

# Vallabh Enterprises

**Regd. Office :** 401,shanti kutir,shivaji road,near thakur international school,kandivali(west) mumbai - 400067  
**Support : | W :** www.vallabhenterprises.com  
**E :** vallabhsecure@yahoo.co.in

| <b>Service Status Details : VE7700</b> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                            |                                                                                                               |                                                                                       |              |           |                 |        |        |      |                     |            |           |                                   |                                                                                       |                     |            |     |  |   |                     |            |              |                                                                                                               |                                                                                       |                     |            |     |  |   |                     |            |              |                                |                                                                                       |                     |            |     |  |   |
|----------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------|---------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|--------------|-----------|-----------------|--------|--------|------|---------------------|------------|-----------|-----------------------------------|---------------------------------------------------------------------------------------|---------------------|------------|-----|--|---|---------------------|------------|--------------|---------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|---------------------|------------|-----|--|---|---------------------|------------|--------------|--------------------------------|---------------------------------------------------------------------------------------|---------------------|------------|-----|--|---|
| <b>Priority :</b>                      | Low                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                            |                                                                                                               |                                                                                       |              |           |                 |        |        |      |                     |            |           |                                   |                                                                                       |                     |            |     |  |   |                     |            |              |                                                                                                               |                                                                                       |                     |            |     |  |   |                     |            |              |                                |                                                                                       |                     |            |     |  |   |
| <b>Created By :</b>                    | Admin - Apurva Vajaria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                            |                                                                                                               |                                                                                       |              |           |                 |        |        |      |                     |            |           |                                   |                                                                                       |                     |            |     |  |   |                     |            |              |                                                                                                               |                                                                                       |                     |            |     |  |   |                     |            |              |                                |                                                                                       |                     |            |     |  |   |
| <b>Complaint Mob. No. :</b>            | 9820858207                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                            |                                                                                                               |                                                                                       |              |           |                 |        |        |      |                     |            |           |                                   |                                                                                       |                     |            |     |  |   |                     |            |              |                                                                                                               |                                                                                       |                     |            |     |  |   |                     |            |              |                                |                                                                                       |                     |            |     |  |   |
| <b>Technician Name :</b>               | Sonu Kumar                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                            | <b>Technician Mobile :</b>                                                                                    | 8454016444                                                                            |              |           |                 |        |        |      |                     |            |           |                                   |                                                                                       |                     |            |     |  |   |                     |            |              |                                                                                                               |                                                                                       |                     |            |     |  |   |                     |            |              |                                |                                                                                       |                     |            |     |  |   |
| <b>Ticket Type :</b>                   | Complain                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | <b>Date &amp; Time :</b>   | 22-02-2023 10:34:49                                                                                           |                                                                                       |              |           |                 |        |        |      |                     |            |           |                                   |                                                                                       |                     |            |     |  |   |                     |            |              |                                                                                                               |                                                                                       |                     |            |     |  |   |                     |            |              |                                |                                                                                       |                     |            |     |  |   |
| <b>Vendor Details :</b>                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                            |                                                                                                               |                                                                                       |              |           |                 |        |        |      |                     |            |           |                                   |                                                                                       |                     |            |     |  |   |                     |            |              |                                                                                                               |                                                                                       |                     |            |     |  |   |                     |            |              |                                |                                                                                       |                     |            |     |  |   |
| <b>Company Name/Client Name :</b>      | Net Technologies                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | <b>Customer's Mobile :</b> | 9820858207                                                                                                    | <b>Name :</b>                                                                         | Shrenik Bhai |           |                 |        |        |      |                     |            |           |                                   |                                                                                       |                     |            |     |  |   |                     |            |              |                                                                                                               |                                                                                       |                     |            |     |  |   |                     |            |              |                                |                                                                                       |                     |            |     |  |   |
