

# 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 : VE869</b> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                |                                                                             |                                                                                       |               |           |                 |        |                     |                |                                                                                                                                                                                                                                                |                     |              |                                                                                                                                                                                                              |                                                                                       |                     |              |     |  |   |                     |              |     |  |   |
|---------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------|---------------------------------------------------------------------------------------|---------------|-----------|-----------------|--------|---------------------|----------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|--------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|---------------------|--------------|-----|--|---|---------------------|--------------|-----|--|---|
| <b>Priority :</b>                     | High                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                |                                                                             |                                                                                       |               |           |                 |        |                     |                |                                                                                                                                                                                                                                                |                     |              |                                                                                                                                                                                                              |                                                                                       |                     |              |     |  |   |                     |              |     |  |   |
| <b>Created By :</b>                   | Admin - Apurva Vajaria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                |                                                                             |                                                                                       |               |           |                 |        |                     |                |                                                                                                                                                                                                                                                |                     |              |                                                                                                                                                                                                              |                                                                                       |                     |              |     |  |   |                     |              |     |  |   |
| <b>Complaint Mob. No. :</b>           | 7738060383                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                |                                                                             |                                                                                       |               |           |                 |        |                     |                |                                                                                                                                                                                                                                                |                     |              |                                                                                                                                                                                                              |                                                                                       |                     |              |     |  |   |                     |              |     |  |   |
| <b>Technician Name :</b>              | Ravi Rajbhar                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                | <b>Technician Mobile :</b>                                                  | 8080922965                                                                            |               |           |                 |        |                     |                |                                                                                                                                                                                                                                                |                     |              |                                                                                                                                                                                                              |                                                                                       |                     |              |     |  |   |                     |              |     |  |   |
| <b>Ticket Type :</b>                  | Complain                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | <b>Date &amp; Time :</b>                                                                                                                                                                                                                       | 07-01-2020 10:38:50                                                         |                                                                                       |               |           |                 |        |                     |                |                                                                                                                                                                                                                                                |                     |              |                                                                                                                                                                                                              |                                                                                       |                     |              |     |  |   |                     |              |     |  |   |
| <b>Vendor Details :</b>               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                |                                                                             |                                                                                       |               |           |                 |        |                     |                |                                                                                                                                                                                                                                                |                     |              |                                                                                                                                                                                                              |                                                                                       |                     |              |     |  |   |                     |              |     |  |   |
| Company Name/Client Name :            | Mahavir Kalpavruksh Oak & Tulip                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Customer's Mobile :                                                                                                                                                                                                                            | 7738060383                                                                  | Name :                                                                                | Vandana Madam |           |                 |        |                     |                |                                                                                                                                                                                                                                                |                     |              |                                                                                                                                                                                                              |                                                                                       |                     |              |     |  |   |                     |              |     |  |   |
| <b>Address :</b>                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                |                                                                             |                                                                                       |               |           |                 |        |                     |                |                                                                                                                                                                                                                                                |                     |              |                                                                                                                                                                                                              |                                                                                       |                     |              |     |  |   |                     |              |     |  |   |
| Mumbai , , , 400077 , Maharashtra     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                |                                                                             |                                                                                       |               |           |                 |        |                     |                |                                                                                                                                                                                                                                                |                     |              |                                                                                                                                                                                                              |                                                                                       |                     |              |     |  |   |                     |              |     |  |   |
| <b>AMC Details :</b>                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                |                                                                             |                                                                                       |               |           |                 |        |                     |                |                                                                                                                                                                                                                                                |                     |              |                                                                                                                                                                                                              |                                                                                       |                     |              |     |  |   |                     |              |     |  |   |
| Expiry Date :                         | 28-02-2020 12:00:00                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                | Type :                                                                      | Non-Comprehensive                                                                     |               |           |                 |        |                     |                |                                                                                                                                                                                                                                                |                     |              |                                                                                                                                                                                                              |                                                                                       |                     |              |     |  |   |                     |              |     |  |   |
| <b>Product Name :</b>                 | VDP                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                |                                                                             |                                                                                       |               |           |                 |        |                     |                |                                                                                                                                                                                                                                                |                     |              |                                                                                                                                                                                                              |                                                                                       |                     |              |     |  |   |                     |              |     |  |   |
