

# Shubham Infotech

**Regd. Office :** Shubham Infotech Hubtown Solaris Office No:-1212 12th Floor, Opposite Teli Gali, Andheri East, Mumbai  
**Support : | W :**  
**E :** info@shubhaminfo.com

| <b>Service Status Details : SI422</b>                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                          |                                                                                                                                                     |                                                                                       |           |           |                 |        |                     |               |                     |                     |               |                                                                                                                                                     |                                                                                       |                     |               |     |  |   |                     |               |     |  |   |
|-----------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|-----------|-----------|-----------------|--------|---------------------|---------------|---------------------|---------------------|---------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|---------------------|---------------|-----|--|---|---------------------|---------------|-----|--|---|
| <b>Priority :</b>                                                                                   | High                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                          |                                                                                                                                                     |                                                                                       |           |           |                 |        |                     |               |                     |                     |               |                                                                                                                                                     |                                                                                       |                     |               |     |  |   |                     |               |     |  |   |
| <b>Created By :</b>                                                                                 | Admin - Shubham Infotech                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                          |                                                                                                                                                     |                                                                                       |           |           |                 |        |                     |               |                     |                     |               |                                                                                                                                                     |                                                                                       |                     |               |     |  |   |                     |               |     |  |   |
| <b>Complaint Mob. No. :</b>                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                          |                                                                                                                                                     |                                                                                       |           |           |                 |        |                     |               |                     |                     |               |                                                                                                                                                     |                                                                                       |                     |               |     |  |   |                     |               |     |  |   |
| <b>Technician Name :</b>                                                                            | Harshal Gujar                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                          | <b>Technician Mobile :</b>                                                                                                                          | 7710866227                                                                            |           |           |                 |        |                     |               |                     |                     |               |                                                                                                                                                     |                                                                                       |                     |               |     |  |   |                     |               |     |  |   |
| <b>Ticket Type :</b>                                                                                | Complain                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | <b>Date &amp; Time :</b> | 13-08-2020 01:02:37                                                                                                                                 |                                                                                       |           |           |                 |        |                     |               |                     |                     |               |                                                                                                                                                     |                                                                                       |                     |               |     |  |   |                     |               |     |  |   |
| <b>Vendor Details :</b>                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                          |                                                                                                                                                     |                                                                                       |           |           |                 |        |                     |               |                     |                     |               |                                                                                                                                                     |                                                                                       |                     |               |     |  |   |                     |               |     |  |   |
| Company Name/Client Name :                                                                          | Maulana Azad Minorities Financial Development Corporation Ltd.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Customer's Mobile :      |                                                                                                                                                     | Name :                                                                                | Salim Sir |           |                 |        |                     |               |                     |                     |               |                                                                                                                                                     |                                                                                       |                     |               |     |  |   |                     |               |     |  |   |
| <b>Address :</b>                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                          |                                                                                                                                                     |                                                                                       |           |           |                 |        |                     |               |                     |                     |               |                                                                                                                                                     |                                                                                       |                     |               |     |  |   |                     |               |     |  |   |
| Mumbai , Old Customs house, Green Street, Fort, Mumbai, Maharashtra, India , , 400023 , Maharashtra |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                          |                                                                                                                                                     |                                                                                       |           |           |                 |        |                     |               |                     |                     |               |                                                                                                                                                     |                                                                                       |                     |               |     |  |   |                     |               |     |  |   |
| <b>AMC Details :</b>                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                          |                                                                                                                                                     |                                                                                       |           |           |                 |        |                     |               |                     |                     |               |                                                                                                                                                     |                                                                                       |                     |               |     |  |   |                     |               |     |  |   |
| <b>Expiry Date :</b>                                                                                | 19-09-2020 12:00:00                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                          | <b>Type :</b>                                                                                                                                       | Non-Comprehensive                                                                     |           |           |                 |        |                     |               |                     |                     |               |                                                                                                                                                     |                                                                                       |                     |               |     |  |   |                     |               |     |  |   |
| <b>Product Name :</b>                                                                               | Annual Maintenance Contract                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                          |                                                                                                                                                     |                                                                                       |           |           |                 |        |                     |               |                     |                     |               |                                                                                                                                                     |                                                                                       |                     |               |     |  |   |                     |               |     |  |   |
