

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
1	20231001C1	01/10/2023 08:10	Hardware	IP Camera	CC C-12 YVR CAMERA NOT WORKING	C-12, Complain Centre Ghonda, Yamuna Vihar Delhi-53	Yamuna Vihar	Closed By Lan Support Team	04/10/2023 10:10	74.4	High
2	20231001C2	01/10/2023 08:10	Hardware	IP Camera	YVR COMM MAIN GATE CAMERA NOT WORKING	C-7, Commercial Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Lan Support Team	04/10/2023 10:10	74.39	High
3	20231003C1	03/10/2023 07:10	Hardware	IP Camera	STORE CHILLA GATE CCTV NOT WORKING	Chilla Store, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Lan Support Team	04/10/2023 10:10	26.89	High
4	20231003C2	03/10/2023 07:10	Hardware	IP Camera	CC KASTURBA NAGAR CCTV NOT WORKING	Kasturba Nagar Complaint Centre	Karkardooma	Closed By Lan Support Team	06/10/2023 11:10	75.36	High
5	20231003C3	03/10/2023 07:10	Hardware	IP Camera	CC JAMA MASJID CCTV NOT WORKING	Jama Masjid, Complaint Center	Darya Ganj	Closed By Lan Support Team	06/10/2023 11:10	75.31	High
6	20231003C4	03/10/2023 07:10	Hardware	IP Camera	CC BG ROAD CCTV NOT WORD	Complaint Center Bg Road	Pahar Ganj	Closed By Lan Support Team	06/10/2023 11:10	75.26	High
7	20231003C5	03/10/2023 07:10	Hardware	IP Camera	CC YVR -12 CCTV NOT WORKING	C-12, Complain Centre Ghonda, Yamuna Vihar Delhi-53	Yamuna Vihar	Closed By Lan Support Team	04/10/2023 10:10	26.68	High
8	20231003C6	03/10/2023 07:10	Hardware	IP Camera	GH-2 GRID CCTV NOT WORKING	GH-II Grid (Ppg-2)	Laxmi Nagar	Closed By Lan Support Team	04/10/2023 10:10	26.65	High
9	20231003C7	03/10/2023 07:10	Hardware	IP Camera	KRN COMM OUTSIDE CCTV NOT WORK	F-15/2, Krishna Nagar, Commf Office	Krishna Nagar	Closed By Lan Support Team	06/10/2023 11:10	75.12	High
10	20231003C8	03/10/2023 08:10	Hardware	IP Camera	O&M CCK BM CCTV NOT WORK	Paiwalan O & M Office	Chandni Chowk	Closed By Lan Support Team	06/10/2023 11:10	75.05	High
11	20231003C9	03/10/2023 08:10	Hardware	IP Camera	PTZ STORE SHAHDARA CCTV NOT WORKING	Shahdara Store L-Block, Dilshad Garden	Gt Road	Closed By Lan Support Team	05/10/2023 11:10	50.95	High
12	20231003C10	03/10/2023 09:10	Softwares	Domain Password	Domain password reset	Store Rajghat Power House New Delhi 110002	Darya Ganj	Closed By Helpdesk	03/10/2023 09:10	0	High
13	20231003C11	03/10/2023 09:10	Softwares	SAP	SAP Logging issue	F-15/2, Krishna Nagar, Commf Office	Krishna Nagar	Closed By Helpdesk	03/10/2023 09:10	0.01	High
14	20231003C12	03/10/2023 09:10	Networking	IP Conflict	IP conflict / CB2 HR	Cbd-II Grid, Kkd	Karkardooma	Closed By Hardware Team	03/10/2023 12:10	2.53	High
15	20231003C13	03/10/2023 09:10	Softwares	Domain Password	Domain password reset	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Helpdesk	03/10/2023 10:10	0	High
16	20231003C14	03/10/2023 10:10	Networking	Link Down	Network is not working since one week.	Commf. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Rejected By Site Engineer			High
17	20231003C15	03/10/2023 10:10	Softwares	Domain Password	Domain password reset	Shahdara Store L-Block, Dilshad Garden	Gt Road	Closed By Helpdesk	03/10/2023 10:10	0	High
18	20231003C16	03/10/2023 10:10	Hardware	Keyboard	Some keys are not working in Key board (S/N-L963215)	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	03/10/2023 12:10	2.2	High
19	20231003C17	03/10/2023 10:10	Hardware	PC_CPU	System Logging issue 2nd. floor Location between C and D Block (covid Cabin)7888	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	03/10/2023 11:10	1.03	High
20	20231003C18	03/10/2023 10:10	Networking	IP Conflict	User location change 1 floor to 2B, need to configure current location IP Address in Laptop	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	03/10/2023 11:10	0.97	High
21	20231003C19	03/10/2023 10:10	Hardware	PC_CPU	PC is unable to ON of Trainee in 2B CS.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	03/10/2023 15:10	4.58	High
22	20231003C20	03/10/2023 11:10	Telecom	IP Phone	9089 extrn dead issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	03/10/2023 11:10	0.6	High
23	20231003C21	03/10/2023 11:10	Hardware	Keyboard	Some keys are not working (S/N-L9B8740)	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	03/10/2023 12:10	1.41	High
24	20231003C22	03/10/2023 11:10	Hardware	Keyboard	Some keys are not working (S/N-PG000M11)	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	03/10/2023 12:10	1.39	High
25	20231003C23	03/10/2023 11:10	Hardware	PC_CPU	lan card is not working , Kindly arrange to lan card for the same. S/R : LENOVO/35971R6B/PGBH408 , PI assign call to Arpit	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Hardware Team	14/11/2023 16:11	1013.48	High
26	20231003C24	03/10/2023 11:10	Softwares	Domain Password	Password reset	Jhilmil Division Gtr	Gt Road	Closed By Helpdesk	03/10/2023 11:10	0	High
27	20231003C25	03/10/2023 11:10	Lan Support	Lan Cable Replacement	assign to Lan team	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	04/10/2023 10:10	22.86	High
28	20231003C26	03/10/2023 12:10	Lan Support	Lan Cable Replacement	Telephone cable replacement from first to ground floor already conducting telephone not working room 15 ground floor assign to LAN TEAM	S/Stn No 5 Enf-2 (Ppg)	Laxmi Nagar	Closed By Lan Support Team	06/10/2023 11:10	70.86	High
29	20231003C27	03/10/2023 12:10	Softwares	IBM Lotus Notes	Mail issue	Gb Pant	Darya Ganj	Closed By Helpdesk	03/10/2023 12:10	0.01	High
30	20231003C28	03/10/2023 12:10	Softwares	IBM Lotus Notes	Mail issue of Rakesh Sharma	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	03/10/2023 12:10	0	High
31	20231003C29	03/10/2023 12:10	Hardware	Keyboard	DELL 3050 MICRO JBV1RG2 assign to Arpit	S/Stn No 7 O&M, (Ppg)	Laxmi Nagar	Closed By Hardware Team	10/10/2023 09:10	165.12	High
32	20231003C30	03/10/2023 12:10	Hardware	Printer	C&M 1.Printer Need to Replace cartridge 2.Printer hanging issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	03/10/2023 15:10	2.81	High
33	20231003C31	03/10/2023 12:10	Hardware	PC_CPU	System Slow called by Lokesh from main gate	Shahdara Store L-Block, Dilshad Garden	Gt Road	Closed By Helpdesk	03/10/2023 12:10	0	High
34	20231003C32	03/10/2023 12:10	Softwares	Domain Password	Domain password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	03/10/2023 12:10	0	High
35	20231003C33	03/10/2023 13:10	Hardware	Printer	Printing issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	03/10/2023 13:10	0	High
36	20231003C34	03/10/2023 13:10	Hardware	PC_CPU	cpu faulty 2ST7152--pc serial no	Shahdara Store L-Block, Dilshad Garden	Gt Road	Closed By Hardware Team	18/10/2023 10:10	356.93	High
37	20231003C35	03/10/2023 14:10	Hardware	Keyboard	SOME KEY NOT WORKING IN KEYBOARD SERIAL NUMBER- 5JZG152 PLS ASSIGN THE ARPIT RASTOGI	18 Block, Geeta Colony O&M Office	Krishna Nagar	Closed By Hardware Team	02/02/2024 11:02	2925	High
38	20231003C36	03/10/2023 14:10	Softwares	Domain Password	Domain password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	03/10/2023 14:10	0.01	High
39	20231003C37	03/10/2023 15:10	Hardware	PC_CPU	system issue , no display issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	03/10/2023 16:10	1.34	High
40	20231003C38	03/10/2023 15:10	Telecom	Clip Max	phone set faulty	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	03/10/2023 17:10	1.71	High
41	20231003C39	03/10/2023 15:10	Hardware	Printer	3rd A printer not working.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	03/10/2023 17:10	2.39	High
42	20231003C40	03/10/2023 15:10	Hardware	PC_CPU	Usb Port Not Working In Cpu Back Panel S/N- Pp00x13q This Pc Issue By Name Of Vijay Shankar Singh Its Details Not Show In It Sampark	Commf. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Hardware Team	03/10/2023 16:10	0.73	High
43	20231003C41	03/10/2023 15:10	Telecom	Clip Max	Walky talky battery faulty need to replace	33 Kv Sub./Station Lines I.P. Estate New Delhi 110002	Darya Ganj	Closed By Hardware Team	03/10/2023 16:10	0.84	High
44	20231003C42	03/10/2023 15:10	Softwares	Domain Password	Domain password reset	Kasturba Nagar Complaint Centre	Karkardooma	Closed By Helpdesk	03/10/2023 15:10	0.01	High
45	20231003C43	03/10/2023 16:10	Hardware	PC_CPU	Usb Port Not Working In Cpu Back Panel S/N- PG003LE9 This Pc Issue By Name Of MOHIT Its Details Not Show In It Sampark	Commf. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Cancel			High
46	20231003C44	03/10/2023 16:10	Hardware	Scanner	Scanner not working	33 Kv Sub./Station Lines I.P. Estate New Delhi 110002	Darya Ganj	Closed By Hardware Team	03/10/2023 17:10	0.99	High
47	20231003C45	03/10/2023 16:10	Hardware	Hard Disk	hard drive faulty no detect	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	03/10/2023 17:10	1.21	High
48	20231003C46	03/10/2023 16:10	Softwares	Windows	win 7 installation require	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	03/10/2023 17:10	1.2	High
49	20231003C47	03/10/2023 16:10	Softwares	Ms-Office	need to basic software install	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	03/10/2023 17:10	1.19	High
50	20231003C48	03/10/2023 16:10	Softwares	VPN	user unable to access vpn	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	03/10/2023 17:10	1.17	Medium
51	20231003C49	03/10/2023 16:10	Softwares	IBM Lotus Notes	bypl power scheduling mail not working	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	03/10/2023 17:10	1.14	High
52	20231003C50	03/10/2023 17:10	Hardware	PC_CPU	No Display issue.	S/Stn. No. 13, Ppg (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	03/10/2023 17:10	0.49	High
53	20231003C51	03/10/2023 17:10	Softwares	Internet	CRM portatnot working	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Helpdesk	03/10/2023 17:10	0.28	High
54	20231003C52	03/10/2023 17:10	Softwares	IBM Lotus Notes	Dear Team, Kindly unlock the mail account. Reshma Basra/REL/RelianceADA	Bm (Commf.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Helpdesk	03/10/2023 17:10	0.21	High
55	20231003C53	03/10/2023 17:10	Softwares	IBM Lotus Notes	lotus account reset issue mukesh ku chauhan			Closed By Helpdesk	03/10/2023 17:10	0.2	High

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
56	20231003C54	03/10/2023 17:10	Softwares	IBM Lotus Notes	Please find the unlock user mail Id:-Amit Ak Yadav/REL/RelianceADA.	Kanti Nagar Complaint Centre	Krishna Nagar	Closed By Helpdesk	03/10/2023 17:10	0.18	High
57	20231003C55	03/10/2023 17:10	Softwares	IBM Lotus Notes	unable to login of ram pallaw	C-2 Complaint Center	Nand Nagari	Closed By Helpdesk	03/10/2023 17:10	0.14	High
58	20231003C56	03/10/2023 17:10	Softwares	IBM Lotus Notes	Sir, Hard disk has been crash . so pls reset lotus id and password (Gaurav K Sharma/REL/RelianceADA, )	Guest House, Shrestha Vihar	Karkardooma	Closed By Helpdesk	03/10/2023 17:10	0.14	High
59	20231003C57	03/10/2023 17:10	Softwares	IBM Lotus Notes	Pls arrange to unlock following mail id Reena Vimal/Services/REL/RelianceADA.	A-Block, Preet Vihar (Lnr)	Laxmi Nagar	Closed By Helpdesk	03/10/2023 17:10	0.09	High
60	20231003C58	03/10/2023 17:10	Hardware	Scanner	Scanning is not prforming in a printer (Blank scanning) 1A.			Closed By Hardware Team	04/10/2023 17:10	24.02	High
61	20231003C59	03/10/2023 17:10	Softwares	IBM Lotus Notes	Dear Aamir Kindly arrange to reset and unlock the mail id , Error page is attached below . Sunita Bairw	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Helpdesk	03/10/2023 17:10	0.06	High
62	20231004C1	04/10/2023 08:10	Hardware	IP Camera	o&m gtr cctv not working	O & M Office B-Block, Dilshad Garden, Delhi	GI Road	Closed By Lan Support Team	05/10/2023 11:10	26.83	High
63	20231004C2	04/10/2023 08:10	Hardware	IP Camera	gtr comm chd in cctv not working	33 Kv Grid, G.T.Road Comml Bldg	Gt Road	Closed By Lan Support Team	11/10/2023 09:10	169.4	High
64	20231004C3	04/10/2023 08:10	Hardware	IP Camera	audi outside.gate-1 outside cctv not working	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	04/10/2023 10:10	2.3	High
65	20231004C4	04/10/2023 09:10	Softwares	Domain Password	Domain password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	04/10/2023 09:10	0.02	High
66	20231004C5	04/10/2023 10:10	Softwares	Internet	Teambypl.com site is not opening	Cbd-li Grid, Kkd	Karkardooma	Closed By Helpdesk	04/10/2023 10:10	0	High
67	20231004C6	04/10/2023 10:10	Softwares	Domain Password	Domain password reset	Comml Office Cbd-lli	Karkardooma	Closed By Helpdesk	04/10/2023 10:10	0	High
68	20231004C7	04/10/2023 10:10	Hardware	PC_CPU	system not power on	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Comml Office	Shankar Road	Closed By Site Engineer	04/10/2023 12:10	2.14	High
69	20231004C8	04/10/2023 10:10	Hardware	PC_CPU	system not power on of bhanu pratap	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	04/10/2023 12:10	2.17	High
70	20231004C9	04/10/2023 10:10	Lan Support	RJ 45 Connector	RJ45 CONNECTOR Prob. have to chage it (3rd. floor A Block User- Ashok Bhaskar 9842)	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	05/10/2023 10:10	24.14	High
71	20231004C10	04/10/2023 11:10	Hardware	PC_CPU	power button faulty please assign Arpit sir S/N - PG003LE9	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Hardware Team	20/10/2023 17:10	389.78	High
72	20231004C11	04/10/2023 11:10	Hardware	Printer	2nd. floor B Block Printer Papper Jam and stack issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	04/10/2023 17:10	6.16	High
73	20231004C12	04/10/2023 11:10	Softwares	Domain Password	Password reset of VPN	Kasturba Nagar Complaint Centre	Karkardooma	Closed By Helpdesk	04/10/2023 11:10	0	High
74	20231004C13	04/10/2023 11:10	Hardware	Mouse	Left button of Mouse is not working (s/n-L9ED994)	Cbd-li Grid, Kkd	Karkardooma	Closed By Hardware Team	04/10/2023 16:10	4.69	High
75	20231004C14	04/10/2023 12:10	Softwares	Domain Password	Domain password reset	Kasturba Nagar Complaint Centre	Karkardooma	Closed By Helpdesk	04/10/2023 12:10	0.01	High
76	20231004C15	04/10/2023 12:10	Hardware	Laptop	laptop screen faulty	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	04/10/2023 17:10	5.59	High
77	20231004C16	04/10/2023 12:10	Hardware	TFT	display issue (flic ring )	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	04/10/2023 17:10	5.58	High
78	20231004C17	04/10/2023 12:10	Hardware	PC_CPU	pc hanging issue	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	04/10/2023 17:10	5.52	High
79	20231004C18	04/10/2023 12:10	Hardware	PC_CPU	system booting issue some time boot some time hang on desktop	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	04/10/2023 17:10	5.51	High
80	20231004C19	04/10/2023 12:10	Hardware	PC_CPU	SI No-L9D0338,Mother Board Faulty.Please assign to call Arpit Rastogi.	S/Stn No 14 Micc (Ppg-2)	Laxmi Nagar	Closed By Hardware Team	20/10/2023 17:10	388.97	High
81	20231004C20	04/10/2023 12:10	Hardware	Printer	Both C&M printer not working, 3A	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	04/10/2023 17:10	4.9	High
82	20231004C21	04/10/2023 14:10	Softwares	NAS	Share folder is not opening	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	04/10/2023 14:10	0.01	Medium
83	20231004C22	04/10/2023 14:10	Softwares	Adobe Reader	Adobe file issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	04/10/2023 14:10	0.01	Medium
84	20231004C23	04/10/2023 14:10	Lan Support	Lan Cable Replacement	requirement of lan team for re-wiring at room no 202-204 in shankar road	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Comml Office	Shankar Road	Closed By Lan Support Team	11/10/2023 09:10	162.85	High
85	20231004C24	04/10/2023 15:10	Hardware	Mouse	Mouse S/ N - PG02YWKB left click issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	04/10/2023 16:10	1.57	High
86	20231004C25	04/10/2023 15:10	Hardware	PC_CPU	System slow issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	04/10/2023 15:10	0.01	High
87	20231004C26	04/10/2023 15:10	Hardware	Printer	Not coming printout from printer	Anand Lok Complaint Centre,	Mayur Vihar	Closed By Helpdesk	04/10/2023 15:10	0	High
88	20231004C27	04/10/2023 15:10	Hardware	PC_CPU	To connect Laptop with Network	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	04/10/2023 17:10	2.25	High
89	20231004C28	04/10/2023 15:10	Lan Support	RJ 45 Connector	To connect Laptop with Network	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	05/10/2023 10:10	19.4	High
90	20231004C29	04/10/2023 16:10	Softwares	Domain Password	Domain password reset	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Comml Office	Shankar Road	Closed By Helpdesk	04/10/2023 16:10	0.01	High
91	20231004C30	04/10/2023 16:10	Hardware	Mouse	right click not working in mouse pls assign the mr arpit rastogi system serial number-8G4PH32	Geeta Colony Complaint Centre, 17 Block	Krishna Nagar	Closed By Hardware Team	02/02/2024 11:02	2898.37	High
92	20231004C31	04/10/2023 16:10	Lan Support	Lan Cable Replacement	lan cable not working	33kv Grid, Kamla Market Comml Office	Darya Ganj	Closed By Lan Support Team	11/10/2023 09:10	160.85	High
93	20231004C32	04/10/2023 16:10	Lan Support	Lan Cable Replacement	Lan cable not working (please assign to LAN team)	33kv Grid, Kamla Market Comml Office	Darya Ganj	Closed By Lan Support Team	06/10/2023 11:10	42.35	High
94	20231004C33	04/10/2023 16:10	General Calls	Presentation / VC	Meeting in board room	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	04/10/2023 17:10	0.75	High
95	20231004C34	04/10/2023 17:10	Networking	Link Down	Network issue due to IP.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	04/10/2023 17:10	0.23	High
96	20231004C35	04/10/2023 17:10	Softwares	IBM Lotus Notes	Lotus traveller not working ( Aditya K Singh )	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	05/10/2023 12:10	18.98	High
97	20231004C36	04/10/2023 17:10	Softwares	Windows	C drive space full	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	05/10/2023 12:10	18.97	High
98	20231004C37	04/10/2023 17:10	Softwares	Domain Password	Domain reset of mahesh.	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Comml Office	Shankar Road	Closed By Helpdesk	04/10/2023 17:10	0.19	High
99	20231004C38	04/10/2023 17:10	Softwares	Teamviewer	TVR. password updation.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	04/10/2023 17:10	0.18	Medium
100	20231004C39	04/10/2023 17:10	Softwares	Domain Password	Domain reset first.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	04/10/2023 17:10	0.17	High
101	20231004C40	04/10/2023 17:10	Softwares	Domain Rejoin	Domian rejoin.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	04/10/2023 17:10	0.17	Medium
102	20231004C41	04/10/2023 17:10	Softwares	OS	System slow.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	04/10/2023 17:10	0.16	Medium
103	20231004C42	04/10/2023 17:10	Softwares	Domain Password	Domain reset.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	04/10/2023 17:10	0.15	High
104	20231004C43	04/10/2023 17:10	Softwares	Domain Password	Domain reset.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	04/10/2023 17:10	0.14	High
105	20231004C44	04/10/2023 17:10	Softwares	Domain Password	Domain reset of 41002692 .	33kv Grid, Kamla Market Comml Office	Darya Ganj	Closed By Helpdesk	04/10/2023 17:10	0.12	High
106	20231004C45	04/10/2023 17:10	Lan Support	Lan Cable Replacement	LAN not working Room no 2 Gandhi Market	Gandhi Market Office	Darya Ganj	Closed By Lan Support Team	11/10/2023 09:10	159.94	High
107	20231004C46	04/10/2023 17:10	Softwares	Domain Password	Domain reset of cstraine01 .	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	04/10/2023 17:10	0.11	High

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
108	20231004C47	04/10/2023 17:10	Softwares	Domain Password	Domain reset of cstraineer 02.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	04/10/2023 17:10	0.1	High
109	20231004C48	04/10/2023 17:10	Softwares	Domain Password	Domain reset of 61153718 .	T-Sohan Lal Marg, Prasad Nagar, New Delhi (Vigilance Office)	Patel Nagar	Closed By Helpdesk	04/10/2023 17:10	0.09	High
110	20231004C49	04/10/2023 17:10	Softwares	OS	Desktop portrait issue.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	04/10/2023 17:10	0.08	Medium
111	20231004C50	04/10/2023 17:10	Hardware	Printer	Printer offline 2c last cabin of suyash jain.	S/Stn No 7, O&M, (Ppg)	Laxmi Nagar	Closed By Helpdesk	04/10/2023 17:10	0.06	High
112	20231004C51	04/10/2023 17:10	Softwares	IBM Lotus Notes	Mail install.	S/Stn No 7, O&M, (Ppg)	Laxmi Nagar	Closed By Helpdesk	04/10/2023 17:10	0.05	High
113	20231004C52	04/10/2023 17:10	Softwares	NAS	NAS access failue.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	04/10/2023 17:10	0.04	Medium
114	20231004C53	04/10/2023 17:10	Softwares	Domain Password	Domain reset.	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Commf Office	Shankar Road	Closed By Helpdesk	04/10/2023 17:10	0.03	High
115	20231004C54	04/10/2023 17:10	Softwares	Internet	BDR suite software system hang issue.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	04/10/2023 17:10	0.03	High
116	20231005C1	05/10/2023 08:10	Hardware	IP Camera	H/O CBD PARKING ,DRIVER ROOM , CBD-2 GENSET , CBD-2 GATE EXIT CCTV NOT WORKING	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	05/10/2023 10:10	2.5	High
117	20231005C2	05/10/2023 09:10	Hardware	PC_CPU	In system Powering issue 1st. floor A Block 9393	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	05/10/2023 10:10	1.41	High
118	20231005C3	05/10/2023 09:10	Lan Support	Lan Cable Extension	CBD GRID -3, NETWORK ISSUE	Cbd-1 Grid	Karkardooma	Closed By Helpdesk	05/10/2023 09:10	0.07	High
119	20231005C4	05/10/2023 09:10	Softwares	Domain Password	Password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	05/10/2023 09:10	0	High
120	20231005C5	05/10/2023 09:10	Hardware	PC_CPU	System slow issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	05/10/2023 09:10	0.01	High
121	20231005C6	05/10/2023 09:10	Hardware	PC_CPU	pc not booting motherboard faulty Lenovo 4089, L906102	S/Stn No 5 Enf-2 (Ppg)	Laxmi Nagar	Closed By Hardware Team	06/10/2023 17:10	31.4	High
122	20231005C7	05/10/2023 09:10	Hardware	PC_CPU	System booting issue 2nd. floor D Block	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	05/10/2023 10:10	0.78	High
123	20231005C8	05/10/2023 10:10	Hardware	Laptop	Some Keys are not working in Laptop (S/N-PF-0PK4Z9)	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	14/11/2023 16:11	966.83	High
124	20231005C9	05/10/2023 10:10	Hardware	All In One Desktop	new system installation ( used by amanpreet singh )	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	05/10/2023 15:10	4.88	Medium
125	20231005C10	05/10/2023 10:10	Hardware	Printer	Printer not working (power issue) Sr.No.VNC4L02174 Mod. Hp 202	Hamilton Road	Chandni Chowk	Closed By Hardware Team	05/03/2024 17:03	3654.87	High
126	20231005C11	05/10/2023 10:10	Hardware	PC_CPU	system not booting	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	05/10/2023 15:10	4.79	High
127	20231005C12	05/10/2023 11:10	Hardware	PC_CPU	PC installation call	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Commf Office	Shankar Road	Closed By Site Engineer	05/10/2023 12:10	1.02	High
128	20231005C13	05/10/2023 11:10	Hardware	Printer	command is unable to cancel on print server need to visit and cancel the command & meet user as well / 3A	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	05/10/2023 14:10	3.1	High
129	20231005C14	05/10/2023 11:10	Hardware	Keyboard	Keyboard is not functional	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Commf Office	Shankar Road	Closed By Site Engineer	05/10/2023 12:10	1	High
130	20231005C15	05/10/2023 11:10	Softwares	IBM Lotus Notes	user unable to access his lotus accounts	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	05/10/2023 15:10	4.64	High
131	20231005C16	05/10/2023 11:10	Hardware	Mouse	Mouse faulty	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	05/10/2023 15:10	4.61	High
132	20231005C17	05/10/2023 11:10	Hardware	PC_CPU	2nd. floor C Block Desktop icon issue (10.125.253.192)	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	05/10/2023 15:10	3.92	High
133	20231005C18	05/10/2023 11:10	Hardware	Printer	unable to get print from share printer	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Commf Office	Shankar Road	Closed By Site Engineer	05/10/2023 12:10	0.75	High
134	20231005C19	05/10/2023 11:10	Hardware	Printer	unable to get print from share printer	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Commf Office	Shankar Road	Closed By Site Engineer	05/10/2023 12:10	0.74	High
135	20231005C20	05/10/2023 11:10	Softwares	Ms-Office	Excel file is not open	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Commf Office	Shankar Road	Closed By Site Engineer	05/10/2023 12:10	0.71	High
136	20231005C21	05/10/2023 11:10	Hardware	Printer	unable to get print from share printer	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	05/10/2023 12:10	0.72	High
137	20231005C22	05/10/2023 11:10	Softwares	IBM Lotus Notes	Mail is not working	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Commf Office	Shankar Road	Closed By Site Engineer	05/10/2023 12:10	0.68	High
138	20231005C23	05/10/2023 11:10	Hardware	Printer	unable to get print from share printer	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Commf Office	Shankar Road	Closed By Site Engineer	05/10/2023 12:10	0.66	High
139	20231005C24	05/10/2023 11:10	Softwares	SAP	SAP is not open	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Commf Office	Shankar Road	Closed By Site Engineer	05/10/2023 11:10	0.62	High
140	20231005C25	05/10/2023 11:10	Softwares	IBM Lotus Notes	user unable to access Scada operation mail accounts	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	05/10/2023 15:10	4.39	High
141	20231005C26	05/10/2023 11:10	Softwares	SAP	BSP Logging issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	05/10/2023 11:10	0.01	High
142	20231005C27	05/10/2023 11:10	Hardware	Printer	Printer installation	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	05/10/2023 11:10	0.01	High
143	20231005C28	05/10/2023 11:10	Hardware	Mouse	Left button of mouse is not working(S/N-5CD2512JXK)	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	06/10/2023 17:10	29.4	High
144	20231005C29	05/10/2023 12:10	Softwares	Ms-Office	MS office file not open	Sashtri Park	Yamuna Vihar	Closed By Helpdesk	05/10/2023 12:10	0	High
145	20231005C30	05/10/2023 12:10	Hardware	Printer	Printer issue 1st. floor A Block	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	05/10/2023 15:10	2.81	High
146	20231005C31	05/10/2023 13:10	Hardware	Laptop	LAPTOP NEED TO REPLACE	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	05/10/2023 17:10	3.74	High
147	20231005C32	05/10/2023 13:10	Softwares	OS	WINDOW ANS SOFTWARE NEED TO INSTALL IN ISSUED LAPTOP	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	05/10/2023 17:10	3.73	Medium
148	20231005C33	05/10/2023 13:10	Softwares	OS	DATA NEED TO TRANSFER FROM OLD LAPTOP TO NEW LAPTOP	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	05/10/2023 17:10	3.73	Medium
149	20231005C34	05/10/2023 15:10	Hardware	All In One Desktop	system network issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	05/10/2023 17:10	1.62	Medium
150	20231005C35	05/10/2023 15:10	Lan Support	RJ 45 Connector	Lan connector need to replace after diagnose by eng.. Gaurav, 1A	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	11/10/2023 09:10	138.13	High
151	20231005C36	05/10/2023 16:10	Hardware	Laptop	laptop touchpad not working user - Sumit verma.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	05/10/2023 17:10	1.37	High
152	20231005C37	05/10/2023 16:10	Telecom	Clip Max	GROUND FLOOR 9317 is not working (Security)	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	05/10/2023 17:10	0.6	High
153	20231005C38	05/10/2023 16:10	Hardware	PC_CPU	Lan card is not working , Kindly arrange to check and replace the card . LENOVO/35971RO/PGBM327, PI assign to Arpit	Shakarpur Grid (Lnr)	Laxmi Nagar	Closed By Hardware Team	14/11/2023 16:11	960.3	High
154	20231005C39	05/10/2023 17:10	Softwares	Domain Password	Domain password reset	Cbd I Grid Kkd	Karkardooma	Closed By Helpdesk	05/10/2023 17:10	0.01	High
155	20231005C40	05/10/2023 17:10	Lan Support	Lan Cable Replacement	ONE LAN CABLE IS FAULTY. NEED LAN TEAM AT DWARIKAPURI GRID ASAP.	Jhilmil Division Gtr	Gt Road	Closed By Lan Support Team	11/10/2023 09:10	136.34	High
156	20231005C41	05/10/2023 17:10	Softwares	Internet	ITSM login failed.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	05/10/2023 18:10	0.34	High
157	20231005C42	05/10/2023 17:10	Softwares	IBM Lotus Notes	Mail issue of CS trainee	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	05/10/2023 17:10	0.01	High
158	20231005C43	05/10/2023 17:10	Softwares	IBM Lotus Notes	Mail issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	05/10/2023 17:10	0	High
159	20231005C44	05/10/2023 18:10	Softwares	Internet	Hardware request raised of mohit jangra.	S/Stn No 7, O&M, (Ppg)	Laxmi Nagar	Closed By Helpdesk	05/10/2023 18:10	0.1	High
160	20231005C45	05/10/2023 18:10	Softwares	IBM Lotus Notes	Mail request raised of mohit jangra.	S/Stn No 7, O&M, (Ppg)	Laxmi Nagar	Closed By Helpdesk	05/10/2023 18:10	0.1	High
161	20231005C46	05/10/2023 18:10	Softwares	Internet	SAP form scanned copy mailed to sap support.	S/Stn No 7, O&M, (Ppg)	Laxmi Nagar	Closed By Helpdesk	05/10/2023 18:10	0.09	High
162	20231005C47	05/10/2023 18:10	Softwares	Domain Password	Domain reset.	C-2 Complaint Center	Nand Nagari	Closed By Helpdesk	05/10/2023 18:10	0.08	High

