

# B K Infotech

**Regd. Office :** B K InfoTech Basement No 003, Dattani Trade Center Near BMC Office Chandavarkar Road, Borivali West Mumbai - 92  
**Support :** | **W :** <http://www.bkinfotech.in>  
**E :** [kalpesh@bkinfotech.in](mailto:kalpesh@bkinfotech.in)

| <b>Service Status Details : BK1096</b> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                          |                                    |                                                                                       |            |           |                 |        |                     |                |                     |                     |                |                                    |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
|----------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|------------------------------------|---------------------------------------------------------------------------------------|------------|-----------|-----------------|--------|---------------------|----------------|---------------------|---------------------|----------------|------------------------------------|---------------------------------------------------------------------------------------|---------------------|----------------|-----|--|---|---------------------|----------------|-----|--|---|
| <b>Priority :</b>                      | Low                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                          |                                    |                                                                                       |            |           |                 |        |                     |                |                     |                     |                |                                    |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| <b>Created By :</b>                    | Admin - Kalpesh Jain                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                          |                                    |                                                                                       |            |           |                 |        |                     |                |                     |                     |                |                                    |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| <b>Complaint Mob. No. :</b>            | 9323893042                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                          |                                    |                                                                                       |            |           |                 |        |                     |                |                     |                     |                |                                    |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| <b>Technician Name :</b>               | Manish Dhangar                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                          | <b>Technician Mobile :</b>         | 9136841712                                                                            |            |           |                 |        |                     |                |                     |                     |                |                                    |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| <b>Ticket Type :</b>                   | Complain                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | <b>Date &amp; Time :</b> | 22-10-2019 11:25:40                |                                                                                       |            |           |                 |        |                     |                |                     |                     |                |                                    |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| <b>Vendor Details :</b>                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                          |                                    |                                                                                       |            |           |                 |        |                     |                |                     |                     |                |                                    |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| Company Name/Client Name :             | Ridhi Gold                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Customer's Mobile :      | 9323893042                         | Name :                                                                                | Ridhi Gold |           |                 |        |                     |                |                     |                     |                |                                    |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| <b>Address :</b>                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                          |                                    |                                                                                       |            |           |                 |        |                     |                |                     |                     |                |                                    |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| Mumbai , , , Maharashtra               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                          |                                    |                                                                                       |            |           |                 |        |                     |                |                     |                     |                |                                    |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| <b>AMC Details :</b>                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                          |                                    |                                                                                       |            |           |                 |        |                     |                |                     |                     |                |                                    |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| Expiry Date :                          | 01-01-1970 05:30:00                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                          | Type :                             |                                                                                       |            |           |                 |        |                     |                |                     |                     |                |                                    |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| <b>Product Name :</b>                  | accessories                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                          |                                    |                                                                                       |            |           |                 |        |                     |                |                     |                     |                |                                    |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| <b>Complain :</b>                      | dvr issue                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                          |                                    |                                                                                       |            |           |                 |        |                     |                |                     |                     |                |                                    |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| <b>Technician Comment :</b>            | 16 Ch DVR problem ha power problem                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                          |                                    |                                                                                       |            |           |                 |        |                     |                |                     |                     |                |                                    |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| <b>Complain Operator :</b>             | Desktop - Kalpesh Jain                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                          |                                    |                                                                                       |            |           |                 |        |                     |                |                     |                     |                |                                    |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| <b>Remark :</b>                        | 16 Ch DVR problem ha power problem                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                          |                                    |                                                                                       |            |           |                 |        |                     |                |                     |                     |                |                                    |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| <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>23-10-2019 07:54:52</td><td>Manish Dhangar</td><td>Work Pending</td><td>16 Ch DVR problem ha power problem</td><td></td></tr><tr><td>22-10-2019 11:26:14</td><td>Manish Dhangar</td><td>New</td><td></td><td>-</td></tr><tr><td>22-10-2019 11:25:41</td><td>Manish Dhangar</td><td>New</td><td></td><td>-</td></tr></tbody></table> |                          |                                    |                                                                                       |            | Date Time | Technician Name | Status | Remark              | Sign           | 23-10-2019 07:54:52 | Manish Dhangar      | Work Pending   | 16 Ch DVR problem ha power problem |  | 22-10-2019 11:26:14 | Manish Dhangar | New |  | - | 22-10-2019 11:25:41 | Manish Dhangar | New |  | - |
| Date Time                              | Technician Name                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Status                   | Remark                             | Sign                                                                                  |            |           |                 |        |                     |                |                     |                     |                |                                    |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| 23-10-2019 07:54:52                    | Manish Dhangar                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Work Pending             | 16 Ch DVR problem ha power problem |  |            |           |                 |        |                     |                |                     |                     |                |                                    |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| 22-10-2019 11:26:14                    | Manish Dhangar                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | New                      |                                    | -                                                                                     |            |           |                 |        |                     |                |                     |                     |                |                                    |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| 22-10-2019 11:25:41                    | Manish Dhangar                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | 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>27-06-2019 11:02:34</td><td>Manish Dhangar</td><td>16 camera service</td></tr><tr><td>22-04-2019 12:40:03</td><td>Manish Dhangar</td><td></td></tr></tbody></table>                                                                                                                                                                                                                                                                                  |                          |                                    |                                                                                       |            | Date Time | Technician Name | Remark | 27-06-2019 11:02:34 | Manish Dhangar | 16 camera service   | 22-04-2019 12:40:03 | Manish Dhangar |                                    |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| Date Time                              | Technician Name                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Remark                   |                                    |                                                                                       |            |           |                 |        |                     |                |                     |                     |                |                                    |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| 27-06-2019 11:02:34                    | Manish Dhangar                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | 16 camera service        |                                    |                                                                                       |            |           |                 |        |                     |                |                     |                     |                |                                    |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |
| 22-04-2019 12:40:03                    | Manish Dhangar                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                          |                                    |                                                                                       |            |           |                 |        |                     |                |                     |                     |                |                                    |                                                                                       |                     |                |     |  |   |                     |                |     |  |   |