| <b>Complain :</b>                     | 704 Vdp adaptor need to install                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                |                                                                             |                                                                                       |               |           |                 |        |                     |                |                                                                                                                                                                                                                                                |                     |              |                                                                                                                                                                                                              |                                                                                       |                     |              |     |  |   |                     |              |     |  |   |
| <b>Technician Comment :</b>           | okay 704 vdp adapter change and ok working dvp and payment collect 550 done                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                |                                                                             |                                                                                       |               |           |                 |        |                     |                |                                                                                                                                                                                                                                                |                     |              |                                                                                                                                                                                                              |                                                                                       |                     |              |     |  |   |                     |              |     |  |   |
| <b>Complain Operator :</b>            | Desktop - Apurva Vajaria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                |                                                                             |                                                                                       |               |           |                 |        |                     |                |                                                                                                                                                                                                                                                |                     |              |                                                                                                                                                                                                              |                                                                                       |                     |              |     |  |   |                     |              |     |  |   |
| <b>Remark :</b>                       | okay 704 vdp adapter change and ok working dvp and payment collect 550 done                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                |                                                                             |                                                                                       |               |           |                 |        |                     |                |                                                                                                                                                                                                                                                |                     |              |                                                                                                                                                                                                              |                                                                                       |                     |              |     |  |   |                     |              |     |  |   |
| <b>Status History :</b>               | <table><thead><tr><th>Date Time</th><th>Technician Name</th><th>Status</th><th>Remark</th><th>Sign</th></tr></thead><tbody><tr><td>09-01-2020 01:51:17</td><td>Ravi Rajbhar</td><td>Completed</td><td>okay 704 vdp adapter change and ok working dvp and payment collect 550 done</td><td></td></tr><tr><td>09-01-2020 10:05:01</td><td>Ravi Rajbhar</td><td>New</td><td></td><td>-</td></tr><tr><td>07-01-2020 10:38:50</td><td>Ravi Rajbhar</td><td>New</td><td></td><td>-</td></tr></tbody></table>                                                                                                                       |                                                                                                                                                                                                                                                |                                                                             |                                                                                       |               | Date Time | Technician Name | Status | Remark              | Sign           | 09-01-2020 01:51:17                                                                                                                                                                                                                            | Ravi Rajbhar        | Completed    | okay 704 vdp adapter change and ok working dvp and payment collect 550 done                                                                                                                                  |  | 09-01-2020 10:05:01 | Ravi Rajbhar | New |  | - | 07-01-2020 10:38:50 | Ravi Rajbhar | New |  | - |
| Date Time                             | Technician Name                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Status                                                                                                                                                                                                                                         | Remark                                                                      | Sign                                                                                  |               |           |                 |        |                     |                |                                                                                                                                                                                                                                                |                     |              |                                                                                                                                                                                                              |                                                                                       |                     |              |     |  |   |                     |              |     |  |   |
| 09-01-2020 01:51:17                   | Ravi Rajbhar                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Completed                                                                                                                                                                                                                                      | okay 704 vdp adapter change and ok working dvp and payment collect 550 done |  |               |           |                 |        |                     |                |                                                                                                                                                                                                                                                |                     |              |                                                                                                                                                                                                              |                                                                                       |                     |              |     |  |   |                     |              |     |  |   |
| 09-01-2020 10:05:01                   | Ravi Rajbhar                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | New                                                                                                                                                                                                                                            |                                                                             | -                                                                                     |               |           |                 |        |                     |                |                                                                                                                                                                                                                                                |                     |              |                                                                                                                                                                                                              |                                                                                       |                     |              |     |  |   |                     |              |     |  |   |
| 07-01-2020 10:38:50                   | Ravi Rajbhar                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | 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>30-12-2021 11:53:57</td><td>Atique Salmani</td><td>Damji shamji 16 channel dvr Model.ids _7216HQHI-M2/S Sr.15697634 WCVU 1 T.B. HDD 10 days recording available Frame 15 /bitrate 512. 10 cameras connected Monitor issue 3 SMPS 12 volt 2 amps 1 SMPS changed new 12 volt 5 amps all working ok.</td></tr><tr><td>26-10-2021 01:11:57</td><td>Ravi Rajbhar</td><td>ppm done off CCTV all ok working done and monitoring viewing issue resolved oak wing vdp all ok working tulip/oak society member - janhavi mdm email id oaktulipchsmanager@gmail.com janhavi mdm -7620099321</td></tr></tbody></table> |                                                                                                                                                                                                                                                |                                                                             |                                                                                       |               | Date Time | Technician Name | Remark | 30-12-2021 11:53:57 | Atique Salmani | Damji shamji 16 channel dvr Model.ids _7216HQHI-M2/S Sr.15697634 WCVU 1 T.B. HDD 10 days recording available Frame 15 /bitrate 512. 10 cameras connected Monitor issue 3 SMPS 12 volt 2 amps 1 SMPS changed new 12 volt 5 amps all working ok. | 26-10-2021 01:11:57 | Ravi Rajbhar | ppm done off CCTV all ok working done and monitoring viewing issue resolved oak wing vdp all ok working tulip/oak society member - janhavi mdm email id oaktulipchsmanager@gmail.com janhavi mdm -7620099321 |                                                                                       |                     |              |     |  |   |                     |              |     |  |   |
| Date Time                             | Technician Name                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Remark                                                                                                                                                                                                                                         |                                                                             |                                                                                       |               |           |                 |        |                     |                |                                                                                                                                                                                                                                                |                     |              |                                                                                                                                                                                                              |                                                                                       |                     |              |     |  |   |                     |              |     |  |   |
| 30-12-2021 11:53:57                   | Atique Salmani                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Damji shamji 16 channel dvr Model.ids _7216HQHI-M2/S Sr.15697634 WCVU 1 T.B. HDD 10 days recording available Frame 15 /bitrate 512. 10 cameras connected Monitor issue 3 SMPS 12 volt 2 amps 1 SMPS changed new 12 volt 5 amps all working ok. |                                                                             |                                                                                       |               |           |                 |        |                     |                |                                                                                                                                                                                                                                                |                     |              |                                                                                                                                                                                                              |                                                                                       |                     |              |     |  |   |                     |              |     |  |   |
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