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
163	20231005C48	05/10/2023 18:10	Softwares	SAP	SAP BSP need to access of chandra bhanu sen.	S/Stn No 7, O&M, (Ppg)	Laxmi Nagar	Closed By Helpdesk	05/10/2023 18:10	0.07	High
164	20231005C49	05/10/2023 18:10	Softwares	Domain Password	Domain reset.	CommI Office Cbd-ii	Karkardooma	Closed By Helpdesk	05/10/2023 18:10	0.06	High
165	20231005C50	05/10/2023 18:10	Softwares	IBM Lotus Notes	Lotus login failure send to bombay.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	05/10/2023 18:10	0.04	High
166	20231005C51	05/10/2023 18:10	Softwares	IBM Lotus Notes	Mail re-configuration.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	05/10/2023 18:10	0.03	High
167	20231005C52	05/10/2023 18:10	Hardware	Printer	Printer installation.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	05/10/2023 18:10	0.02	High
168	20231005C53	05/10/2023 18:10	Softwares	Domain Password	Domain reset of 41017428.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	05/10/2023 18:10	0.01	High
169	20231006C1	06/10/2023 08:10	Hardware	IP Camera	TRF WORKSHOP-1 CCTV NOT WORKING	Ppg Indl. Area Grid (Ppg-2)	Laxmi Nagar	Closed By Lan Support Team	11/10/2023 09:10	121.36	High
170	20231006C2	06/10/2023 08:10	Hardware	IP Camera	CC P.D VIHAR CCTV NOT WORK	P.D.Vihar Zonal Office (Lnr)	Laxmi Nagar	Closed By Lan Support Team	06/10/2023 11:10	2.79	High
171	20231006C3	06/10/2023 09:10	Lan Support	RJ 45 Connector	PPG1 - S/STN NO- 4 , PATPARGANJ (User Name- Ridhiman Singh)			Closed By Lan Support Team	11/10/2023 09:10	120.09	High
172	20231006C4	06/10/2023 09:10	Hardware	PC_CPU	Network Issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	06/10/2023 11:10	1.34	High
173	20231006C5	06/10/2023 10:10	Softwares	NAS	NAS folder access issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	06/10/2023 10:10	0	Medium
174	20231006C6	06/10/2023 10:10	Lan Support	Lan Cable Replacement	Requires 2 new LAN points to be installed and rewiring (105 room) in shankar road commercial office Please arrange the LAN Team..	33 Kv.Substation (Srd Building), Shankar Road, New Delhi-110 060 CommI Office	Shankar Road	Closed By Lan Support Team	11/10/2023 09:10	118.75	High
175	20231006C7	06/10/2023 10:10	Hardware	PC_CPU	pc cpu hang again and again and slow working	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	06/10/2023 15:10	4.07	High
176	20231006C8	06/10/2023 10:10	Softwares	Domain Rejoin	domain login issue need to re-join	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	06/10/2023 14:10	4.06	Medium
177	20231006C9	06/10/2023 10:10	Hardware	PC_CPU	pc hang	33 Kv.Substation (Srd Building), Shankar Road, New Delhi-110 060 CommI Office	Shankar Road	Closed By Site Engineer	06/10/2023 14:10	4.01	High
178	20231006C10	06/10/2023 10:10	Softwares	IBM Lotus Notes	lotus mails issue	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	06/10/2023 14:10	3.99	High
179	20231006C11	06/10/2023 11:10	Hardware	PC_CPU	pc slow and hang	33 Kv.Substation (Srd Building), Shankar Road, New Delhi-110 060 CommI Office	Shankar Road	Closed By Site Engineer	06/10/2023 17:10	6.95	High
180	20231006C12	06/10/2023 11:10	Hardware	Printer	Papper jam in printer	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	06/10/2023 13:10	2.57	High
181	20231006C13	06/10/2023 11:10	Softwares	Domain Password	Domain password Reset	33 Kv.Substation (Srd Building), Shankar Road, New Delhi-110 060 CommI Office	Shankar Road	Closed By Helpdesk	06/10/2023 11:10	0.01	High
182	20231006C14	06/10/2023 11:10	Hardware	Printer	printer hp 3015dn not working	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	06/10/2023 14:10	3.56	High
183	20231006C15	06/10/2023 11:10	Softwares	IBM Lotus Notes	user unable to access archive mail	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	06/10/2023 14:10	3.52	High
184	20231006C16	06/10/2023 11:10	Hardware	PC_CPU	PC CPU of Jagruti Sharma is not working	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	06/10/2023 14:10	3.43	High
185	20231006C17	06/10/2023 11:10	Hardware	PC_CPU	System booting failure to user SADAF VALI, Legal 3C / 9127.	Shakti Kiran Bldg., Kkd	Karkardooma	Assign			High
186	20231006C18	06/10/2023 11:10	Softwares	IBM Lotus Notes	lotus accounts locked	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	06/10/2023 14:10	3.36	High
187	20231006C19	06/10/2023 11:10	Hardware	Printer	printer not working	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	06/10/2023 14:10	3.29	High
188	20231006C20	06/10/2023 11:10	Softwares	Ms-Office	Ms office require	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	09/10/2023 11:10	71.74	High
189	20231006C21	06/10/2023 11:10	Hardware	PC_CPU	SN-DBJB152 ALL USB PORT NOT WORKING	Gandhi Market	Darya Ganj	Closed By Hardware Team	08/10/2024 15:01	2259.42	High
190	20231006C22	06/10/2023 11:10	Hardware	Laptop	LAPTOP NOT WORKING , NEED TO REPLACE	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	06/10/2023 12:10	0.95	High
191	20231006C23	06/10/2023 11:10	Softwares	IBM Lotus Notes	Software installation & need to configure mail id	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	06/10/2023 12:10	0.94	High
192	20231006C24	06/10/2023 11:10	Softwares	Windows	Need to transfer data from old laptop	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	06/10/2023 12:10	0.92	High
193	20231006C25	06/10/2023 11:10	Softwares	Windows	Laptop window not start	Kasturba Nagar Complaint Centre	Karkardooma	Closed By Site Engineer	06/10/2023 15:10	3.37	High
194	20231006C26	06/10/2023 12:10	Hardware	TFT	TFT Power not on	Krishan Nagar Dispensary	Karkardooma	Closed By Site Engineer	06/10/2023 15:10	3.35	High
195	20231006C27	06/10/2023 12:10	Hardware	Printer	Printer paper stuck	CommI Office Cbd-ii	Karkardooma	Closed By Site Engineer	06/10/2023 15:10	3.33	High
196	20231006C28	06/10/2023 12:10	Softwares	Windows	Exceel file not corver in rar	Kasturba Nagar Complaint Centre	Karkardooma	Closed By Site Engineer	06/10/2023 15:10	3.27	High
197	20231006C29	06/10/2023 12:10	Softwares	IBM Lotus Notes	Account is locked out of Lotus mail issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	06/10/2023 12:10	0.01	High
198	20231006C30	06/10/2023 14:10	Softwares	Internet	Google chrome not open	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	06/10/2023 14:10	0.14	High
199	20231006C31	06/10/2023 14:10	Softwares	IBM Lotus Notes	MS office issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	06/10/2023 14:10	0.02	High
200	20231006C32	06/10/2023 14:10	Hardware	Printer	Printer issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	06/10/2023 14:10	0.01	High
201	20231006C33	06/10/2023 15:10	Hardware	PC_CPU	need to windows update	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	06/10/2023 16:10	1	High
202	20231006C34	06/10/2023 15:10	Softwares	BYPL Intranet	crm not working	33 Kv.Substation (Srd Building), Shankar Road, New Delhi-110 060 CommI Office	Shankar Road	Closed By Site Engineer	06/10/2023 15:10	0.6	Medium
203	20231006C35	06/10/2023 15:10	Softwares	Domain Rejoin	needed to domain re-join	33 Kv.Substation (Srd Building), Shankar Road, New Delhi-110 060 CommI Office	Shankar Road	Closed By Site Engineer	06/10/2023 15:10	0.57	Medium
204	20231006C36	06/10/2023 15:10	Hardware	Keyboard	some key of keyboard are not working	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	06/10/2023 15:10	0.54	High
205	20231006C37	06/10/2023 15:10	Hardware	PC_CPU	system slow working	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	06/10/2023 15:10	0.51	High
206	20231006C38	06/10/2023 15:10	Telecom	Clip Max	disturbance of clip max phone	33 Kv.Substation (Srd Building), Shankar Road, New Delhi-110 060 CommI Office	Shankar Road	Closed By Site Engineer	06/10/2023 15:10	0.47	High
207	20231006C39	06/10/2023 15:10	Hardware	Printer	Printer installed	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	06/10/2023 15:10	0.01	High
208	20231006C40	06/10/2023 15:10	Softwares	BYPL Intranet	team viewer not working	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	06/10/2023 15:10	0.41	Medium
209	20231006C41	06/10/2023 15:10	Hardware	Printer	Unable to get prints - shows paper jam, but no paper jam in a printer, Control rrom Gate No-1.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	06/10/2023 15:10	0.21	High
210	20231006C42	06/10/2023 15:10	Lan Support	Lan Cable Replacement	2 ports need to replaced	Commercial Office, Nng	Nand Nagari	Closed By Lan Support Team	11/10/2023 09:10	113.93	High
211	20231006C43	06/10/2023 15:10	Telecom	IP Phone	Telephone power cable needs to replaced.	Commercial Office, Nng	Nand Nagari	Closed By Lan Support Team	11/10/2023 09:10	113.92	High
212	20231006C44	06/10/2023 15:10	Hardware	Laptop Adapter	adaptr gots faulty laptop serial no -PF0QUBHM	Commercial Office, Nng	Nand Nagari	Closed By Hardware Team	19/10/2023 09:10	306.15	High
213	20231006C45	06/10/2023 15:10	Softwares	Internet	Some sites are not opening in Internet	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	06/10/2023 15:10	0	High
214	20231006C46	06/10/2023 15:10	Hardware	Printer	Printer cartridge change, 2nd finance - 2nd printer.	C-6, O&M Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Hardware Team	09/10/2023 09:10	65.48	High
215	20231006C47	06/10/2023 16:10	Softwares	Domain Password	Domain password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	06/10/2023 16:10	0	High
216	20231006C48	06/10/2023 17:10	Hardware	Mouse	mouse right click not working properly .pl assign to arpit rastogi. s/t : 9NBOX52	Complain Center, Sub-Strn. No. 3, Mayur Vihar Ph-iii, Delhi-110 096	Vasundra Enclave	Closed By Hardware Team	12/10/2023 12:10	138.96	High



S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
217	20231006C49	06/10/2023 17:10	Hardware	Keyboard	number lock key and some of the keys are not working in keyboard.pl assign to arpit rastogi. s/t :J2LXJ03	Mig Office, East Of Loni Road	Nand Nagari	Closed By Hardware Team	09/10/2023 09:10	64.47	High
218	20231006C50	06/10/2023 17:10	Hardware	Mouse	scroll not working properly in mouse pl assign to arpit. s/t : JBV2RG2	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	02/02/2024 11:02	2849.8	High
219	20231006C51	06/10/2023 17:10	Hardware	Printer	Printing failure.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	06/10/2023 18:10	0.18	High
220	20231006C52	06/10/2023 17:10	Softwares	IBM Lotus Notes	Some mails are not found.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	06/10/2023 18:10	0.13	High
221	20231006C53	06/10/2023 17:10	Softwares	Internet	Internet request raised of chandra bhanu sen.	S/Stn No 7, O&M, (Ppg)	Laxmi Nagar	Closed By Helpdesk	06/10/2023 18:10	0.1	High
222	20231006C54	06/10/2023 17:10	Softwares	Internet	VPN form raised of chandra bhanu sen.	S/Stn No 7, O&M, (Ppg)	Laxmi Nagar	Closed By Helpdesk	06/10/2023 18:10	0.09	High
223	20231006C55	06/10/2023 17:10	Softwares	Domain Password	Domain reset.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	06/10/2023 18:10	0.08	High
224	20231006C56	06/10/2023 17:10	Softwares	IBM Lotus Notes	Mail quota issue.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	06/10/2023 18:10	0.07	High
225	20231006C57	06/10/2023 17:10	Softwares	SAP	SAP BSP installation.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	06/10/2023 18:10	0.06	High
226	20231006C58	06/10/2023 18:10	Hardware	Printer	Printer installation.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	06/10/2023 18:10	0.04	High
227	20231006C59	06/10/2023 18:10	Hardware	Printer	Printing failure.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	06/10/2023 18:10	0.02	High
228	20231007C1	07/10/2023 06:10	Hardware	IP Camera	o&m drg cctv not working	Asstt. V.P.(O&M ) Lal Qut .Minto Road Div.Drg New Delhi 110002	Darya Ganj	Closed By Lan Support Team	11/10/2023 09:10	98.75	High
229	20231009C1	09/10/2023 09:10	Softwares	Domain Password	Domain password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	09/10/2023 09:10	0	High
230	20231009C2	09/10/2023 09:10	Lan Support	Lan Cable Extension	Required new Lan ip state grid	33 Kv Sub./Station Lines I.P. Estate New Delhi 110002	Darya Ganj	Closed By Lan Support Team	12/10/2023 10:10	73.25	High
231	20231009C3	09/10/2023 09:10	Softwares	Domain Password	Domain password reset	CommI Office Cbd-ii	Karkardooma	Closed By Helpdesk	09/10/2023 09:10	0.01	High
232	20231009C4	09/10/2023 09:10	Hardware	PC_CPU	1St. floor A Block (To put IP Address)	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	09/10/2023 14:10	4.99	High
233	20231009C5	09/10/2023 10:10	Softwares	Domain Password	Password reset	F-15/2, Krishna Nagar, CommI Office	Krishna Nagar	Closed By Helpdesk	09/10/2023 10:10	0.01	High
234	20231009C6	09/10/2023 10:10	Softwares	Domain Password	Password reset of vikram kohli	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	09/10/2023 10:10	0	High
235	20231009C7	09/10/2023 10:10	Lan Support	Lan Cable Replacement	network not working .pl assign to lan team,	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Lan Support Team	12/10/2023 10:10	72.4	High
236	20231009C8	09/10/2023 10:10	Softwares	Domain Password	Domain password reset	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Helpdesk	09/10/2023 10:10	0	High
237	20231009C9	09/10/2023 10:10	Lan Support	Lan Cable Extension	Need lan cable at 1 A / 7759.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	11/10/2023 09:10	47.05	High
238	20231009C10	09/10/2023 10:10	Hardware	PC_CPU	system dead	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	09/10/2023 17:10	6.62	High
239	20231009C11	09/10/2023 10:10	Hardware	PC_CPU	NAS Login issue	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	09/10/2023 17:10	6.6	High
240	20231009C12	09/10/2023 10:10	Hardware	PC_CPU	every day date time changing issue in CPU (3RD FLOOR A block) 9223 2411 Dda	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	09/10/2023 12:10	1.44	High
241	20231009C13	09/10/2023 10:10	Softwares	IBM Lotus Notes	mail is not working.	33 Kv.Substation (Srd Building), Shankar Road, New Delhi-110 060 CommI Office	Shankar Road	Closed By Site Engineer	09/10/2023 13:10	2.51	High
242	20231009C14	09/10/2023 10:10	Softwares	IBM Lotus Notes	Mail login password is not accepted	33 Kv.Substation (Srd Building), Shankar Road, New Delhi-110 060 CommI Office	Shankar Road	Closed By Site Engineer	09/10/2023 13:10	2.47	High
243	20231009C15	09/10/2023 10:10	Hardware	PC_CPU	PC installation call	33 Kv.Substation (Srd Building), Shankar Road, New Delhi-110 060 CommI Office	Shankar Road	Closed By Site Engineer	09/10/2023 13:10	2.46	High
244	20231009C16	09/10/2023 10:10	Hardware	PC_CPU	PC installation call	33 Kv.Substation (Srd Building), Shankar Road, New Delhi-110 060 CommI Office	Shankar Road	Closed By Site Engineer	09/10/2023 13:10	2.43	High
245	20231009C17	09/10/2023 11:10	Softwares	IBM Lotus Notes	Mail issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	09/10/2023 11:10	0.01	High
246	20231009C18	09/10/2023 11:10	Softwares	IBM Lotus Notes	Mail issue of Sanjeev Thakur	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	09/10/2023 11:10	0	High
247	20231009C19	09/10/2023 11:10	Hardware	PC_CPU	2 gb ram faulty system serial number -INA9250FL9 pls assign the arpit rastogi	F-15/2, Krishna Nagar, CommI Office	Krishna Nagar	Closed By Hardware Team	10/10/2023 09:10	22.45	High
248	20231009C20	09/10/2023 11:10	Telecom	Avaya Digital	land line phone not working	F-15/2, Krishna Nagar, CommI Office	Krishna Nagar	Closed By Site Engineer	25/10/2023 12:10	385.12	High
249	20231009C21	09/10/2023 11:10	Hardware	PC_CPU	System Logging issue and Domain password reset	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Helpdesk	09/10/2023 11:10	0	High
250	20231009C22	09/10/2023 11:10	Softwares	Domain Password	Domain password reset	Near Radhu Palace, Delhi (Lnr)	Laxmi Nagar	Closed By Helpdesk	09/10/2023 11:10	0	High
251	20231009C23	09/10/2023 11:10	Softwares	IBM Lotus Notes	Mail archive issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	09/10/2023 11:10	0.01	High
252	20231009C24	09/10/2023 11:10	Softwares	IBM Lotus Notes	Mail archive issue of muskan verma	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	09/10/2023 11:10	0	High
253	20231009C25	09/10/2023 11:10	Hardware	PC_CPU	System Hanging issue in Control room GND. floor Near Main Gate 9693(User- Panchsheel)	Asstt. V.P.(O&M ) Lal Qut .Minto Road Div.Drg New Delhi 110002	Darya Ganj	Closed By Hardware Team	09/10/2023 15:10	4.1	High
254	20231009C26	09/10/2023 11:10	Softwares	IBM Lotus Notes	Mail send receive issue	C Block Office, Dda Flats, Motia Khan, Dgm (O&M), Phg	Pahar Ganj	Closed By Site Engineer	09/10/2023 12:10	0.7	High
255	20231009C27	09/10/2023 11:10	Hardware	PC_CPU	System slow	C Block Office, Dda Flats, Motia Khan, Dgm (O&M), Phg	Pahar Ganj	Closed By Site Engineer	09/10/2023 12:10	0.7	High
256	20231009C28	09/10/2023 11:10	Softwares	IBM Lotus Notes	Lotus mail hanging issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	09/10/2023 11:10	0.01	High
257	20231009C29	09/10/2023 11:10	Hardware	Printer	Printer installation	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	09/10/2023 11:10	0.01	High
258	20231009C30	09/10/2023 12:10	Softwares	Domain Rejoin	DOMAIN ISSUE	Shahdara Store L-Block, Dilshad Garden	Gt Road	Closed By Site Engineer	09/10/2023 12:10	0.81	Medium
259	20231009C31	09/10/2023 12:10	Softwares	SAP	SAPInstalled	Shahdara Store L-Block, Dilshad Garden	Gt Road	Closed By Site Engineer	09/10/2023 12:10	0.81	High
260	20231009C32	09/10/2023 12:10	Hardware	Printer	printer installed	Shahdara Store L-Block, Dilshad Garden	Gt Road	Closed By Site Engineer	09/10/2023 12:10	0.81	High
261	20231009C33	09/10/2023 12:10	Softwares	IBM Lotus Notes	mail installed	Shahdara Store L-Block, Dilshad Garden	Gt Road	Closed By Site Engineer	09/10/2023 12:10	0.79	High
262	20231009C34	09/10/2023 12:10	Softwares	IBM Lotus Notes	mail issue	Commercial Office, Nng	Nand Nagari	Closed By Site Engineer	09/10/2023 12:10	0.76	High
263	20231009C35	09/10/2023 12:10	Hardware	Printer	print issue	Commercial Office, Nng	Nand Nagari	Closed By Site Engineer	09/10/2023 12:10	0.77	High
264	20231009C36	09/10/2023 12:10	Hardware	Printer	User is gettingblank print out from 1 a printer	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	09/10/2023 12:10	0.19	High
265	20231009C37	09/10/2023 12:10	Softwares	Domain Password	Domain password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	09/10/2023 12:10	0	High
266	20231009C38	09/10/2023 12:10	Softwares	Domain Password	domain issue	Mig Office, East Of Loni Road	Nand Nagari	Closed By Site Engineer	09/10/2023 13:10	0.47	High
267	20231009C39	09/10/2023 12:10	Softwares	IBM Lotus Notes	mail issue	Commercial Office, Nng	Nand Nagari	Closed By Site Engineer	09/10/2023 13:10	0.46	High

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
268	20231009C40	09/10/2023 12:10	Softwares	Domain Password	domain issue	Commercial Office, Nng	Nand Nagari	Closed By Site Engineer	09/10/2023 13:10	0.46	High
269	20231009C41	09/10/2023 12:10	Lan Support	Lan Cable Extension	Kindly arrange 3 lan point in cmg department urgently .	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Lan Support Team	12/10/2023 10:10	69.84	High
270	20231009C42	09/10/2023 12:10	Lan Support	Lan Cable Extension	Kindly arrange 3 lan point in cmg department urgently .	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Lan Support Team	12/10/2023 10:10	69.83	High
271	20231009C43	09/10/2023 12:10	Lan Support	Lan Cable Extension	lan issue	Commercial Office, Nng	Nand Nagari	Closed By Site Engineer	09/10/2023 13:10	0.25	High
272	20231009C44	09/10/2023 12:10	Hardware	Printer	print issue	Commercial Office, Nng	Nand Nagari	Closed By Site Engineer	09/10/2023 13:10	0.23	High
273	20231009C45	09/10/2023 12:10	Hardware	Keyboard	Keyboard Few Keys are not work proper hard pressed. Key- I,H,PG etc. Kindly need to replace - S/n-PG003LEE Model number-4089	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Hardware Team	12/10/2023 12:10	71.16	High
274	20231009C46	09/10/2023 12:10	Softwares	Domain Password	VPN Password reset	Comml Office Cbd-ii	Karkardooma	Closed By Helpdesk	09/10/2023 12:10	0.01	High
275	20231009C47	09/10/2023 12:10	Softwares	Internet	ESS is not working and installation of Google crom	Ppg Indl. Area Grid (Ppg-2)	Laxmi Nagar	Closed By Helpdesk	09/10/2023 12:10	0	High
276	20231009C48	09/10/2023 12:10	Softwares	Domain Password	Password reset of Rakesh U sharma	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	09/10/2023 12:10	0	High
277	20231009C49	09/10/2023 13:10	Hardware	PC_CPU	No display issue.	Training And Work Shop, (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	10/10/2023 11:10	21.35	High
278	20231009C50	09/10/2023 15:10	Hardware	Printer	Noise is coming from printer ( 3rd. floor A Block)C&M Dept.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	09/10/2023 16:10	1.03	High
279	20231009C51	09/10/2023 15:10	Softwares	Domain Password	Domain password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	09/10/2023 15:10	0	High
280	20231009C52	09/10/2023 15:10	Hardware	PC_CPU	System on issue	Aram Bagh Bm(Comml), Phg	Pahar Ganj	Closed By Site Engineer	09/10/2023 16:10	1.09	High
281	20231009C53	09/10/2023 15:10	Softwares	Internet	CRM LOGIN ISSUE	Aram Bagh Bm(Comml), Phg	Pahar Ganj	Closed By Site Engineer	09/10/2023 16:10	1.07	High
282	20231009C54	09/10/2023 15:10	Hardware	Printer	Printer not working	Aram Bagh Bm(Comml), Phg	Pahar Ganj	Closed By Site Engineer	09/10/2023 16:10	1.05	High
283	20231009C55	09/10/2023 15:10	Hardware	PC_CPU	system slow	Aram Bagh Bm(Comml), Phg	Pahar Ganj	Closed By Site Engineer	09/10/2023 16:10	1.03	High
284	20231009C56	09/10/2023 16:10	Softwares	OS	ypn not working	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	09/10/2023 17:10	1.08	Medium
285	20231009C57	09/10/2023 16:10	Softwares	IBM Lotus Notes	mail not working	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	09/10/2023 17:10	1.07	High
286	20231009C58	09/10/2023 16:10	Hardware	Mouse	JJZG152 mouse not working right click issue pls assign the arpit rastogi	18 Block, Geeta Colony O&M Office	Krishna Nagar	Closed By Hardware Team	09/10/2023 16:10	0.54	High
287	20231009C59	09/10/2023 16:10	Softwares	IBM Lotus Notes	To create archive in Lotus mail	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	09/10/2023 16:10	0.01	High
288	20231009C60	09/10/2023 16:10	Hardware	PC_CPU	PC working slow need to replace	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	09/10/2023 18:10	1.62	High
289	20231009C61	09/10/2023 16:10	Softwares	IBM Lotus Notes	Software installation & need to configure mail id	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	09/10/2023 18:10	1.62	High
290	20231009C62	09/10/2023 16:10	Softwares	Windows	Need to transfer data from old pc	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	09/10/2023 18:10	1.61	High
291	20231009C63	09/10/2023 16:10	Networking	IP Conflict	Unable to connect wifi	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	09/10/2023 18:10	1.6	High
292	20231009C64	09/10/2023 16:10	Softwares	IBM Lotus Notes	lotus note login issue	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	10/10/2023 11:10	18.35	High
293	20231009C65	09/10/2023 17:10	Hardware	PC_CPU	domain accounts locked	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	10/10/2023 11:10	17.88	High
294	20231009C66	09/10/2023 17:10	General Calls	Presentation / VC	presentation in vc room	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	10/10/2023 11:10	17.89	High
295	20231009C67	09/10/2023 17:10	Softwares	IBM Lotus Notes	user unable to access archive folder in lotus notes	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	10/10/2023 11:10	17.89	High
296	20231009C68	09/10/2023 17:10	Hardware	PC_CPU	booting issue	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	10/10/2023 11:10	17.88	High
297	20231009C69	09/10/2023 17:10	Hardware	Laptop	Laptop working slow need to replace	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	10/10/2023 09:10	16.23	High
298	20231009C70	09/10/2023 17:10	Softwares	IBM Lotus Notes	Software installation & need to configure mail id	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	10/10/2023 09:10	16.22	High
299	20231009C71	09/10/2023 17:10	Softwares	Windows	Need to transfer data from old laptop	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	10/10/2023 09:10	16.21	High
300	20231010C1	10/10/2023 05:10	Hardware	IP Camera	CCK O&M BM CAMERA NOT WORKING.	Paiwalan O & M Office	Chandni Chowk	Closed By Lan Support Team	11/10/2023 09:10	27.72	High
301	20231010C2	10/10/2023 05:10	Hardware	IP Camera	CC B.G ROAD CAMERA NOT WORKING.	Complaint Center Bg Road	Pahar Ganj	Closed By Lan Support Team	13/10/2023 10:10	76.11	High
302	20231010C3	10/10/2023 05:10	Hardware	IP Camera	DRG O&M CAMERA CCTV NOT WORKING.	Asstt. V.P.(O&M ) Lal Qut .Minto Road Div.Drg New Delhi 110002	Darya Ganj	Closed By Lan Support Team	13/10/2023 10:10	76.09	High
303	20231010C4	10/10/2023 06:10	Hardware	IP Camera	NO RND RECEPTION GRD FLOOR,GATE 1 INSIDE CAMERA NOT WORKING.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	11/10/2023 09:10	27.6	High
304	20231010C5	10/10/2023 09:10	Hardware	PC_CPU	cpu not power on	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	10/10/2023 11:10	1.79	High
305	20231010C6	10/10/2023 09:10	Softwares	IBM Lotus Notes	user unable to access lotus accounts	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	10/10/2023 11:10	1.73	High
306	20231010C7	10/10/2023 09:10	Softwares	Domain Password	Domain password reset	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Helpdesk	10/10/2023 09:10	0	High
307	20231010C8	10/10/2023 09:10	Softwares	IBM Lotus Notes	lotus accounts password not acceptable, needed to reset	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	10/10/2023 11:10	1.74	High
308	20231010C9	10/10/2023 09:10	Softwares	Domain Rejoin	needed to domain re-join	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	10/10/2023 11:10	1.71	Medium
309	20231010C10	10/10/2023 09:10	Softwares	Domain Password	Domain password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	10/10/2023 09:10	0.01	High
310	20231010C11	10/10/2023 09:10	Softwares	Windows	win 10has been corrupts, needed to reinstall	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	10/10/2023 15:10	5.85	High
311	20231010C12	10/10/2023 09:10	Softwares	Cute PDF	needed to basis software install	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	10/10/2023 15:10	5.86	Medium
312	20231010C13	10/10/2023 09:10	Softwares	Domain Password	Domain password reset	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Helpdesk	10/10/2023 09:10	0	High
313	20231010C14	10/10/2023 10:10	Softwares	Domain Password	Domain password reset	Comml Office Cbd-ii	Karkardooma	Closed By Helpdesk	10/10/2023 10:10	0.01	High
314	20231010C15	10/10/2023 10:10	Hardware	PC_CPU	system booting issue	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Comml Office	Shankar Road	Closed By Site Engineer	10/10/2023 11:10	1.09	High
315	20231010C16	10/10/2023 10:10	Hardware	PC_CPU	system hang and slow working user unable to work on pc	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	10/10/2023 11:10	1	High
316	20231010C17	10/10/2023 10:10	Softwares	Internet	Internet issue	Preet Vihar Zonal Office (Lnr)	Laxmi Nagar	Closed By Helpdesk	10/10/2023 10:10	0.01	High
317	20231010C18	10/10/2023 10:10	Hardware	Keyboard	Some keys are not working (S/N-PG00E8KC)	Cbd-ii Grid, Kkd	Karkardooma	Closed By Hardware Team	10/10/2023 10:10	0.08	High
318	20231010C19	10/10/2023 10:10	Hardware	Laptop	Laptop required against pc	Commercial Office, Nng	Nand Nagari	Closed By Hardware Team	10/10/2023 11:10	1.09	High
319	20231010C20	10/10/2023 10:10	Softwares	IBM Lotus Notes	software installation	Commercial Office, Nng	Nand Nagari	Closed By Hardware Team	10/10/2023 11:10	1.09	High
320	20231010C21	10/10/2023 10:10	General Calls	Presentation / VC	Laptop connectivity at 2C Orchid.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	10/10/2023 11:10	0.7	High

