

# 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 : SI95</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>   | 09-12-2019 11:00:46                                                               |                                                                                       |            |           |                 |        |                     |                |                     |                     |                |                                                                                   |                                                                                       |                     |                |             |  |   |                     |                |     |  |   |                     |                |     |  |   |
| <b>Vendor Details :</b>                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                            |                                                                                   |                                                                                       |            |           |                 |        |                     |                |                     |                     |                |                                                                                   |                                                                                       |                     |                |             |  |   |                     |                |     |  |   |                     |                |     |  |   |
| <b>Company Name/Client Name :</b>                                                                                       | The Commandant (SRPF)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | <b>Customer's Mobile :</b> |                                                                                   | <b>Name :</b>                                                                         | Shinde Sir |           |                 |        |                     |                |                     |                     |                |                                                                                   |                                                                                       |                     |                |             |  |   |                     |                |     |  |   |                     |                |     |  |   |
| <b>Address :</b>                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                            |                                                                                   |                                                                                       |            |           |                 |        |                     |                |                     |                     |                |                                                                                   |                                                                                       |                     |                |             |  |   |                     |                |     |  |   |                     |                |     |  |   |
| Mumbai , Western Express Highway, Cama Industrial Estate, Goregaon, Mumbai, Maharashtra, India , , 400065 , Maharashtra |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                            |                                                                                   |                                                                                       |            |           |                 |        |                     |                |                     |                     |                |                                                                                   |                                                                                       |                     |                |             |  |   |                     |                |     |  |   |                     |                |     |  |   |
| <b>AMC Details :</b>                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                            |                                                                                   |                                                                                       |            |           |                 |        |                     |                |                     |                     |                |                                                                                   |                                                                                       |                     |                |             |  |   |                     |                |     |  |   |                     |                |     |  |   |
| <b>Expiry Date :</b>                                                                                                    | 08-07-2020 12:00:00                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                            | <b>Type :</b>                                                                     | Comprehensive                                                                         |            |           |                 |        |                     |                |                     |                     |                |                                                                                   |                                                                                       |                     |                |             |  |   |                     |                |     |  |   |                     |                |     |  |   |
| <b>Product Name :</b>                                                                                                   | Desktop Computer                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                            |                                                                                   |                                                                                       |            |           |                 |        |                     |                |                     |                     |                |                                                                                   |                                                                                       |                     |                |             |  |   |                     |                |     |  |   |                     |                |     |  |   |
| <b>Complain :</b>                                                                                                       | machine problem namdev sir H- company                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                            |                                                                                   |                                                                                       |            |           |                 |        |                     |                |                     |                     |                |                                                                                   |                                                                                       |                     |                |             |  |   |                     |                |     |  |   |                     |                |     |  |   |
| <b>Technician Comment :</b>                                                                                             | change the sata cable , change power cable of hhd , set priority of hhd, complete                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                            |                                                                                   |                                                                                       |            |           |                 |        |                     |                |                     |                     |                |                                                                                   |                                                                                       |                     |                |             |  |   |                     |                |     |  |   |                     |                |     |  |   |
| <b>Complain Operator :</b>                                                                                              | Desktop - Shubham Infotech                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                            |                                                                                   |                                                                                       |            |           |                 |        |                     |                |                     |                     |                |                                                                                   |                                                                                       |                     |                |             |  |   |                     |                |     |  |   |                     |                |     |  |   |
| <b>Remark :</b>                                                                                                         | change the sata cable , change power cable of hhd , set priority of hhd, complete                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                            |                                                                                   |                                                                                       |            |           |                 |        |                     |                |                     |                     |                |                                                                                   |                                                                                       |                     |                |             |  |   |                     |                |     |  |   |                     |                |     |  |   |
| <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>09-12-2019 12:50:07</td><td>Vishal Dodekar</td><td>Completed</td><td>change the sata cable , change power cable of hhd , set priority of hhd, complete</td><td></td></tr><tr><td>09-12-2019 11:53:04</td><td>Vishal Dodekar</td><td>In Progress</td><td></td><td>-</td></tr><tr><td>09-12-2019 11:00:55</td><td>Vishal Dodekar</td><td>New</td><td></td><td>-</td></tr><tr><td>09-12-2019 11:00:46</td><td>Vishal Dodekar</td><td>New</td><td></td><td>-</td></tr></tbody></table> |                            |                                                                                   |                                                                                       |            | Date Time | Technician Name | Status | Remark              | Sign           | 09-12-2019 12:50:07 | Vishal Dodekar      | Completed      | change the sata cable , change power cable of hhd , set priority of hhd, complete |  | 09-12-2019 11:53:04 | Vishal Dodekar | In Progress |  | - | 09-12-2019 11:00:55 | Vishal Dodekar | New |  | - | 09-12-2019 11:00:46 | Vishal Dodekar | New |  | - |
| Date Time                                                                                                               | Technician Name                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Status                     | Remark                                                                            | Sign                                                                                  |            |           |                 |        |                     |                |                     |                     |                |                                                                                   |                                                                                       |                     |                |             |  |   |                     |                |     |  |   |                     |                |     |  |   |
| 09-12-2019 12:50:07                                                                                                     | Vishal Dodekar                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Completed                  | change the sata cable , change power cable of hhd , set priority of hhd, complete |  |            |           |                 |        |                     |                |                     |                     |                |                                                                                   |                                                                                       |                     |                |             |  |   |                     |                |     |  |   |                     |                |     |  |   |
| 09-12-2019 11:53:04                                                                                                     | Vishal Dodekar                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | In Progress                |                                                                                   | -                                                                                     |            |           |                 |        |                     |                |                     |                     |                |                                                                                   |                                                                                       |                     |                |             |  |   |                     |                |     |  |   |                     |                |     |  |   |
| 09-12-2019 11:00:55                                                                                                     | Vishal Dodekar                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | New                        |                                                                                   | -                                                                                     |            |           |                 |        |                     |                |                     |                     |                |                                                                                   |                                                                                       |                     |                |             |  |   |                     |                |     |  |   |                     |                |     |  |   |
| 09-12-2019 11:00:46                                                                                                     | 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>29-11-2019 02:47:23</td><td>Vishal Dodekar</td><td>complete</td></tr><tr><td>26-11-2019 05:07:53</td><td>Vishal Dodekar</td><td>pending</td></tr></tbody></table>                                                                                                                                                                                                                                                                                                                                                                                                                                   |                            |                                                                                   |                                                                                       |            | Date Time | Technician Name | Remark | 29-11-2019 02:47:23 | Vishal Dodekar | complete            | 26-11-2019 05:07:53 | Vishal Dodekar | pending                                                                           |                                                                                       |                     |                |             |  |   |                     |                |     |  |   |                     |                |     |  |   |
| Date Time                                                                                                               | Technician Name                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Remark                     |                                                                                   |                                                                                       |            |           |                 |        |                     |                |                     |                     |                |                                                                                   |                                                                                       |                     |                |             |  |   |                     |                |     |  |   |                     |                |     |  |   |
| 29-11-2019 02:47:23                                                                                                     | Vishal Dodekar                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | complete                   |                                                                                   |                                                                                       |            |           |                 |        |                     |                |                     |                     |                |                                                                                   |                                                                                       |                     |                |             |  |   |                     |                |     |  |   |                     |                |     |  |   |
| 26-11-2019 05:07:53                                                                                                     | Vishal Dodekar                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | pending                    |                                                                                   |                                                                                       |            |           |                 |        |                     |                |                     |                     |                |                                                                                   |                                                                                       |                     |                |             |  |   |                     |                |     |  |   |                     |                |     |  |   |