

# 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 : SI58</b>                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                          |                            |                                                                                       |            |           |                 |        |                     |                |                     |                |             |  |   |                     |                |              |         |                                                                                       |                     |                |             |  |   |                     |                |     |  |   |                     |                |     |  |   |
|-------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|----------------------------|---------------------------------------------------------------------------------------|------------|-----------|-----------------|--------|---------------------|----------------|---------------------|----------------|-------------|--|---|---------------------|----------------|--------------|---------|---------------------------------------------------------------------------------------|---------------------|----------------|-------------|--|---|---------------------|----------------|-----|--|---|---------------------|----------------|-----|--|---|
| <b>Priority :</b>                                                                                                       | Low                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                          |                            |                                                                                       |            |           |                 |        |                     |                |                     |                |             |  |   |                     |                |              |         |                                                                                       |                     |                |             |  |   |                     |                |     |  |   |                     |                |     |  |   |
| <b>Created By :</b>                                                                                                     | Admin - Shubham Infotech                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                          |                            |                                                                                       |            |           |                 |        |                     |                |                     |                |             |  |   |                     |                |              |         |                                                                                       |                     |                |             |  |   |                     |                |     |  |   |                     |                |     |  |   |
| <b>Complaint Mob. No. :</b>                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                          |                            |                                                                                       |            |           |                 |        |                     |                |                     |                |             |  |   |                     |                |              |         |                                                                                       |                     |                |             |  |   |                     |                |     |  |   |                     |                |     |  |   |
| <b>Technician Name :</b>                                                                                                | Vishal Dodekar                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                          | <b>Technician Mobile :</b> | 7021012768                                                                            |            |           |                 |        |                     |                |                     |                |             |  |   |                     |                |              |         |                                                                                       |                     |                |             |  |   |                     |                |     |  |   |                     |                |     |  |   |
| <b>Ticket Type :</b>                                                                                                    | Complain                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | <b>Date &amp; Time :</b> | 26-11-2019 05:07:53        |                                                                                       |            |           |                 |        |                     |                |                     |                |             |  |   |                     |                |              |         |                                                                                       |                     |                |             |  |   |                     |                |     |  |   |                     |                |     |  |   |
| <b>Vendor Details :</b>                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                          |                            |                                                                                       |            |           |                 |        |                     |                |                     |                |             |  |   |                     |                |              |         |                                                                                       |                     |                |             |  |   |                     |                |     |  |   |                     |                |     |  |   |
| Company Name/Client Name :                                                                                              | The Commandant (SRPF)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Customer's Mobile :      |                            | Name :                                                                                | Shinde Sir |           |                 |        |                     |                |                     |                |             |  |   |                     |                |              |         |                                                                                       |                     |                |             |  |   |                     |                |     |  |   |                     |                |     |  |   |
| <b>Address :</b>                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                          |                            |                                                                                       |            |           |                 |        |                     |                |                     |                |             |  |   |                     |                |              |         |                                                                                       |                     |                |             |  |   |                     |                |     |  |   |                     |                |     |  |   |
| Mumbai , Western Express Highway, Cama Industrial Estate, Goregaon, Mumbai, Maharashtra, India , , 400065 , Maharashtra |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                          |                            |                                                                                       |            |           |                 |        |                     |                |                     |                |             |  |   |                     |                |              |         |                                                                                       |                     |                |             |  |   |                     |                |     |  |   |                     |                |     |  |   |
| <b>AMC Details :</b>                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                          |                            |                                                                                       |            |           |                 |        |                     |                |                     |                |             |  |   |                     |                |              |         |                                                                                       |                     |                |             |  |   |                     |                |     |  |   |                     |                |     |  |   |
| Expiry Date :                                                                                                           | 08-07-2020 12:00:00                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                          | Type :                     | Comprehensive                                                                         |            |           |                 |        |                     |                |                     |                |             |  |   |                     |                |              |         |                                                                                       |                     |                |             |  |   |                     |                |     |  |   |                     |                |     |  |   |
| <b>Product Name :</b>                                                                                                   | Desktop Computer                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                          |                            |                                                                                       |            |           |                 |        |                     |                |                     |                |             |  |   |                     |                |              |         |                                                                                       |                     |                |             |  |   |                     |                |     |  |   |                     |                |     |  |   |