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
321	20231010C22	10/10/2023 10:10	Softwares	Domain Password	Domain password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	10/10/2023 10:10	0.01	High
322	20231010C23	10/10/2023 10:10	Lan Support	RJ 45 Connector	NETWORK ISSUE PLEASE ASSIGN NILESH	O&M(D) Office, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Lan Support Team	13/10/2023 10:10	71.09	High
323	20231010C24	10/10/2023 11:10	Hardware	Printer	1st. floor A Block Printer is not working (7119)	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	10/10/2023 12:10	1.15	High
324	20231010C25	10/10/2023 11:10	Hardware	Keyboard	Enter key not working GF	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	11/10/2023 14:10	27.27	High
325	20231010C26	10/10/2023 11:10	Hardware	Printer	Blank printing, 1A.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	17/10/2023 10:10	167.49	High
326	20231010C27	10/10/2023 11:10	Hardware	Mouse	Mouse not working (right click not working) Please assign to Arpit (serial no: PG02XGVL)	Hauz Quzi, Complaint Center	Darya Ganj	Closed By Hardware Team	11/10/2023 17:10	29.16	High
327	20231010C28	10/10/2023 11:10	Networking	Link Down	As per user 1floor, network not working	Comm1 Office Cbd-1ii	Karkardooma	Closed By Site Engineer	25/10/2023 12:10	360.32	High
328	20231010C29	10/10/2023 12:10	Hardware	PC_CPU	No display issue.	S/Stn. No. 02 (Ppg)	Laxmi Nagar	Closed By Site Engineer	10/10/2023 18:10	5.61	High
329	20231010C30	10/10/2023 12:10	Hardware	Laptop	laptop not working , GF	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	10/10/2023 14:10	1.75	High
330	20231010C31	10/10/2023 12:10	Hardware	Printer	Printer not working	Aram Bagh Bm(Comm1), Phg	Pahar Ganj	Closed By Site Engineer	10/10/2023 13:10	1.4	High
331	20231010C32	10/10/2023 12:10	Softwares	Internet	CRM NOT WORKING	Aram Bagh Bm(Comm1), Phg	Pahar Ganj	Closed By Site Engineer	10/10/2023 13:10	1.39	High
332	20231010C33	10/10/2023 12:10	Softwares	IBM Lotus Notes	Mail send receive issue	Aram Bagh Bm(Comm1), Phg	Pahar Ganj	Closed By Site Engineer	10/10/2023 13:10	1.38	High
333	20231010C34	10/10/2023 12:10	Softwares	Internet	ZOOM APP Install	Aram Bagh Bm(Comm1), Phg	Pahar Ganj	Closed By Site Engineer	10/10/2023 13:10	1.33	High
334	20231010C35	10/10/2023 12:10	Hardware	RAM	REQ FOR RAM PLEASE ASSIGN NILESH	Comm1. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	10/10/2023 12:10	0.17	Medium
335	20231010C36	10/10/2023 12:10	Lan Support	RJ 45 Connector	RJ45 Connector issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	11/10/2023 09:10	20.81	High
336	20231010C37	10/10/2023 12:10	Hardware	RAM	REQ FOR RAM PLEASE ASSIGN NILESH	Comm1. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	10/10/2023 12:10	0.16	Medium
337	20231010C38	10/10/2023 12:10	Hardware	Laptop	LAPTOP ISSUE PLEASE ASSIGN NILESH	Comm1. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Hardware Team	08/01/2024 15:01	2162.33	High
338	20231010C39	10/10/2023 12:10	Hardware	IP Camera	REQ CHD VIDEO PLEASE ASSIGN NILESH	Comm1. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	10/10/2023 14:10	1.54	High
339	20231010C40	10/10/2023 13:10	Hardware	PC_CPU	req for cpu replacement please assign Nilesh	O&M(D) Office, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Site Engineer	10/10/2023 17:10	4.09	High
340	20231010C41	10/10/2023 13:10	Hardware	Printer	LBP2900 not working	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Comm1 Office	Shankar Road	Closed By Site Engineer	10/10/2023 15:10	2.05	High
341	20231010C42	10/10/2023 13:10	Softwares	IBM Lotus Notes	needed to lotus install and mail configure	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	10/10/2023 15:10	2.04	High
342	20231010C43	10/10/2023 13:10	Softwares	Windows	needed to old data restored	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	10/10/2023 15:10	2.04	High
343	20231010C44	10/10/2023 13:10	Hardware	Laptop	lap top slow and hanging issue	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	10/10/2023 15:10	2.03	High
344	20231010C45	10/10/2023 13:10	General Calls	Presentation / VC	google chrome issue please assign Nilesh	Pkt-C, Mvr Ph-II, Delhi	Mayur Vihar	Closed By Site Engineer	10/10/2023 15:10	2	High
345	20231010C46	10/10/2023 13:10	Softwares	VPN	vpn not working	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	10/10/2023 15:10	2	Medium
346	20231010C47	10/10/2023 13:10	Hardware	All In One Desktop	System Not display	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	10/10/2023 16:10	2.85	Medium
347	20231010C48	10/10/2023 14:10	Hardware	Printer	Printer install	Aram Bagh Bm(Comm1), Phg	Pahar Ganj	Closed By Site Engineer	10/10/2023 16:10	2.56	High
348	20231010C49	10/10/2023 14:10	Softwares	IBM Lotus Notes	Mail not working	Aram Bagh Bm(Comm1), Phg	Pahar Ganj	Closed By Site Engineer	10/10/2023 16:10	2.55	High
349	20231010C50	10/10/2023 14:10	Softwares	IBM Lotus Notes	Archive issue	Comm1 Office Cbd-1ii	Karkardooma	Closed By Helpdesk	10/10/2023 14:10	0.04	High
350	20231010C51	10/10/2023 15:10	Hardware	Laptop	nvme hdd installation require in PLA laptop	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	10/10/2023 17:10	1.88	High
351	20231010C52	10/10/2023 15:10	Softwares	OS	window and software need to instal in PLA laptop	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	10/10/2023 17:10	1.87	Medium
352	20231010C53	10/10/2023 15:10	Hardware	Mouse	mouse not working	Aram Bagh Bm(Comm1), Phg	Pahar Ganj	Closed By Site Engineer	10/10/2023 16:10	1.16	High
353	20231010C54	10/10/2023 15:10	Lan Support	Lan Cable Replacement	Existing Lan wire are damaged by Rat. Need to replace 15-20 meter lan wire approx. Kindly assign the call to LAN Team for the same.	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Lan Support Team	13/10/2023 10:10	66.13	High
354	20231010C55	10/10/2023 16:10	Hardware	Laptop	LAPTOP LAN PORT FAULTY IAPTOP SERIAL NUMBER- 91HC1W2 PLS ASSIGN THE MR ARPIT RASTOGI	Comm1 Office Cbd-1ii	Karkardooma	Closed By Hardware Team	02/02/2024 11:02	2754.61	High
355	20231010C56	10/10/2023 16:10	Softwares	IBM Lotus Notes	Lotus mail ID configuration of Ravi Venkataraman	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	10/10/2023 16:10	0.01	High
356	20231010C57	10/10/2023 16:10	Hardware	All In One Desktop	req for ad joining please assign Nilesh	66 Kv, Khicripur Grid, Delhi	Mayur Vihar	Closed By Site Engineer	10/10/2023 17:10	0.54	Medium
357	20231010C58	10/10/2023 16:10	Hardware	PC_CPU	500 GB HARD DISK FAULTY SYSTEM SERAIL NUMBER -PG00QLST PLS ASSIGH THE APRIT RASTOGI	Comm1 Office Cbd-1ii	Karkardooma	Closed By Hardware Team	14/11/2023 17:11	840.5	High
358	20231010C59	10/10/2023 16:10	Softwares	VPN	VPN connectivity failure.			Closed By Helpdesk	10/10/2023 17:10	0.38	Medium
359	20231010C60	10/10/2023 16:10	Softwares	Domain Password	Domain reset.	Complaint Center, Chapperwala	Shankar Road	Closed By Helpdesk	10/10/2023 17:10	0.35	High
360	20231010C61	10/10/2023 16:10	Softwares	Domain Password	Domain reset.			Closed By Helpdesk	10/10/2023 17:10	0.34	High
361	20231010C62	10/10/2023 16:10	Telecom	Avaya Digital	Land line phone not working , pls assign the lan support	Comm1 Office Cbd-1ii	Karkardooma	Closed By Lan Support Team	13/10/2023 10:10	65.34	High
362	20231010C63	10/10/2023 16:10	Softwares	OS	Laptop performance is too slow.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	10/10/2023 17:10	0.33	Medium
363	20231010C64	10/10/2023 16:10	Softwares	Domain Password	Domain reset.	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Helpdesk	10/10/2023 17:10	0.31	High
364	20231010C65	10/10/2023 16:10	Hardware	Printer	Printer installation.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	10/10/2023 17:10	0.3	High
365	20231010C66	10/10/2023 16:10	Softwares	OS	D Drive is not accessible.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	10/10/2023 17:10	0.29	Medium
366	20231010C67	10/10/2023 16:10	Softwares	IBM Lotus Notes	Lotus quota failure.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	10/10/2023 17:10	0.28	High
367	20231010C68	10/10/2023 16:10	Softwares	Domain Password	Domain reset.	S/Stn No 7, O&M, (Ppg)	Laxmi Nagar	Closed By Helpdesk	10/10/2023 17:10	0.26	High
368	20231010C69	10/10/2023 16:10	Softwares	OS	JPG file is not accessible.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	10/10/2023 17:10	0.25	Medium
369	20231010C70	10/10/2023 16:10	Softwares	Internet	Give help though TVR. for laptop req. raise.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	10/10/2023 17:10	0.24	High
370	20231010C71	10/10/2023 16:10	Softwares	Domain Password	Domain reset of 11042130 .	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Helpdesk	10/10/2023 17:10	0.21	High
371	20231010C72	10/10/2023 16:10	Softwares	Domain Password	Domain reset of 41016614 .	T-Sohan Lal Marg, Prasad Nagar, New Delhi (Vigilance Office)	Patel Nagar	Closed By Helpdesk	10/10/2023 17:10	0.2	High
372	20231010C73	10/10/2023 16:10	Softwares	Domain Password	Domain reset of PPG TRN 1 .	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Helpdesk	10/10/2023 17:10	0.19	High
373	20231010C74	10/10/2023 16:10	Hardware	Printer	Excel file preview & print issue.	Preet Vihar Grid (Civil, Protection & Mmg Office)	Karkardooma	Closed By Helpdesk	10/10/2023 17:10	0.11	High

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
374	20231010C75	10/10/2023 16:10	Softwares	IBM Lotus Notes	Mail sent & receive failure.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	10/10/2023 17:10	0.1	High
375	20231010C76	10/10/2023 16:10	Softwares	IBM Lotus Notes	Mail not responding.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	10/10/2023 17:10	0.09	High
376	20231010C77	10/10/2023 16:10	Softwares	VTMS	VTMS link access failure.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	10/10/2023 17:10	0.08	Medium
377	20231010C78	10/10/2023 16:10	Softwares	Domain Password	Domain reset of 41017731 .	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Helpdesk	10/10/2023 17:10	0.06	High
378	20231010C79	10/10/2023 16:10	Softwares	Domain Password	Domain reset of sf5634 .	A-Block, Preet Vihar (Lnr)	Laxmi Nagar	Closed By Helpdesk	10/10/2023 17:10	0.04	High
379	20231010C80	10/10/2023 17:10	Softwares	Internet	Cute PDF install.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	10/10/2023 17:10	0.03	High
380	20231010C81	10/10/2023 17:10	Softwares	Domain Password	Reset of 12152590 .	A-Block, Preet Vihar (Lnr)	Laxmi Nagar	Closed By Helpdesk	10/10/2023 17:10	0.01	High
381	20231010C82	10/10/2023 17:10	Lan Support	Lan Cable Extension	Req half meter Lan cable for CHD telephone	Comm. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Lan Support Team	13/10/2023 10:10	64.86	High
382	20231011C1	11/10/2023 09:10	Softwares	IBM Lotus Notes	Lotus mail issue	Comm. Office Cbd-ii	Karkardooma	Closed By Helpdesk	11/10/2023 09:10	0.01	High
383	20231011C2	11/10/2023 09:10	Hardware	Printer	2nd. floor D Block pronter FIN-2 is not working.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	11/10/2023 14:10	4.38	High
384	20231011C3	11/10/2023 09:10	Hardware	PC_CPU	No Display issue.	S/Stn. No. 13, Ppg (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	11/10/2023 12:10	2.39	High
385	20231011C4	11/10/2023 10:10	Hardware	PC_CPU	System power on problem / 3C	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	11/10/2023 10:10	0.6	High
386	20231011C5	11/10/2023 10:10	Hardware	Printer	pages get stuck in printer S/N- NCCA106277	O&M(D) Office, Near Sadar Appt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Hardware Team	18/10/2023 14:10	171.87	High
387	20231011C6	11/10/2023 10:10	Hardware	Printer	pages get stuck in printer FOR REPAIR TO PROVIDE GATE PASS ASSIGN NILESH	O&M(D) Office, Near Sadar Appt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Site Engineer	11/10/2023 11:10	1.37	High
388	20231011C7	11/10/2023 10:10	Softwares	Internet	To fillup internet requisition form	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	11/10/2023 10:10	0.01	High
389	20231011C8	11/10/2023 10:10	Hardware	PC_CPU	PLEASE PROVIDE GATE PASS FOR REPLACE CPU ASSIGN NILESH	Comm. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Site Engineer	11/10/2023 11:10	1.32	High
390	20231011C9	11/10/2023 10:10	Softwares	Internet	internet form fillup	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	11/10/2023 10:10	0.02	High
391	20231011C10	11/10/2023 10:10	Softwares	Internet	Internet form fill up of Binay tiwari	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	11/10/2023 10:10	0	High
392	20231011C11	11/10/2023 10:10	Softwares	Internet	MSB Logging issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	11/10/2023 10:10	0	High
393	20231011C12	11/10/2023 10:10	Hardware	PC_CPU	SYSTEM IS NOT WORKING	Yvr C7	Yamuna Vihar	Closed By Hardware Team	11/10/2023 14:10	3.99	High
394	20231011C13	11/10/2023 10:10	Hardware	PC_CPU	scs call centre 1 needed to domain rejoin	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	11/10/2023 12:10	1.3	High
395	20231011C14	11/10/2023 10:10	Hardware	All In One Desktop	System issue			Closed By Helpdesk	11/10/2023 10:10	0	Medium
396	20231011C15	11/10/2023 10:10	Hardware	PC_CPU	csc call centre 2 needed to domain rejoin	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	11/10/2023 12:10	1.29	High
397	20231011C16	11/10/2023 10:10	Softwares	RCM	zoom not working	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	11/10/2023 12:10	1.23	Medium
398	20231011C17	11/10/2023 10:10	Softwares	RCM	zoom not working	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	11/10/2023 12:10	1.21	Medium
399	20231011C18	11/10/2023 10:10	Hardware	Scanner	During scanning Papper Jam issue			Closed By Hardware Team	11/10/2023 11:10	0.87	High
400	20231011C19	11/10/2023 11:10	Hardware	Keyboard	No power in keyboard, S/N unable to identify by user, (COVID PC) 2C FC.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	12/10/2023 12:10	25.02	High
401	20231011C20	11/10/2023 11:10	Softwares	Domain Password	Domain password reset	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Helpdesk	11/10/2023 11:10	0	High
402	20231011C21	11/10/2023 11:10	Softwares	SAP	SAP login password is not accepted	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Comm. Office	Shankar Road	Closed By Site Engineer	11/10/2023 17:10	5.72	High
403	20231011C22	11/10/2023 11:10	Hardware	PC_CPU	System issue and network issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	11/10/2023 11:10	0.2	High
404	20231011C23	11/10/2023 11:10	Hardware	PC_CPU	display issue please assign Nilesh	Comm. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Site Engineer	11/10/2023 13:10	1.72	High
405	20231011C24	11/10/2023 11:10	Hardware	Printer	Printer not working	Town Hall Business Office	Chandni Chowk	Closed By Site Engineer	11/10/2023 12:10	0.61	High
406	20231011C25	11/10/2023 11:10	Softwares	Domain Password	Password reset	Gandhi Market Office	Darya Ganj	Closed By Helpdesk	11/10/2023 11:10	0.01	High
407	20231011C26	11/10/2023 11:10	Softwares	Domain Password	Password reset of Gurmeet K singh	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	11/10/2023 11:10	0	High
408	20231011C27	11/10/2023 12:10	Hardware	PC_CPU	System slow	Aram Bagh Bm(Comm), Phg	Pahar Ganj	Closed By Site Engineer	11/10/2023 15:10	3.04	High
409	20231011C28	11/10/2023 12:10	Hardware	Mouse	mouse not working	Aram Bagh Bm(Comm), Phg	Pahar Ganj	Closed By Site Engineer	11/10/2023 15:10	3.03	High
410	20231011C29	11/10/2023 12:10	Softwares	Internet	zoom not working	Aram Bagh Bm(Comm), Phg	Pahar Ganj	Closed By Site Engineer	11/10/2023 15:10	3.02	High
411	20231011C30	11/10/2023 12:10	Hardware	Keyboard	SN-1BJL542,Keyboard not working A, Shift. Pl Assign to Mr Arpit	Store Rajghat Power House New Delhi 110002	Darya Ganj	Closed By Hardware Team	14/11/2023 17:11	820.36	High
412	20231011C31	11/10/2023 13:10	Softwares	Browser	zoom meeting software issue please assign Nilesh	Comm. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Site Engineer	11/10/2023 16:10	2.53	Medium
413	20231011C32	11/10/2023 14:10	Softwares	SAP	SAP P92 server not responding need to configure again .	Surajmal Vihar C & M Store	Karkardooma	Closed By Site Engineer	11/10/2023 15:10	1.31	High
414	20231011C33	11/10/2023 14:10	Softwares	Teamviewer	Team Bypl site is not open. Need to update Host File.	Surajmal Vihar C & M Store	Karkardooma	Closed By Site Engineer	11/10/2023 15:10	1.29	Medium
415	20231011C34	11/10/2023 14:10	Softwares	Windows	User facing Trust relationship error. Need to rejoin again.	Surajmal Vihar C & M Store	Karkardooma	Closed By Site Engineer	11/10/2023 15:10	1.28	High
416	20231011C35	11/10/2023 14:10	Softwares	IBM Lotus Notes	Lotus mail not open need to configure ID file.	Surajmal Vihar C & M Store	Karkardooma	Closed By Site Engineer	11/10/2023 15:10	1.27	High
417	20231011C36	11/10/2023 14:10	Softwares	Browser	Google chrome browser need to update version installation.	Surajmal Vihar C & M Store	Karkardooma	Closed By Site Engineer	11/10/2023 15:10	1.26	Medium
418	20231011C37	11/10/2023 14:10	Softwares	Teamviewer	Team Bypl site is not open. Need to update Host File.	Surajmal Vihar C & M Store	Karkardooma	Closed By Site Engineer	11/10/2023 15:10	1.25	Medium
419	20231011C38	11/10/2023 14:10	Softwares	Antivirus	Trend Micro Antivirus need to update.	Surajmal Vihar C & M Store	Karkardooma	Closed By Site Engineer	11/10/2023 15:10	1.24	Medium
420	20231011C39	11/10/2023 14:10	Hardware	PC_CPU	system start again and again please assign Nilesh	Comm. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Site Engineer	11/10/2023 16:10	2.08	High
421	20231011C40	11/10/2023 14:10	Softwares	Domain Rejoin	User facing Trust relationship error. Need to rejoin again.	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Site Engineer	11/10/2023 15:10	1.22	Medium
422	20231011C41	11/10/2023 14:10	Softwares	GIS	Ltm software not working. Need to upgrade New latest exe file .	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Site Engineer	11/10/2023 15:10	1.21	Medium
423	20231011C42	11/10/2023 14:10	Softwares	GIS	Landis gear software not working. Need to installed Oracle 12 C.	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Site Engineer	11/10/2023 15:10	1.2	Medium
424	20231011C43	11/10/2023 14:10	Softwares	GIS	Ltm software not working. Need to upgrade New latest exe file .	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Site Engineer	11/10/2023 15:10	1.19	Medium
425	20231011C44	11/10/2023 14:10	Softwares	GIS	Ltm software not working. Need to upgrade New latest exe file .	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Site Engineer	11/10/2023 15:10	1.18	Medium
426	20231011C45	11/10/2023 14:10	Hardware	Laptop	Laptop required for Mr. Amit sharma	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	11/10/2023 18:10	4.12	High
427	20231011C46	11/10/2023 14:10	Hardware	Printer	Paper jam in a printer, 1A.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	12/10/2023 10:10	20.7	High
428	20231011C47	11/10/2023 14:10	Softwares	OS	Team Bypl site is not open. Need to update Host Fil	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Site Engineer	11/10/2023 15:10	1.13	Medium
429	20231011C48	11/10/2023 14:10	Softwares	IBM Lotus Notes	Software installation & Need to configure mail id	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	11/10/2023 18:10	4.08	High
430	20231011C49	11/10/2023 14:10	Softwares	Teamviewer	Need to upgrade 15 Team viewer installed.	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Site Engineer	11/10/2023 15:10	1.1	Medium
431	20231011C50	11/10/2023 14:10	Softwares	IBM Lotus Notes	Lotus mail not open need to configure ID file.	O & M Office Vivek Vihar B-Blk	Karkardooma	Closed By Site Engineer	11/10/2023 15:10	1.08	High
432	20231011C51	11/10/2023 14:10	Softwares	IBM Lotus Notes	Lotus mail not open need to configure ID file.	O & M Office Vivek Vihar B-Blk	Karkardooma	Closed By Site Engineer	11/10/2023 15:10	1.07	High



