                 |                     |                     |                |                                                                                        |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| <b>Company Name/Client Name :</b>      | Gyan Impex                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | <b>Customer's Mobile :</b> | 0224004845                                                                             | <b>Name :</b>                                                                         | Ravi Sir |           |                 |        |                     |                 |                     |                     |                |                                                                                        |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| <b>Address :</b>                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                            |                                                                                        |                                                                                       |          |           |                 |        |                     |                 |                     |                     |                |                                                                                        |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| Mumbai , , , , Maharashtra             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                            |                                                                                        |                                                                                       |          |           |                 |        |                     |                 |                     |                     |                |                                                                                        |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| <b>AMC Details :</b>                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                            |                                                                                        |                                                                                       |          |           |                 |        |                     |                 |                     |                     |                |                                                                                        |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| <b>Expiry Date :</b>                   | 31-01-2020 12:00:00                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                            | <b>Type :</b>                                                                          | Non-Comprehensive                                                                     |          |           |                 |        |                     |                 |                     |                     |                |                                                                                        |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| <b>Product Name :</b>                  | CCTV                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                            |                                                                                        |                                                                                       |          |           |                 |        |                     |                 |                     |                     |                |                                                                                        |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| <b>Complain :</b>                      | 1 camera not working 750 charges to collect                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                            |                                                                                        |                                                                                       |          |           |                 |        |                     |                 |                     |                     |                |                                                                                        |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| <b>Technician Comment :</b>            | one camera issue resolved and also online on hickey conect/ 750 visit charged received                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                            |                                                                                        |                                                                                       |          |           |                 |        |                     |                 |                     |                     |                |                                                                                        |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| <b>Complain Operator :</b>             | Desktop - Apurva Vajaria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                            |                                                                                        |                                                                                       |          |           |                 |        |                     |                 |                     |                     |                |                                                                                        |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| <b>Remark :</b>                        | one camera issue resolved and also online on hickey conect/ 750 visit charged received                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                            |                                                                                        |                                                                                       |          |           |                 |        |                     |                 |                     |                     |                |                                                                                        |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| <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>01-12-2020 05:57:05</td><td>Atique Salmani</td><td>Completed</td><td>one camera issue resolved and also online on hickey conect/ 750 visit charged received</td><td></td></tr><tr><td>01-12-2020 12:44:19</td><td>Atique Salmani</td><td>New</td><td></td><td>-</td></tr><tr><td>01-12-2020 12:43:52</td><td>Atique Salmani</td><td>New</td><td></td><td>-</td></tr></tbody></table> |                            |                                                                                        |                                                                                       |          | Date Time | Technician Name | Status | Remark              | Sign            | 01-12-2020 05:57:05 | Atique Salmani      | Completed      | one camera issue resolved and also online on hickey conect/ 750 visit charged received |  | 01-12-2020 12:44:19 | Atique Salmani | New |  | - | 01-12-2020 12:43:52 | Atique Salmani | New |  | - |
| Date Time                              | Technician Name                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Status                     | Remark                                                                                 | Sign                                                                                  |          |           |                 |        |                     |                 |                     |                     |                |                                                                                        |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| 01-12-2020 05:57:05                    | Atique Salmani                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Completed                  | one camera issue resolved and also online on hickey conect/ 750 visit charged received |  |          |           |                 |        |                     |                 |                     |                     |                |                                                                                        |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| 01-12-2020 12:44:19                    | Atique Salmani                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | New                        |                                                                                        | -                                                                                     |          |           |                 |        |                     |                 |                     |                     |                |                                                                                        |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| 01-12-2020 12:43:52                    | Atique Salmani                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | 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>03-12-2020 12:25:13</td><td>Siddhesh Chavan</td><td></td></tr><tr><td>25-09-2020 03:36:03</td><td>Atique Salmani</td><td></td></tr></tbody></table>                                                                                                                                                                                                                                                                                                                                                   |                            |                                                                                        |                                                                                       |          | Date Time | Technician Name | Remark | 03-12-2020 12:25:13 | Siddhesh Chavan |                     | 25-09-2020 03:36:03 | Atique Salmani |                                                                                        |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| Date Time                              | Technician Name                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Remark                     |                                                                                        |                                                                                       |          |           |                 |        |                     |                 |                     |                     |                |                                                                                        |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| 03-12-2020 12:25:13                    | Siddhesh Chavan                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                            |                                                                                        |                                                                                       |          |           |                 |        |                     |                 |                     |                     |                |                                                                                        |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| 25-09-2020 03:36:03                    | Atique Salmani                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                            |                                                                                        |                                                                                       |          |           |                 |        |                     |                 |                     |                     |                |                                                                                        |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |