



Vallabh Enterprises

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Service Status Details : VE6239					
Priority :	Low				
Created By :	Admin - Apurva Vajaria				
Complaint Mob. No. :	8999161438				
Technician Name :	Sonu Kumar		Technician Mobile :	8454016444	
Ticket Type :	Complain	Date & Time :	25-08-2022 10:24:36		
Vendor Details :					
Company Name/Client Name :	Rahul Degree Collage Nalasopara West	Customer's Mobile :	8999161438	Name :	Rohan Sir
Address :					
Mumbai , , , , Maharashtra					
AMC Details :					
Expiry Date :	01-01-1970 05:30:00		Type :		
Product Name :	CCTV				
Complain :	Some cameras issue need to check and software issue				
Technician Comment :	3 dome camera install working ok ground floor and first floor camera 1 camera staff room and 1 room no 104 camera install working and third floor 3camera power supply install working ok and 1 dvr power supply install working ok				
Complain Operator :	Desktop - Apurva Vajaria				
Remark :	3 dome camera install working ok ground floor and first floor camera 1 camera staff room and 1 room no 104 camera install working and third floor 3camera power supply install working ok and 1 dvr power supply install working ok date time issue have set again and kept on observation				

Status History :					
	Date Time	Technician Name	Status	Remark	Sign
	08-10-2022 03:29:22	Sonu Kumar	New		-
	07-10-2022 06:07:07	Sonu Kumar	Work Pending	3 dome camera install working ok ground floor and first floor camera 1 camera staff room and 1 room no 104 camera install working and third floor 3camera power supply install working ok and 1 dvr power supply install working ok	
	07-10-2022 10:27:34	Sonu Kumar	New		-
	07-10-2022 10:20:47	Sonu Kumar	New		-
	12-09-2022 04:47:12	Sonu Kumar	Work Pending	All dvr online done in p.c . Also online done in Rohan sir cell phone on insta on . 1st floor 16 channel cp plus Dvr Camera 13 connected one camera missing room number 104 not on location and one camera angle moved raw side so set angle And also staff room camera missing . 2nd floor all system dead dvr adaptor faulty all 3 SMPS faulty Camera connected 14 need to change smps Ground floor 13 camera connected 3 camera no video check 1.ground lobby 2.Ground passage 3.principle entrance 3 camera faulty . Also main entrance 2 bullet camera rushed due to water dropping poor quality.need to change Total material required 5 dome cameras 1 bullet camera . 3 SMPS 12 volt 5 amps for cameras second floor And one dvr adaptor 16 channel dvr for second floor Video balloon d.c . Work pending.	
	12-09-2022 03:44:43	Sonu Kumar	New		-
	12-09-2022 10:05:53	Sonu Kumar	New		-
	25-08-2022 10:24:56	Sonu Kumar	New		-
	25-08-2022 10:24:37	Sonu Kumar	New		-
Previous Complain History :					
	Date Time	Technician Name	Remark		
	22-06-2023 10:44:30	Sonu Kumar	Admin pc and principal pc online done		
	09-03-2023 02:13:21	Atique Salmani	Room number 103 camera angle miss when there is no light and there is no ups so playback miss .		