S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
433	20231011C52	11/10/2023 14:10	Softwares	Digi Portal	dss application not working	Bm (Comml.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	11/10/2023 16:10	2.38	Medium
434	20231011C53	11/10/2023 14:10	Softwares	Ms-Office	Office 2016 installation.	Preet Vihar Grid (Civil, Protection & Mmg Office)	Karkardooma	Closed By Site Engineer	11/10/2023 15:10	1.06	High
435	20231011C54	11/10/2023 14:10	Telecom	IP Phone	login issue ip phone	Bm (Comml.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	11/10/2023 16:10	2.37	High
436	20231011C55	11/10/2023 14:10	Hardware	Printer	printer not working	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	11/10/2023 16:10	2.36	High
437	20231011C56	11/10/2023 14:10	Softwares	Domain Password	trust relationship error	Bm (Comml.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	11/10/2023 16:10	2.35	High
438	20231011C57	11/10/2023 14:10	Softwares	Cute PDF	Installation of Cute PDF .	Preet Vihar Grid (Civil, Protection & Mmg Office)	Karkardooma	Closed By Site Engineer	11/10/2023 15:10	1.03	Medium
439	20231011C58	11/10/2023 14:10	Softwares	Drivers	display drivers issue	Bm (Comml.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	11/10/2023 16:10	2.34	High
440	20231011C59	11/10/2023 14:10	Softwares	Domain Rejoin	User facing Trust relationship error. Need to rejoin again.	Preet Vihar Grid (Civil, Protection & Mmg Office)	Karkardooma	Closed By Site Engineer	11/10/2023 15:10	1.02	Medium
441	20231011C60	11/10/2023 14:10	Hardware	Mouse	mouse not working	Bm (Comml.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Hardware Team	11/10/2023 16:10	2.55	High
442	20231011C61	11/10/2023 14:10	Hardware	RAM	4 GB DDR3 Ram faulty please assign Arpit	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & Ii	Mayur Vihar	Closed By Helpdesk	18/10/2023 17:10	171.39	Medium
443	20231011C62	11/10/2023 14:10	Hardware	All In One Desktop	pds dumping issue	Bm (Comml.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	11/10/2023 16:10	2.32	Medium
444	20231011C63	11/10/2023 14:10	Hardware	All In One Desktop	cas not working	Bm (Comml.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	11/10/2023 16:10	2.31	Medium
445	20231011C64	11/10/2023 14:10	Hardware	Mouse	mouse not working	Complain Center, Sub-Stn. No. 3, Mayur Vihar Ph-III, Delhi-110 096	Vasundra Enclave	Closed By Hardware Team	11/10/2023 16:10	2.54	High
446	20231011C65	11/10/2023 14:10	Hardware	Printer	EPSON PRINTER SERIAL NUMBER=RN1P299170 PLS ASSIGN THE ADDRESS	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	11/10/2023 14:10	0.25	High
447	20231011C66	11/10/2023 14:10	Hardware	Keyboard	keyboard not working properly	Mig Office, East Of Loni Road	Nand Nagari	Closed By Hardware Team	11/10/2023 16:10	2.49	High
448	20231011C67	11/10/2023 14:10	Hardware	Keyboard	keyboard not working	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	11/10/2023 16:10	2.47	High
449	20231011C68	11/10/2023 14:10	Hardware	Printer	Paper jam in a printer, (In front of Room No-101) customer care / 9775.	Comml Office Cbd-III	Karkardooma	Closed By Site Engineer	25/10/2023 12:10	333.75	High
450	20231011C69	11/10/2023 14:10	Lan Support	Lan Cable Extension	lan patch cable is damage . Kindly arrange to replace the same	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Lan Support Team	12/10/2023 10:10	20.2	High
451	20231011C70	11/10/2023 14:10	General Calls	Presentation / VC	Voice not coming in zoom	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	11/10/2023 18:10	3.83	High
452	20231011C71	11/10/2023 14:10	Lan Support	Lan Cable Replacement	Due to rat bit cable was damage , Kindly arrange to replace the same.	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Lan Support Team	12/10/2023 10:10	20.17	High
453	20231011C72	11/10/2023 14:10	Hardware	PC_CPU	req for replacement cpu please assign	O&M(D) Office, Near Sadar Appt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Site Engineer	11/10/2023 16:10	1.47	High
454	20231011C73	11/10/2023 14:10	Softwares	IBM Lotus Notes	Account locked issue.			Closed By Site Engineer	11/10/2023 14:10	0.36	High
455	20231011C74	11/10/2023 14:10	Softwares	Windows	Desktop hide issue.			Closed By Site Engineer	11/10/2023 14:10	0.35	High
456	20231011C75	11/10/2023 14:10	Telecom	IP Phone	IP Phone power issue.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	11/10/2023 14:10	0.31	High
457	20231011C76	11/10/2023 14:10	Softwares	IBM Lotus Notes	Lotus password issue.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	11/10/2023 14:10	0.29	High
458	20231011C77	11/10/2023 14:10	Hardware	Printer	Print fed issue.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	11/10/2023 14:10	0.26	High
459	20231011C78	11/10/2023 14:10	Softwares	Windows	Credit calculatioun issue.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	11/10/2023 15:10	0.54	High
460	20231011C79	11/10/2023 14:10	Softwares	Internet	internet is not working.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	11/10/2023 15:10	0.46	High
461	20231011C80	11/10/2023 14:10	Softwares	BYPL Intranet	Bypl intranet link is not working.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	11/10/2023 15:10	0.43	Medium
462	20231011C81	11/10/2023 14:10	Softwares	IBM Lotus Notes	Lotus Notes locked issue.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	11/10/2023 15:10	0.41	High
463	20231011C82	11/10/2023 14:10	Hardware	Keyboard	Keyboard issue.	S/Stn. No. 02 (Ppg)	Laxmi Nagar	Closed By Site Engineer	11/10/2023 15:10	0.38	High
464	20231011C83	11/10/2023 14:10	Networking	Link Down	Network issue.	S/Stn. No. 02 (Ppg)	Laxmi Nagar	Closed By Site Engineer	11/10/2023 15:10	0.35	High
465	20231011C84	11/10/2023 14:10	Softwares	IBM Lotus Notes	Lotus notes setting issue.	Ppg Indl. Area Grid (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	11/10/2023 15:10	0.33	High
466	20231011C85	11/10/2023 14:10	Hardware	PC_CPU	Monitor stand adjustment issue.	Ppg Indl. Area Grid (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	11/10/2023 15:10	0.3	High
467	20231011C86	11/10/2023 14:10	Softwares	Adobe Reader	Acrobat is not working , Kindly arrange to re-install the same .	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	11/10/2023 15:10	0.21	Medium
468	20231011C87	11/10/2023 14:10	Softwares	ESS	ESS setting issue.	Ppg Indl. Area Grid (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	11/10/2023 15:10	0.29	Medium
469	20231011C88	11/10/2023 14:10	Networking	VPN Connectivity	VPN Connectivity issue.	Ppg Indl. Area Grid (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	11/10/2023 15:10	0.23	Medium
470	20231011C89	11/10/2023 15:10	Hardware	PC_CPU	VGA CABLE FAULTY SYSTEM SERIAL NUMBER-HXZ32S2 PLS ASSIGN THE ARPIT RASTOGI	Kanti Nagar Complaint Centre	Krishna Nagar	Closed By Site Engineer	25/10/2023 12:10	333.15	High
471	20231011C90	11/10/2023 15:10	Softwares	IBM Lotus Notes	Mobility mail is not working , Kindly arrange to check the same	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	11/10/2023 15:10	0.28	High
472	20231011C91	11/10/2023 15:10	Softwares	Internet	Google meet is not working , kindly check	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	11/10/2023 15:10	0.25	High
473	20231011C92	11/10/2023 15:10	Softwares	NAS	NAS Share folder issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	11/10/2023 15:10	0.01	Medium
474	20231011C93	11/10/2023 15:10	Softwares	IBM Lotus Notes	Configuration of lotus notes issue.	S/Stn No 14 Mlcc (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	11/10/2023 15:10	0.36	High
475	20231011C94	11/10/2023 15:10	Hardware	Printer	Print out problem	66 Kv, Bhagirthi Grid	Karawal Nagar	Closed By Site Engineer	11/10/2023 15:10	0.39	High
476	20231011C95	11/10/2023 15:10	Softwares	Adobe Reader	Adobe problem	66 Kv, Bhagirthi Grid	Karawal Nagar	Closed By Site Engineer	11/10/2023 15:10	0.38	Medium
477	20231011C96	11/10/2023 15:10	Softwares	IBM Lotus Notes	Lotus Problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	11/10/2023 15:10	0.37	High
478	20231011C97	11/10/2023 15:10	Hardware	TFT	TFT Power problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	11/10/2023 15:10	0.34	High
479	20231011C98	11/10/2023 15:10	Telecom	Avaya Digital	Phone problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	11/10/2023 15:10	0.32	High
480	20231011C99	11/10/2023 15:10	Lan Support	Lan Cable Extension	Cable Problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	11/10/2023 15:10	0.32	High
481	20231011C100	11/10/2023 15:10	Hardware	Laptop Adapter	Power problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	11/10/2023 15:10	0.31	High
482	20231011C101	11/10/2023 15:10	Softwares	Adobe Reader	Adobe Problem	66 Kv, Bhagirthi Grid	Karawal Nagar	Closed By Site Engineer	11/10/2023 15:10	0.3	Medium
483	20231011C102	11/10/2023 15:10	Softwares	Ms-Office	Office Probm	66 Kv, Bhagirthi Grid	Karawal Nagar	Closed By Site Engineer	11/10/2023 15:10	0.3	High
484	20231011C103	11/10/2023 15:10	Softwares	Ms-Office	Ms office not working	33kv Grid, Kamla Market Comml Office	Darya Ganj	Closed By Site Engineer	11/10/2023 16:10	1.05	High
485	20231011C104	11/10/2023 15:10	Telecom	IP Phone	ip phone not working	33kv Grid, Kamla Market Comml Office	Darya Ganj	Closed By Site Engineer	11/10/2023 16:10	1.03	High
486	20231011C105	11/10/2023 15:10	Softwares	IBM Lotus Notes	Mail not working	Minto Road	Darya Ganj	Closed By Site Engineer	11/10/2023 16:10	1.01	High
487	20231011C106	11/10/2023 15:10	Softwares	SAP	Sap not working	Minto Road	Darya Ganj	Closed By Site Engineer	11/10/2023 16:10	0.97	High
488	20231011C107	11/10/2023 15:10	Softwares	ESS	ESS not working	33kv Grid, Kamla Market Comml Office	Darya Ganj	Closed By Site Engineer	11/10/2023 16:10	0.94	Medium
489	20231011C108	11/10/2023 16:10	Lan Support	Lan Cable Extension	ASSSIGN TO LAN TEAM IP DHCP TO STATIC SET	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	12/10/2023 10:10	18.45	High
490	20231011C109	11/10/2023 16:10	Softwares	IBM Lotus Notes	Lotus mail issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	11/10/2023 16:10	0.02	High

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
491	20231011C110	11/10/2023 16:10	Softwares	Adobe Reader	Adobe issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	11/10/2023 16:10	0.01	Medium
492	20231011C111	11/10/2023 16:10	Hardware	PC_CPU	T.F.T Faulty	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	16/10/2023 10:10	114.22	High
493	20231011C112	11/10/2023 16:10	Softwares	IBM Lotus Notes	Need to change date format in lotus notes	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	11/10/2023 18:10	1.42	High
494	20231011C113	11/10/2023 16:10	Hardware	PC_CPU	cpu setup please assign nilesh	Commf. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Site Engineer	12/10/2023 11:10	18.92	High
495	20231011C114	11/10/2023 17:10	Softwares	BYPL Intranet	Form fill for new PC	Gandhi Market	Darya Ganj	Assign			Medium
496	20231011C115	11/10/2023 17:10	Hardware	Scanner	scanner not working	Aram Bagh Bm(Commf), Phg	Pahar Ganj	Closed By Site Engineer	12/10/2023 10:10	17.74	High
497	20231011C116	11/10/2023 17:10	Softwares	IBM Lotus Notes	mail send receive issue	Aram Bagh Bm(Commf), Phg	Pahar Ganj	Closed By Site Engineer	12/10/2023 10:10	17.73	High
498	20231011C117	11/10/2023 17:10	Hardware	Scanner	scanner not working	Gandhi Market	Darya Ganj	Assign			High
499	20231011C118	11/10/2023 17:10	Hardware	PC_CPU	form fill for new PC	Aram Bagh Bm(Commf), Phg	Pahar Ganj	Assign			High
500	20231011C119	11/10/2023 17:10	Softwares	BYPL Intranet	BYPL Intranet link is not working.	S/Stn. No. 13, Ppg (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	12/10/2023 11:10	18.1	Medium
501	20231011C120	11/10/2023 17:10	Softwares	IBM Lotus Notes	Lotus notes password issue.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	12/10/2023 11:10	18.06	High
502	20231011C121	11/10/2023 17:10	Softwares	Domain Password	Domain reset of CSC call centre 1.	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Helpdesk	11/10/2023 17:10	0.17	High
503	20231011C122	11/10/2023 17:10	Softwares	Internet	ITSM need to login.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	11/10/2023 17:10	0.12	High
504	20231011C123	11/10/2023 17:10	Softwares	Domain Password	Domain reset.	Gandhi Market	Darya Ganj	Closed By Helpdesk	11/10/2023 17:10	0.11	High
505	20231011C124	11/10/2023 17:10	Softwares	IBM Lotus Notes	Lotus notes is not responding.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	11/10/2023 17:10	0.09	High
506	20231011C125	11/10/2023 17:10	Softwares	Internet	Link not open in chrome via mail.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	11/10/2023 17:10	0.07	High
507	20231011C126	11/10/2023 17:10	Softwares	IBM Lotus Notes	Mail pass need to update.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	11/10/2023 17:10	0.03	High
508	20231011C127	11/10/2023 17:10	Softwares	Domain Password	Domain reset of call centre 2.	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Helpdesk	11/10/2023 17:10	0.02	High
509	20231011C128	11/10/2023 18:10	Hardware	PC_CPU	PC working slow need to replace	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	12/10/2023 10:10	15.91	High
510	20231011C129	11/10/2023 18:10	Softwares	IBM Lotus Notes	Software installation & Need to configure mail id	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	12/10/2023 10:10	15.9	High
511	20231011C130	11/10/2023 18:10	Softwares	Windows	Need to transfer data from old pc	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	12/10/2023 10:10	15.89	High
512	20231012C1	12/10/2023 06:10	Hardware	IP Camera	CC SAINI ENCLAVE CAMERA CCTV NOT WORKING.	Saini Enclave Complaint Centre	Karkardooma	Closed By Lan Support Team	13/10/2023 10:10	27.12	High
513	20231012C2	12/10/2023 10:10	Hardware	Laptop Adapter	qms machine charger faulty	Commercial Office, Nng	Nand Nagari	Closed By Hardware Team	19/10/2023 17:10	175.01	High
514	20231012C3	12/10/2023 10:10	Hardware	Printer	QMS PRINTER NOT WORKING PLEASE ASSIGN NILESH	Commf. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Site Engineer	12/10/2023 11:10	1.6	High
515	20231012C4	12/10/2023 10:10	Hardware	Printer	PRINTER ISSUE PLEASE ASSIGN NILESH	Commf. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Site Engineer	12/10/2023 11:10	1.51	High
516	20231012C5	12/10/2023 10:10	Softwares	IBM Lotus Notes	Lotus mail issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	12/10/2023 10:10	0.01	High
517	20231012C6	12/10/2023 10:10	Telecom	IP Phone	Exno. 9785 is not working 2nd. floor B Block(Call locked by Tarun Sir)7053	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	12/10/2023 10:10	0.28	High
518	20231012C7	12/10/2023 10:10	Telecom	Avaya Digital	assign to Lan team phone not working	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	13/10/2023 10:10	23.34	High
519	20231012C8	12/10/2023 10:10	Softwares	Adobe Reader	Install Adobe reader..	Seelam Pur Complaint Centre, Delhi-53	Yamuna Vihar	Closed By Hardware Team	12/10/2023 14:10	3.44	Medium
520	20231012C9	12/10/2023 10:10	Softwares	Antivirus	Install Anti Virus.	Seelam Pur Complaint Centre, Delhi-53	Yamuna Vihar	Closed By Hardware Team	12/10/2023 14:10	3.44	Medium
521	20231012C10	12/10/2023 10:10	Softwares	Browser	Install Google Chrome.	Seelam Pur Complaint Centre, Delhi-53	Yamuna Vihar	Closed By Hardware Team	12/10/2023 14:10	3.43	Medium
522	20231012C11	12/10/2023 10:10	Softwares	Domain Password	Reset Domain Password.	Seelam Pur Complaint Centre, Delhi-53	Yamuna Vihar	Closed By Hardware Team	12/10/2023 14:10	3.42	High
523	20231012C12	12/10/2023 10:10	Softwares	Domain Rejoin	Domain Rejoin.	Seelam Pur Complaint Centre, Delhi-53	Yamuna Vihar	Closed By Hardware Team	12/10/2023 14:10	3.42	Medium
524	20231012C13	12/10/2023 10:10	Softwares	IBM Lotus Notes	Install IBM Notes..	Seelam Pur Complaint Centre, Delhi-53	Yamuna Vihar	Closed By Hardware Team	12/10/2023 14:10	3.41	High
525	20231012C14	12/10/2023 10:10	Softwares	Ms-Office	Install Ms office.	Seelam Pur Complaint Centre, Delhi-53	Yamuna Vihar	Closed By Hardware Team	12/10/2023 14:10	3.4	High
526	20231012C15	12/10/2023 10:10	Softwares	SAP	Install SAP.	Seelam Pur Complaint Centre, Delhi-53	Yamuna Vihar	Closed By Hardware Team	12/10/2023 14:10	3.39	High
527	20231012C16	12/10/2023 10:10	Softwares	Teamviewer	Install Team viewer.	Seelam Pur Complaint Centre, Delhi-53	Yamuna Vihar	Closed By Hardware Team	12/10/2023 14:10	3.39	Medium
528	20231012C17	12/10/2023 10:10	Softwares	Windows	windows Update.	Seelam Pur Complaint Centre, Delhi-53	Yamuna Vihar	Closed By Hardware Team	12/10/2023 14:10	3.38	High
529	20231012C18	12/10/2023 11:10	Hardware	Laptop	Laptop required for new joinee	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	12/10/2023 12:10	1.03	High
530	20231012C19	12/10/2023 11:10	Softwares	Ms-Office	Byrl Basic software installation	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	12/10/2023 12:10	1.02	High
531	20231012C20	12/10/2023 11:10	Softwares	SAP	Sap is not working.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	12/10/2023 15:10	3.95	High
532	20231012C21	12/10/2023 11:10	Hardware	Printer	Print issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	12/10/2023 11:10	0.01	High
533	20231012C22	12/10/2023 11:10	Hardware	Scanner	Not Working	Aram Bagh Bm(Commf), Phg	Pahar Ganj	Closed By Site Engineer	12/10/2023 14:10	2.2	High
534	20231012C23	12/10/2023 11:10	Hardware	PC_CPU	cpu data transfer assign nilesh	Commf. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Site Engineer	12/10/2023 12:10	0.3	High
535	20231012C24	12/10/2023 11:10	Networking	Link Down	network issue assign nilesh	Commf. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Site Engineer	12/10/2023 12:10	0.27	High
536	20231012C25	12/10/2023 12:10	Hardware	IP Phone Adapter	There is a phone issued in my name in Mayur Vihar please assign Nilesh in mayur vihar IT	Complaint Center, Chapperwala	Shankar Road	Closed By Site Engineer	12/10/2023 14:10	2.91	High
537	20231012C26	12/10/2023 12:10	Softwares	Adobe Reader	Adobe issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	12/10/2023 12:10	0.01	Medium
538	20231012C27	12/10/2023 12:10	Hardware	PC_CPU	Network Issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	19/10/2023 10:10	166.36	High
539	20231012C28	12/10/2023 12:10	Softwares	Domain Password	Domain password reset	Town Hall Business Office	Chandni Chowk	Closed By Helpdesk	12/10/2023 12:10	0.02	High
540	20231012C29	12/10/2023 13:10	Networking	Network Breaks	network issue	Aram Bagh Bm(Commf), Phg	Pahar Ganj	Closed By Site Engineer	12/10/2023 15:10	1.74	High
541	20231012C30	12/10/2023 13:10	Softwares	Domain Password	Password not open	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	12/10/2023 13:10	0.03	High
542	20231012C31	12/10/2023 13:10	Softwares	IBM Lotus Notes	Mail not open on behalf of amanpreet singh	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	12/10/2023 13:10	0	High
543	20231012C32	12/10/2023 14:10	Softwares	Domain Password	Domain password reset	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Helpdesk	12/10/2023 14:10	0.01	High
544	20231012C33	12/10/2023 14:10	Softwares	SAP	BSD logging creation in SAP	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	12/10/2023 14:10	0	High
545	20231012C34	12/10/2023 14:10	Softwares	Cute PDF	Installation of cute PDF.	Training And Work Shop, (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	12/10/2023 15:10	0.27	Medium
546	20231012C35	12/10/2023 15:10	Hardware	PC_CPU	visit for cpu ip conf assign nilesh	O&M(D) Office, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Site Engineer	12/10/2023 15:10	0.45	High
547	20231012C36	12/10/2023 15:10	Softwares	IBM Lotus Notes	Lotus mail issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	12/10/2023 15:10	0	High
548	20231012C37	12/10/2023 15:10	Telecom	Avaya Digital	7073 Land line phone not working . pls assign to lan team	Commf Office Cbd-ii	Karkardooma	Closed By Lan Support Team	16/10/2023 09:10	90.29	High
549	20231012C38	12/10/2023 15:10	Hardware	PC_CPU	4 Gb Ddr3 Ram Faulty S/NO - PG03LEJ Please Assign Arpit	Commf. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Hardware Team	19/10/2023 09:10	162.24	High

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
550	20231012C39	12/10/2023 15:10	Hardware	Printer	Print out issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	12/10/2023 15:10	0	High
551	20231012C40	12/10/2023 15:10	Softwares	IBM Lotus Notes	user unable to power scheduling mail access	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	12/10/2023 17:10	1.69	High
552	20231012C41	12/10/2023 16:10	Hardware	All In One Desktop	cmos battery faulty	Bm (Comm.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	13/10/2023 11:10	18.9	Medium
553	20231012C42	12/10/2023 16:10	Softwares	IBM Lotus Notes	mail login issue	Mulla Colony Scrap Store, Near Gajipur Police Station	Vasundra Enclave	Closed By Site Engineer	13/10/2023 11:10	18.89	High
554	20231012C43	12/10/2023 16:10	Lan Support	RJ 45 Connector	connector faulty	Bm (Comm.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	13/10/2023 11:10	18.89	High
555	20231012C44	12/10/2023 16:10	Lan Support	RJ 45 Connector	connector faulty	Complain Center, Sub-Stn. No. 3, Mayur Vihar Ph-III, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	13/10/2023 11:10	18.88	High
556	20231012C45	12/10/2023 16:10	Softwares	Domain Rejoin	login issue	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	13/10/2023 11:10	18.85	Medium
557	20231012C46	12/10/2023 16:10	Hardware	Printer	paper jam issue	Bm (Comm.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	13/10/2023 11:10	18.84	High
558	20231012C47	12/10/2023 16:10	Softwares	IBM Lotus Notes	unable to archive mails	Bm (Comm.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	13/10/2023 11:10	18.81	High
559	20231012C48	12/10/2023 16:10	Hardware	Printer	printer drivers issue	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	13/10/2023 11:10	18.81	High
560	20231012C49	12/10/2023 16:10	Softwares	Admin Helpdesk	admin id creation	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	13/10/2023 11:10	18.79	Medium
561	20231012C50	12/10/2023 17:10	Softwares	IBM Lotus Notes	Attachment is unable to send/show in mail & IP is also not displaying.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	12/10/2023 18:10	0.77	High
562	20231013C1	13/10/2023 06:10	Hardware	IP Camera	KKD HO CBD-2 GATE, PARKING,DRIVER ROOM, CBD-2 GENSET ,CBD-2 EXIT GATE CAMERA CCTV NOT WORKING.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	13/10/2023 10:10	3.62	High
563	20231013C2	13/10/2023 06:10	Hardware	IP Camera	YVR O&M GATE AND ROOM CAMERA NOT WORKING.	C-8, Store O&M Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Lan Support Team	16/10/2023 09:10	75.29	High
564	20231013C3	13/10/2023 06:10	Hardware	IP Camera	MVR 1&2 O&M CAMERA NOT WORKING.	O&M(D) Office, Near Sadar Appt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Lan Support Team	13/10/2023 10:10	3.59	High
565	20231013C4	13/10/2023 09:10	Hardware	Laptop	Laptop is not power on.	Ppg Incl. Area Grid (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	17/10/2023 17:10	104.5	High
566	20231013C5	13/10/2023 09:10	Hardware	All In One Desktop	Network issue in CBD-2 Grid,	Cbd-1 Grid	Karkardooma	Closed By Lan Support Team	13/10/2023 10:10	0.54	Medium
567	20231013C6	13/10/2023 10:10	Lan Support	Lan Cable Extension	Kindly send the team for installation urgently.	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Lan Support Team	16/10/2023 09:10	71.71	High
568	20231013C7	13/10/2023 10:10	Softwares	Windows	windows crashed	Seelam Pur Complaint Centre, Delhi-53	Yamuna Vihar	Closed By Hardware Team	13/10/2023 12:10	2.25	High
569	20231013C8	13/10/2023 10:10	Lan Support	RJ 45 Connector	New cable changed	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	13/10/2023 13:10	3.65	High
570	20231013C9	13/10/2023 10:10	Softwares	ESS	ess not open	R-88 A Double Storey S/Stn. Building, R Block, New Rajinder Ngr, Shankar Rd, Delhi (O & M)	Shankar Road	Closed By Site Engineer	13/10/2023 11:10	0.49	Medium
571	20231013C10	13/10/2023 10:10	Softwares	Ms-Office	Excel file is not open	33 Kv.Substation (Srd Building), Shankar Road, New Delhi-110 060 Comm1 Office	Shankar Road	Closed By Site Engineer	13/10/2023 11:10	0.47	High
572	20231013C11	13/10/2023 10:10	Softwares	Adobe Reader	PDF file not open	33 Kv.Substation (Srd Building), Shankar Road, New Delhi-110 060 Comm1 Office	Shankar Road	Closed By Site Engineer	13/10/2023 11:10	0.44	Medium
573	20231013C12	13/10/2023 10:10	Hardware	PC_CPU	pc is not booting	33 Kv.Substation (Srd Building), Shankar Road, New Delhi-110 060 Comm1 Office	Shankar Road	Closed By Site Engineer	13/10/2023 11:10	0.42	High
574	20231013C13	13/10/2023 10:10	Softwares	SAP	sap is not open	33 Kv.Substation (Srd Building), Shankar Road, New Delhi-110 060 Comm1 Office	Shankar Road	Closed By Site Engineer	13/10/2023 11:10	0.4	High
575	20231013C14	13/10/2023 10:10	Hardware	Printer	unable to get print from shared printer	33 Kv.Substation (Srd Building), Shankar Road, New Delhi-110 060 Comm1 Office	Shankar Road	Closed By Site Engineer	13/10/2023 11:10	0.38	High
576	20231013C15	13/10/2023 10:10	Softwares	IBM Lotus Notes	mail is not sending	33 Kv.Substation (Srd Building), Shankar Road, New Delhi-110 060 Comm1 Office	Shankar Road	Closed By Site Engineer	13/10/2023 11:10	0.35	High
577	20231013C16	13/10/2023 10:10	Hardware	Printer	unable to get print from shared printer	R-88 A Double Storey S/Stn. Building, R Block, New Rajinder Ngr, Shankar Rd, Delhi (O & M)	Shankar Road	Closed By Site Engineer	13/10/2023 11:10	0.31	High
578	20231013C17	13/10/2023 10:10	Hardware	Printer	unable to get print from shared printer	R-88 A Double Storey S/Stn. Building, R Block, New Rajinder Ngr, Shankar Rd, Delhi (O & M)	Shankar Road	Closed By Site Engineer	13/10/2023 11:10	0.29	High
579	20231013C18	13/10/2023 10:10	Softwares	IBM Lotus Notes	mail is showing on quota warning	33 Kv.Substation (Srd Building), Shankar Road, New Delhi-110 060 Comm1 Office	Shankar Road	Closed By Site Engineer	13/10/2023 10:10	0.23	High
580	20231013C19	13/10/2023 10:10	Hardware	PC_CPU	system not power on	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	13/10/2023 15:10	4.65	High
581	20231013C20	13/10/2023 10:10	Softwares	IBM Lotus Notes	mail issue	Commercial Office, Nng	Nand Nagari	Closed By Site Engineer	13/10/2023 11:10	0.27	High
582	20231013C21	13/10/2023 10:10	Hardware	RAM	ram upgrade issue	Commercial Office, Nng	Nand Nagari	Closed By Hardware Team	19/10/2023 17:10	150.27	Medium
583	20231013C22	13/10/2023 10:10	Softwares	IBM Lotus Notes	mail issue	Mig Office, East Of Loni Road	Nand Nagari	Closed By Site Engineer	13/10/2023 11:10	0.26	High
584	20231013C23	13/10/2023 10:10	Hardware	Printer	printer issue	Mig Office, East Of Loni Road	Nand Nagari	Closed By Site Engineer	13/10/2023 11:10	0.26	High
585	20231013C24	13/10/2023 10:10	Softwares	SAP	SAP P96 issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	13/10/2023 10:10	0	High
586	20231013C25	13/10/2023 11:10	Hardware	PC_CPU	Motherboard faulty ( creating beep sound, it seems ram slot faulty) PC S/N.-PG00D2UM	Seelam Pur Complaint Centre, Delhi-53	Yamuna Vihar	Closed By Hardware Team	20/10/2023 17:10	174.25	High
587	20231013C26	13/10/2023 11:10	Softwares	Domain Password	Domain password reset	Mig Office, East Of Loni Road	Nand Nagari	Closed By Helpdesk	13/10/2023 11:10	0.01	High
588	20231013C27	13/10/2023 11:10	Softwares	Domain Rejoin	domain issue	Mig Office, East Of Loni Road	Nand Nagari	Closed By Site Engineer	17/10/2023 09:10	94.66	Medium
589	20231013C28	13/10/2023 11:10	Hardware	PC_CPU	PC not booting	33 Kv.Substation (Srd Building), Shankar Road, New Delhi-110 060 Comm1 Office	Shankar Road	Closed By Site Engineer	13/10/2023 12:10	1.17	High
590	20231013C29	13/10/2023 11:10	Softwares	IBM Lotus Notes	Mail is showing on the quota warning	Complaint Center, Chapperwala	Shankar Road	Closed By Site Engineer	13/10/2023 12:10	1.14	High
591	20231013C30	13/10/2023 11:10	Softwares	BYPL Intranet	Zoom is not working	Complaint Center, Chapperwala	Shankar Road	Closed By Site Engineer	13/10/2023 12:10	1.12	Medium
592	20231013C31	13/10/2023 11:10	Softwares	Domain Password	Domain password reset	Comm1. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Helpdesk	13/10/2023 11:10	0	High
593	20231013C32	13/10/2023 11:10	Hardware	Printer	Printer issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	13/10/2023 11:10	0	High
594	20231013C33	13/10/2023 11:10	Hardware	Printer	Printer Automatic configuration pages time to time.	Ppg Incl. Area Grid (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	19/10/2023 17:10	149.65	High
595	20231013C34	13/10/2023 11:10	Hardware	Printer	Paper Jam issue.	Training And Work Shop, (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	19/10/2023 17:10	149.47	High
596	20231013C35	13/10/2023 11:10	Softwares	BYPL Intranet	NAS Login issue	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	13/10/2023 15:10	3.55	Medium
597	20231013C36	13/10/2023 11:10	Softwares	IBM Lotus Notes	lotus accounts locked	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	13/10/2023 15:10	3.51	High