| <b>Address :</b>                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                            |                                                                                                               |                                                                                       |              |           |                 |        |        |      |                     |            |           |                                   |                                                                                       |                     |            |     |  |   |                     |            |              |                                                                                                               |                                                                                       |                     |            |     |  |   |                     |            |              |                                |                                                                                       |                     |            |     |  |   |
| Mumbai , , , 400022 , Maharashtra      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                            |                                                                                                               |                                                                                       |              |           |                 |        |        |      |                     |            |           |                                   |                                                                                       |                     |            |     |  |   |                     |            |              |                                                                                                               |                                                                                       |                     |            |     |  |   |                     |            |              |                                |                                                                                       |                     |            |     |  |   |
| <b>AMC Details :</b>                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                            |                                                                                                               |                                                                                       |              |           |                 |        |        |      |                     |            |           |                                   |                                                                                       |                     |            |     |  |   |                     |            |              |                                                                                                               |                                                                                       |                     |            |     |  |   |                     |            |              |                                |                                                                                       |                     |            |     |  |   |
| <b>Expiry Date :</b>                   | 01-01-1970 05:30:00                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                            | <b>Type :</b>                                                                                                 |                                                                                       |              |           |                 |        |        |      |                     |            |           |                                   |                                                                                       |                     |            |     |  |   |                     |            |              |                                                                                                               |                                                                                       |                     |            |     |  |   |                     |            |              |                                |                                                                                       |                     |            |     |  |   |
| <b>Product Name :</b>                  | CCTV                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                            |                                                                                                               |                                                                                       |              |           |                 |        |        |      |                     |            |           |                                   |                                                                                       |                     |            |     |  |   |                     |            |              |                                                                                                               |                                                                                       |                     |            |     |  |   |                     |            |              |                                |                                                                                       |                     |            |     |  |   |
| <b>Complain :</b>                      | site : matunga vishnu villa - 1 camera off issue and also online issue                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                            |                                                                                                               |                                                                                       |              |           |                 |        |        |      |                     |            |           |                                   |                                                                                       |                     |            |     |  |   |                     |            |              |                                                                                                               |                                                                                       |                     |            |     |  |   |                     |            |              |                                |                                                                                       |                     |            |     |  |   |
| <b>Technician Comment :</b>            | 2 tb hard disk install working ok                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                            |                                                                                                               |                                                                                       |              |           |                 |        |        |      |                     |            |           |                                   |                                                                                       |                     |            |     |  |   |                     |            |              |                                                                                                               |                                                                                       |                     |            |     |  |   |                     |            |              |                                |                                                                                       |                     |            |     |  |   |
| <b>Complain Operator :</b>             | Desktop - Apurva Vajaria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                            |                                                                                                               |                                                                                       |              |           |                 |        |        |      |                     |            |           |                                   |                                                                                       |                     |            |     |  |   |                     |            |              |                                                                                                               |                                                                                       |                     |            |     |  |   |                     |            |              |                                |                                                                                       |                     |            |     |  |   |
| <b>Remark :</b>                        | 2 tb hard disk install working ok                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                            |                                                                                                               |                                                                                       |              |           |                 |        |        |      |                     |            |           |                                   |                                                                                       |                     |            |     |  |   |                     |            |              |                                                                                                               |                                                                                       |                     |            |     |  |   |                     |            |              |                                |                                                                                       |                     |            |     |  |   |
