

# 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 : SI220</b>                                     |                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                         |                            |                   |                |           |                 |        |                     |               |                                                                                         |                     |               |                                          |   |                     |                |     |  |   |
|---------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------|----------------------------|-------------------|----------------|-----------|-----------------|--------|---------------------|---------------|-----------------------------------------------------------------------------------------|---------------------|---------------|------------------------------------------|---|---------------------|----------------|-----|--|---|
| <b>Priority :</b>                                                         | Low                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                         |                            |                   |                |           |                 |        |                     |               |                                                                                         |                     |               |                                          |   |                     |                |     |  |   |
| <b>Created By :</b>                                                       | Admin - Shubham Infotech                                                                                                                                                                                                                                                                                                                                                               |                                                                                         |                            |                   |                |           |                 |        |                     |               |                                                                                         |                     |               |                                          |   |                     |                |     |  |   |
| <b>Complaint Mob. No. :</b>                                               |                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                         |                            |                   |                |           |                 |        |                     |               |                                                                                         |                     |               |                                          |   |                     |                |     |  |   |
| <b>Technician Name :</b>                                                  | Aarti Infotech                                                                                                                                                                                                                                                                                                                                                                         |                                                                                         | <b>Technician Mobile :</b> | 9920433449        |                |           |                 |        |                     |               |                                                                                         |                     |               |                                          |   |                     |                |     |  |   |
| <b>Ticket Type :</b>                                                      | Complain                                                                                                                                                                                                                                                                                                                                                                               | <b>Date &amp; Time :</b>                                                                | 16-01-2020 10:15:46        |                   |                |           |                 |        |                     |               |                                                                                         |                     |               |                                          |   |                     |                |     |  |   |
| <b>Vendor Details :</b>                                                   |                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                         |                            |                   |                |           |                 |        |                     |               |                                                                                         |                     |               |                                          |   |                     |                |     |  |   |
| Company Name/Client Name :                                                | Office Of The Collector & District Magistratc                                                                                                                                                                                                                                                                                                                                          | Customer's Mobile :                                                                     |                            | Name :            | Saurabh Randle |           |                 |        |                     |               |                                                                                         |                     |               |                                          |   |                     |                |     |  |   |
| <b>Address :</b>                                                          |                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                         |                            |                   |                |           |                 |        |                     |               |                                                                                         |                     |               |                                          |   |                     |                |     |  |   |
| Mumbai , Fort, Mumbai, Maharashtra 400001, India , , 400001 , Maharashtra |                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                         |                            |                   |                |           |                 |        |                     |               |                                                                                         |                     |               |                                          |   |                     |                |     |  |   |
| <b>AMC Details :</b>                                                      |                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                         |                            |                   |                |           |                 |        |                     |               |                                                                                         |                     |               |                                          |   |                     |                |     |  |   |
| <b>Expiry Date :</b>                                                      | 06-08-2020 12:00:00                                                                                                                                                                                                                                                                                                                                                                    |                                                                                         | <b>Type :</b>              | Non-Comprehensive |                |           |                 |        |                     |               |                                                                                         |                     |               |                                          |   |                     |                |     |  |   |
| <b>Product Name :</b>                                                     | Printers                                                                                                                                                                                                                                                                                                                                                                               |                                                                                         |                            |                   |                |           |                 |        |                     |               |                                                                                         |                     |               |                                          |   |                     |                |     |  |   |
| <b>Complain :</b>                                                         | printing problem , dot metric printer servicng L.R .. dpartment shripad madam                                                                                                                                                                                                                                                                                                          |                                                                                         |                            |                   |                |           |                 |        |                     |               |                                                                                         |                     |               |                                          |   |                     |                |     |  |   |
| <b>Technician Comment :</b>                                               |                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                         |                            |                   |                |           |                 |        |                     |               |                                                                                         |                     |               |                                          |   |                     |                |     |  |   |
| <b>Complain Operator :</b>                                                | Desktop - Shubham Infotech                                                                                                                                                                                                                                                                                                                                                             |                                                                                         |                            |                   |                |           |                 |        |                     |               |                                                                                         |                     |               |                                          |   |                     |                |     |  |   |
| <b>Remark :</b>                                                           | servicing done call closed                                                                                                                                                                                                                                                                                                                                                             |                                                                                         |                            |                   |                |           |                 |        |                     |               |                                                                                         |                     |               |                                          |   |                     |                |     |  |   |
| <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>16-01-2020 10:15:55</td><td>Aarti Infotech</td><td>New</td><td></td><td>-</td></tr><tr><td>16-01-2020 10:15:46</td><td>Aarti Infotech</td><td>New</td><td></td><td>-</td></tr></tbody></table>                                                      |                                                                                         |                            |                   |                | Date Time | Technician Name | Status | Remark              | Sign          | 16-01-2020 10:15:55                                                                     | Aarti Infotech      | New           |                                          | - | 16-01-2020 10:15:46 | Aarti Infotech | New |  | - |
| Date Time                                                                 | Technician Name                                                                                                                                                                                                                                                                                                                                                                        | Status                                                                                  | Remark                     | Sign              |                |           |                 |        |                     |               |                                                                                         |                     |               |                                          |   |                     |                |     |  |   |
| 16-01-2020 10:15:55                                                       | Aarti Infotech                                                                                                                                                                                                                                                                                                                                                                         | New                                                                                     |                            | -                 |                |           |                 |        |                     |               |                                                                                         |                     |               |                                          |   |                     |                |     |  |   |
| 16-01-2020 10:15:46                                                       | Aarti Infotech                                                                                                                                                                                                                                                                                                                                                                         | 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>13-01-2020 12:59:39</td><td>Harshal Gujar</td><td>checking RAM is not working temporary RAM 4gb installed on machine (need to change RAM)</td></tr><tr><td>13-01-2020 12:59:38</td><td>Harshal Gujar</td><td>new RAM installation 4GB ddr3 working ok</td></tr></tbody></table> |                                                                                         |                            |                   |                | Date Time | Technician Name | Remark | 13-01-2020 12:59:39 | Harshal Gujar | checking RAM is not working temporary RAM 4gb installed on machine (need to change RAM) | 13-01-2020 12:59:38 | Harshal Gujar | new RAM installation 4GB ddr3 working ok |   |                     |                |     |  |   |
| Date Time                                                                 | Technician Name                                                                                                                                                                                                                                                                                                                                                                        | Remark                                                                                  |                            |                   |                |           |                 |        |                     |               |                                                                                         |                     |               |                                          |   |                     |                |     |  |   |
| 13-01-2020 12:59:39                                                       | Harshal Gujar                                                                                                                                                                                                                                                                                                                                                                          | checking RAM is not working temporary RAM 4gb installed on machine (need to change RAM) |                            |                   |                |           |                 |        |                     |               |                                                                                         |                     |               |                                          |   |                     |                |     |  |   |
| 13-01-2020 12:59:38                                                       | Harshal Gujar                                                                                                                                                                                                                                                                                                                                                                          | new RAM installation 4GB ddr3 working ok                                                |                            |                   |                |           |                 |        |                     |               |                                                                                         |                     |               |                                          |   |                     |                |     |  |   |