| <b>Complain :</b>                                                                                                       | Software problem                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                          |                            |                                                                                       |            |           |                 |        |                     |                |                     |                |             |  |   |                     |                |              |         |                                                                                       |                     |                |             |  |   |                     |                |     |  |   |                     |                |     |  |   |
| <b>Technician Comment :</b>                                                                                             | pending                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                          |                            |                                                                                       |            |           |                 |        |                     |                |                     |                |             |  |   |                     |                |              |         |                                                                                       |                     |                |             |  |   |                     |                |     |  |   |                     |                |     |  |   |
| <b>Complain Operator :</b>                                                                                              | Desktop - Shubham Infotech                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                          |                            |                                                                                       |            |           |                 |        |                     |                |                     |                |             |  |   |                     |                |              |         |                                                                                       |                     |                |             |  |   |                     |                |     |  |   |                     |                |     |  |   |
| <b>Remark :</b>                                                                                                         | pending                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                          |                            |                                                                                       |            |           |                 |        |                     |                |                     |                |             |  |   |                     |                |              |         |                                                                                       |                     |                |             |  |   |                     |                |     |  |   |                     |                |     |  |   |
| <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>27-11-2019 09:56:49</td><td>Vishal Dodekar</td><td>In Progress</td><td></td><td>-</td></tr><tr><td>26-11-2019 05:19:15</td><td>Vishal Dodekar</td><td>Work Pending</td><td>pending</td><td></td></tr><tr><td>26-11-2019 05:08:24</td><td>Vishal Dodekar</td><td>In Progress</td><td></td><td>-</td></tr><tr><td>26-11-2019 05:08:21</td><td>Vishal Dodekar</td><td>New</td><td></td><td>-</td></tr><tr><td>26-11-2019 05:07:54</td><td>Vishal Dodekar</td><td>New</td><td></td><td>-</td></tr></tbody></table> |                          |                            |                                                                                       |            | Date Time | Technician Name | Status | Remark              | Sign           | 27-11-2019 09:56:49 | Vishal Dodekar | In Progress |  | - | 26-11-2019 05:19:15 | Vishal Dodekar | Work Pending | pending |  | 26-11-2019 05:08:24 | Vishal Dodekar | In Progress |  | - | 26-11-2019 05:08:21 | Vishal Dodekar | New |  | - | 26-11-2019 05:07:54 | Vishal Dodekar | New |  | - |
| Date Time                                                                                                               | Technician Name                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Status                   | Remark                     | Sign                                                                                  |            |           |                 |        |                     |                |                     |                |             |  |   |                     |                |              |         |                                                                                       |                     |                |             |  |   |                     |                |     |  |   |                     |                |     |  |   |
| 27-11-2019 09:56:49                                                                                                     | Vishal Dodekar                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | In Progress              |                            | -                                                                                     |            |           |                 |        |                     |                |                     |                |             |  |   |                     |                |              |         |                                                                                       |                     |                |             |  |   |                     |                |     |  |   |                     |                |     |  |   |
| 26-11-2019 05:19:15                                                                                                     | Vishal Dodekar                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Work Pending             | pending                    |  |            |           |                 |        |                     |                |                     |                |             |  |   |                     |                |              |         |                                                                                       |                     |                |             |  |   |                     |                |     |  |   |                     |                |     |  |   |
| 26-11-2019 05:08:24                                                                                                     | Vishal Dodekar                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | In Progress              |                            | -                                                                                     |            |           |                 |        |                     |                |                     |                |             |  |   |                     |                |              |         |                                                                                       |                     |                |             |  |   |                     |                |     |  |   |                     |                |     |  |   |
| 26-11-2019 05:08:21                                                                                                     | Vishal Dodekar                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | New                      |                            | -                                                                                     |            |           |                 |        |                     |                |                     |                |             |  |   |                     |                |              |         |                                                                                       |                     |                |             |  |   |                     |                |     |  |   |                     |                |     |  |   |
| 26-11-2019 05:07:54                                                                                                     | Vishal Dodekar                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | 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>23-11-2019 10:00:43</td><td>Vishal Dodekar</td><td></td></tr></tbody></table>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                          |                            |                                                                                       |            | Date Time | Technician Name | Remark | 23-11-2019 10:00:43 | Vishal Dodekar |                     |                |             |  |   |                     |                |              |         |                                                                                       |                     |                |             |  |   |                     |                |     |  |   |                     |                |     |  |   |
| Date Time                                                                                                               | Technician Name                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Remark                   |                            |                                                                                       |            |           |                 |        |                     |                |                     |                |             |  |   |                     |                |              |         |                                                                                       |                     |                |             |  |   |                     |                |     |  |   |                     |                |     |  |   |
| 23-11-2019 10:00:43                                                                                                     | Vishal Dodekar                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                          |                            |                                                                                       |            |           |                 |        |                     |                |                     |                |             |  |   |                     |                |              |         |                                                                                       |                     |                |             |  |   |                     |                |     |  |   |                     |                |     |  |   |