

# 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 : SI411</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>                                                             | 20-07-2020 12:48:58                                                                      |                                                                                       |               |           |                 |        |                     |              |                                                                                      |                     |               |                                                                                          |                                                                                       |                     |               |     |  |   |                     |               |     |  |   |
| <b>Vendor Details :</b>                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                      |                                                                                          |                                                                                       |               |           |                 |        |                     |              |                                                                                      |                     |               |                                                                                          |                                                                                       |                     |               |     |  |   |                     |               |     |  |   |
| <b>Company Name/Client Name :</b>                                   | Directorate Of Printing & Stationery                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | <b>Customer's Mobile :</b>                                                           |                                                                                          | <b>Name :</b>                                                                         | Sudhakar More |           |                 |        |                     |              |                                                                                      |                     |               |                                                                                          |                                                                                       |                     |               |     |  |   |                     |               |     |  |   |
| <b>Address :</b>                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                      |                                                                                          |                                                                                       |               |           |                 |        |                     |              |                                                                                      |                     |               |                                                                                          |                                                                                       |                     |               |     |  |   |                     |               |     |  |   |
| Mumbai , Near Charni Road Railway Station, , , 400004 , Maharashtra |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                      |                                                                                          |                                                                                       |               |           |                 |        |                     |              |                                                                                      |                     |               |                                                                                          |                                                                                       |                     |               |     |  |   |                     |               |     |  |   |
| <b>AMC Details :</b>                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                      |                                                                                          |                                                                                       |               |           |                 |        |                     |              |                                                                                      |                     |               |                                                                                          |                                                                                       |                     |               |     |  |   |                     |               |     |  |   |
| <b>Expiry Date :</b>                                                | 06-08-2020 12:00:00                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                      | <b>Type :</b>                                                                            | Comprehensive                                                                         |               |           |                 |        |                     |              |                                                                                      |                     |               |                                                                                          |                                                                                       |                     |               |     |  |   |                     |               |     |  |   |
| <b>Product Name :</b>                                               | Annual Maintenance Contract                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                      |                                                                                          |                                                                                       |               |           |                 |        |                     |              |                                                                                      |                     |               |                                                                                          |                                                                                       |                     |               |     |  |   |                     |               |     |  |   |
| <b>Complain :</b>                                                   | Daily visit                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                      |                                                                                          |                                                                                       |               |           |                 |        |                     |              |                                                                                      |                     |               |                                                                                          |                                                                                       |                     |               |     |  |   |                     |               |     |  |   |
| <b>Technician Comment :</b>                                         | 2 machine no display problem ram clean and hdd power & sata cable re connect on machine.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                      |                                                                                          |                                                                                       |               |           |                 |        |                     |              |                                                                                      |                     |               |                                                                                          |                                                                                       |                     |               |     |  |   |                     |               |     |  |   |
| <b>Complain Operator :</b>                                          | Desktop - Shubham Infotech                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                      |                                                                                          |                                                                                       |               |           |                 |        |                     |              |                                                                                      |                     |               |                                                                                          |                                                                                       |                     |               |     |  |   |                     |               |     |  |   |
| <b>Remark :</b>                                                     | 2 machine no display problem ram clean and hdd power & sata cable re connect on machine.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                      |                                                                                          |                                                                                       |               |           |                 |        |                     |              |                                                                                      |                     |               |                                                                                          |                                                                                       |                     |               |     |  |   |                     |               |     |  |   |
| <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>22-07-2020 10:38:08</td><td>Harshal Gujar</td><td>Completed</td><td>2 machine no display problem ram clean and hdd power &amp; sata cable re connect on machine.</td><td></td></tr><tr><td>20-07-2020 12:49:22</td><td>Harshal Gujar</td><td>New</td><td></td><td>-</td></tr><tr><td>20-07-2020 12:48:59</td><td>Harshal Gujar</td><td>New</td><td></td><td>-</td></tr></tbody></table> |                                                                                      |                                                                                          |                                                                                       |               | Date Time | Technician Name | Status | Remark              | Sign         | 22-07-2020 10:38:08                                                                  | Harshal Gujar       | Completed     | 2 machine no display problem ram clean and hdd power & sata cable re connect on machine. |  | 20-07-2020 12:49:22 | Harshal Gujar | New |  | - | 20-07-2020 12:48:59 | Harshal Gujar | New |  | - |
| Date Time                                                           | Technician Name                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Status                                                                               | Remark                                                                                   | Sign                                                                                  |               |           |                 |        |                     |              |                                                                                      |                     |               |                                                                                          |                                                                                       |                     |               |     |  |   |                     |               |     |  |   |
| 22-07-2020 10:38:08                                                 | Harshal Gujar                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Completed                                                                            | 2 machine no display problem ram clean and hdd power & sata cable re connect on machine. |  |               |           |                 |        |                     |              |                                                                                      |                     |               |                                                                                          |                                                                                       |                     |               |     |  |   |                     |               |     |  |   |
| 20-07-2020 12:49:22                                                 | Harshal Gujar                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | New                                                                                  |                                                                                          | -                                                                                     |               |           |                 |        |                     |              |                                                                                      |                     |               |                                                                                          |                                                                                       |                     |               |     |  |   |                     |               |     |  |   |
| 20-07-2020 12:48:59                                                 | 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>05-02-2021 12:03:42</td><td>PratikJadhav</td><td>replace motherboard working properly no issues collect old mother board accer person</td></tr><tr><td>25-11-2020 01:00:28</td><td>Harshal Gujar</td><td></td></tr></tbody></table>                                                                                                                                                                                                                                                                      |                                                                                      |                                                                                          |                                                                                       |               | Date Time | Technician Name | Remark | 05-02-2021 12:03:42 | PratikJadhav | replace motherboard working properly no issues collect old mother board accer person | 25-11-2020 01:00:28 | Harshal Gujar |                                                                                          |                                                                                       |                     |               |     |  |   |                     |               |     |  |   |
| Date Time                                                           | Technician Name                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Remark                                                                               |                                                                                          |                                                                                       |               |           |                 |        |                     |              |                                                                                      |                     |               |                                                                                          |                                                                                       |                     |               |     |  |   |                     |               |     |  |   |
| 05-02-2021 12:03:42                                                 | PratikJadhav                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | replace motherboard working properly no issues collect old mother board accer person |                                                                                          |                                                                                       |               |           |                 |        |                     |              |                                                                                      |                     |               |                                                                                          |                                                                                       |                     |               |     |  |   |                     |               |     |  |   |
| 25-11-2020 01:00:28                                                 | Harshal Gujar                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                      |                                                                                          |                                                                                       |               |           |                 |        |                     |              |                                                                                      |                     |               |                                                                                          |                                                                                       |                     |               |     |  |   |                     |               |     |  |   |