

# B K Infotech

**Regd. Office :** B K InfoTech Basement No 003, Dattani Trade Center Near BMC Office Chandavarkar Road, Borivali West Mumbai - 92  
**Support :** | **W :** <http://www.bkinfotech.in>  
**E :** [kalpesh@bkinfotech.in](mailto:kalpesh@bkinfotech.in)

| <b>Service Status Details : BK1493</b> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                     |                                                                       |                                                                                       |                                   |           |                 |        |                     |                  |                     |                     |                |                                                                                                                                                     |                                                                                       |                     |            |     |  |   |                     |            |     |  |   |
|----------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------|---------------------------------------------------------------------------------------|-----------------------------------|-----------|-----------------|--------|---------------------|------------------|---------------------|---------------------|----------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|---------------------|------------|-----|--|---|---------------------|------------|-----|--|---|
| <b>Priority :</b>                      | High                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                     |                                                                       |                                                                                       |                                   |           |                 |        |                     |                  |                     |                     |                |                                                                                                                                                     |                                                                                       |                     |            |     |  |   |                     |            |     |  |   |
| <b>Created By :</b>                    | Admin - Kalpesh Jain                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                     |                                                                       |                                                                                       |                                   |           |                 |        |                     |                  |                     |                     |                |                                                                                                                                                     |                                                                                       |                     |            |     |  |   |                     |            |     |  |   |
| <b>Complaint Mob. No. :</b>            | 9820064807                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                     |                                                                       |                                                                                       |                                   |           |                 |        |                     |                  |                     |                     |                |                                                                                                                                                     |                                                                                       |                     |            |     |  |   |                     |            |     |  |   |
| <b>Technician Name :</b>               | Javed Uddin                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | <b>Technician Mobile :</b>                                                                                                                          | 8601226063                                                            |                                                                                       |                                   |           |                 |        |                     |                  |                     |                     |                |                                                                                                                                                     |                                                                                       |                     |            |     |  |   |                     |            |     |  |   |
| <b>Ticket Type :</b>                   | New Installation                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | <b>Date &amp; Time :</b>                                                                                                                            | 07-01-2020 01:26:24                                                   |                                                                                       |                                   |           |                 |        |                     |                  |                     |                     |                |                                                                                                                                                     |                                                                                       |                     |            |     |  |   |                     |            |     |  |   |
| <b>Vendor Details :</b>                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                     |                                                                       |                                                                                       |                                   |           |                 |        |                     |                  |                     |                     |                |                                                                                                                                                     |                                                                                       |                     |            |     |  |   |                     |            |     |  |   |
| Company Name/Client Name :             | Vardhman Trading Agency                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Customer's Mobile :                                                                                                                                 | 9820064807                                                            | Name :                                                                                | Vardhman Trading Agency (sandeep) |           |                 |        |                     |                  |                     |                     |                |                                                                                                                                                     |                                                                                       |                     |            |     |  |   |                     |            |     |  |   |
| <b>Address :</b>                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                     |                                                                       |                                                                                       |                                   |           |                 |        |                     |                  |                     |                     |                |                                                                                                                                                     |                                                                                       |                     |            |     |  |   |                     |            |     |  |   |
| Mumbai , , , , Maharashtra             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                     |                                                                       |                                                                                       |                                   |           |                 |        |                     |                  |                     |                     |                |                                                                                                                                                     |                                                                                       |                     |            |     |  |   |                     |            |     |  |   |
| <b>AMC Details :</b>                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                     |                                                                       |                                                                                       |                                   |           |                 |        |                     |                  |                     |                     |                |                                                                                                                                                     |                                                                                       |                     |            |     |  |   |                     |            |     |  |   |
| Expiry Date :                          | 01-01-1970 05:30:00                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                     | Type :                                                                |                                                                                       |                                   |           |                 |        |                     |                  |                     |                     |                |                                                                                                                                                     |                                                                                       |                     |            |     |  |   |                     |            |     |  |   |
| <b>Product Name :</b>                  | camera install                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                     |                                                                       |                                                                                       |                                   |           |                 |        |                     |                  |                     |                     |                |                                                                                                                                                     |                                                                                       |                     |            |     |  |   |                     |            |     |  |   |
