



# Vallabh Enterprises

**Regd. Office :** 401,shanti kutir,shivaji road,near thakur international school,kandivali(west) mumbai - 400067  
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<b>Service Status Details : VE3670</b>					
<b>Priority :</b>	Low				
<b>Created By :</b>	Admin - Apurva Vajaria				
<b>Complaint Mob. No. :</b>	8657940487				
<b>Technician Name :</b>	Siddhesh Chavan		<b>Technician Mobile :</b>	8080922985	
<b>Ticket Type :</b>	Complain	<b>Date &amp; Time :</b>	20-08-2021 11:15:23		
<b>Vendor Details :</b>					
<b>Company Name/Client Name :</b>	Shoppers Stop Ltd - Andheri	<b>Customer's Mobile :</b>	8657940487	<b>Name :</b>	Rehman Sir
<b>Address :</b>					
Mumbai , , , 400058 , 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>	DVR 1 - Cam no 3,7, 16 DVR 2 - Recording issue and Cam no 6, 8,10,15,16 DVR 3 - Recording Issue and Cam no 7,11 DVR 4 - Cam no 8, 9,10,11,12 DVR 5 - Cam no 8,9,11,13 DVR 6 - Existing 2 cameras needs to be add cameras issue				
<b>Technician Comment :</b>	We have replaced the faulty DVR with new DVR and in the same DVR 3 cameras have not been known anyone.. After replacement Of DVR HDD has been formatted and the same was approved by Yashwant sir.. old dvr take to office				
<b>Complain Operator :</b>	Desktop - Apurva Vajaria				
<b>Remark :</b>	We have replaced the faulty DVR with new DVR and in the same DVR 3 cameras have not been known anyone.. After replacement Of DVR HDD has been formatted and the same was approved by Yashwant sir.. old dvr take to office				

<b>Status History :</b>	Date Time	Technician Name	Status	Remark	Sign
	01-11-2021 03:32:11	Siddhesh Chavan	Client Side	We have replaced the faulty DVR with new DVR and in the same DVR 3 cameras have not been known anyone.. After replacement Of DVR HDD has been formatted and the same was approved by Yashwant sir.. old dvr take to office	
	01-11-2021 11:10:34	Siddhesh Chavan	New		-
	22-10-2021 12:09:03	Siddhesh Chavan	New		-
	03-09-2021 07:23:12	Siddhesh Chavan	Work Pending	1 new camera install main entrance gate and old camera faulty and outside one bullet camera working and cable missing Dvr side 2) 2nd floor 2 camera cable working and one camera faulty and one camera not install location 3) 3rd floor cash counter one camera install bi client and power supply issue 4) two camera video is resolve 5 camera video issue pending 5) 3 number DVR cash room camera hide	
	03-09-2021 10:45:57	Siddhesh Chavan	New		-
	23-08-2021 11:05:52	Siddhesh Chavan	New		-
	20-08-2021 11:17:14	Siddhesh Chavan	New		-
	20-08-2021 11:15:23	Siddhesh Chavan	New		-
<b>Previous Complain History :</b>	Date Time	Technician Name	Remark		
	25-07-2023 10:55:40	Ravi Rajbhar	backend cash room camera masking done user - admin / pass-pass@123 second user - admin1 / admin@123		
	10-03-2023 10:34:13	Ravi Rajbhar	dvr no 3 disturbance issues solved Ground given to dvr and camera terrace and parking area camera reconnected and working ok . cameras no 13 ,14 and terrace are kept under observation. 16, 17 ,18 ,19 till date cameras are working without any disturbance.		