

# Vallabh Enterprises

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

| <b>Service Status Details : VE12219</b> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                          |                                                                                                                                                        |                                                                                       |           |           |                 |        |                     |            |                                                |                     |                  |                                                                                                                                                        |                                                                                       |                     |                  |     |  |   |
|-----------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|-----------|-----------|-----------------|--------|---------------------|------------|------------------------------------------------|---------------------|------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|---------------------|------------------|-----|--|---|
| <b>Priority :</b>                       | Low                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                          |                                                                                                                                                        |                                                                                       |           |           |                 |        |                     |            |                                                |                     |                  |                                                                                                                                                        |                                                                                       |                     |                  |     |  |   |
| <b>Created By :</b>                     | Admin - Apurva Vajaria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                          |                                                                                                                                                        |                                                                                       |           |           |                 |        |                     |            |                                                |                     |                  |                                                                                                                                                        |                                                                                       |                     |                  |     |  |   |
| <b>Complaint Mob. No. :</b>             | 9922942248                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                          |                                                                                                                                                        |                                                                                       |           |           |                 |        |                     |            |                                                |                     |                  |                                                                                                                                                        |                                                                                       |                     |                  |     |  |   |
| <b>Technician Name :</b>                | Rahul Mhapralkar                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                          | <b>Technician Mobile :</b>                                                                                                                             | 9168762949                                                                            |           |           |                 |        |                     |            |                                                |                     |                  |                                                                                                                                                        |                                                                                       |                     |                  |     |  |   |
| <b>Ticket Type :</b>                    | Complain                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | <b>Date &amp; Time :</b>                                                 | 23-07-2024 03:18:07                                                                                                                                    |                                                                                       |           |           |                 |        |                     |            |                                                |                     |                  |                                                                                                                                                        |                                                                                       |                     |                  |     |  |   |
| <b>Vendor Details :</b>                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                          |                                                                                                                                                        |                                                                                       |           |           |                 |        |                     |            |                                                |                     |                  |                                                                                                                                                        |                                                                                       |                     |                  |     |  |   |
| Company Name/Client Name :              | Brookhil Chs                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Customer's Mobile :                                                      | 9922942248                                                                                                                                             | Name :                                                                                | Swati Mam |           |                 |        |                     |            |                                                |                     |                  |                                                                                                                                                        |                                                                                       |                     |                  |     |  |   |
| <b>Address :</b>                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                          |                                                                                                                                                        |                                                                                       |           |           |                 |        |                     |            |                                                |                     |                  |                                                                                                                                                        |                                                                                       |                     |                  |     |  |   |
| Mumbai , , , , Maharashtra              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                          |                                                                                                                                                        |                                                                                       |           |           |                 |        |                     |            |                                                |                     |                  |                                                                                                                                                        |                                                                                       |                     |                  |     |  |   |
| <b>AMC Details :</b>                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                          |                                                                                                                                                        |                                                                                       |           |           |                 |        |                     |            |                                                |                     |                  |                                                                                                                                                        |                                                                                       |                     |                  |     |  |   |
| Expiry Date :                           | 01-01-1970 05:30:00                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                          | Type :                                                                                                                                                 |                                                                                       |           |           |                 |        |                     |            |                                                |                     |                  |                                                                                                                                                        |                                                                                       |                     |                  |     |  |   |
| <b>Product Name :</b>                   | CCTV                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                          |                                                                                                                                                        |                                                                                       |           |           |                 |        |                     |            |                                                |                     |                  |                                                                                                                                                        |                                                                                       |                     |                  |     |  |   |