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
598	20231013C37	13/10/2023 12:10	Networking	Network Breaks	Network issue	CommI Office Cbd-ii	Karkardooma	Closed By Helpdesk	13/10/2023 12:10	0.01	High
599	20231013C38	13/10/2023 12:10	Hardware	PC_CPU	System on issue	Aram Bagh Bm(CommI), Phg	Pahar Ganj	Closed By Site Engineer	13/10/2023 14:10	1.93	High
600	20231013C39	13/10/2023 12:10	Softwares	SAP	BSP Login issue	Aram Bagh Bm(CommI), Phg	Pahar Ganj	Closed By Site Engineer	13/10/2023 14:10	1.92	High
601	20231013C40	13/10/2023 12:10	Hardware	PC_CPU	Kindly arrange to shift the pc to another cabin urgently	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	13/10/2023 14:10	2.35	High
602	20231013C41	13/10/2023 12:10	Softwares	MSB	Msn link is not working , Kindly arrange to check the same.	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	13/10/2023 14:10	2.29	Medium
603	20231013C42	13/10/2023 12:10	Hardware	Printer	Printer not working	Aram Bagh Bm(CommI), Phg	Pahar Ganj	Closed By Site Engineer	13/10/2023 14:10	1.51	High
604	20231013C43	13/10/2023 12:10	Softwares	IBM Lotus Notes	Mail not working	Aram Bagh Bm(CommI), Phg	Pahar Ganj	Closed By Site Engineer	13/10/2023 14:10	1.5	High
605	20231013C44	13/10/2023 12:10	Hardware	TFT	TFT not working .Pl assign to arpit S/t : v1239514	Bm (CommI.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Hardware Team	16/10/2023 14:10	73.93	High
606	20231013C45	13/10/2023 12:10	Hardware	PC_CPU	Need to replace laptop with pc	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	13/10/2023 15:10	2.28	High
607	20231013C46	13/10/2023 12:10	Hardware	PC_CPU	pc working slow need to replace	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	13/10/2023 15:10	2.23	High
608	20231013C47	13/10/2023 12:10	Softwares	IBM Lotus Notes	Software installation & need to configure mail id	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	13/10/2023 15:10	2.22	High
609	20231013C48	13/10/2023 12:10	Softwares	Windows	Need to transfer data from old pc	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	13/10/2023 15:10	2.22	High
610	20231013C49	13/10/2023 12:10	Softwares	Internet	Internet network issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	13/10/2023 12:10	0.01	High
611	20231013C50	13/10/2023 13:10	Hardware	PC_CPU	pc CPU hanging issue	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	13/10/2023 17:10	4.01	High
612	20231013C51	13/10/2023 13:10	Softwares	Windows	needed to win update	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	13/10/2023 17:10	4	High
613	20231013C52	13/10/2023 13:10	Hardware	PC_CPU	pc booting issue	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	13/10/2023 15:10	2	High
614	20231013C53	13/10/2023 14:10	Softwares	Domain Password	Domain password reset	C-6, O&M Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Helpdesk	13/10/2023 14:10	0.01	High
615	20231013C54	13/10/2023 14:10	Hardware	Mouse	mouse not working properly pl assign to arpit s/t : 7D4PH32	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Hardware Team	02/02/2024 11:02	2684.3	High
616	20231013C55	13/10/2023 14:10	Hardware	Scanner	scanner is not working , Kindly check the same.	Near Radhu Palace, Delhi (Lnr)	Laxmi Nagar	Closed By Site Engineer	13/10/2023 17:10	3.09	High
617	20231013C56	13/10/2023 15:10	Hardware	Printer	Printer not working (deepak chauchan )	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	13/10/2023 17:10	2.18	High
618	20231013C57	13/10/2023 15:10	Hardware	TFT	TFT Power Problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	13/10/2023 17:10	2.34	High
619	20231013C58	13/10/2023 15:10	Softwares	Internet	Network Problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	13/10/2023 17:10	2.34	High
620	20231013C59	13/10/2023 15:10	Softwares	Adobe Reader	Adobe Problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	13/10/2023 17:10	2.33	Medium
621	20231013C60	13/10/2023 15:10	Softwares	ESS	Teambyp problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	13/10/2023 17:10	2.32	Medium
622	20231013C61	13/10/2023 15:10	Softwares	Browser	Site Problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	13/10/2023 17:10	2.32	Medium
623	20231013C62	13/10/2023 15:10	Softwares	SAP	P92 Problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	13/10/2023 17:10	2.31	High
624	20231013C63	13/10/2023 15:10	Softwares	IBM Lotus Notes	Password Problem	66 Kv, Bhagirathi Grid	Karawal Nagar	Closed By Site Engineer	13/10/2023 17:10	2.3	High
625	20231013C64	13/10/2023 15:10	Softwares	ESS	ESS Problem	66 Kv, Bhagirathi Grid	Karawal Nagar	Closed By Site Engineer	13/10/2023 17:10	2.29	Medium
626	20231013C65	13/10/2023 15:10	Hardware	TFT	TFT Problem	66 Kv, Bhagirathi Grid	Karawal Nagar	Closed By Site Engineer	13/10/2023 17:10	2.29	High
627	20231013C66	13/10/2023 15:10	Softwares	SAP	SAP P96 Problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	13/10/2023 17:10	2.28	High
628	20231013C67	13/10/2023 15:10	Hardware	Printer	Printer Problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	13/10/2023 17:10	2.28	High
629	20231013C68	13/10/2023 15:10	Hardware	Printer	Printer out problem	O&M Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	13/10/2023 17:10	2.24	High
630	20231013C69	13/10/2023 15:10	Softwares	Ms-Office	Excel Problem	O&M Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	13/10/2023 17:10	2.24	High
631	20231013C70	13/10/2023 15:10	Softwares	IBM Lotus Notes	mail not working	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	13/10/2023 17:10	1.94	High
632	20231013C71	13/10/2023 15:10	Hardware	PC_CPU	pc working slow , not working properly	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	13/10/2023 17:10	1.91	High
633	20231013C72	13/10/2023 15:10	Hardware	PC_CPU	pc booting issue	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	13/10/2023 17:10	1.86	High
634	20231013C73	13/10/2023 15:10	Softwares	VPN	user unable to access vpn	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	13/10/2023 17:10	1.83	Medium
635	20231013C74	13/10/2023 15:10	Softwares	SAP	sap issue assign Nilesh	CommI. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	13/10/2023 17:10	1.81	High
636	20231013C75	13/10/2023 15:10	Softwares	Windows	system password issue assign Nilesh	CommI. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	13/10/2023 17:10	1.79	High
637	20231013C76	13/10/2023 15:10	Hardware	Printer	printer issue assign Nilesh	O&M(D) Office, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Site Engineer	13/10/2023 17:10	1.76	High
638	20231013C77	13/10/2023 15:10	Softwares	Browser	ismart password issue assign Nilesh	CommI. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	13/10/2023 17:10	1.73	Medium
639	20231013C78	13/10/2023 15:10	Softwares	Browser	dss seva password issue	CommI. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	13/10/2023 17:10	1.69	Medium
640	20231013C79	13/10/2023 16:10	Hardware	Printer	Print fed issue.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	13/10/2023 16:10	0.85	High
641	20231013C80	13/10/2023 16:10	Softwares	IBM Lotus Notes	Lotus notes password issue.	S/Stn. No. 02 (Ppg)	Laxmi Nagar	Closed By Site Engineer	13/10/2023 16:10	0.79	High
642	20231013C81	13/10/2023 16:10	Telecom	IP Phone	IP PHONE CONFIGURATION ISSUE.	Training And Work Shop. (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	16/10/2023 14:10	69.87	High
643	20231013C82	13/10/2023 17:10	Network Hardware	Rack Server	visit chilla grid assign Nilesh	CommI. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	16/10/2023 11:10	66.25	High
644	20231013C83	13/10/2023 17:10	Network Hardware	Rack Server	visit khichripur grid assign Nilesh	CommI. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	16/10/2023 11:10	66.21	High
645	20231013C84	13/10/2023 17:10	Network Hardware	Rack Server	visit khichripur grid assign Nilesh	CommI. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	16/10/2023 11:10	66.2	High
646	20231013C85	13/10/2023 17:10	Networking	Link Down	network issue assign Nilesh	O&M(D) Office, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Site Engineer	16/10/2023 11:10	66.18	High
647	20231013C86	13/10/2023 17:10	Hardware	Printer	3D PMO printer is not working as per shivank garg / 7612.	S/Stn No 7, O&M, (Ppg)	Laxmi Nagar	Closed By Hardware Team	17/10/2023 10:10	89.43	High
648	20231013C87	13/10/2023 17:10	Softwares	Adobe Reader	Install Adobe reader.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	17/10/2023 10:10	89.21	Medium
649	20231013C88	13/10/2023 17:10	Softwares	Antivirus	install Anti Virus	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	17/10/2023 10:10	89.2	Medium
650	20231013C89	13/10/2023 17:10	Softwares	Browser	install Google chrome	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	17/10/2023 10:10	89.18	Medium
651	20231013C90	13/10/2023 17:10	Softwares	IBM Lotus Notes	Install ibm lotus mail.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	17/10/2023 10:10	89.13	High
652	20231013C91	13/10/2023 17:10	Softwares	Ms-Office	install MS Office.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	17/10/2023 10:10	89.11	High
653	20231013C92	13/10/2023 17:10	Softwares	SAP	Install SAP	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	17/10/2023 10:10	89.11	High
654	20231013C93	13/10/2023 17:10	Softwares	Teamviewer	Install Team Viewer.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	17/10/2023 10:10	89.1	Medium
655	20231013C94	13/10/2023 17:10	Softwares	Windows	Window Install.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	17/10/2023 10:10	89.09	High
656	20231013C95	13/10/2023 17:10	Softwares	IBM Lotus Notes	IBM MAIL PASSWORD ISSUE ASSIGN NILESH	Complaint Center Sub-Stn. No. 4, Mig Housing Flat, Mayur Vihar Ph-ii, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	16/10/2023 11:10	65.65	High



S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time[Total Hours]	Priority
657	20231013C96	13/10/2023 17:10	Hardware	Printer	Printer installation of amit v sharma.	S/Stn No 7, O&M, (Ppg)	Laxmi Nagar	Closed By Helpdesk	13/10/2023 18:10	0.32	High
658	20231013C97	13/10/2023 17:10	Hardware	Laptop	Laptop slow.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	13/10/2023 18:10	0.25	High
659	20231013C98	13/10/2023 17:10	Softwares	Domain Password	Domain reset of suraj singh.	A-Block, Preet Vihar (Lnr)	Laxmi Nagar	Closed By Helpdesk	13/10/2023 18:10	0.24	High
660	20231013C99	13/10/2023 17:10	Hardware	Printer	Printing failure.	Comml Office Cbd-lli	Karkardooma	Closed By Helpdesk	13/10/2023 18:10	0.22	High
661	20231013C100	13/10/2023 17:10	Softwares	Domain Password	Domain reset of rakesh.	S/Stn No 7, O&M, (Ppg)	Laxmi Nagar	Closed By Helpdesk	13/10/2023 18:10	0.21	High
662	20231013C101	13/10/2023 17:10	Softwares	Domain Password	Domain reset.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	13/10/2023 18:10	0.2	High
663	20231013C102	13/10/2023 17:10	Hardware	Printer	Print command need to cancel.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	13/10/2023 18:10	0.2	High
664	20231013C103	13/10/2023 17:10	Softwares	IBM Lotus Notes	Mail to mumbai for password reset of yash kumar.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	13/10/2023 18:10	0.18	High
665	20231013C104	13/10/2023 17:10	Softwares	IBM Lotus Notes	Mail not responding.	Preet Vihar Grid (Civil, Protection & Mmg Office)	Karkardooma	Closed By Helpdesk	13/10/2023 18:10	0.17	High
666	20231013C105	13/10/2023 17:10	Softwares	Domain Password	Domain reset of sadaf vali.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	13/10/2023 18:10	0.16	High
667	20231013C106	13/10/2023 17:10	Softwares	Internet	Winrar installation.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	13/10/2023 18:10	0.14	High
668	20231013C107	13/10/2023 17:10	Softwares	Teamviewer	TVR. IP reset.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	13/10/2023 18:10	0.13	Medium
669	20231013C108	13/10/2023 18:10	Softwares	Domain Password	Domain reset of devender gupta.	S/Stn No 7, O&M, (Ppg)	Laxmi Nagar	Closed By Helpdesk	13/10/2023 18:10	0.01	High
670	20231014C1	14/10/2023 08:10	Hardware	IP Camera	KRN COMM OUTSIDE CAMERA NOT WORKING.	F-15/2, Krishna Nagar, Comml Office	Krishna Nagar	Closed By Lan Support Team	19/10/2023 10:10	124.77	High
671	20231016C1	16/10/2023 09:10	Hardware	Printer	Printer install	F-15/2, Krishna Nagar, Comml Office	Krishna Nagar	Closed By Helpdesk	16/10/2023 09:10	0.01	High
672	20231016C2	16/10/2023 09:10	Hardware	Printer	Printer install of Himanshu Aggarwal	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	16/10/2023 09:10	0	High
673	20231016C3	16/10/2023 09:10	Softwares	IBM Lotus Notes	Lotus mail issue	Cbd-lli Grid, Kkd	Karkardooma	Closed By Helpdesk	16/10/2023 09:10	0	High
674	20231016C4	16/10/2023 09:10	Hardware	Mouse	Mouse click (left/right) not working properly PC S/N.PG00TA48	Shastri Park Complaint Centre, Delhi-53	Yamuna Vihar	Closed By Hardware Team	02/02/2024 11:02	2617.08	High
675	20231016C5	16/10/2023 10:10	Softwares	Windows	To fillup form for USB open	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	16/10/2023 10:10	0	High
676	20231016C6	16/10/2023 10:10	Softwares	Domain Password	Password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	16/10/2023 10:10	0.01	High
677	20231016C7	16/10/2023 10:10	Softwares	Domain Password	Password reset of Satya beer	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	16/10/2023 10:10	0	High
678	20231016C8	16/10/2023 10:10	Networking	Link Down	Network is not detecting via lan, 2A PMG - he sometimes sit here.	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Hardware Team	16/10/2023 10:10	0.75	High
679	20231016C9	16/10/2023 10:10	Hardware	PC_CPU	2nd. floor A Block PMG Dept. 7786 Network issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	16/10/2023 10:10	0.54	High
680	20231016C10	16/10/2023 10:10	Hardware	Keyboard	Keyboard is not working (pg00d2uv).	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	16/10/2023 15:10	4.58	High
681	20231016C11	16/10/2023 10:10	Hardware	PC_CPU	CPU is not working.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	16/10/2023 15:10	4.57	High
682	20231016C12	16/10/2023 11:10	Hardware	PC_CPU	System slow	Aram Bagh Bm(Comml), Phg	Pahar Ganj	Closed By Site Engineer	16/10/2023 12:10	1.3	High
683	20231016C13	16/10/2023 11:10	Hardware	PC_CPU	system on issue	Aram Bagh Bm(Comml), Phg	Pahar Ganj	Closed By Site Engineer	16/10/2023 12:10	1.28	High
684	20231016C14	16/10/2023 11:10	Hardware	PC_CPU	CPU ISSUE ASSIGN NILESH	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Site Engineer	16/10/2023 12:10	1.37	High
685	20231016C15	16/10/2023 11:10	Hardware	PC_CPU	HARDISK FAULTY S/NO- PG011QDV PLEASE ASSIGN ARPIT	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Hardware Team	19/10/2023 09:10	70.49	High
686	20231016C16	16/10/2023 11:10	Networking	Link Down	NETWORK ISSUE ASSIGN NILESH	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Site Engineer	16/10/2023 12:10	1.18	High
687	20231016C17	16/10/2023 11:10	Softwares	IBM Lotus Notes	mail not working	Aram Bagh Bm(Comml), Phg	Pahar Ganj	Closed By Site Engineer	16/10/2023 12:10	0.79	High
688	20231016C18	16/10/2023 11:10	Hardware	PC_CPU	system is working slow	Aram Bagh Bm(Comml), Phg	Pahar Ganj	Closed By Site Engineer	16/10/2023 12:10	0.78	High
689	20231016C19	16/10/2023 11:10	Hardware	PC_CPU	Planner issue is coming in cpu, kindly arrange to check and repair the same , M10-B3 S/R PG00A784	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Hardware Team	14/11/2023 17:11	701.14	High
690	20231016C20	16/10/2023 12:10	Hardware	Mouse	mouse faulty please assign Nilesh	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Site Engineer	16/10/2023 12:10	0.5	High
691	20231016C21	16/10/2023 12:10	Hardware	Mouse	mouse faulty please assign arpit sir	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Cancel			High
692	20231016C22	16/10/2023 12:10	Hardware	Mouse	Mouse faulty please replace assign arpit S/no- 29JL542	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Hardware Team	19/10/2023 09:10	69.53	High
693	20231016C23	16/10/2023 12:10	Telecom	Clip Max	Exno. - 9317 is not working Call from security control room	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	16/10/2023 13:10	1.46	High
694	20231016C24	16/10/2023 12:10	Hardware	Keyboard	Keyboard faulty	Business Office, Karawal Nagar	Karawal Nagar	Closed By Helpdesk	16/10/2023 13:10	0.57	High
695	20231016C25	16/10/2023 12:10	Hardware	Hard Disk	HDD not found according to engineer Mr. Tuli.	S/Stn. No. 13, Ppg (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	16/10/2023 15:10	2.68	High
696	20231016C26	16/10/2023 12:10	Hardware	Mouse	Mouse faulty	Business Office, Karawal Nagar	Karawal Nagar	Closed By Helpdesk	16/10/2023 13:10	0.56	High
697	20231016C27	16/10/2023 12:10	Lan Support	Lan Cable Replacement	Urgent LAN team required	Business Office, Karawal Nagar	Karawal Nagar	Closed By Lan Support Team	19/10/2023 10:10	70.32	High
698	20231016C28	16/10/2023 12:10	Softwares	Domain Password	Domain password reset	Comml Office Cbd-lli	Karkardooma	Closed By Helpdesk	16/10/2023 12:10	0	High
699	20231016C29	16/10/2023 12:10	Softwares	Teamviewer	software issue assign Nilesh	Complaint Center Sub-Stn. No. 4, Mig Housing Flat, Mayur Vihar Ph-lli, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	16/10/2023 13:10	1.15	Medium
700	20231016C30	16/10/2023 12:10	General Calls	Presentation / VC	punching ,machine issue assign Nilesh	O&M(D) Office, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Site Engineer	16/10/2023 13:10	1.11	High
701	20231016C31	16/10/2023 12:10	Lan Support	RJ 45 Connector	ASSIGN TO LAN TEAM CONNECTOR CHANGE	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	19/10/2023 10:10	70.02	High
702	20231016C32	16/10/2023 13:10	Hardware	Printer	1st. floor A Block Printer issue			Closed By Hardware Team	17/10/2023 09:10	20.95	High
703	20231016C33	16/10/2023 13:10	Hardware	Keyboard	Keyboard Faulty PG010T8Y	Business Office, Karawal Nagar	Karawal Nagar	Closed By Hardware Team	19/10/2023 09:10	68.7	High
704	20231016C34	16/10/2023 13:10	Hardware	Mouse	Mouse Faulty PG010T8Y	Business Office, Karawal Nagar	Karawal Nagar	Closed By Hardware Team	19/10/2023 09:10	68.7	High
705	20231016C35	16/10/2023 13:10	Hardware	Keyboard	Due to keyboard cable was damaged by rat , it is not working , Kindly replace the same HP/DX-2480/INA92107C7 , please assign to Arpit	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Hardware Team	16/10/2023 14:10	1.29	High
706	20231016C36	16/10/2023 13:10	Hardware	Keyboard	HP/DX-2480/INA92107C7 keyboard cable is not working, call assign to Arpit	S/Stn. No. 13, Ppg (Ppg-2)	Laxmi Nagar	Closed By Hardware Team	19/10/2023 09:10	68.17	High
707	20231016C37	16/10/2023 13:10	Softwares	Domain Password	Domain password reset	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Helpdesk	16/10/2023 13:10	0	High
708	20231016C38	16/10/2023 13:10	Hardware	Printer	printer not working	C-7, Commercial Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Site Engineer	16/10/2023 15:10	1.89	High
709	20231016C39	16/10/2023 13:10	Hardware	Printer	printer cartridge need to replace	C-6, O&M Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Site Engineer	16/10/2023 15:10	1.87	High
710	20231016C40	16/10/2023 13:10	Softwares	IBM Lotus Notes	system need to configure after format	Seelam Pur Complaint Centre, Delhi-53	Yamuna Vihar	Closed By Site Engineer	16/10/2023 15:10	1.85	High
711	20231016C41	16/10/2023 13:10	Softwares	Windows	system running very slow	C-7, Commercial Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Site Engineer	16/10/2023 15:10	1.83	High
712	20231016C42	16/10/2023 13:10	Softwares	Windows	system running slow	C-7, Commercial Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Site Engineer	16/10/2023 15:10	1.81	High
713	20231016C43	16/10/2023 14:10	Softwares	IBM Lotus Notes	require traveller access on mobile first time	Kanti Nagar Complaint Centre	Krishna Nagar	Closed By Helpdesk	16/10/2023 14:10	0.04	High

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
714	20231016C44	16/10/2023 14:10	Softwares	Internet	Team BYPL SITE IS NOT OPENNING	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	16/10/2023 15:10	0.01	High
715	20231016C45	16/10/2023 14:10	Networking	Network Breaks	Network issue assign nilesh	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Site Engineer	16/10/2023 15:10	0.98	High
716	20231016C46	16/10/2023 15:10	Hardware	Printer	Printer issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	16/10/2023 15:10	0.01	High
717	20231016C47	16/10/2023 15:10	Hardware	Printer	Printer issue of Devender kumar	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	16/10/2023 15:10	0	High
718	20231016C48	16/10/2023 15:10	Softwares	IBM Lotus Notes	Account is Locked out of Lotus mail	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Helpdesk	16/10/2023 15:10	0.02	High
719	20231016C49	16/10/2023 15:10	Softwares	IBM Lotus Notes	Account is Locked out of Lotus mail (Dheeraj Kanojia)41019688	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Helpdesk	16/10/2023 15:10	0	High
720	20231016C50	16/10/2023 15:10	Hardware	Hard Disk	hard disk change	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	17/10/2023 11:10	20.18	High
721	20231016C51	16/10/2023 15:10	Hardware	Laptop	laptop not working	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	16/10/2023 16:10	0.3	High
722	20231016C52	16/10/2023 15:10	Hardware	Printer	printer 3015 Catridge change 1st. floor B Block	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	16/10/2023 17:10	1.89	High
723	20231016C53	16/10/2023 15:10	Hardware	Laptop	laptop not working	O&M (Ptn), 10-B, Rajindra Place, New Delhi-110 008 (Patel Auto)	Patel Nagar	Closed By Site Engineer	16/10/2023 16:10	0.25	High
724	20231016C54	16/10/2023 15:10	Softwares	SAP	sap software is require	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	16/10/2023 16:10	0.25	High
725	20231016C55	16/10/2023 15:10	Softwares	ESS	ess browsing issues	O&M (Ptn), 10-B, Rajindra Place, New Delhi-110 008 (Patel Auto)	Patel Nagar	Closed By Site Engineer	16/10/2023 16:10	0.23	Medium
726	20231016C56	16/10/2023 15:10	Softwares	SAP	SAP not working	O&M (Ptn), 10-B, Rajindra Place, New Delhi-110 008 (Patel Auto)	Patel Nagar	Closed By Site Engineer	16/10/2023 16:10	0.21	High
727	20231016C57	16/10/2023 15:10	Softwares	Ms-Office	needed to wps install	O&M (Ptn), 10-B, Rajindra Place, New Delhi-110 008 (Patel Auto)	Patel Nagar	Closed By Site Engineer	16/10/2023 16:10	0.21	High
728	20231016C58	16/10/2023 15:10	Softwares	BYPL Intranet	needed to proxy configure	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	16/10/2023 16:10	0.18	Medium
729	20231016C59	16/10/2023 15:10	Hardware	Laptop	Blue dump & HDD not installed error reflects during work, 2 B Finance.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	17/10/2023 09:10	18.04	High
730	20231016C60	16/10/2023 16:10	Softwares	IBM Lotus Notes	lotus accounts locked , user unable to access	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	17/10/2023 11:10	19.21	High
731	20231016C61	16/10/2023 16:10	Lan Support	Lan Cable Replacement	Ext. No -7658 not working checked Handset + Cabel Ok mox end issue so kindly assign call to LAN Team.	Comml Office Cbd-iii	Karkardooma	Closed By Lan Support Team	20/10/2023 09:10	89.01	High
732	20231016C62	16/10/2023 16:10	Hardware	Laptop	User is facing a not or problems in his laptop, it shuts down while running, there is a heating issue.Sir I had already updated its window then the system is slow, please resolve this issue . laptop S/n - LR5BVGM please assign manoj	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Site Engineer	19/10/2023 14:10	70.12	High
733	20231016C63	16/10/2023 16:10	Hardware	PC_CPU	4 USB Port not are not working checked Motherboard issue (4089 S/N-L9B8735) so kindly assign call to Mr. arpit	Kasturba Nagar Complaint Centre	Karkardooma	Closed By Hardware Team	23/10/2023 15:10	167.22	High
734	20231016C64	16/10/2023 16:10	Hardware	PC_CPU	SEWA KENDRA CAMERA NOT WORKING	Aram Bagh Bm(Comml), Phg	Pahar Ganj	Closed By Site Engineer	16/10/2023 17:10	1.13	High
735	20231016C65	16/10/2023 16:10	Hardware	Printer	Printer head are not working paper not clear print checked (EPSON U220D S/N- RHFF298908) So kindly assign call to Mr. Arpit.	Kasturba Nagar Complaint Centre	Karkardooma	Closed By Hardware Team	23/10/2023 15:10	167.17	High
736	20231016C66	16/10/2023 16:10	Softwares	Adobe Reader	Adobe file not open automatically closed when open file	Comml Office Cbd-iii	Karkardooma	Closed By Site Engineer	16/10/2023 18:10	1.83	Medium
737	20231016C67	16/10/2023 16:10	Hardware	Printer	printer not getting command.	Comml Office Cbd-iii	Karkardooma	Closed By Site Engineer	16/10/2023 18:10	1.82	High
738	20231016C68	16/10/2023 16:10	Softwares	IBM Lotus Notes	Lotus mail restart issue when entered password	Comml Office Cbd-iii	Karkardooma	Closed By Site Engineer	16/10/2023 18:10	1.69	High
739	20231016C69	16/10/2023 16:10	Softwares	Windows	Sharing folder access issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Site Engineer	18/10/2023 18:10	1.65	High
740	20231016C70	16/10/2023 16:10	Hardware	Mouse	Mouse not working	33kv Grid, Kamla Market Comml Office	Darya Ganj	Closed By Site Engineer	18/10/2023 15:10	46.7	High
741	20231016C71	16/10/2023 16:10	Softwares	IBM Lotus Notes	Mail not working	33kv Grid, Kamla Market Comml Office	Darya Ganj	Closed By Site Engineer	18/10/2023 15:10	46.68	High
742	20231016C72	16/10/2023 16:10	Hardware	Printer	printer not working	33kv Grid, Kamla Market Comml Office	Darya Ganj	Closed By Site Engineer	18/10/2023 15:10	46.67	High
743	20231016C73	16/10/2023 16:10	Hardware	Printer	Printer not working	33kv Grid, Kamla Market Comml Office	Darya Ganj	Closed By Site Engineer	18/10/2023 15:10	46.66	High
744	20231016C74	16/10/2023 16:10	Softwares	Windows	Win not start	Comml Office Cbd-iii	Karkardooma	Closed By Site Engineer	16/10/2023 18:10	1.51	High
745	20231016C75	16/10/2023 16:10	Softwares	Domain Rejoin	Domain rejoin due to trust relationship issue	Comml Office Cbd-iii	Karkardooma	Closed By Site Engineer	16/10/2023 18:10	1.48	Medium
746	20231016C76	16/10/2023 16:10	Softwares	IBM Lotus Notes	bypl insurance mail not working	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	16/10/2023 16:10	0	High
747	20231016C77	16/10/2023 16:10	Softwares	Domain Password	Domain password reset	Jhilmil Division Gtr	Gt Road	Closed By Helpdesk	16/10/2023 16:10	0.02	High
748	20231016C78	16/10/2023 16:10	Softwares	Domain Password	Password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	16/10/2023 16:10	0.01	High
749	20231016C79	16/10/2023 17:10	Hardware	Printer	Printer not getting command	Kasturba Nagar Complaint Centre	Karkardooma	Closed By Site Engineer	16/10/2023 18:10	1.14	High
750	20231016C80	16/10/2023 17:10	Softwares	IBM Lotus Notes	Account is locked out of Lotus mail Bypl Insurance	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	16/10/2023 17:10	0.01	High
751	20231016C81	16/10/2023 17:10	Softwares	Domain Password	Domain reset.			Closed By Helpdesk	16/10/2023 17:10	0.55	High
752	20231016C82	16/10/2023 17:10	Softwares	Domain Password	Domain reset.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	16/10/2023 17:10	0.15	High
753	20231016C83	16/10/2023 17:10	Softwares	Domain Password	Domain reset.	33kv Grid, Kamla Market Comml Office	Darya Ganj	Closed By Helpdesk	16/10/2023 17:10	0.14	High
754	20231016C84	16/10/2023 17:10	Softwares	Internet	BSES site is not accessible.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	16/10/2023 17:10	0.07	High
755	20231016C85	16/10/2023 17:10	Softwares	Domain Password	Domain reset of 40134294.	33 Kv Grid, G.T.Road Comml Bldg	Gt Road	Closed By Helpdesk	16/10/2023 17:10	0.05	High
756	20231016C86	16/10/2023 17:10	Softwares	Domain Password	Domain reset.	Comml Office Cbd-iii	Karkardooma	Closed By Helpdesk	16/10/2023 17:10	0.04	High
757	20231016C87	16/10/2023 17:10	Hardware	Printer	Print command failure.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	16/10/2023 17:10	0.02	High
758	20231016C88	16/10/2023 17:10	Softwares	Domain Password	Domain reset of 2546974 .	S/Stn No 7, O&M, (Ppg)	Laxmi Nagar	Closed By Helpdesk	16/10/2023 17:10	0.01	High
759	20231017C1	17/10/2023 06:10	Hardware	IP Camera	CC SAINI ENCLAVE CAMERA NOT WORKING	Saini Enclave Complaint Centre	Karkardooma	Closed By Lan Support Team	19/10/2023 10:10	51.85	High
760	20231017C2	17/10/2023 06:10	Hardware	IP Camera	CC KASTURBA NAGAR JLM CAMERA NOT WORKING	Kasturba Nagar Complaint Centre	Karkardooma	Closed By Lan Support Team	19/10/2023 10:10	51.83	High
761	20231017C3	17/10/2023 07:10	Hardware	IP Camera	HR KASTURBA NAGAR-1,2 CAMERA NOT WORKING	Kasturba Nagar Complaint Centre	Karkardooma	Closed By Lan Support Team	19/10/2023 10:10	51.81	High
762	20231017C4	17/10/2023 07:10	Hardware	IP Camera	PREET VIHAR GRID CAMERA NOT WORKING	Preet Vihar Grid (Civil, Protection & Mmg Office)	Karkardooma	Closed By Lan Support Team	19/10/2023 10:10	51.79	High
763	20231017C5	17/10/2023 07:10	Hardware	IP Camera	JLM COMM GATE INSIDE, DSS-1,2, CASH, GATE, CHD, DSS CAMERA NOT WORKING	Comml Office Cbd-iii	Karkardooma	Closed By Lan Support Team	20/10/2023 09:10	74.14	High
764	20231017C6	17/10/2023 07:10	Hardware	IP Camera	HR GRD FLOOR OUTSIDE, 3rd FLOOR A-B, GATE-2, GATE-1 OUTSIDE ANALOGUE CAMERA NOT WORKING	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	19/10/2023 10:10	51.7	High
765	20231017C7	17/10/2023 09:10	Telecom	IP Phone	Exno. 7680 is not working CBD- 2 Grid 1st. floor	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	17/10/2023 09:10	0.77	High
766	20231017C8	17/10/2023 09:10	Softwares	Windows	Windows issue	Gtb Store	Nand Nagari	Closed By Site Engineer	17/10/2023 13:10	3.47	High
767	20231017C9	17/10/2023 09:10	Softwares	Domain Rejoin	domain issue	Gtb Store	Nand Nagari	Closed By Site Engineer	17/10/2023 13:10	3.47	Medium
768	20231017C10	17/10/2023 09:10	Softwares	IBM Lotus Notes	mail issue	Gtb Store	Nand Nagari	Closed By Site Engineer	17/10/2023 13:10	3.47	High

