

# 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 : SI250</b>                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                          |                                                      |                                                                                       |               |           |                 |        |                     |               |                     |                     |                |                                                      |                                                                                       |                     |               |     |  |   |                     |               |     |  |   |
|---------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|------------------------------------------------------|---------------------------------------------------------------------------------------|---------------|-----------|-----------------|--------|---------------------|---------------|---------------------|---------------------|----------------|------------------------------------------------------|---------------------------------------------------------------------------------------|---------------------|---------------|-----|--|---|---------------------|---------------|-----|--|---|
| <b>Priority :</b>                                                   | Low                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                          |                                                      |                                                                                       |               |           |                 |        |                     |               |                     |                     |                |                                                      |                                                                                       |                     |               |     |  |   |                     |               |     |  |   |
| <b>Created By :</b>                                                 | Admin - Shubham Infotech                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                          |                                                      |                                                                                       |               |           |                 |        |                     |               |                     |                     |                |                                                      |                                                                                       |                     |               |     |  |   |                     |               |     |  |   |
| <b>Complaint Mob. No. :</b>                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                          |                                                      |                                                                                       |               |           |                 |        |                     |               |                     |                     |                |                                                      |                                                                                       |                     |               |     |  |   |                     |               |     |  |   |
| <b>Technician Name :</b>                                            | Harshal Gujar                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                          | <b>Technician Mobile :</b>                           | 7710866227                                                                            |               |           |                 |        |                     |               |                     |                     |                |                                                      |                                                                                       |                     |               |     |  |   |                     |               |     |  |   |
| <b>Ticket Type :</b>                                                | Complain                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | <b>Date &amp; Time :</b> | 27-01-2020 10:57:40                                  |                                                                                       |               |           |                 |        |                     |               |                     |                     |                |                                                      |                                                                                       |                     |               |     |  |   |                     |               |     |  |   |
| <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>                                               | Desktop Computer                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                          |                                                      |                                                                                       |               |           |                 |        |                     |               |                     |                     |                |                                                      |                                                                                       |                     |               |     |  |   |                     |               |     |  |   |
| <b>Complain :</b>                                                   | visit                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                          |                                                      |                                                                                       |               |           |                 |        |                     |               |                     |                     |                |                                                      |                                                                                       |                     |               |     |  |   |                     |               |     |  |   |
| <b>Technician Comment :</b>                                         | all machine checking and scanning machine working ok                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                          |                                                      |                                                                                       |               |           |                 |        |                     |               |                     |                     |                |                                                      |                                                                                       |                     |               |     |  |   |                     |               |     |  |   |
| <b>Complain Operator :</b>                                          | Desktop - Shubham Infotech                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                          |                                                      |                                                                                       |               |           |                 |        |                     |               |                     |                     |                |                                                      |                                                                                       |                     |               |     |  |   |                     |               |     |  |   |
| <b>Remark :</b>                                                     | all machine checking and scanning machine 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>27-01-2020 10:20:50</td><td>Harshal Gujar</td><td>Completed</td><td>all machine checking and scanning machine working ok</td><td></td></tr><tr><td>27-01-2020 10:57:57</td><td>Harshal Gujar</td><td>New</td><td></td><td>-</td></tr><tr><td>27-01-2020 10:57:41</td><td>Harshal Gujar</td><td>New</td><td></td><td>-</td></tr></tbody></table> |                          |                                                      |                                                                                       |               | Date Time | Technician Name | Status | Remark              | Sign          | 27-01-2020 10:20:50 | Harshal Gujar       | Completed      | all machine checking and scanning machine working ok |  | 27-01-2020 10:57:57 | Harshal Gujar | New |  | - | 27-01-2020 10:57:41 | Harshal Gujar | New |  | - |
| Date Time                                                           | Technician Name                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Status                   | Remark                                               | Sign                                                                                  |               |           |                 |        |                     |               |                     |                     |                |                                                      |                                                                                       |                     |               |     |  |   |                     |               |     |  |   |
| 27-01-2020 10:20:50                                                 | Harshal Gujar                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Completed                | all machine checking and scanning machine working ok |  |               |           |                 |        |                     |               |                     |                     |                |                                                      |                                                                                       |                     |               |     |  |   |                     |               |     |  |   |
| 27-01-2020 10:57:57                                                 | Harshal Gujar                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | New                      |                                                      | -                                                                                     |               |           |                 |        |                     |               |                     |                     |                |                                                      |                                                                                       |                     |               |     |  |   |                     |               |     |  |   |
| 27-01-2020 10:57:41                                                 | Harshal Gujar                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | 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>28-01-2020 10:04:59</td><td>Harshal Gujar</td><td></td></tr><tr><td>24-01-2020 02:05:31</td><td>Vishal Dodekar</td><td>visit complete</td></tr></tbody></table>                                                                                                                                                                                                                                                                                                  |                          |                                                      |                                                                                       |               | Date Time | Technician Name | Remark | 28-01-2020 10:04:59 | Harshal Gujar |                     | 24-01-2020 02:05:31 | Vishal Dodekar | visit complete                                       |                                                                                       |                     |               |     |  |   |                     |               |     |  |   |
| Date Time                                                           | Technician Name                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Remark                   |                                                      |                                                                                       |               |           |                 |        |                     |               |                     |                     |                |                                                      |                                                                                       |                     |               |     |  |   |                     |               |     |  |   |
| 28-01-2020 10:04:59                                                 | Harshal Gujar                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                          |                                                      |                                                                                       |               |           |                 |        |                     |               |                     |                     |                |                                                      |                                                                                       |                     |               |     |  |   |                     |               |     |  |   |
| 24-01-2020 02:05:31                                                 | Vishal Dodekar                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | visit complete           |                                                      |                                                                                       |               |           |                 |        |                     |               |                     |                     |                |                                                      |                                                                                       |                     |               |     |  |   |                     |               |     |  |   |