| <b>Complain :</b>                       | One of the lobby cameras Not working                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                          |                                                                                                                                                        |                                                                                       |           |           |                 |        |                     |            |                                                |                     |                  |                                                                                                                                                        |                                                                                       |                     |                  |     |  |   |
| <b>Technician Comment :</b>             | NVR Side all Cable RJ45 connector Change & Basement level cameras Rj 45 connector change with dressing. ground level Lift lobby camera Issue resolved.                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                          |                                                                                                                                                        |                                                                                       |           |           |                 |        |                     |            |                                                |                     |                  |                                                                                                                                                        |                                                                                       |                     |                  |     |  |   |
| <b>Complain Operator :</b>              | Desktop - Apurva Vajaria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                          |                                                                                                                                                        |                                                                                       |           |           |                 |        |                     |            |                                                |                     |                  |                                                                                                                                                        |                                                                                       |                     |                  |     |  |   |
| <b>Remark :</b>                         | NVR Side all Cable RJ45 connector Change & Basement level cameras Rj 45 connector change with dressing. ground level Lift lobby camera Issue resolved.                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                          |                                                                                                                                                        |                                                                                       |           |           |                 |        |                     |            |                                                |                     |                  |                                                                                                                                                        |                                                                                       |                     |                  |     |  |   |
| <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>25-07-2024 05:28:19</td><td>Rahul Mhapralkar</td><td>Completed</td><td>NVR Side all Cable RJ45 connector Change &amp; Basement level cameras Rj 45 connector change with dressing. ground level Lift lobby camera Issue resolved.</td><td></td></tr><tr><td>25-07-2024 04:04:15</td><td>Rahul Mhapralkar</td><td>New</td><td></td><td>-</td></tr></tbody></table> |                                                                          |                                                                                                                                                        |                                                                                       |           | Date Time | Technician Name | Status | Remark              | Sign       | 25-07-2024 05:28:19                            | Rahul Mhapralkar    | Completed        | NVR Side all Cable RJ45 connector Change & Basement level cameras Rj 45 connector change with dressing. ground level Lift lobby camera Issue resolved. |  | 25-07-2024 04:04:15 | Rahul Mhapralkar | New |  | - |
| Date Time                               | Technician Name                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Status                                                                   | Remark                                                                                                                                                 | Sign                                                                                  |           |           |                 |        |                     |            |                                                |                     |                  |                                                                                                                                                        |                                                                                       |                     |                  |     |  |   |
| 25-07-2024 05:28:19                     | Rahul Mhapralkar                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Completed                                                                | NVR Side all Cable RJ45 connector Change & Basement level cameras Rj 45 connector change with dressing. ground level Lift lobby camera Issue resolved. |  |           |           |                 |        |                     |            |                                                |                     |                  |                                                                                                                                                        |                                                                                       |                     |                  |     |  |   |
| 25-07-2024 04:04:15                     | Rahul Mhapralkar                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | 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>13-08-2024 05:32:35</td><td>Sonu Kumar</td><td>Parking 1 camera off issue resolved working ok</td></tr><tr><td>08-08-2024 11:50:34</td><td>Rahul Mhapralkar</td><td>Main gate &amp; 2201 flat intercom issue resolved, 401 client not available.</td></tr></tbody></table>                                                                                                                                                                                                         |                                                                          |                                                                                                                                                        |                                                                                       |           | Date Time | Technician Name | Remark | 13-08-2024 05:32:35 | Sonu Kumar | Parking 1 camera off issue resolved working ok | 08-08-2024 11:50:34 | Rahul Mhapralkar | Main gate & 2201 flat intercom issue resolved, 401 client not available.                                                                               |                                                                                       |                     |                  |     |  |   |
| Date Time                               | Technician Name                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Remark                                                                   |                                                                                                                                                        |                                                                                       |           |           |                 |        |                     |            |                                                |                     |                  |                                                                                                                                                        |                                                                                       |                     |                  |     |  |   |
| 13-08-2024 05:32:35                     | Sonu Kumar                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Parking 1 camera off issue resolved working ok                           |                                                                                                                                                        |                                                                                       |           |           |                 |        |                     |            |                                                |                     |                  |                                                                                                                                                        |                                                                                       |                     |                  |     |  |   |
| 08-08-2024 11:50:34                     | Rahul Mhapralkar                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Main gate & 2201 flat intercom issue resolved, 401 client not available. |                                                                                                                                                        |                                                                                       |           |           |                 |        |                     |            |                                                |                     |                  |                                                                                                                                                        |                                                                                       |                     |                  |     |  |   |