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
769	20231017C11	17/10/2023 09:10	Softwares	SAP	sap issue	Gtb Store	Nand Nagari	Closed By Site Engineer	17/10/2023 13:10	3.47	High
770	20231017C12	17/10/2023 10:10	Lan Support	Lan Cable Replacement	Network issue - red cross is detecting, SAINI ENCLAVE.	Saini Enclave Complaint Centre	Karkardooma	Closed By Lan Support Team	19/10/2023 10:10	48.75	High
771	20231017C13	17/10/2023 10:10	Softwares	IBM Lotus Notes	Mail Not working	Aram Bagh Bm(Comml), Phg	Pahar Ganj	Closed By Site Engineer	17/10/2023 10:10	0.26	High
772	20231017C14	17/10/2023 10:10	Hardware	Keyboard	Existing Keyboard are not working properly some few keys hard work H.L. Backspace, A , Vikas Trikha Gnit user used the PC behaf of Rambabu S/-PG00M19, Model- 10B3. Kindly replace as soon as possible. Helpdesk Team please assign the call to Mr.Arpit .	O & M Office Vivek Vihar B-Blk	Karkardooma	Closed By Hardware Team	31/10/2023 11:10	337.27	High
773	20231017C15	17/10/2023 10:10	Softwares	SAP	not woking	Aram Bagh Bm(Comml), Phg	Pahar Ganj	Closed By Site Engineer	17/10/2023 11:10	0.39	High
774	20231017C16	17/10/2023 10:10	Hardware	Printer	1A printer is offline .	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	17/10/2023 11:10	0.73	High
775	20231017C17	17/10/2023 10:10	Hardware	Mouse	not working	Aram Bagh Bm(Comml), Phg	Pahar Ganj	Closed By Site Engineer	17/10/2023 11:10	0.35	High
776	20231017C18	17/10/2023 10:10	Hardware	Printer	Need 2 printer cartridge replace / 3A	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	17/10/2023 11:10	0.58	High
777	20231017C19	17/10/2023 11:10	Hardware	PC_CPU	pc cpu is not power on	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	17/10/2023 12:10	1.3	High
778	20231017C20	17/10/2023 11:10	Hardware	PC_CPU	continues beep &no display	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	17/10/2023 12:10	1.16	High
779	20231017C21	17/10/2023 11:10	Hardware	Printer	needed to printer install	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	17/10/2023 12:10	1.15	High
780	20231017C22	17/10/2023 11:10	Hardware	Printer	printer not working	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	17/10/2023 12:10	1.14	High
781	20231017C23	17/10/2023 11:10	Hardware	PC_CPU	Monitor flicker issue.	(P&E), S/Stn. No 16, (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	17/10/2023 17:10	6.81	High
782	20231017C24	17/10/2023 11:10	Hardware	Mouse	GATE PASS ISSUE FOR MOUSE REPLACEMENT ASSIGN NILESH	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Site Engineer	17/10/2023 11:10	0.72	High
783	20231017C25	17/10/2023 11:10	Hardware	PC_CPU	GATE PASS FOR HARD DISK REPLACEMENT ASSIGN NILESH	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Site Engineer	17/10/2023 11:10	0.7	High
784	20231017C26	17/10/2023 11:10	Softwares	Browser	REQ FOR CRM PASSWORD RESET ASSIGN NILESH	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Site Engineer	17/10/2023 11:10	0.68	Medium
785	20231017C27	17/10/2023 11:10	Hardware	RAM	ISSUE GATE PASS FOR RAM REPLACEMENT ASSGIN NILESH	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Site Engineer	17/10/2023 11:10	0.65	Medium
786	20231017C28	17/10/2023 11:10	Softwares	IBM Lotus Notes	Lotus mail issue 2nd. D Finance 7754	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	17/10/2023 11:10	0.37	High
787	20231017C29	17/10/2023 11:10	Hardware	PC_CPU	Mother board faulty INI61704NJ pls assign arpit rastogi	F-15/2, Krishna Nagar, Comml Office	Krishna Nagar	Closed By Hardware Team	02/02/2024 11:02	2591.46	High
788	20231017C30	17/10/2023 11:10	Softwares	IBM Lotus Notes	lotus mail configuration of bypl cybersecurity	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	17/10/2023 11:10	0.01	High
789	20231017C31	17/10/2023 11:10	Softwares	IBM Lotus Notes	Lotus mail issue	Minto Road	Darya Ganj	Closed By Helpdesk	17/10/2023 11:10	0.01	High
790	20231017C32	17/10/2023 11:10	Softwares	IBM Lotus Notes	Please arrange to reset password Shiv Shanker/REL/RelianceADA,	C-2 Complaint Center	Nand Nagari	Closed By Helpdesk	17/10/2023 12:10	0.28	High
791	20231017C33	17/10/2023 11:10	Softwares	IBM Lotus Notes	reset lotus id password of Chander Mohan/REL/RelianceADA,	C-2 Complaint Center	Nand Nagari	Closed By Helpdesk	17/10/2023 12:10	0.27	High
792	20231017C34	17/10/2023 11:10	Softwares	IBM Lotus Notes	Reset lotus id password of Anurag K Choudhary/REL/RelianceADA,	C-2 Complaint Center	Nand Nagari	Closed By Helpdesk	17/10/2023 12:10	0.26	High
793	20231017C35	17/10/2023 11:10	Softwares	IBM Lotus Notes	Naresh K Kumar/REL/RelianceADA, reset lotus id password	C-2 Complaint Center	Nand Nagari	Closed By Helpdesk	17/10/2023 12:10	0.23	High
794	20231017C36	17/10/2023 12:10	Hardware	PC_CPU	system slow	Aram Bagh Bm(Comml), Phg	Pahar Ganj	Closed By Site Engineer	17/10/2023 13:10	1.39	High
795	20231017C37	17/10/2023 12:10	Hardware	Printer	Printer not working	Aram Bagh Bm(Comml), Phg	Pahar Ganj	Closed By Site Engineer	17/10/2023 13:10	1.38	High
796	20231017C38	17/10/2023 12:10	Hardware	PC_CPU	Scada monitoring pc is not getting boot	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	17/10/2023 15:10	3.58	High
797	20231017C39	17/10/2023 12:10	Softwares	Admin Helpdesk	Mobile reimbursement require	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	17/10/2023 12:10	0.01	Medium
798	20231017C40	17/10/2023 12:10	Hardware	Keyboard	keyboard faulty please assign Arpit sir S/no - B9J6T72	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Hardware Team	19/10/2023 09:10	44.78	High
799	20231017C41	17/10/2023 12:10	Softwares	IBM Lotus Notes	mail issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	17/10/2023 12:10	0.02	High
800	20231017C42	17/10/2023 12:10	Networking	Network Breaks	network issue assign Nilesh	O&M(D) Office, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Site Engineer	17/10/2023 14:10	1.96	High
801	20231017C43	17/10/2023 12:10	Lan Support	Lan Cable Extension	lan cable faulty please replace lan cable	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Lan Support Team	20/10/2023 09:10	68.23	High
802	20231017C44	17/10/2023 13:10	Softwares	IBM Lotus Notes	mail issue	Mig Office, East Of Loni Road	Nand Nagari	Closed By Site Engineer	17/10/2023 14:10	1.3	High
803	20231017C45	17/10/2023 13:10	Softwares	SAP	sap issue	Commercial Office, Nng	Nand Nagari	Closed By Site Engineer	17/10/2023 14:10	1.24	High
804	20231017C46	17/10/2023 13:10	Networking	IP Conflict	IP issue	Commercial Office, Nng	Nand Nagari	Closed By Site Engineer	17/10/2023 14:10	1.24	High
805	20231017C47	17/10/2023 13:10	Hardware	Printer	Printer 400 new driver installation.	Preet Vihar Grid (Civil, Protection & Mmg Office)	Karkardooma	Closed By Site Engineer	17/10/2023 15:10	1.19	High
806	20231017C48	17/10/2023 13:10	Softwares	IBM Lotus Notes	Need to create new Lotus archive.	Preet Vihar Grid (Civil, Protection & Mmg Office)	Karkardooma	Closed By Site Engineer	17/10/2023 15:10	1.17	High
807	20231017C49	17/10/2023 13:10	Softwares	Antivirus	Trend Micro Antivirus need to updated.	Preet Vihar Grid (Civil, Protection & Mmg Office)	Karkardooma	Closed By Site Engineer	17/10/2023 15:10	1.16	Medium
808	20231017C50	17/10/2023 13:10	Softwares	Teamviewer	Need to upgrade 15 Team viewer installed.	Preet Vihar Grid (Civil, Protection & Mmg Office)	Karkardooma	Closed By Site Engineer	17/10/2023 15:10	1.14	Medium
809	20231017C51	17/10/2023 14:10	Hardware	Hard Disk	USB HDD REQUIRE 1TB	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	17/10/2023 16:10	2.37	High
810	20231017C52	17/10/2023 14:10	Hardware	Laptop	LAPTOP CHARGING ISSUE	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	17/10/2023 16:10	2.35	High
811	20231017C53	17/10/2023 14:10	Softwares	Windows	Share folder issue	Preet Vihar Grid (Civil, Protection & Mmg Office)	Karkardooma	Closed By Helpdesk	17/10/2023 14:10	0.3	High
812	20231017C54	17/10/2023 14:10	Softwares	Teamviewer	Need to upgrade 15 Team viewer installed.	Preet Vihar Grid (Civil, Protection & Mmg Office)	Karkardooma	Closed By Site Engineer	17/10/2023 15:10	1.04	Medium
813	20231017C55	17/10/2023 14:10	Softwares	Domain Rejoin	User facing Trust relationship error. Need to rejoin again.	Preet Vihar Grid (Civil, Protection & Mmg Office)	Karkardooma	Closed By Site Engineer	17/10/2023 15:10	1.03	Medium
814	20231017C56	17/10/2023 14:10	Softwares	BYPL Intranet	Team Bypl site is not open. Need to update Host File.	Preet Vihar Grid (Civil, Protection & Mmg Office)	Karkardooma	Closed By Site Engineer	17/10/2023 15:10	1.02	Medium
815	20231017C57	17/10/2023 14:10	Softwares	IBM Lotus Notes	Need to create new Lotus archive.	Preet Vihar Grid (Civil, Protection & Mmg Office)	Karkardooma	Closed By Site Engineer	17/10/2023 15:10	0.99	High
816	20231017C58	17/10/2023 14:10	Softwares	BYPL Intranet	Google chrome browser need to update version installation.	Preet Vihar Grid (Civil, Protection & Mmg Office)	Karkardooma	Closed By Site Engineer	19/10/2023 09:10	43.69	Medium
817	20231017C59	17/10/2023 14:10	Hardware	Printer	Printer driver installation HP-400.	Vivek Vihar Grid	Karkardooma	Closed By Site Engineer	19/10/2023 09:10	43.46	High
818	20231017C60	17/10/2023 14:10	Hardware	Mouse	Mouse Faulty	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	17/10/2023 17:10	2.75	High
819	20231017C61	17/10/2023 14:10	Hardware	Keyboard	Keyboard Faulty	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	17/10/2023 17:10	2.75	High
820	20231017C62	17/10/2023 14:10	Hardware	Printer	Print out problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	17/10/2023 17:10	2.74	High
821	20231017C63	17/10/2023 14:10	Hardware	Scanner	Scanner Problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	17/10/2023 17:10	2.73	High
822	20231017C64	17/10/2023 14:10	Hardware	Mouse	Mouse Problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	17/10/2023 17:10	2.73	High
823	20231017C65	17/10/2023 14:10	Hardware	PC_CPU	CPU Problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	17/10/2023 17:10	2.72	High
824	20231017C66	17/10/2023 14:10	Telecom	Avaya Digital	IP Phone LANProblem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	17/10/2023 17:10	2.71	High

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
825	20231017C67	17/10/2023 14:10	Softwares	IBM Lotus Notes	Password Problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	17/10/2023 17:10	2.7	High
826	20231017C68	17/10/2023 14:10	Softwares	IBM Lotus Notes	Password Problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	17/10/2023 17:10	2.7	High
827	20231017C69	17/10/2023 14:10	Hardware	Printer	Poss Printer Problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	17/10/2023 17:10	2.69	High
828	20231017C70	17/10/2023 14:10	Softwares	CAS	PCM Problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	17/10/2023 17:10	2.68	Medium
829	20231017C71	17/10/2023 14:10	Softwares	Browser	itsm req please assign nilesh	Comm. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	17/10/2023 17:10	2.86	Medium
830	20231017C72	17/10/2023 14:10	Softwares	Browser	itsm req please assign nilesh	Comm. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	17/10/2023 17:10	2.84	Medium
831	20231017C73	17/10/2023 15:10	Hardware	All In One Desktop	TV display issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	05/03/2024 16:03	3361.07	Medium
832	20231017C74	17/10/2023 15:10	Hardware	Laptop	To fillup Laptop requisition form	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	17/10/2023 15:10	0.03	High
833	20231017C75	17/10/2023 16:10	Hardware	Printer	Printer (Canon F166500) is not working - paper jam issue faces on daily basis - need replacement.	Jama Masjid, Complaint Center	Darya Ganj	Assign			High
834	20231017C76	17/10/2023 16:10	Hardware	Laptop	LAPTOP NOT WORKING	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	18/10/2023 09:10	16.86	High
835	20231017C77	17/10/2023 16:10	Softwares	OS	WINDOW AND SOFTWARE NEED TO INSTALL IN ISSUED LAPTOP	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	18/10/2023 09:10	16.85	Medium
836	20231017C78	17/10/2023 16:10	Softwares	OS	DATA REQUIRE FROM OLD LAPTOP	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	18/10/2023 09:10	16.84	Medium
837	20231017C79	17/10/2023 16:10	Hardware	Printer	Printer Network Issue 3rd. floor D Block PMO Dept. 9912	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	17/10/2023 17:10	1.14	High
838	20231017C80	17/10/2023 17:10	Lan Support	Lan Cable Extension	LAN CABLE FAULTY PLS ASSIGN LAN TEAM	18-Block Geeta Colony, Delhi	Krishna Nagar	Closed By Lan Support Team	19/10/2023 10:10	41.72	High
839	20231017C81	17/10/2023 17:10	Lan Support	Lan Cable Extension	LAN CABLE FAULTY PLS ASSIGN LANTEAM	18-Block Geeta Colony, Delhi	Krishna Nagar	Closed By Lan Support Team	19/10/2023 10:10	41.7	High
840	20231017C82	17/10/2023 17:10	Hardware	PC_CPU	Cpu Not start checked MB faulty (3597 S/N-PGEK960) So kindly assign call to Mr. Arpit.	Comm. Office Cbd-III	Karkardooma	Closed By Hardware Team	26/10/2023 16:10	215.48	High
841	20231017C83	17/10/2023 17:10	Softwares	Windows	itsm not login	Comm. Office Cbd-III	Karkardooma	Closed By Site Engineer	18/10/2023 18:10	24.82	High
842	20231017C84	17/10/2023 17:10	Networking	Link Down	Link Down issue at CBD3	S/Stn No. 7, O&M, (Ppg)	Laxmi Nagar	Closed By Site Engineer	18/10/2023 18:10	24.88	High
843	20231017C85	17/10/2023 17:10	Softwares	OS	System slow.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	17/10/2023 17:10	0.08	Medium
844	20231017C86	17/10/2023 17:10	Softwares	Domain Password	Domain reset.	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Helpdesk	17/10/2023 17:10	0.07	High
845	20231017C87	17/10/2023 17:10	Softwares	OS	System slow.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	17/10/2023 17:10	0.06	Medium
846	20231017C88	17/10/2023 17:10	Softwares	IBM Lotus Notes	Lotus unresponsive.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	17/10/2023 17:10	0.04	High
847	20231017C89	17/10/2023 17:10	Softwares	IBM Lotus Notes	Mail reconfiguration.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	17/10/2023 17:10	0.03	High
848	20231017C90	17/10/2023 17:10	Softwares	Admin Helpdesk	Admin helpdesk need to access.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	17/10/2023 17:10	0.02	Medium
849	20231017C91	17/10/2023 17:10	Softwares	ESS	ESS need to login.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	17/10/2023 17:10	0.02	Medium
850	20231017C92	17/10/2023 17:10	Softwares	Adobe Reader	PDF file is not accessible.	Kanti Nagar Complaint Centre	Krishna Nagar	Closed By Helpdesk	17/10/2023 17:10	0.01	Medium
851	20231017C93	17/10/2023 17:10	Hardware	TFT	TFT not power on.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	18/10/2023 12:10	18.71	High
852	20231017C94	17/10/2023 18:10	Hardware	PC_CPU	Data Copying issue from remote site.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	18/10/2023 12:10	18.7	High
853	20231018C1	18/10/2023 09:10	Hardware	Keyboard	Keyboard Physical damage PC Sn- FMYG152	Gandhi Market	Darya Ganj	Closed By Hardware Team	20/10/2023 15:10	53.94	High
854	20231018C2	18/10/2023 09:10	Softwares	Domain Password	Domain Password reset	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Helpdesk	18/10/2023 09:10	0	High
855	20231018C3	18/10/2023 09:10	Lan Support	Lan Cable Replacement	LAN PORT ISSUE LAN TEAM REQUIRED	Shahdara Store L-Block, Dilshad Garden	Gt Road	Closed By Lan Support Team	19/10/2023 10:10	24.95	High
856	20231018C4	18/10/2023 10:10	Networking	Network Breaks	Network is not accessible, 3B 2nd last cabin / 9782.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	19/10/2023 10:10	24.68	High
857	20231018C5	18/10/2023 10:10	Hardware	Laptop	laptop require	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	18/10/2023 10:10	0.61	High
858	20231018C6	18/10/2023 10:10	General Calls	Presentation / VC	Call for Presentation.	Training And Work Shop, (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	18/10/2023 14:10	3.95	High
859	20231018C7	18/10/2023 10:10	Softwares	OS	window and software need to install in issued laptop	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	18/10/2023 10:10	0.6	Medium
860	20231018C8	18/10/2023 10:10	Softwares	Domain Password	Domain password Reset	C-7, Commercial Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Helpdesk	18/10/2023 10:10	0	High
861	20231018C9	18/10/2023 10:10	Hardware	Mouse	USB mouse require with laptop. user name - Ajaya Deshwal	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	18/10/2023 15:10	4.7	High
862	20231018C10	18/10/2023 10:10	Softwares	IBM Lotus Notes	Mail issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	18/10/2023 10:10	0.02	High
863	20231018C11	18/10/2023 10:10	Softwares	IBM Lotus Notes	Mail issue of pushendra sharma	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	18/10/2023 10:10	0.01	High
864	20231018C12	18/10/2023 10:10	Hardware	PC_CPU	pc booting issue and no display.pl assign to arpit rastogi. s/t: L9T1793	Bm (Comm.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Hardware Team	07/11/2023 14:11	484.23	High
865	20231018C13	18/10/2023 10:10	Softwares	Internet	Ess opening issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	18/10/2023 10:10	0.01	High
866	20231018C14	18/10/2023 10:10	Hardware	Printer	Printer not working	Aram Bagh Bm(Comm), Phg	Pahar Ganj	Closed By Site Engineer	18/10/2023 14:10	3.38	High
867	20231018C15	18/10/2023 10:10	Softwares	SAP	P92 login issue	Aram Bagh Bm(Comm), Phg	Pahar Ganj	Closed By Site Engineer	18/10/2023 14:10	3.37	High
868	20231018C16	18/10/2023 10:10	Hardware	Mouse	mouse not working properly left click .pl assign to arpit rastogi s/t: DBYG152	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Hardware Team	07/11/2023 14:11	483.84	High
869	20231018C17	18/10/2023 11:10	Hardware	PC_CPU	system on issue	Aram Bagh Bm(Comm), Phg	Pahar Ganj	Closed By Site Engineer	18/10/2023 14:10	3.26	High
870	20231018C18	18/10/2023 11:10	Softwares	IBM Lotus Notes	mail not working	Aram Bagh Bm(Comm), Phg	Pahar Ganj	Closed By Site Engineer	18/10/2023 14:10	3.25	High
871	20231018C19	18/10/2023 11:10	Hardware	Laptop	To put IP address of 2nd. floor B Block	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	18/10/2023 11:10	0.01	High
872	20231018C20	18/10/2023 11:10	Hardware	Mouse	mouse not working properly right click and scroll issue pl assign to arpit. s/t : 15ZG152	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Hardware Team	02/02/2024 11:02	2568	High
873	20231018C21	18/10/2023 11:10	Networking	Network Breaks	vijays pc network issue assign nilesh	Comm. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	18/10/2023 13:10	1.86	High
874	20231018C22	18/10/2023 11:10	Hardware	Printer	Printer installation			Closed By Helpdesk	18/10/2023 11:10	0	High
875	20231018C23	18/10/2023 11:10	Softwares	Browser	CRM ISSUE ASSIGN NILESH	Comm. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	18/10/2023 13:10	1.79	Medium
876	20231018C24	18/10/2023 11:10	Softwares	BYPL Intranet	user unable to access NAS Server	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	18/10/2023 17:10	5.81	Medium
877	20231018C25	18/10/2023 11:10	Softwares	Domain Password	Password reset	Comm. Office Cbd-III	Karkardooma	Closed By Helpdesk	18/10/2023 11:10	0.01	High
878	20231018C26	18/10/2023 11:10	Softwares	Domain Password	Password reset of Amit Ds Kumar	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	18/10/2023 11:10	0	High
879	20231018C27	18/10/2023 12:10	Hardware	Keyboard	some keys in keyboard and mouse not working properly .pl assign to arpit. s/t :L906V6Y	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Hardware Team	07/11/2023 14:11	482.75	High



