

# 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 : SI57</b>                                      |                 |                                                                                                                                                                                                                                                                                                                                                                                                                                   |                          |                            |                |           |                 |        |                     |               |                     |                     |                |          |   |                     |               |             |  |   |                     |               |     |  |   |
|---------------------------------------------------------------------------|-----------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|----------------------------|----------------|-----------|-----------------|--------|---------------------|---------------|---------------------|---------------------|----------------|----------|---|---------------------|---------------|-------------|--|---|---------------------|---------------|-----|--|---|
| <b>Priority :</b>                                                         |                 | Low                                                                                                                                                                                                                                                                                                                                                                                                                               |                          |                            |                |           |                 |        |                     |               |                     |                     |                |          |   |                     |               |             |  |   |                     |               |     |  |   |
| <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> | 26-11-2019 12:16:29        |                |           |                 |        |                     |               |                     |                     |                |          |   |                     |               |             |  |   |                     |               |     |  |   |
| <b>Vendor Details :</b>                                                   |                 |                                                                                                                                                                                                                                                                                                                                                                                                                                   |                          |                            |                |           |                 |        |                     |               |                     |                     |                |          |   |                     |               |             |  |   |                     |               |     |  |   |
| Company Name/Client Name :                                                |                 | Directorate Of Archive                                                                                                                                                                                                                                                                                                                                                                                                            | Customer's Mobile :      | Name :                     | Santosh Chavan |           |                 |        |                     |               |                     |                     |                |          |   |                     |               |             |  |   |                     |               |     |  |   |
| <b>Address :</b>                                                          |                 |                                                                                                                                                                                                                                                                                                                                                                                                                                   |                          |                            |                |           |                 |        |                     |               |                     |                     |                |          |   |                     |               |             |  |   |                     |               |     |  |   |
| Mumbai , M.G.Road, Kala Ghoda Fort Mumbai-400032 , , 400032 , Maharashtra |                 |                                                                                                                                                                                                                                                                                                                                                                                                                                   |                          |                            |                |           |                 |        |                     |               |                     |                     |                |          |   |                     |               |             |  |   |                     |               |     |  |   |
| <b>AMC Details :</b>                                                      |                 |                                                                                                                                                                                                                                                                                                                                                                                                                                   |                          |                            |                |           |                 |        |                     |               |                     |                     |                |          |   |                     |               |             |  |   |                     |               |     |  |   |
| Expiry Date :                                                             |                 | 19-09-2020 12:00:00                                                                                                                                                                                                                                                                                                                                                                                                               | Type :                   | Non-Comprehensive          |                |           |                 |        |                     |               |                     |                     |                |          |   |                     |               |             |  |   |                     |               |     |  |   |
| <b>Product Name :</b>                                                     |                 | Desktop Computer                                                                                                                                                                                                                                                                                                                                                                                                                  |                          |                            |                |           |                 |        |                     |               |                     |                     |                |          |   |                     |               |             |  |   |                     |               |     |  |   |
| <b>Complain :</b>                                                         |                 | machine printing problem                                                                                                                                                                                                                                                                                                                                                                                                          |                          |                            |                |           |                 |        |                     |               |                     |                     |                |          |   |                     |               |             |  |   |                     |               |     |  |   |
| <b>Technician Comment :</b>                                               |                 |                                                                                                                                                                                                                                                                                                                                                                                                                                   |                          |                            |                |           |                 |        |                     |               |                     |                     |                |          |   |                     |               |             |  |   |                     |               |     |  |   |
| <b>Complain Operator :</b>                                                |                 | Desktop - Shubham Infotech                                                                                                                                                                                                                                                                                                                                                                                                        |                          |                            |                |           |                 |        |                     |               |                     |                     |                |          |   |                     |               |             |  |   |                     |               |     |  |   |
| <b>Remark :</b>                                                           |                 |                                                                                                                                                                                                                                                                                                                                                                                                                                   |                          |                            |                |           |                 |        |                     |               |                     |                     |                |          |   |                     |               |             |  |   |                     |               |     |  |   |
| <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>26-11-2019 04:17:58</td><td>Harshal Gujar</td><td>New</td><td></td><td>-</td></tr><tr><td>26-11-2019 12:16:41</td><td>Harshal Gujar</td><td>In Progress</td><td></td><td>-</td></tr><tr><td>26-11-2019 12:16:29</td><td>Harshal Gujar</td><td>New</td><td></td><td>-</td></tr></tbody></table> |                          |                            |                | Date Time | Technician Name | Status | Remark              | Sign          | 26-11-2019 04:17:58 | Harshal Gujar       | New            |          | - | 26-11-2019 12:16:41 | Harshal Gujar | In Progress |  | - | 26-11-2019 12:16:29 | Harshal Gujar | New |  | - |
| Date Time                                                                 | Technician Name | Status                                                                                                                                                                                                                                                                                                                                                                                                                            | Remark                   | Sign                       |                |           |                 |        |                     |               |                     |                     |                |          |   |                     |               |             |  |   |                     |               |     |  |   |
| 26-11-2019 04:17:58                                                       | Harshal Gujar   | New                                                                                                                                                                                                                                                                                                                                                                                                                               |                          | -                          |                |           |                 |        |                     |               |                     |                     |                |          |   |                     |               |             |  |   |                     |               |     |  |   |
| 26-11-2019 12:16:41                                                       | Harshal Gujar   | In Progress                                                                                                                                                                                                                                                                                                                                                                                                                       |                          | -                          |                |           |                 |        |                     |               |                     |                     |                |          |   |                     |               |             |  |   |                     |               |     |  |   |
| 26-11-2019 12:16:29                                                       | 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>25-11-2019 11:18:22</td><td>Harshal Gujar</td><td></td></tr><tr><td>22-11-2019 03:25:27</td><td>Vishal Dodekar</td><td>complete</td></tr></tbody></table>                                                                                                                                                                  |                          |                            |                | Date Time | Technician Name | Remark | 25-11-2019 11:18:22 | Harshal Gujar |                     | 22-11-2019 03:25:27 | Vishal Dodekar | complete |   |                     |               |             |  |   |                     |               |     |  |   |
| Date Time                                                                 | Technician Name | Remark                                                                                                                                                                                                                                                                                                                                                                                                                            |                          |                            |                |           |                 |        |                     |               |                     |                     |                |          |   |                     |               |             |  |   |                     |               |     |  |   |
| 25-11-2019 11:18:22                                                       | Harshal Gujar   |                                                                                                                                                                                                                                                                                                                                                                                                                                   |                          |                            |                |           |                 |        |                     |               |                     |                     |                |          |   |                     |               |             |  |   |                     |               |     |  |   |
| 22-11-2019 03:25:27                                                       | Vishal Dodekar  | complete                                                                                                                                                                                                                                                                                                                                                                                                                          |                          |                            |                |           |                 |        |                     |               |                     |                     |                |          |   |                     |               |             |  |   |                     |               |     |  |   |