| <b>Complain :</b>                      | wiring with camera install                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                     |                                                                       |                                                                                       |                                   |           |                 |        |                     |                  |                     |                     |                |                                                                                                                                                     |                                                                                       |                     |            |     |  |   |                     |            |     |  |   |
| <b>Technician Comment :</b>            | 2 camera 4+1 wir installation and 8 camera + DVR installation pending                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                     |                                                                       |                                                                                       |                                   |           |                 |        |                     |                  |                     |                     |                |                                                                                                                                                     |                                                                                       |                     |            |     |  |   |                     |            |     |  |   |
| <b>Complain Operator :</b>             | Desktop - Kalpesh Jain                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                     |                                                                       |                                                                                       |                                   |           |                 |        |                     |                  |                     |                     |                |                                                                                                                                                     |                                                                                       |                     |            |     |  |   |                     |            |     |  |   |
| <b>Remark :</b>                        | 2 camera 4+1 wir installation and 8 camera + DVR installation pending                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                     |                                                                       |                                                                                       |                                   |           |                 |        |                     |                  |                     |                     |                |                                                                                                                                                     |                                                                                       |                     |            |     |  |   |                     |            |     |  |   |
| <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>08-01-2020 10:18:14</td><td>JavedUddin</td><td>Work Pending</td><td>2 camera 4+1 wir installation and 8 camera + DVR installation pending</td><td></td></tr><tr><td>07-01-2020 01:26:31</td><td>JavedUddin</td><td>New</td><td></td><td>-</td></tr><tr><td>07-01-2020 01:26:24</td><td>JavedUddin</td><td>New</td><td></td><td>-</td></tr></tbody></table> |                                                                                                                                                     |                                                                       |                                                                                       |                                   | Date Time | Technician Name | Status | Remark              | Sign             | 08-01-2020 10:18:14 | JavedUddin          | Work Pending   | 2 camera 4+1 wir installation and 8 camera + DVR installation pending                                                                               |  | 07-01-2020 01:26:31 | JavedUddin | New |  | - | 07-01-2020 01:26:24 | JavedUddin | New |  | - |
| Date Time                              | Technician Name                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Status                                                                                                                                              | Remark                                                                | Sign                                                                                  |                                   |           |                 |        |                     |                  |                     |                     |                |                                                                                                                                                     |                                                                                       |                     |            |     |  |   |                     |            |     |  |   |
| 08-01-2020 10:18:14                    | JavedUddin                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Work Pending                                                                                                                                        | 2 camera 4+1 wir installation and 8 camera + DVR installation pending |  |                                   |           |                 |        |                     |                  |                     |                     |                |                                                                                                                                                     |                                                                                       |                     |            |     |  |   |                     |            |     |  |   |
| 07-01-2020 01:26:31                    | JavedUddin                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | New                                                                                                                                                 |                                                                       | -                                                                                     |                                   |           |                 |        |                     |                  |                     |                     |                |                                                                                                                                                     |                                                                                       |                     |            |     |  |   |                     |            |     |  |   |
| 07-01-2020 01:26:24                    | JavedUddin                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | 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>09-01-2020 11:30:20</td><td>GaneshamMudaliar</td><td></td></tr><tr><td>07-01-2020 01:25:56</td><td>Manish Dhangar</td><td>8 camera install DVR work power supply install new wire 81 miter old wire 55 miter LCD wall mount Kar na pada ga panding ha 5 miter VGA cable chaya</td></tr></tbody></table>                                                                                                                                                                     |                                                                                                                                                     |                                                                       |                                                                                       |                                   | Date Time | Technician Name | Remark | 09-01-2020 11:30:20 | GaneshamMudaliar |                     | 07-01-2020 01:25:56 | Manish Dhangar | 8 camera install DVR work power supply install new wire 81 miter old wire 55 miter LCD wall mount Kar na pada ga panding ha 5 miter VGA cable chaya |                                                                                       |                     |            |     |  |   |                     |            |     |  |   |
| Date Time                              | Technician Name                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Remark                                                                                                                                              |                                                                       |                                                                                       |                                   |           |                 |        |                     |                  |                     |                     |                |                                                                                                                                                     |                                                                                       |                     |            |     |  |   |                     |            |     |  |   |
| 09-01-2020 11:30:20                    | GaneshamMudaliar                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                     |                                                                       |                                                                                       |                                   |           |                 |        |                     |                  |                     |                     |                |                                                                                                                                                     |                                                                                       |                     |            |     |  |   |                     |            |     |  |   |
| 07-01-2020 01:25:56                    | Manish Dhangar                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | 8 camera install DVR work power supply install new wire 81 miter old wire 55 miter LCD wall mount Kar na pada ga panding ha 5 miter VGA cable chaya |                                                                       |                                                                                       |                                   |           |                 |        |                     |                  |                     |                     |                |                                                                                                                                                     |                                                                                       |                     |            |     |  |   |                     |            |     |  |   |