

# 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 : VE706</b>                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                |                                                                                                              |                                                                                       |                                  |           |                 |        |                     |                |                                                |                     |                 |                                                                                                              |                                                                                       |                     |              |     |  |   |                     |              |     |  |   |
|-------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|----------------------------------|-----------|-----------------|--------|---------------------|----------------|------------------------------------------------|---------------------|-----------------|--------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|---------------------|--------------|-----|--|---|---------------------|--------------|-----|--|---|
| <b>Priority :</b>                                                             | High                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                |                                                                                                              |                                                                                       |                                  |           |                 |        |                     |                |                                                |                     |                 |                                                                                                              |                                                                                       |                     |              |     |  |   |                     |              |     |  |   |
| <b>Created By :</b>                                                           | Admin - Apurva Vajaria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                |                                                                                                              |                                                                                       |                                  |           |                 |        |                     |                |                                                |                     |                 |                                                                                                              |                                                                                       |                     |              |     |  |   |                     |              |     |  |   |
| <b>Complaint Mob. No. :</b>                                                   | 022-267056                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                |                                                                                                              |                                                                                       |                                  |           |                 |        |                     |                |                                                |                     |                 |                                                                                                              |                                                                                       |                     |              |     |  |   |                     |              |     |  |   |
| <b>Technician Name :</b>                                                      | Zainul Shaikh                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                | <b>Technician Mobile :</b>                                                                                   | 8080922971                                                                            |                                  |           |                 |        |                     |                |                                                |                     |                 |                                                                                                              |                                                                                       |                     |              |     |  |   |                     |              |     |  |   |
| <b>Ticket Type :</b>                                                          | Complain                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | <b>Date &amp; Time :</b>                                       | 20-11-2019 01:13:07                                                                                          |                                                                                       |                                  |           |                 |        |                     |                |                                                |                     |                 |                                                                                                              |                                                                                       |                     |              |     |  |   |                     |              |     |  |   |
| <b>Vendor Details :</b>                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                |                                                                                                              |                                                                                       |                                  |           |                 |        |                     |                |                                                |                     |                 |                                                                                                              |                                                                                       |                     |              |     |  |   |                     |              |     |  |   |
| <b>Company Name/Client Name :</b>                                             | SSL MAC-vILE PARLE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | <b>Customer's Mobile :</b>                                     | 022-267056                                                                                                   | <b>Name :</b>                                                                         | Vile Parle Mac-shahanawaz Ansari |           |                 |        |                     |                |                                                |                     |                 |                                                                                                              |                                                                                       |                     |              |     |  |   |                     |              |     |  |   |
| <b>Address :</b>                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                |                                                                                                              |                                                                                       |                                  |           |                 |        |                     |                |                                                |                     |                 |                                                                                                              |                                                                                       |                     |              |     |  |   |                     |              |     |  |   |
| Mumbai , Vile Parle West, Mumbai, Maharashtra, India , , 400049 , Maharashtra |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                |                                                                                                              |                                                                                       |                                  |           |                 |        |                     |                |                                                |                     |                 |                                                                                                              |                                                                                       |                     |              |     |  |   |                     |              |     |  |   |
| <b>AMC Details :</b>                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                |                                                                                                              |                                                                                       |                                  |           |                 |        |                     |                |                                                |                     |                 |                                                                                                              |                                                                                       |                     |              |     |  |   |                     |              |     |  |   |
| <b>Expiry Date :</b>                                                          | 01-01-1970 05:30:00                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                | <b>Type :</b>                                                                                                |                                                                                       |                                  |           |                 |        |                     |                |                                                |                     |                 |                                                                                                              |                                                                                       |                     |              |     |  |   |                     |              |     |  |   |
| <b>Product Name :</b>                                                         | CCTV                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                |                                                                                                              |                                                                                       |                                  |           |                 |        |                     |                |                                                |                     |                 |                                                                                                              |                                                                                       |                     |              |     |  |   |                     |              |     |  |   |
| <b>Complain :</b>                                                             | we need to do routine check-up of the CCTV because it gets restarted automatically and shuts down for the entire day or 5-10 hours. CHARGEABLE BASES 1500/-+                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                |                                                                                                              |                                                                                       |                                  |           |                 |        |                     |                |                                                |                     |                 |                                                                                                              |                                                                                       |                     |              |     |  |   |                     |              |     |  |   |