S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
880	20231018C28	18/10/2023 12:10	Softwares	Domain Password	Domain password reset	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Helpdesk	18/10/2023 12:10	0.01	High
881	20231018C29	18/10/2023 12:10	Softwares	IBM Lotus Notes	mail issue	Commercial Office, Nng	Nand Nagari	Closed By Site Engineer	18/10/2023 13:10	0.83	High
882	20231018C30	18/10/2023 12:10	Softwares	Domain Rejoin	domain issue	Commercial Office, Nng	Nand Nagari	Closed By Site Engineer	18/10/2023 13:10	0.84	Medium
883	20231018C31	18/10/2023 12:10	Hardware	Printer	print issue	Commercial Office, Nng	Nand Nagari	Closed By Site Engineer	18/10/2023 13:10	0.74	High
884	20231018C32	18/10/2023 12:10	Softwares	IBM Lotus Notes	mai/l issue	Commercial Office, Nng	Nand Nagari	Closed By Site Engineer	18/10/2023 13:10	0.71	High
885	20231018C33	18/10/2023 12:10	Hardware	Printer	Print quality is not good, 1A			On Hold By Hardware Team			High
886	20231018C34	18/10/2023 12:10	Softwares	IBM Lotus Notes	mail issue	Mig Office, East Of Loni Road	Nand Nagari	Closed By Site Engineer	18/10/2023 13:10	0.55	High
887	20231018C35	18/10/2023 12:10	Hardware	Printer	print issue	Mig Office, East Of Loni Road	Nand Nagari	Closed By Site Engineer	18/10/2023 13:10	0.54	High
888	20231018C36	18/10/2023 12:10	Hardware	Printer	TONER ISSUE	Commercial Office, Nng	Nand Nagari	Closed By Site Engineer	18/10/2023 13:10	0.19	High
889	20231018C37	18/10/2023 12:10	Hardware	Printer	PRINTER REATTACHED	Commercial Office, Nng	Nand Nagari	Closed By Site Engineer	18/10/2023 13:10	0.2	High
890	20231018C38	18/10/2023 12:10	Softwares	Domain Password	Data shifting from Administrator account to Domain account	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	18/10/2023 12:10	0.01	High
891	20231018C39	18/10/2023 13:10	Softwares	Windows	windows issue assign nilesh	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Site Engineer	18/10/2023 15:10	1.45	High
892	20231018C40	18/10/2023 13:10	Hardware	Hard Disk	hard disk issue assign nilesh	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Site Engineer	18/10/2023 15:10	1.15	High
893	20231018C41	18/10/2023 13:10	Hardware	RAM	ram issue assign nilesh	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Site Engineer	18/10/2023 15:10	1.11	Medium
894	20231018C42	18/10/2023 13:10	Softwares	SAP	SAP issue assign Nilesh	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Site Engineer	18/10/2023 15:10	1.09	High
895	20231018C43	18/10/2023 13:10	Softwares	IBM Lotus Notes	Lotus mail issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	18/10/2023 13:10	0	High
896	20231018C44	18/10/2023 14:10	Softwares	Domain Password	Domain password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	18/10/2023 14:10	0	High
897	20231018C45	18/10/2023 14:10	Softwares	OS	Desktop is in reverse mode , need to reset to default, 2B.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	18/10/2023 15:10	1.46	Medium
898	20231018C46	18/10/2023 14:10	Hardware	Mouse	mouse faulty in cash counter please replace S/no -L9B8739	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Site Engineer	19/10/2023 14:10	23.81	High
899	20231018C47	18/10/2023 14:10	Softwares	IBM Lotus Notes	Lotus mail issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	18/10/2023 14:10	0	High
900	20231018C48	18/10/2023 14:10	Hardware	Printer	Flit Management Gnd. floor 7911 (Printer issue)	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	18/10/2023 17:10	2.31	High
901	20231018C49	18/10/2023 15:10	Hardware	Laptop	damage laptop need to repair from HP s/n- 5CG9221BV8	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	19/10/2023 10:10	19.87	High
902	20231018C50	18/10/2023 15:10	Hardware	Laptop	damage laptop need to repair from HP s/n- 5CG921B573	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	19/10/2023 10:10	19.85	High
903	20231018C51	18/10/2023 16:10	Hardware	Laptop	LAPTOP CHARGER FAULTY	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	19/10/2023 10:10	18.27	High
904	20231018C52	18/10/2023 16:10	Hardware	PC_CPU	QMS MACHIN ADAPTER FAULTY	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	19/10/2023 10:10	18.25	High
905	20231018C53	18/10/2023 16:10	Hardware	Laptop	LAPTOP CHARGER MISSING REQ-5811	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	19/10/2023 10:10	18.22	High
906	20231018C54	18/10/2023 16:10	Hardware	Laptop	Laptop not working need to replace	Comml Office Cbd-ii	Karkardooma	Closed By Hardware Team	18/10/2023 17:10	0.91	High
907	20231018C55	18/10/2023 16:10	Softwares	IBM Lotus Notes	Software installation & need to configure mail id	Comml Office Cbd-ii	Karkardooma	Closed By Hardware Team	18/10/2023 17:10	0.91	High
908	20231018C56	18/10/2023 16:10	Softwares	Windows	Need to transfer data from old pc	Comml Office Cbd-ii	Karkardooma	Closed By Hardware Team	18/10/2023 17:10	0.9	High
909	20231018C57	18/10/2023 17:10	Hardware	PC_CPU	Need to replace pc with laptop	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	18/10/2023 17:10	0.88	High
910	20231018C58	18/10/2023 17:10	Softwares	IBM Lotus Notes	Software installation & need to configure mail id	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	18/10/2023 17:10	0.87	High
911	20231018C59	18/10/2023 17:10	Softwares	Windows	Need to transfer data from old pc	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	18/10/2023 17:10	0.86	High
912	20231018C60	18/10/2023 17:10	Hardware	PC_CPU	PC working slow need to replace	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	18/10/2023 17:10	0.85	High
913	20231018C61	18/10/2023 17:10	Softwares	IBM Lotus Notes	Software installation	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	18/10/2023 17:10	0.84	High
914	20231018C62	18/10/2023 17:10	Softwares	Windows	Need to transfer data	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	18/10/2023 17:10	0.84	High
915	20231018C63	18/10/2023 17:10	General Calls	Presentation / VC	Need to connect laptop with tv	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	18/10/2023 17:10	0.82	High
916	20231018C64	18/10/2023 17:10	Hardware	All In One Desktop	PC not booting	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	18/10/2023 17:10	0.74	Medium
917	20231018C65	18/10/2023 17:10	Hardware	Laptop	Laptop Touchpad not working	Comml Office Cbd-ii	Karkardooma	Closed By Site Engineer	18/10/2023 18:10	1.04	High
918	20231018C66	18/10/2023 17:10	Softwares	Windows	CPU slow working	Comml Office Cbd-ii	Karkardooma	Closed By Site Engineer	18/10/2023 18:10	1.02	High
919	20231018C67	18/10/2023 17:10	Softwares	Domain Rejoin	Domain rejoin as not showing on AD	Comml Office Cbd-ii	Karkardooma	Closed By Site Engineer	18/10/2023 18:10	0.99	Medium
920	20231018C68	18/10/2023 17:10	Lan Support	Lan Cable Replacement	assign to Lan Team	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	19/10/2023 10:10	17.48	High
921	20231018C69	18/10/2023 17:10	Softwares	Drivers	Printer Hp 3015 driver installed	Comml Office Cbd-ii	Karkardooma	Closed By Site Engineer	18/10/2023 18:10	0.99	High
922	20231018C70	18/10/2023 17:10	Softwares	IBM Lotus Notes	BYPL DSM mail locked on Shivam laptop	Comml Office Cbd-ii	Karkardooma	Closed By Site Engineer	18/10/2023 18:10	0.95	High
923	20231018C71	18/10/2023 17:10	Softwares	SAP	SAP P92 not installed	Comml Office Cbd-ii	Karkardooma	Closed By Site Engineer	18/10/2023 18:10	0.93	High
924	20231018C72	18/10/2023 17:10	Hardware	Printer	Paper stuck in printer	Comml Office Cbd-ii	Karkardooma	Closed By Site Engineer	19/10/2023 18:10	24.98	High
925	20231018C73	18/10/2023 17:10	Softwares	IBM Lotus Notes	Aug 2023 archive ByPl Customer mail mapping from neetu luthra laptop.	Comml Office Cbd-ii	Karkardooma	Closed By Site Engineer	20/10/2023 10:10	41.21	High
926	20231018C74	18/10/2023 17:10	Hardware	Mouse	Mouse is not working (6WGSWS2).	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	02/02/2024 11:02	2561.42	High
927	20231018C75	18/10/2023 17:10	Softwares	Domain Password	Domain need to be reset of gate pass due to non-availability of lokesh.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	18/10/2023 18:10	0.11	High
928	20231018C76	18/10/2023 17:10	Softwares	Domain Password	Domain reset of shail sandhu.	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Helpdesk	18/10/2023 18:10	0.1	High
929	20231018C77	18/10/2023 17:10	Softwares	Internet	Intranet is not accessible.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	18/10/2023 18:10	0.09	High
930	20231018C78	18/10/2023 18:10	Softwares	IBM Lotus Notes	Name directory issue in mail.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	18/10/2023 18:10	0.07	High
931	20231018C79	18/10/2023 18:10	Softwares	Ms-Office	Office installation.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	18/10/2023 18:10	0.06	High
932	20231018C80	18/10/2023 18:10	Softwares	IBM Lotus Notes	Mail is not responding.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	18/10/2023 18:10	0.03	High
933	20231018C81	18/10/2023 18:10	Softwares	Ms-Office	WPS settings reset.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	18/10/2023 18:10	0.01	High
934	20231019C1	19/10/2023 09:10	Softwares	Ms-Office	user unable to access excel file	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Comml Office	Shankar Road	Closed By Site Engineer	19/10/2023 16:10	7.47	High
935	20231019C2	19/10/2023 09:10	Hardware	PC_CPU	usb head phone not working	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Comml Office	Shankar Road	Closed By Site Engineer	19/10/2023 16:10	7.44	High
936	20231019C3	19/10/2023 09:10	Hardware	PC_CPU	pc not working	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	19/10/2023 16:10	7.41	High

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
937	20231019C4	19/10/2023 09:10	Softwares	BYPL Intranet	unable to access team bypl	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	19/10/2023 16:10	7.4	Medium
938	20231019C5	19/10/2023 09:10	Softwares	Domain Password	Domain password reset	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Helpdesk	19/10/2023 09:10	0.01	High
939	20231019C6	19/10/2023 09:10	Hardware	Keyboard	Keyboard not working. need to be replaced. Please assign this call to Mr.Arpit PC S/No.- PGBM362	Aram Bagh Bm(Commil), Phg	Pahar Ganj	Closed By Hardware Team	19/10/2023 17:10	7.57	High
940	20231019C7	19/10/2023 09:10	Hardware	Mouse	Mouse not working. need to be replaced. Please assign this call to Mr.Arpit PC S/No.- PGBM362	Aram Bagh Bm(Commil), Phg	Pahar Ganj	Closed By Hardware Team	02/02/2024 10:02	2545.29	High
941	20231019C8	19/10/2023 09:10	Hardware	Keyboard	Keyboard Not Working. Need to be Replaced. Please assign this call to Mr. Arpit PC S/No.-PG00X13M	Aram Bagh Bm(Commil), Phg	Pahar Ganj	Closed By Hardware Team	19/10/2023 17:10	7.53	High
942	20231019C9	19/10/2023 09:10	Hardware	Mouse	Mouse Not Working. Need to be Replaced. Please assign this call to Mr. Arpit PC S/No.-PG00X13M	Aram Bagh Bm(Commil), Phg	Pahar Ganj	Closed By Hardware Team	02/02/2024 10:02	2545.24	High
943	20231019C10	19/10/2023 09:10	Hardware	Keyboard	Keyboard Not working. Need to be replaced. Please assign this call to Mr. Arpit PC S/No.- PG0044KD	Aram Bagh Bm(Commil), Phg	Pahar Ganj	Closed By Hardware Team	19/10/2023 17:10	7.49	High
944	20231019C11	19/10/2023 09:10	Softwares	Domain Password	domain account locked	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	19/10/2023 16:10	6.81	High
945	20231019C12	19/10/2023 09:10	Softwares	IBM Lotus Notes	lotus accounts is locked out	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	19/10/2023 16:10	6.61	High
946	20231019C13	19/10/2023 10:10	Hardware	Mouse	Mouse Not working. Need to be replaced. Please assign this call to Mr. Arpit PC S/No.- PG0044KD	Aram Bagh Bm(Commil), Phg	Pahar Ganj	Closed By Hardware Team	02/02/2024 10:02	2544.94	High
947	20231019C14	19/10/2023 10:10	Networking	Network Breaks	Network issue	Aram Bagh Bm(Commil), Phg	Pahar Ganj	Closed By Site Engineer	19/10/2023 13:10	3.29	High
948	20231019C15	19/10/2023 10:10	Softwares	IBM Lotus Notes	Lotus mail issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	19/10/2023 10:10	0.01	High
949	20231019C16	19/10/2023 10:10	Hardware	PC CPU	Network issue 2nd. floor Between A and B block near Emergency Gate 9128	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	20/10/2023 09:10	23.01	High
950	20231019C17	19/10/2023 10:10	Softwares	IBM Lotus Notes	mail issue	Mig Office, East Of Loni Road	Nand Nagari	Closed By Site Engineer	20/10/2023 10:10	23.69	High
951	20231019C18	19/10/2023 11:10	Hardware	Mouse	Mouse having left click issue and not working properly.Kindly replace the same, SVR INI6380JTC	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Hardware Team	08/12/2023 16:12	1205.14	High
952	20231019C19	19/10/2023 11:10	Softwares	IBM Lotus Notes	mail installed	Mig Office, East Of Loni Road	Nand Nagari	Closed By Site Engineer	20/10/2023 10:10	23.4	High
953	20231019C20	19/10/2023 11:10	Networking	Network Breaks	Needful has been done	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	19/10/2023 18:10	6.81	High
954	20231019C21	19/10/2023 11:10	Hardware	Keyboard	PS2 Keyboard faulty few keys sometimes stuck and F11 key come out from keyboard PC S/N-PG003LEH	C-7, Commercial Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Hardware Team	19/10/2023 17:10	5.41	High
955	20231019C22	19/10/2023 11:10	Softwares	Domain Password	Domain password reset	Preet Vihar Grid (Civil, Protection & Mmg Office)	Karkardooma	Closed By Helpdesk	19/10/2023 11:10	0.01	High
956	20231019C23	19/10/2023 11:10	Hardware	Keyboard	Keyboard and mouse faulty. few keys are very hard to press and mouse click not working properly PC S/N.HBJB152	C-12, Complain Centre Ghonda, Yamuna Vihar Delhi-53	Yamuna Vihar	Closed By Hardware Team	02/02/2024 10:02	2543.27	High
957	20231019C24	19/10/2023 12:10	Hardware	Mouse	Mouse not working, PG00X13N, TC M710T	S/Stn No 5 Enf-2 (Ppg)	Laxmi Nagar	Closed By Hardware Team	09/12/2023 16:12	1204.28	High
958	20231019C25	19/10/2023 12:10	Hardware	PC CPU	Network issue Vender support cell Gnd. Floor 9357	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	19/10/2023 19:10	6.73	High
959	20231019C26	19/10/2023 12:10	Telecom	IP Phone	IP PHONE NOT WORKING	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Hardware Team	19/10/2023 19:10	6.6	High
960	20231019C27	19/10/2023 12:10	Telecom	Clip Max	TRANSFEER 9419 FROM ROHIT DABRE	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	19/10/2023 19:10	6.57	High
961	20231019C28	19/10/2023 12:10	Telecom	Clip Max	TELEPHONE INSTALLATION REQUIRE. ASSING TO LAN TEAM	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	23/10/2023 10:10	94.4	High
962	20231019C29	19/10/2023 12:10	Hardware	PC CPU	Pc hang and rebooting issue , GF	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	20/10/2023 09:10	21.13	High
963	20231019C30	19/10/2023 12:10	Hardware	Laptop	LAPTOP BATTERY FAULTY	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	19/10/2023 19:10	6.13	High
964	20231019C31	19/10/2023 13:10	Softwares	IBM Lotus Notes	ibm issue assign nilesh	O&M(D) Office, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Site Engineer	19/10/2023 14:10	0.71	High
965	20231019C32	19/10/2023 13:10	Hardware	Hard Disk	window installation and setup ibm mail sap chrome etc assign nilesh	Commil. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	19/10/2023 14:10	0.67	High
966	20231019C33	19/10/2023 13:10	Hardware	Printer	QMS machine issue assign Nilesh	Commil. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	19/10/2023 14:10	0.63	High
967	20231019C34	19/10/2023 13:10	Hardware	Mouse	Sudam user mouse fatu assign nilesh	Bm (Commil.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	19/10/2023 14:10	0.58	High
968	20231019C35	19/10/2023 13:10	Hardware	Laptop	printer issue assign nilesh	Mulla Colony Scrap Store, Near Gajipur Police Station	Vasundra Enclave	Closed By Site Engineer	19/10/2023 14:10	0.56	High
969	20231019C36	19/10/2023 13:10	Softwares	SAP	sap issue assign nilesh	O&M(D) Office, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Site Engineer	19/10/2023 14:10	0.55	High
970	20231019C37	19/10/2023 14:10	Softwares	IBM Lotus Notes	Lotus mail issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	19/10/2023 14:10	0.01	High
971	20231019C38	19/10/2023 14:10	Hardware	Hard Disk	Software not working. Need to upgrade New latest exe file	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Hardware Team	14/11/2023 17:11	626.79	High
972	20231019C39	19/10/2023 14:10	Softwares	GIS	Ltm software not working. Need to update Host File.	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Site Engineer	19/10/2023 15:10	1.15	Medium
973	20231019C40	19/10/2023 14:10	Softwares	Teamviewer	Team Bypl site is not open. Need to update Host File.	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Site Engineer	19/10/2023 15:10	1.13	Medium
974	20231019C41	19/10/2023 14:10	Softwares	GIS	Landis gear software not working. Need to installed Oracle 12 C.	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Site Engineer	19/10/2023 15:10	1.1	Medium
975	20231019C42	19/10/2023 14:10	Hardware	Scanner	scanner Fujitsu-6130 driver installation.	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Site Engineer	19/10/2023 15:10	1.09	High
976	20231019C43	19/10/2023 14:10	Hardware	Printer	Paper is sticking in roller. Kindly repair the same.	Shakarpur Grid (Lnr)	Laxmi Nagar	Closed By Site Engineer	19/10/2023 15:10	1.08	High
977	20231019C44	19/10/2023 14:10	Softwares	Windows	Team Bypl site is not open. Need to update Host File.	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Site Engineer	19/10/2023 15:10	1.06	High
978	20231019C45	19/10/2023 14:10	Softwares	GIS	Ltm software not working. Need to upgrade New latest exe file.	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Site Engineer	19/10/2023 15:10	1.04	Medium
979	20231019C46	19/10/2023 14:10	Softwares	Teamviewer	Team Bypl site is not open. Need to update Host File.	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Site Engineer	19/10/2023 15:10	1.03	Medium
980	20231019C47	19/10/2023 14:10	Softwares	Domain Rejoin	User facing Trust relationship error. Need to rejoin again.	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Site Engineer	19/10/2023 15:10	0.99	Medium
981	20231019C48	19/10/2023 14:10	Softwares	IBM Lotus Notes	Lotus mail not open need to configure ID file.	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Site Engineer	19/10/2023 15:10	0.98	High
982	20231019C49	19/10/2023 14:10	Softwares	Antivirus	Trend Micro Antivirus need to updated.	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Site Engineer	19/10/2023 15:10	0.95	Medium
983	20231019C50	19/10/2023 14:10	Softwares	Teamviewer	Need to upgrade 15 Team viewer installed.	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Site Engineer	19/10/2023 15:10	0.93	Medium
984	20231019C51	19/10/2023 14:10	Hardware	Printer	Double side print issue in a fleet printer.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	19/10/2023 18:10	3.44	High
985	20231019C52	19/10/2023 14:10	Hardware	Keyboard	some keys stuck issue of PG00D2UB	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	19/10/2023 16:10	2.22	High
986	20231019C53	19/10/2023 16:10	Softwares	IBM Lotus Notes	Mail not working	Aram Bagh Bm(Commil), Phg	Pahar Ganj	Closed By Site Engineer	19/10/2023 16:10	0.84	High
987	20231019C54	19/10/2023 16:10	Hardware	Keyboard	SI No-PGEK922,Keyboard Back Space,Enter Key is not working,Assign to call Arpit Rastogi.	Gh-II Grid (Ppg-2)	Laxmi Nagar	Closed By Hardware Team	03/01/2024 14:01	1822.12	High
988	20231019C55	19/10/2023 16:10	Softwares	SAP	BSP Login issue	Aram Bagh Bm(Commil), Phg	Pahar Ganj	Closed By Site Engineer	19/10/2023 16:10	0.83	High
989	20231019C56	19/10/2023 16:10	Softwares	IBM Lotus Notes	To create Lotus mail archive	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	19/10/2023 16:10	0.01	High
990	20231019C57	19/10/2023 16:10	Hardware	UPS	Training Centre UPS is not working.	Training And Work Shop, (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	23/10/2023 10:10	89.76	High
991	20231019C58	19/10/2023 17:10	Hardware	Laptop	LAPTOP NEED TO BE REPLACE	Shahdara Store L-Block, Dilshad Garden	Gt Road	Closed By Hardware Team	19/10/2023 18:10	1.23	High

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
992	20231019C59	19/10/2023 17:10	Softwares	IBM Lotus Notes	Software & need to configure mail id	Shahdara Store L-Block, Dilshad Garden	Gt Road	Closed By Hardware Team	19/10/2023 18:10	1.23	High
993	20231019C60	19/10/2023 17:10	Softwares	Windows	Need to transfer data from old laptop	Shahdara Store L-Block, Dilshad Garden	Gt Road	Closed By Hardware Team	19/10/2023 18:10	1.22	High
994	20231019C61	19/10/2023 17:10	Networking	Link Down	network issue assign Nilesh	Commnl. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	20/10/2023 10:10	17.77	High
995	20231019C62	19/10/2023 17:10	Softwares	ESS	ess issue assign Nilesh	Pkt-C, Mvr Ph-II, Delhi	Mayur Vihar	Closed By Site Engineer	20/10/2023 10:10	17.75	Medium
996	20231019C63	19/10/2023 17:10	Softwares	SAP	sap password issue	Commnl. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	20/10/2023 10:10	17.73	High
997	20231019C64	19/10/2023 17:10	Softwares	Ms-Office	Office 16 need to be activate	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Commnl Office	Shankar Road	Closed By Hardware Team	19/10/2023 18:10	1.01	High
998	20231019C65	19/10/2023 17:10	Softwares	Windows	La[ptop Win not start Automaciall repair winndow error showing	Commnl Office Cbd-Ii	Karkardooma	Closed By Site Engineer	25/10/2023 18:10	144.61	High
999	20231019C66	19/10/2023 17:10	Softwares	IBM Lotus Notes	Mail replication failure in lotus.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	19/10/2023 17:10	0.06	High
1000	20231019C67	19/10/2023 17:10	Hardware	Printer	Fleet printer settings reset.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	19/10/2023 17:10	0.04	High
1001	20231019C68	19/10/2023 17:10	Softwares	IBM Lotus Notes	Need to enable check function in lotus.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	19/10/2023 17:10	0.03	High
1002	20231019C69	19/10/2023 17:10	Softwares	Domain Password	Domain reset.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	19/10/2023 17:10	0.02	High
1003	20231019C70	19/10/2023 17:10	Softwares	Domain Password	Domain reset.	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Helpdesk	19/10/2023 17:10	0.01	High
1004	20231020C1	20/10/2023 06:10	Hardware	IP Camera	PTZ GHAZIPUR BACK CAMERA NOT WORKING	Gazipur Store (Ppg-2)	Laxmi Nagar	Closed By Lan Support Team	05/03/2024 15:03	3296.51	High
1005	20231020C2	20/10/2023 09:10	Hardware	Laptop	not working	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Commnl Office	Shankar Road	Closed By Site Engineer	20/10/2023 12:10	3.02	High
1006	20231020C3	20/10/2023 09:10	Hardware	Laptop	needed to ssd hdd install	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Commnl Office	Shankar Road	Closed By Site Engineer	20/10/2023 12:10	3.04	High
1007	20231020C4	20/10/2023 09:10	Softwares	Windows	needed to basic software install	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Commnl Office	Shankar Road	Closed By Site Engineer	20/10/2023 12:10	3.02	High
1008	20231020C5	20/10/2023 09:10	Softwares	SAP	BSP Logging issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	20/10/2023 09:10	0	High
1009	20231020C6	20/10/2023 09:10	Telecom	Avaya Digital	Telephone is not working . need LAN Team at GTR Commercial Office.	Jhilmli Division Gtr	Gt Road	Closed By Lan Support Team	27/10/2023 10:10	168.61	High
1010	20231020C7	20/10/2023 09:10	Softwares	IBM Lotus Notes	Mail issue of DBA data center	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	20/10/2023 09:10	0.02	High
1011	20231020C8	20/10/2023 09:10	Softwares	VPN	VPN connecting issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	20/10/2023 09:10	0.01	Medium
1012	20231020C9	20/10/2023 09:10	Softwares	VPN	VPN issue of Vaibhav Yadav	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	20/10/2023 09:10	0	Medium
1013	20231020C10	20/10/2023 09:10	Lan Support	Lan Cable Replacement	lan cable faulty needed to replace	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	20/10/2023 12:10	2.75	High
1014	20231020C11	20/10/2023 09:10	Hardware	Laptop	laptop not working	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	20/10/2023 12:10	2.73	High
1015	20231020C12	20/10/2023 09:10	Telecom	Clip Max	needed to telephone install	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Commnl Office	Shankar Road	Closed By Site Engineer	20/10/2023 12:10	2.69	High
1016	20231020C13	20/10/2023 10:10	Hardware	PC_CPU	system slow	Aram Bagh Bm(Commnl), Phg	Pahar Ganj	Closed By Site Engineer	20/10/2023 11:10	0.47	High
1017	20231020C14	20/10/2023 10:10	Softwares	SAP	P92 not working	Aram Bagh Bm(Commnl), Phg	Pahar Ganj	Closed By Site Engineer	20/10/2023 11:10	0.46	High
1018	20231020C15	20/10/2023 10:10	Lan Support	Lan Cable Replacement	Ext. No-7689 not working Checked Handset+cabel are ok Mox end issue so kindly assign call to LAN team.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	23/10/2023 10:10	72.18	High
1019	20231020C16	20/10/2023 10:10	Hardware	Laptop	need to format and basic software install	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	20/10/2023 12:10	1.84	High
1020	20231020C17	20/10/2023 10:10	Softwares	IBM Lotus Notes	need to lotus install and mail configure	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	20/10/2023 12:10	1.83	High
1021	20231020C18	20/10/2023 10:10	Softwares	Domain Rejoin	needed to domain rejoin	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	20/10/2023 12:10	1.82	Medium
1022	20231020C19	20/10/2023 10:10	Hardware	PC_CPU	booting issue slow and hang on desktop	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	20/10/2023 12:10	1.83	High
1023	20231020C20	20/10/2023 10:10	Networking	Network Breaks	network issue assign Nilesh	Commnl. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	20/10/2023 13:10	2.17	High
1024	20231020C21	20/10/2023 10:10	Hardware	Printer	printer issue assign Nilesh	Commnl. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	20/10/2023 13:10	2.14	High
1025	20231020C22	20/10/2023 10:10	Server	User Creation	ad host id joining request assign Nilesh	Commnl. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	20/10/2023 13:10	2.11	High
1026	20231020C23	20/10/2023 10:10	Hardware	Printer	vijay system printer setup issue assign Nilesh	Commnl. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	20/10/2023 13:10	2.06	High
1027	20231020C24	20/10/2023 10:10	Hardware	Mouse	Left Key of mouse is not working (S/N-PG00X135)	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Commnl Office	Shankar Road	Closed By Hardware Team	14/11/2023 17:11	606.03	High
1028	20231020C25	20/10/2023 11:10	Hardware	Keyboard	Keyboard not detect also other system. Need to replace. S/n-PG00D2TA Kindly assign the call to Arpit.	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Hardware Team	14/11/2023 17:11	605.79	High
1029	20231020C26	20/10/2023 11:10	Softwares	Admin Helpdesk	Admin helpdesk not working	Aram Bagh Bm(Commnl), Phg	Pahar Ganj	Closed By Site Engineer	20/10/2023 12:10	1.36	Medium
1030	20231020C27	20/10/2023 11:10	Hardware	Printer	Printer installation	Aram Bagh Bm(Commnl), Phg	Pahar Ganj	Closed By Site Engineer	20/10/2023 12:10	1.33	High
1031	20231020C28	20/10/2023 11:10	Softwares	GIS	GIS not working	Aram Bagh Bm(Commnl), Phg	Pahar Ganj	Closed By Site Engineer	20/10/2023 12:10	1.29	Medium
1032	20231020C29	20/10/2023 11:10	Softwares	Internet	network not working	Aram Bagh Bm(Commnl), Phg	Pahar Ganj	Closed By Site Engineer	20/10/2023 12:10	1.27	High
1033	20231020C30	20/10/2023 11:10	Hardware	PC_CPU	HARD WARE ISSUE	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	20/10/2023 11:10	0.01	High
1034	20231020C31	20/10/2023 11:10	Hardware	Laptop	LAPTOP . USB MOUSE, PEN DRIVE REQUIRE FOR 5S TRAINING	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	20/10/2023 15:10	3.97	High
1035	20231020C32	20/10/2023 11:10	Hardware	Printer	Printer paper not pickup / VSC	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	20/10/2023 16:10	4.85	High
1036	20231020C33	20/10/2023 12:10	Hardware	PC_CPU	System issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	20/10/2023 12:10	0	High
1037	20231020C34	20/10/2023 12:10	Hardware	PC_CPU	PC WORKING SLOW NEED TO REPLACE	S/Stn No 7, O&M, (Ppg)	Laxmi Nagar	Closed By Hardware Team	20/10/2023 16:10	4.19	High
1038	20231020C35	20/10/2023 12:10	Softwares	IBM Lotus Notes	Software installation & need to configure mail id	S/Stn No 7, O&M, (Ppg)	Laxmi Nagar	Closed By Hardware Team	20/10/2023 16:10	4.19	High
1039	20231020C36	20/10/2023 12:10	Softwares	Windows	Need to transfer data from old pc	S/Stn No 7, O&M, (Ppg)	Laxmi Nagar	Closed By Hardware Team	20/10/2023 16:10	4.18	High
1040	20231020C37	20/10/2023 13:10	Networking	Link Down	server down in sadar appt. assign Nilesh	O&M(D) Office, Near Sadar Appt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Site Engineer	20/10/2023 14:10	1.67	High
1041	20231020C38	20/10/2023 13:10	Lan Support	Lan Cable Extension	Kindly arrange 5 meter lan cable extension in room no 302 Enforcement department	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Lan Support Team	04/11/2023 09:11	355.9	High
1042	20231020C39	20/10/2023 14:10	Softwares	Domain Password	Domain password reset	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Helpdesk	20/10/2023 14:10	0	High
1043	20231020C40	20/10/2023 14:10	Softwares	Domain Rejoin	trust relationship error	Mulla Colony Scrap Store, Near Gajipur Police Station	Vasundra Enclave	Closed By Site Engineer	20/10/2023 17:10	2.79	Medium