| <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>09-03-2023 07:02:38</td><td>Sonu Kumar</td><td>Completed</td><td>2 tb hard disk install working ok</td><td></td></tr><tr><td>09-03-2023 06:42:13</td><td>Sonu Kumar</td><td>New</td><td></td><td>-</td></tr><tr><td>27-02-2023 01:33:47</td><td>Sonu Kumar</td><td>Work Pending</td><td>NVR install and 6 camera adding done live viewing working and hdd issue need to change hdd and issue resolved</td><td></td></tr><tr><td>27-02-2023 10:08:24</td><td>Sonu Kumar</td><td>New</td><td></td><td>-</td></tr><tr><td>22-02-2023 10:56:07</td><td>Sonu Kumar</td><td>Work Pending</td><td>NVR faulty checking for office</td><td></td></tr><tr><td>22-02-2023 10:34:58</td><td>Sonu Kumar</td><td>New</td><td></td><td>-</td></tr></tbody></table> |                            |                                                                                                               |                                                                                       |              | Date Time | Technician Name | Status | Remark | Sign | 09-03-2023 07:02:38 | Sonu Kumar | Completed | 2 tb hard disk install working ok |  | 09-03-2023 06:42:13 | Sonu Kumar | New |  | - | 27-02-2023 01:33:47 | Sonu Kumar | Work Pending | NVR install and 6 camera adding done live viewing working and hdd issue need to change hdd and issue resolved |  | 27-02-2023 10:08:24 | Sonu Kumar | New |  | - | 22-02-2023 10:56:07 | Sonu Kumar | Work Pending | NVR faulty checking for office |  | 22-02-2023 10:34:58 | Sonu Kumar | New |  | - |
| Date Time                              | Technician Name                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Status                     | Remark                                                                                                        | Sign                                                                                  |              |           |                 |        |        |      |                     |            |           |                                   |                                                                                       |                     |            |     |  |   |                     |            |              |                                                                                                               |                                                                                       |                     |            |     |  |   |                     |            |              |                                |                                                                                       |                     |            |     |  |   |
| 09-03-2023 07:02:38                    | Sonu Kumar                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Completed                  | 2 tb hard disk install working ok                                                                             |  |              |           |                 |        |        |      |                     |            |           |                                   |                                                                                       |                     |            |     |  |   |                     |            |              |                                                                                                               |                                                                                       |                     |            |     |  |   |                     |            |              |                                |                                                                                       |                     |            |     |  |   |
| 09-03-2023 06:42:13                    | Sonu Kumar                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | New                        |                                                                                                               | -                                                                                     |              |           |                 |        |        |      |                     |            |           |                                   |                                                                                       |                     |            |     |  |   |                     |            |              |                                                                                                               |                                                                                       |                     |            |     |  |   |                     |            |              |                                |                                                                                       |                     |            |     |  |   |
| 27-02-2023 01:33:47                    | Sonu Kumar                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Work Pending               | NVR install and 6 camera adding done live viewing working and hdd issue need to change hdd and issue resolved |  |              |           |                 |        |        |      |                     |            |           |                                   |                                                                                       |                     |            |     |  |   |                     |            |              |                                                                                                               |                                                                                       |                     |            |     |  |   |                     |            |              |                                |                                                                                       |                     |            |     |  |   |
| 27-02-2023 10:08:24                    | Sonu Kumar                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | New                        |                                                                                                               | -                                                                                     |              |           |                 |        |        |      |                     |            |           |                                   |                                                                                       |                     |            |     |  |   |                     |            |              |                                                                                                               |                                                                                       |                     |            |     |  |   |                     |            |              |                                |                                                                                       |                     |            |     |  |   |
| 22-02-2023 10:56:07                    | Sonu Kumar                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Work Pending               | NVR faulty checking for office                                                                                |  |              |           |                 |        |        |      |                     |            |           |                                   |                                                                                       |                     |            |     |  |   |                     |            |              |                                                                                                               |                                                                                       |                     |            |     |  |   |                     |            |              |                                |                                                                                       |                     |            |     |  |   |
| 22-02-2023 10:34:58                    | Sonu Kumar                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | New                        |                                                                                                               | -                                                                                     |              |           |                 |        |        |      |                     |            |           |                                   |                                                                                       |                     |            |     |  |   |                     |            |              |                                                                                                               |                                                                                       |                     |            |     |  |   |                     |            |              |                                |                                                                                       |                     |            |     |  |   |

| Previous<br>Complain History<br>: | Date Time           | Technician Name  | Remark                                                                                         |
|-----------------------------------|---------------------|------------------|------------------------------------------------------------------------------------------------|
|                                   | 13-03-2023 12:02:31 | Prashant Nikalje | Smart PSS software issue uninstall old software and install updated smart PSS 32 bit software. |
|                                   | 22-02-2023 03:13:55 | Sonu Kumar       | Identix time attendance device machine installed and 18 finger add done                        |