| <b>Technician Comment :</b>                                                   | DVR power supply plug slot change. Hard disk sata cable change. date and time set but required cmos battery.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                |                                                                                                              |                                                                                       |                                  |           |                 |        |                     |                |                                                |                     |                 |                                                                                                              |                                                                                       |                     |              |     |  |   |                     |              |     |  |   |
| <b>Complain Operator :</b>                                                    | Desktop - Apurva Vajaria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                |                                                                                                              |                                                                                       |                                  |           |                 |        |                     |                |                                                |                     |                 |                                                                                                              |                                                                                       |                     |              |     |  |   |                     |              |     |  |   |
| <b>Remark :</b>                                                               | DVR power supply plug slot change. Hard disk sata cable change. date and time set but required cmos battery.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                |                                                                                                              |                                                                                       |                                  |           |                 |        |                     |                |                                                |                     |                 |                                                                                                              |                                                                                       |                     |              |     |  |   |                     |              |     |  |   |
| <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>26-11-2019 09:51:51</td><td>ZainulShaikh</td><td>Completed</td><td>DVR power supply plug slot change. Hard disk sata cable change. date and time set but required cmos battery.</td><td></td></tr><tr><td>21-11-2019 04:25:05</td><td>ZainulShaikh</td><td>New</td><td></td><td>-</td></tr><tr><td>20-11-2019 01:13:08</td><td>ZainulShaikh</td><td>New</td><td></td><td>-</td></tr></tbody></table> |                                                                |                                                                                                              |                                                                                       |                                  | Date Time | Technician Name | Status | Remark              | Sign           | 26-11-2019 09:51:51                            | ZainulShaikh        | Completed       | DVR power supply plug slot change. Hard disk sata cable change. date and time set but required cmos battery. |  | 21-11-2019 04:25:05 | ZainulShaikh | New |  | - | 20-11-2019 01:13:08 | ZainulShaikh | New |  | - |
| Date Time                                                                     | Technician Name                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Status                                                         | Remark                                                                                                       | Sign                                                                                  |                                  |           |                 |        |                     |                |                                                |                     |                 |                                                                                                              |                                                                                       |                     |              |     |  |   |                     |              |     |  |   |
| 26-11-2019 09:51:51                                                           | ZainulShaikh                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Completed                                                      | DVR power supply plug slot change. Hard disk sata cable change. date and time set but required cmos battery. |  |                                  |           |                 |        |                     |                |                                                |                     |                 |                                                                                                              |                                                                                       |                     |              |     |  |   |                     |              |     |  |   |
| 21-11-2019 04:25:05                                                           | ZainulShaikh                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | New                                                            |                                                                                                              | -                                                                                     |                                  |           |                 |        |                     |                |                                                |                     |                 |                                                                                                              |                                                                                       |                     |              |     |  |   |                     |              |     |  |   |
| 20-11-2019 01:13:08                                                           | ZainulShaikh                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | New                                                            |                                                                                                              | -                                                                                     |                                  |           |                 |        |                     |                |                                                |                     |                 |                                                                                                              |                                                                                       |                     |              |     |  |   |                     |              |     |  |   |
| <b>Previous Complain History :</b>                                            | <table><thead><tr><th>Date Time</th><th>Technician Name</th><th>Remark</th></tr></thead><tbody><tr><td>28-09-2020 01:30:53</td><td>Atique Salmani</td><td>hdd intalled and also dvr installed working ok</td></tr><tr><td>27-02-2020 02:16:24</td><td>Siddhesh Chavan</td><td>16 chanla dvr and 2 tb HDD need to collect and going to office</td></tr></tbody></table>                                                                                                                                                                                                                                                       |                                                                |                                                                                                              |                                                                                       |                                  | Date Time | Technician Name | Remark | 28-09-2020 01:30:53 | Atique Salmani | hdd intalled and also dvr installed working ok | 27-02-2020 02:16:24 | Siddhesh Chavan | 16 chanla dvr and 2 tb HDD need to collect and going to office                                               |                                                                                       |                     |              |     |  |   |                     |              |     |  |   |
| Date Time                                                                     | Technician Name                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Remark                                                         |                                                                                                              |                                                                                       |                                  |           |                 |        |                     |                |                                                |                     |                 |                                                                                                              |                                                                                       |                     |              |     |  |   |                     |              |     |  |   |
| 28-09-2020 01:30:53                                                           | Atique Salmani                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | hdd intalled and also dvr installed working ok                 |                                                                                                              |                                                                                       |                                  |           |                 |        |                     |                |                                                |                     |                 |                                                                                                              |                                                                                       |                     |              |     |  |   |                     |              |     |  |   |
| 27-02-2020 02:16:24                                                           | Siddhesh Chavan                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | 16 chanla dvr and 2 tb HDD need to collect and going to office |                                                                                                              |                                                                                       |                                  |           |                 |        |                     |                |                                                |                     |                 |                                                                                                              |                                                                                       |                     |              |     |  |   |                     |              |     |  |   |