

# 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 : SI116</b>                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                          |                            |               |               |           |                 |        |                     |                |                     |                     |               |  |   |                     |               |     |  |   |                     |               |     |  |   |                     |               |     |  |   |
|---------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|----------------------------|---------------|---------------|-----------|-----------------|--------|---------------------|----------------|---------------------|---------------------|---------------|--|---|---------------------|---------------|-----|--|---|---------------------|---------------|-----|--|---|---------------------|---------------|-----|--|---|
| <b>Priority :</b>                                                   | Low                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                          |                            |               |               |           |                 |        |                     |                |                     |                     |               |  |   |                     |               |     |  |   |                     |               |     |  |   |                     |               |     |  |   |
| <b>Created By :</b>                                                 | Admin - Shubham Infotech                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                          |                            |               |               |           |                 |        |                     |                |                     |                     |               |  |   |                     |               |     |  |   |                     |               |     |  |   |                     |               |     |  |   |
| <b>Complaint Mob. No. :</b>                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                          |                            |               |               |           |                 |        |                     |                |                     |                     |               |  |   |                     |               |     |  |   |                     |               |     |  |   |                     |               |     |  |   |
| <b>Technician Name :</b>                                            | Pawan Adhikari                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                          | <b>Technician Mobile :</b> | 8108955609    |               |           |                 |        |                     |                |                     |                     |               |  |   |                     |               |     |  |   |                     |               |     |  |   |                     |               |     |  |   |
| <b>Ticket Type :</b>                                                | Complain                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | <b>Date &amp; Time :</b> | 14-12-2019 03:45:53        |               |               |           |                 |        |                     |                |                     |                     |               |  |   |                     |               |     |  |   |                     |               |     |  |   |                     |               |     |  |   |
| <b>Vendor Details :</b>                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                          |                            |               |               |           |                 |        |                     |                |                     |                     |               |  |   |                     |               |     |  |   |                     |               |     |  |   |                     |               |     |  |   |
| Company Name/Client Name :                                          | Directorate Of Printing & Stationery                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Customer's Mobile :      |                            | Name :        | Sudhakar More |           |                 |        |                     |                |                     |                     |               |  |   |                     |               |     |  |   |                     |               |     |  |   |                     |               |     |  |   |
| <b>Address :</b>                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                          |                            |               |               |           |                 |        |                     |                |                     |                     |               |  |   |                     |               |     |  |   |                     |               |     |  |   |                     |               |     |  |   |
| Mumbai , Near Charni Road Railway Station, , , 400004 , Maharashtra |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                          |                            |               |               |           |                 |        |                     |                |                     |                     |               |  |   |                     |               |     |  |   |                     |               |     |  |   |                     |               |     |  |   |
| <b>AMC Details :</b>                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                          |                            |               |               |           |                 |        |                     |                |                     |                     |               |  |   |                     |               |     |  |   |                     |               |     |  |   |                     |               |     |  |   |
| Expiry Date :                                                       | 06-08-2020 12:00:00                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                          | Type :                     | Comprehensive |               |           |                 |        |                     |                |                     |                     |               |  |   |                     |               |     |  |   |                     |               |     |  |   |                     |               |     |  |   |
| <b>Product Name :</b>                                               | hdd                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                          |                            |               |               |           |                 |        |                     |                |                     |                     |               |  |   |                     |               |     |  |   |                     |               |     |  |   |                     |               |     |  |   |
| <b>Complain :</b>                                                   | 500 gb seagate HDD collect Problem:- not detect S/N-Z3T9C52R                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                          |                            |               |               |           |                 |        |                     |                |                     |                     |               |  |   |                     |               |     |  |   |                     |               |     |  |   |                     |               |     |  |   |
| <b>Technician Comment :</b>                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                          |                            |               |               |           |                 |        |                     |                |                     |                     |               |  |   |                     |               |     |  |   |                     |               |     |  |   |                     |               |     |  |   |
| <b>Complain Operator :</b>                                          | Desktop - Shubham Infotech                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                          |                            |               |               |           |                 |        |                     |                |                     |                     |               |  |   |                     |               |     |  |   |                     |               |     |  |   |                     |               |     |  |   |
| <b>Remark :</b>                                                     | HDD RETURN NO DETECT AS IT IS RETURN HDD                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                          |                            |               |               |           |                 |        |                     |                |                     |                     |               |  |   |                     |               |     |  |   |                     |               |     |  |   |                     |               |     |  |   |
| <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>14-12-2019 03:46:16</td><td>PawanAdhikari</td><td>Work Pending</td><td></td><td>-</td></tr><tr><td>14-12-2019 03:46:11</td><td>PawanAdhikari</td><td>New</td><td></td><td>-</td></tr><tr><td>14-12-2019 03:46:07</td><td>PawanAdhikari</td><td>New</td><td></td><td>-</td></tr><tr><td>14-12-2019 03:45:54</td><td>PawanAdhikari</td><td>New</td><td></td><td>-</td></tr></tbody></table> |                          |                            |               |               | Date Time | Technician Name | Status | Remark              | Sign           | 14-12-2019 03:46:16 | PawanAdhikari       | Work Pending  |  | - | 14-12-2019 03:46:11 | PawanAdhikari | New |  | - | 14-12-2019 03:46:07 | PawanAdhikari | New |  | - | 14-12-2019 03:45:54 | PawanAdhikari | New |  | - |
| Date Time                                                           | Technician Name                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Status                   | Remark                     | Sign          |               |           |                 |        |                     |                |                     |                     |               |  |   |                     |               |     |  |   |                     |               |     |  |   |                     |               |     |  |   |
| 14-12-2019 03:46:16                                                 | PawanAdhikari                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Work Pending             |                            | -             |               |           |                 |        |                     |                |                     |                     |               |  |   |                     |               |     |  |   |                     |               |     |  |   |                     |               |     |  |   |
| 14-12-2019 03:46:11                                                 | PawanAdhikari                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | New                      |                            | -             |               |           |                 |        |                     |                |                     |                     |               |  |   |                     |               |     |  |   |                     |               |     |  |   |                     |               |     |  |   |
| 14-12-2019 03:46:07                                                 | PawanAdhikari                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | New                      |                            | -             |               |           |                 |        |                     |                |                     |                     |               |  |   |                     |               |     |  |   |                     |               |     |  |   |                     |               |     |  |   |
| 14-12-2019 03:45:54                                                 | PawanAdhikari                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | 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>16-12-2019 11:14:44</td><td>Aarti Infotech</td><td></td></tr><tr><td>16-12-2019 10:32:07</td><td>Harshal Gujar</td><td></td></tr></tbody></table>                                                                                                                                                                                                                                                                     |                          |                            |               |               | Date Time | Technician Name | Remark | 16-12-2019 11:14:44 | Aarti Infotech |                     | 16-12-2019 10:32:07 | Harshal Gujar |  |   |                     |               |     |  |   |                     |               |     |  |   |                     |               |     |  |   |
| Date Time                                                           | Technician Name                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Remark                   |                            |               |               |           |                 |        |                     |                |                     |                     |               |  |   |                     |               |     |  |   |                     |               |     |  |   |                     |               |     |  |   |
| 16-12-2019 11:14:44                                                 | Aarti Infotech                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                          |                            |               |               |           |                 |        |                     |                |                     |                     |               |  |   |                     |               |     |  |   |                     |               |     |  |   |                     |               |     |  |   |
| 16-12-2019 10:32:07                                                 | Harshal Gujar                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                          |                            |               |               |           |                 |        |                     |                |                     |                     |               |  |   |                     |               |     |  |   |                     |               |     |  |   |                     |               |     |  |   |