| <b>Complain :</b>                                                                                   | 2 Machine problem                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                          |                                                                                                                                                     |                                                                                       |           |           |                 |        |                     |               |                     |                     |               |                                                                                                                                                     |                                                                                       |                     |               |     |  |   |                     |               |     |  |   |
| <b>Technician Comment :</b>                                                                         | one machine problem RAM clean problem solved call close and 2 nd machine restart problem collect motherboard in office Acer h 110 and RAM 4 GB DDR4                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                          |                                                                                                                                                     |                                                                                       |           |           |                 |        |                     |               |                     |                     |               |                                                                                                                                                     |                                                                                       |                     |               |     |  |   |                     |               |     |  |   |
| <b>Complain Operator :</b>                                                                          | Desktop - Shubham Infotech                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                          |                                                                                                                                                     |                                                                                       |           |           |                 |        |                     |               |                     |                     |               |                                                                                                                                                     |                                                                                       |                     |               |     |  |   |                     |               |     |  |   |
| <b>Remark :</b>                                                                                     | one machine problem RAM clean problem solved call close and 2 nd machine restart problem collect motherboard in office Acer h 110 and RAM 4 GB DDR4                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                          |                                                                                                                                                     |                                                                                       |           |           |                 |        |                     |               |                     |                     |               |                                                                                                                                                     |                                                                                       |                     |               |     |  |   |                     |               |     |  |   |
| <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>13-08-2020 07:54:09</td><td>Harshal Gujar</td><td>Work Pending</td><td>one machine problem RAM clean problem solved call close and 2 nd machine restart problem collect motherboard in office Acer h 110 and RAM 4 GB DDR4</td><td></td></tr><tr><td>13-08-2020 01:02:45</td><td>Harshal Gujar</td><td>New</td><td></td><td>-</td></tr><tr><td>13-08-2020 01:02:37</td><td>Harshal Gujar</td><td>New</td><td></td><td>-</td></tr></tbody></table> |                          |                                                                                                                                                     |                                                                                       |           | Date Time | Technician Name | Status | Remark              | Sign          | 13-08-2020 07:54:09 | Harshal Gujar       | Work Pending  | one machine problem RAM clean problem solved call close and 2 nd machine restart problem collect motherboard in office Acer h 110 and RAM 4 GB DDR4 |  | 13-08-2020 01:02:45 | Harshal Gujar | New |  | - | 13-08-2020 01:02:37 | Harshal Gujar | New |  | - |
| Date Time                                                                                           | Technician Name                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Status                   | Remark                                                                                                                                              | Sign                                                                                  |           |           |                 |        |                     |               |                     |                     |               |                                                                                                                                                     |                                                                                       |                     |               |     |  |   |                     |               |     |  |   |
| 13-08-2020 07:54:09                                                                                 | Harshal Gujar                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Work Pending             | one machine problem RAM clean problem solved call close and 2 nd machine restart problem collect motherboard in office Acer h 110 and RAM 4 GB DDR4 |  |           |           |                 |        |                     |               |                     |                     |               |                                                                                                                                                     |                                                                                       |                     |               |     |  |   |                     |               |     |  |   |
| 13-08-2020 01:02:45                                                                                 | Harshal Gujar                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | New                      |                                                                                                                                                     | -                                                                                     |           |           |                 |        |                     |               |                     |                     |               |                                                                                                                                                     |                                                                                       |                     |               |     |  |   |                     |               |     |  |   |
| 13-08-2020 01:02:37                                                                                 | Harshal Gujar                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | 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>21-08-2020 01:46:01</td><td>Harshal Gujar</td><td></td></tr><tr><td>18-08-2020 12:27:58</td><td>Harshal Gujar</td><td></td></tr></tbody></table>                                                                                                                                                                                                                                                                                                                                                                                                                   |                          |                                                                                                                                                     |                                                                                       |           | Date Time | Technician Name | Remark | 21-08-2020 01:46:01 | Harshal Gujar |                     | 18-08-2020 12:27:58 | Harshal Gujar |                                                                                                                                                     |                                                                                       |                     |               |     |  |   |                     |               |     |  |   |
| Date Time                                                                                           | Technician Name                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Remark                   |                                                                                                                                                     |                                                                                       |           |           |                 |        |                     |               |                     |                     |               |                                                                                                                                                     |                                                                                       |                     |               |     |  |   |                     |               |     |  |   |
| 21-08-2020 01:46:01                                                                                 | Harshal Gujar                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                          |                                                                                                                                                     |                                                                                       |           |           |                 |        |                     |               |                     |                     |               |                                                                                                                                                     |                                                                                       |                     |               |     |  |   |                     |               |     |  |   |
| 18-08-2020 12:27:58                                                                                 | Harshal Gujar                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                          |                                                                                                                                                     |                                                                                       |           |           |                 |        |                     |               |                     |                     |               |                                                                                                                                                     |                                                                                       |                     |               |     |  |   |                     |               |     |  |   |