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
1044	20231020C41	20/10/2023 14:10	Telecom	IP Phone	login issue	Bm (Comml.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	20/10/2023 17:10	2.78	High
1045	20231020C42	20/10/2023 14:10	Softwares	SAP	printing issue	Bm (Comml.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	20/10/2023 17:10	2.77	High
1046	20231020C43	20/10/2023 14:10	Softwares	IBM Lotus Notes	issue in archive	Bm (Comml.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	20/10/2023 17:10	2.76	High
1047	20231020C44	20/10/2023 14:10	Hardware	Printer	printer jam issue	Bm (Comml.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	20/10/2023 17:10	2.74	High
1048	20231020C45	20/10/2023 14:10	Hardware	Printer	connector faulty	Mulla Colony Scrap Store, Near Gajipur Police Station	Vasundra Enclave	Closed By Site Engineer	20/10/2023 17:10	2.73	High
1049	20231020C46	20/10/2023 14:10	Softwares	Admin Helpdesk	id creation in admin helpdesk	Bm (Comml.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	20/10/2023 17:10	2.72	Medium
1050	20231020C47	20/10/2023 14:10	Hardware	Mouse	mouse not working	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	20/10/2023 17:10	2.71	High
1051	20231020C48	20/10/2023 14:10	Hardware	PC_CPU	Network Issue 2nd. floor A Block PMG Dept. 7778	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	23/10/2023 10:10	68.27	High
1052	20231020C49	20/10/2023 14:10	Hardware	Laptop	Keyboard not working SN-5SYG152	Gandhi Market Office	Darya Ganj	Closed By Hardware Team	20/10/2023 15:10	0.87	High
1053	20231020C50	20/10/2023 14:10	Softwares	SAP	printing issue in sap	Bm (Comml.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	20/10/2023 17:10	2.52	High
1054	20231020C51	20/10/2023 14:10	Hardware	PC_CPU	Power on/off button not working DELL 3020 S/N.31ZG152	Seelam Pur Complaint Centre, Delhi-53	Yamuna Vihar	Closed By Hardware Team	26/10/2023 10:10	140.05	High
1055	20231020C52	20/10/2023 15:10	Softwares	Internet	Internet issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	20/10/2023 15:10	0	High
1056	20231020C53	20/10/2023 15:10	Hardware	PC_CPU	PC not working need to replace	F-15/2, Krishna Nagar, Comml Office	Krishna Nagar	Closed By Hardware Team	20/10/2023 16:10	1.42	High
1057	20231020C54	20/10/2023 15:10	Telecom	Clip Max	telephone not working need to replace	F-15/2, Krishna Nagar, Comml Office	Krishna Nagar	Closed By Hardware Team	20/10/2023 16:10	1.41	High
1058	20231020C55	20/10/2023 15:10	Softwares	Adobe Reader	INSTALL ADOBE READER.	S/Stn No 14 Mlcc (Ppg-2)	Laxmi Nagar	Closed By Hardware Team	23/10/2023 18:10	74.56	Medium
1059	20231020C56	20/10/2023 15:10	Softwares	Antivirus	Install Antivirus.	S/Stn No 14 Mlcc (Ppg-2)	Laxmi Nagar	Closed By Hardware Team	23/10/2023 18:10	74.56	Medium
1060	20231020C57	20/10/2023 15:10	Softwares	Browser	Install Google Chrome.	S/Stn No 14 Mlcc (Ppg-2)	Laxmi Nagar	Closed By Hardware Team	23/10/2023 18:10	74.55	Medium
1061	20231020C58	20/10/2023 15:10	Softwares	IBM Lotus Notes	Install IBM Mail.	S/Stn No 14 Mlcc (Ppg-2)	Laxmi Nagar	Closed By Hardware Team	23/10/2023 18:10	74.55	High
1062	20231020C59	20/10/2023 15:10	Softwares	Ms-Office	Install ms office.	S/Stn No 14 Mlcc (Ppg-2)	Laxmi Nagar	Closed By Hardware Team	23/10/2023 18:10	74.54	High
1063	20231020C60	20/10/2023 15:10	Softwares	OS	Install OS.	S/Stn No 14 Mlcc (Ppg-2)	Laxmi Nagar	Closed By Hardware Team	23/10/2023 18:10	74.54	Medium
1064	20231020C61	20/10/2023 15:10	Softwares	SAP	Install SAP.	S/Stn No 14 Mlcc (Ppg-2)	Laxmi Nagar	Closed By Hardware Team	23/10/2023 18:10	74.53	High
1065	20231020C62	20/10/2023 15:10	Softwares	Teamviewer	Install Teamviewer.	S/Stn No 14 Mlcc (Ppg-2)	Laxmi Nagar	Closed By Hardware Team	23/10/2023 18:10	74.53	Medium
1066	20231020C63	20/10/2023 15:10	Softwares	Windows	windows update.	S/Stn No 14 Mlcc (Ppg-2)	Laxmi Nagar	Closed By Hardware Team	23/10/2023 18:10	74.52	High
1067	20231020C64	20/10/2023 16:10	Hardware	PC_CPU	Pc is working very slow. 1B	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	23/10/2023 18:10	73.56	High
1068	20231020C65	20/10/2023 16:10	Hardware	RAM	SYSTEM VERY SLOW NEED TO UPGRADE RAM	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	20/10/2023 16:10	0.19	Medium
1069	20231020C66	20/10/2023 16:10	Softwares	SAP	Sap Logging issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	20/10/2023 16:10	0.01	High
1070	20231020C67	20/10/2023 16:10	Softwares	Domain Password	Domain password reset	Gb Pant	Darya Ganj	Closed By Helpdesk	20/10/2023 16:10	0	High
1071	20231020C68	20/10/2023 16:10	Softwares	Adobe Reader	Adobe issue	Cgrf, Lal Bldg, Kkd (I/C Kkd Grid)	Karkardooma	Closed By Hardware Team	20/10/2023 18:10	1.58	Medium
1072	20231020C69	20/10/2023 16:10	Hardware	Laptop	Laptop keypad not working need to replace	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	20/10/2023 18:10	1.56	High
1073	20231020C70	20/10/2023 17:10	Hardware	Mouse	mouse faulty ,mouse has been facing problems for 3 months. Last time it was out of stock. Now the mouse has stopped working. s/n-PG00E8KH	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Hardware Team	08/12/2023 16:12	1174.73	High
1074	20231020C71	20/10/2023 17:10	Telecom	IP Phone	Phone set replacement at ceo cell	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	23/10/2023 10:10	65.21	High
1075	20231021C1	21/10/2023 06:10	Hardware	IP Camera	STORE MULLA COLONY CAMERA NOT WORKING	Mulla Colony Scrap Store, Near Gajipur Police Station	Vasundra Enclave	Closed By Lan Support Team	27/10/2023 10:10	147.95	High
1076	20231021C2	21/10/2023 06:10	Hardware	IP Camera	CC JAMA MASJID CAMERA NOT WORKING	Jama Masjid, Complaint Center	Darya Ganj	Closed By Lan Support Team	27/10/2023 10:10	147.93	High
1077	20231021C3	21/10/2023 06:10	Hardware	IP Camera	CC SHAINI ENCLAVE CAMERA NOT WORKING	Saini Enclave Complaint Centre	Karkardooma	Closed By Lan Support Team	27/10/2023 10:10	147.9	High
1078	20231021C4	21/10/2023 14:10	Hardware	Keyboard	SI.No-PG00E8L0.Keyboard Key M,0,T,9,G,F is not working,Please assign to call arpit rastogi.	S/Stn. No. 13, Ppg (Ppg-2)	Laxmi Nagar	Closed By Hardware Team	23/10/2023 15:10	48.59	High
1079	20231021C5	21/10/2023 15:10	Hardware	Mouse	Mouse left key is not working.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	23/10/2023 10:10	43.32	High
1080	20231021C6	21/10/2023 15:10	Hardware	Printer	Print fed issue.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	23/10/2023 10:10	43.29	High
1081	20231021C7	21/10/2023 15:10	Softwares	Domain Password	Domain password issue.	S/Stn. No. 13, Ppg (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	23/10/2023 10:10	43.24	High
1082	20231021C8	21/10/2023 15:10	Softwares	IBM Lotus Notes	Lotus notes configuration issue.	S/Stn No 14 Mlcc (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	23/10/2023 10:10	43.21	High
1083	20231021C9	21/10/2023 15:10	Softwares	Ms-Office	WPS Office installation issue.	S/Stn No 14 Mlcc (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	23/10/2023 10:10	43.2	High
1084	20231021C10	21/10/2023 15:10	Softwares	IBM Lotus Notes	Lotus traveller installation issue.	Gh-ii Grid (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	23/10/2023 10:10	43.12	High
1085	20231021C11	21/10/2023 15:10	Hardware	Printer	PDF Print issue.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	23/10/2023 10:10	43.06	High
1086	20231023C1	23/10/2023 09:10	Softwares	Domain Password	Domain password reset	33kv Grid, Kamla Market Comml Office	Darya Ganj	Closed By Helpdesk	23/10/2023 09:10	0.01	High
1087	20231023C2	23/10/2023 09:10	Softwares	Domain Rejoin	Domain logging issue	Complaint Center, Chapperwala	Shankar Road	Closed By Helpdesk	23/10/2023 09:10	0.02	Medium
1088	20231023C3	23/10/2023 09:10	Softwares	IBM Lotus Notes	Lotus mail issue	Complaint Center, Chapperwala	Shankar Road	Closed By Helpdesk	23/10/2023 09:10	0.01	High
1089	20231023C4	23/10/2023 10:10	Softwares	IBM Lotus Notes	Pls arrange to unlock password of following user Indresh Kumar/Services/REL/RelianceADA,	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	23/10/2023 10:10	0.01	High
1090	20231023C5	23/10/2023 10:10	Softwares	SAP	SAP ISSUE ASSIGN NILESH	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Site Engineer	23/10/2023 11:10	0.86	High
1091	20231023C6	23/10/2023 10:10	Softwares	IBM Lotus Notes	Mail configuration call	33 Kv.Substation (Srd Building), Shankar Road, New Delhi-110 060 Comml Office	Shankar Road	Closed By Site Engineer	23/10/2023 11:10	0.91	High
1092	20231023C7	23/10/2023 10:10	Softwares	OS	OS is corrupted	33 Kv.Substation (Srd Building), Shankar Road, New Delhi-110 060 Comml Office	Shankar Road	Closed By Site Engineer	23/10/2023 11:10	0.87	Medium
1093	20231023C8	23/10/2023 10:10	Hardware	PC_CPU	Motherboard faulty, creating beep sound . there are lines showing on TFT and patch available PC S/N.PG00D2UM	Seelam Pur Complaint Centre, Delhi-53	Yamuna Vihar	Closed By Hardware Team	30/10/2023 10:10	167.75	High
1094	20231023C9	23/10/2023 10:10	Hardware	Printer	Unable to get print from shared printer	33 Kv.Substation (Srd Building), Shankar Road, New Delhi-110 060 Comml Office	Shankar Road	Closed By Site Engineer	23/10/2023 11:10	0.82	High
1095	20231023C10	23/10/2023 10:10	Hardware	Printer	unable to get print from shared printer	33 Kv.Substation (Srd Building), Shankar Road, New Delhi-110 060 Comml Office	Shankar Road	Closed By Site Engineer	23/10/2023 11:10	0.78	High
1096	20231023C11	23/10/2023 10:10	Softwares	Domain Password	Unable to login in domain pooja mishra	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	23/10/2023 10:10	0	High
1097	20231023C12	23/10/2023 10:10	Softwares	Browser	Google chrome is not open	33 Kv.Substation (Srd Building), Shankar Road, New Delhi-110 060 Comml Office	Shankar Road	Closed By Site Engineer	23/10/2023 11:10	0.76	Medium
1098	20231023C13	23/10/2023 10:10	Softwares	ESS	Ess is not open	33 Kv.Substation (Srd Building), Shankar Road, New Delhi-110 060 Comml Office	Shankar Road	Closed By Site Engineer	23/10/2023 11:10	0.72	Medium
1099	20231023C14	23/10/2023 10:10	Softwares	IBM Lotus Notes	Mail is showing on Mail router	33 Kv.Substation (Srd Building), Shankar Road, New Delhi-110 060 Comml Office	Shankar Road	Closed By Site Engineer	23/10/2023 11:10	0.7	High



S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
1100	20231023C15	23/10/2023 10:10	Softwares	Adobe Reader	PDF merge software installation	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	23/10/2023 10:10	0.01	Medium
1101	20231023C16	23/10/2023 10:10	Hardware	PC_CPU	Power button needs to replace Pc serial no ---PG00A787	C-2 Complaint Center	Nand Nagari	Closed By Hardware Team	02/02/2024 10:02	2448.29	High
1102	20231023C17	23/10/2023 10:10	Softwares	Domain Password	Domain password issue.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	23/10/2023 11:10	1.29	High
1103	20231023C18	23/10/2023 10:10	Hardware	Printer	Print fed issue.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	23/10/2023 11:10	1.27	High
1104	20231023C19	23/10/2023 10:10	Softwares	IBM Lotus Notes	Mail login password is not accepted	33 Kv.Substation (Srd Building), Shankar Road, New Delhi-110 060 Commf Office	Shankar Road	Closed By Site Engineer	23/10/2023 11:10	0.61	High
1105	20231023C20	23/10/2023 10:10	Telecom	IP Phone	IP Phone is not working.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	23/10/2023 11:10	1.24	High
1106	20231023C21	23/10/2023 10:10	Telecom	IP Phone	IP Phone installation issue.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	23/10/2023 11:10	1.05	High
1107	20231023C22	23/10/2023 10:10	Hardware	PC_CPU	PC is not booting	33 Kv.Substation (Srd Building), Shankar Road, New Delhi-110 060 Commf Office	Shankar Road	Closed By Site Engineer	23/10/2023 11:10	0.59	High
1108	20231023C23	23/10/2023 10:10	Hardware	Keyboard	Keyboard faulty del key not working PC S/N-F8YG152	C-7, Commercial Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Hardware Team	23/10/2023 12:10	2.03	High
1109	20231023C24	23/10/2023 10:10	Hardware	PC_CPU	2nd. floor Emergency Gate room Between A and B Block 9128	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	26/10/2023 09:10	70.87	High
1110	20231023C25	23/10/2023 11:10	Hardware	Mouse	mouse faulty assign arpit sir S/no=PG011QDT	Commf. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Hardware Team	07/11/2023 16:11	364.74	High
1111	20231023C26	23/10/2023 11:10	Softwares	Internet	Installation of fire fox	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	23/10/2023 11:10	0.01	High
1112	20231023C27	23/10/2023 11:10	Hardware	PC_CPU	T.V screen Display issue (Cabi T.V) 3RD. FLOOR A block	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	25/10/2023 14:10	50.47	High
1113	20231023C28	23/10/2023 11:10	Hardware	Laptop	HARDDISK ISSUE	Commf Office Cbd-ii	Karkardooma	Closed By Hardware Team	25/10/2023 14:10	50.35	High
1114	20231023C29	23/10/2023 11:10	Softwares	IBM Lotus Notes	MAIL POPUP REQUIRE OF BYPL ANALYTICS	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	23/10/2023 11:10	0.01	High
1115	20231023C30	23/10/2023 11:10	Softwares	IBM Lotus Notes	Lotus issue.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	23/10/2023 18:10	6.02	High
1116	20231023C31	23/10/2023 12:10	Hardware	Mouse	mouse issue assign Nilesh	Commf. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Site Engineer	23/10/2023 15:10	3.51	High
1117	20231023C32	23/10/2023 12:10	Hardware	PC_CPU	system issue assign Nilesh	O&M(D) Office, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Site Engineer	23/10/2023 15:10	3.48	High
1118	20231023C33	23/10/2023 12:10	Hardware	TFT	TFT faulty need to replace	C-7, Commercial Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Hardware Team	23/10/2023 14:10	2.02	High
1119	20231023C34	23/10/2023 12:10	Hardware	RAM	PC working slow need to upgrade ram	C-7, Commercial Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Hardware Team	23/10/2023 14:10	2.01	Medium
1120	20231023C35	23/10/2023 12:10	Softwares	Ms-Office	Office installation	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	23/10/2023 12:10	0.01	High
1121	20231023C36	23/10/2023 12:10	Softwares	Domain Password	Domain password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	23/10/2023 12:10	0	High
1122	20231023C37	23/10/2023 14:10	Lan Support	Lan Cable Extension	LAN NOT WORKING	Gandhi Market	Darya Ganj	Closed By Lan Support Team	27/10/2023 10:10	92.31	High
1123	20231023C38	23/10/2023 14:10	Softwares	Domain Password	user name hitesh sharma (33863) to req set system password assign Nilesh	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Site Engineer	23/10/2023 15:10	1.39	High
1124	20231023C39	23/10/2023 14:10	Hardware	Printer	Printer issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	23/10/2023 14:10	0.01	High
1125	20231023C40	23/10/2023 14:10	Hardware	Printer	Printer issue of Pankaj verma	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	23/10/2023 14:10	0	High
1126	20231023C41	23/10/2023 15:10	Hardware	Printer	Printer processing issue / VSC	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	23/10/2023 16:10	1.12	High
1127	20231023C42	23/10/2023 15:10	Hardware	PC_CPU	Motherboard Faulty PC Sr No B2YG152	Complaint Office, Karawal Nagar	Karawal Nagar	Closed By Hardware Team	14/11/2023 16:11	529.65	High
1128	20231023C43	23/10/2023 16:10	Softwares	IBM Lotus Notes	lotus traveller password expiring issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	23/10/2023 16:10	0.05	High
1129	20231023C44	23/10/2023 16:10	Lan Support	Lan Cable Extension	Conduit working done P1 arrange the cable	Gandhi Market	Darya Ganj	Closed By Lan Support Team	04/11/2023 09:11	281.24	High
1130	20231023C45	23/10/2023 16:10	Softwares	IBM Lotus Notes	lotus traveller access on mobile	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	23/10/2023 16:10	0.01	High
1131	20231023C46	23/10/2023 16:10	Hardware	PC_CPU	Kindly replace 2 nos of RAM 1 GB With 2 GB DDR 2 (601211-5259),S/N : LENOVO/7298-AC9L936465, As discuss with arpit . Pls assign	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	30/10/2023 11:10	162.19	High
1132	20231023C47	23/10/2023 16:10	Hardware	Printer	Toner replacement of 2b 3015 printer	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	23/10/2023 17:10	0.2	High
1133	20231023C48	23/10/2023 16:10	Softwares	Domain Password	Domain reset of ravi tyagi as per eng. Nilesh.	S/Stn No 7, O&M, (Ppg)	Laxmi Nagar	Closed By Helpdesk	23/10/2023 17:10	0.23	High
1134	20231023C49	23/10/2023 16:10	Softwares	Domain Password	Domain reset of mudit.	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Helpdesk	23/10/2023 17:10	0.21	High
1135	20231023C50	23/10/2023 16:10	Softwares	Domain Password	Domain reset of power scheduling.	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Helpdesk	23/10/2023 17:10	0.21	High
1136	20231023C51	23/10/2023 16:10	Softwares	IBM Lotus Notes	Mail configuration.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	23/10/2023 17:10	0.2	High
1137	20231023C52	23/10/2023 17:10	Softwares	Domain Password	Domain reset of 41017670.	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Helpdesk	23/10/2023 17:10	0.19	High
1138	20231023C53	23/10/2023 17:10	Softwares	Teamviewer	TVR. reinstallation.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	23/10/2023 17:10	0.17	Medium
1139	20231023C54	23/10/2023 17:10	Softwares	Domain Password	Domain reset.	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Helpdesk	23/10/2023 17:10	0.17	High
1140	20231023C55	23/10/2023 17:10	Softwares	Domain Password	Domain reset of sf8272 .	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Helpdesk	23/10/2023 17:10	0.15	High
1141	20231023C56	23/10/2023 17:10	Softwares	IBM Lotus Notes	Mail not responding.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	23/10/2023 17:10	0.14	High
1142	20231023C57	23/10/2023 17:10	Softwares	OS	Rights on drive.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	23/10/2023 17:10	0.13	Medium
1143	20231023C58	23/10/2023 17:10	Softwares	Internet	Chrome reinstall.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	23/10/2023 17:10	0.12	High
1144	20231023C59	23/10/2023 17:10	Softwares	OS	Temporary files removed.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	23/10/2023 17:10	0.11	Medium
1145	20231023C60	23/10/2023 17:10	Networking	Link Down	Network failure of jaya rathi.	S/Stn No 7, O&M, (Ppg)	Laxmi Nagar	Closed By Helpdesk	23/10/2023 17:10	0.1	High
1146	20231023C61	23/10/2023 17:10	Softwares	Domain Password	Domain reset of 41019687 41019687 .	C-2 Complaint Center	Nand Nagari	Closed By Helpdesk	23/10/2023 17:10	0.09	High
1147	20231023C62	23/10/2023 17:10	Softwares	Internet	Site accessible failure - chrome settings reset.	Preet Vihar Zonal Office (Lnr)	Laxmi Nagar	Closed By Helpdesk	23/10/2023 17:10	0.06	High
1148	20231023C63	23/10/2023 17:10	Softwares	Adobe Reader	Two PDF files are not deletable.	Kanti Nagar Complaint Centre	Krishna Nagar	Closed By Helpdesk	23/10/2023 17:10	0.05	Medium
1149	20231023C64	23/10/2023 17:10	Softwares	Domain Password	Domain reset of 338963 as per Nilesh.	S/Stn No 7, O&M, (Ppg)	Laxmi Nagar	Closed By Helpdesk	23/10/2023 17:10	0.04	High
1150	20231023C65	23/10/2023 17:10	Softwares	Domain Password	Domain reset.	S/Stn. No. 9, Admin Store (Ppg)	Laxmi Nagar	Closed By Helpdesk	23/10/2023 17:10	0.02	High
1151	20231023C66	23/10/2023 17:10	Lan Support	Lan Cable Replacement	Network not working due to network cable faulty as per user	O & M Office Vivek Vihar B-Blk	Karkardooma	Closed By Lan Support Team	27/10/2023 10:10	89.22	High
1152	20231024C1	24/10/2023 08:10	Hardware	IP Camera	H/O CBD-2 GENSET, CCTV NOT WORKING	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	26/10/2023 09:10	48.99	High
1153	20231024C2	24/10/2023 08:10	Hardware	IP Camera	KCC OFFICE RECEPTION AND GATE CCTV NOT WORKING	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Lan Support Team	27/10/2023 10:10	73.61	High
1154	20231024C3	24/10/2023 08:10	Hardware	IP Camera	YVR COMM MAIN GATE CCTV NOT WORKING	C-7, Commercial Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Lan Support Team	31/10/2023 10:10	169.48	High
1155	20231024C4	24/10/2023 08:10	Hardware	IP Camera	O&M LNR CCTV NOT WORKING	S/Stn No 7, O&M, (Ppg)	Laxmi Nagar	Closed By Lan Support Team	27/10/2023 10:10	73.52	High
1156	20231025C1	25/10/2023 03:10	Hardware	IP Camera	YVR O&M GATE CCTV NOT WORKING	C-6, O&M Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Lan Support Team	27/10/2023 10:10	54.7	High

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
1157	20231025C2	25/10/2023 09:10	Softwares	Domain Password	Domain password reset	Gandhi Market	Darya Ganj	Closed By Helpdesk	25/10/2023 09:10	0	High
1158	20231025C3	25/10/2023 09:10	Softwares	IBM Lotus Notes	Lotus password issue	Gandhi Market	Darya Ganj	Closed By Helpdesk	25/10/2023 09:10	0	High
1159	20231025C4	25/10/2023 10:10	Lan Support	Lan Cable Extension	Lan cable is little small, need to extend, 2A PMG.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	27/10/2023 10:10	48.48	High
1160	20231025C5	25/10/2023 10:10	Hardware	PC_CPU	System Hanging issue 9323 1st. floor B Block (10.125.252.211)	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	25/10/2023 12:10	2.19	High
1161	20231025C6	25/10/2023 10:10	Server	User Creation	Unable to log in pc	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	25/10/2023 12:10	1.89	High
1162	20231025C7	25/10/2023 10:10	Softwares	IBM Lotus Notes	Lotus mail corrupt	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	25/10/2023 10:10	0.01	High
1163	20231025C8	25/10/2023 10:10	Hardware	Mouse	mouse not working properly issue in scroll and left click.kindly assign to arpit rastogi s/t : J2LXJ03	Mig Office, East Of Loni Road	Nand Nagari	Closed By Hardware Team	26/10/2023 10:10	23.86	High
1164	20231025C9	25/10/2023 10:10	Hardware	Printer	Printer not working	Aram Bagh Bm(Comm), Phg	Pahar Ganj	Closed By Site Engineer	25/10/2023 12:10	1.65	High
1165	20231025C10	25/10/2023 10:10	Hardware	PC_CPU	system slow	Aram Bagh Bm(Comm), Phg	Pahar Ganj	Closed By Site Engineer	25/10/2023 12:10	1.64	High
1166	20231025C11	25/10/2023 10:10	Hardware	Mouse	mosue not working properly issue in scroll and left click. kindly assign to arpit rastogi. s/t : J2LXJ03	Complain Center, Sub-Str. No. 3, Mayur Vihar Ph-III, Delhi-110 096	Vasundra Enclave	Closed By Hardware Team	02/02/2024 10:02	2400.06	High
1167	20231025C12	25/10/2023 10:10	Softwares	Internet	Internet issue	Preet Vihar Zonal Office (Lnr)	Laxmi Nagar	Closed By Helpdesk	25/10/2023 10:10	0	High
1168	20231025C13	25/10/2023 11:10	Softwares	Domain Password	req for domain password assign Nilesh	Comm. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	25/10/2023 11:10	0.46	High
1169	20231025C14	25/10/2023 11:10	Softwares	IBM Lotus Notes	req for ibm mail setup assign Nilesh	Comm. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	25/10/2023 11:10	0.43	High
1170	20231025C15	25/10/2023 11:10	Softwares	Ms-Office	Excel issue assign Nilesh	Dvsn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	25/10/2023 11:10	0.39	High
1171	20231025C16	25/10/2023 11:10	Hardware	PC_CPU	System issue	Mig Office, East Of Loni Road	Nand Nagari	Closed By Helpdesk	25/10/2023 11:10	0.03	High
1172	20231025C17	25/10/2023 11:10	Hardware	PC_CPU	System virus issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	25/10/2023 11:10	0	High
1173	20231025C18	25/10/2023 11:10	Softwares	Teamviewer	Need to upgrade Team viewer .	Preet Vihar Grid (Civil, Protection & Mmg Office)	Karkardooma	Closed By Site Engineer	25/10/2023 14:10	2.54	Medium
1174	20231025C19	25/10/2023 11:10	Softwares	Teamviewer	Need to upgrade Team viewer .	Preet Vihar Grid (Civil, Protection & Mmg Office)	Karkardooma	Closed By Site Engineer	25/10/2023 14:10	2.53	Medium
1175	20231025C20	25/10/2023 11:10	Softwares	Browser	Google chrome browser need to update.	Preet Vihar Grid (Civil, Protection & Mmg Office)	Karkardooma	Closed By Site Engineer	25/10/2023 14:10	2.5	Medium
1176	20231025C21	25/10/2023 11:10	Softwares	Domain Password	Password reset	Near Radhu Palace, Delhi (Lnr)	Laxmi Nagar	Closed By Helpdesk	25/10/2023 11:10	0.04	High
1177	20231025C22	25/10/2023 11:10	Softwares	Domain Password	Password reset of Ravi	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	25/10/2023 11:10	0.03	High
1178	20231025C23	25/10/2023 11:10	Softwares	IBM Lotus Notes	New lotus mail archive create.	Preet Vihar Grid (Civil, Protection & Mmg Office)	Karkardooma	Closed By Site Engineer	25/10/2023 14:10	2.48	High
1179	20231025C24	25/10/2023 11:10	Softwares	Domain Rejoin	Req for domain join assign Nilesh	Anand Lok Complaint Centre,	Mayur Vihar	Closed By Site Engineer	25/10/2023 14:10	2.74	Medium
1180	20231025C25	25/10/2023 11:10	Softwares	Domain Rejoin	User facing trust relationship error need to rejoin domain profile.	Preet Vihar Grid (Civil, Protection & Mmg Office)	Karkardooma	Closed By Site Engineer	25/10/2023 14:10	2.45	Medium
1181	20231025C26	25/10/2023 11:10	Softwares	IBM Lotus Notes	Lotus mail password does not matched. Need to reset .	O & M Office Vivek Vihar B-Blk	Karkardooma	Closed By Site Engineer	25/10/2023 14:10	2.43	High
1182	20231025C27	25/10/2023 11:10	Softwares	Domain Rejoin	Req for domain join for new pc assign Nilesh	Pkt-C, Mvr Ph-II, Delhi	Mayur Vihar	Closed By Site Engineer	25/10/2023 14:10	2.59	Medium
1183	20231025C28	25/10/2023 11:10	Softwares	IBM Lotus Notes	mail not working	Aram Bagh Bm(Comm), Phg	Pahar Ganj	Closed By Site Engineer	25/10/2023 13:10	2.01	High
1184	20231025C29	25/10/2023 11:10	Hardware	PC_CPU	system slow	Aram Bagh Bm(Comm), Phg	Pahar Ganj	Closed By Site Engineer	25/10/2023 13:10	1.95	High
1185	20231025C30	25/10/2023 11:10	Hardware	Printer	Printer not working paper jam	C-7, Commercial Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Site Engineer	25/10/2023 16:10	4.55	High
1186	20231025C31	25/10/2023 12:10	Hardware	Printer	Printer HP-400 driver installation.	Preet Vihar Grid (Civil, Protection & Mmg Office)	Karkardooma	Closed By Site Engineer	25/10/2023 14:10	1.67	High
1187	20231025C32	25/10/2023 12:10	Softwares	IBM Lotus Notes	Lotus mail are does not support error need to reinstalled again.	O & M Office Vivek Vihar B-Blk	Karkardooma	Closed By Site Engineer	25/10/2023 14:10	1.65	High
1188	20231025C33	25/10/2023 12:10	Softwares	IBM Lotus Notes	Lotus mail does not support. Need to configure again.	O & M Office Vivek Vihar B-Blk	Karkardooma	Closed By Site Engineer	25/10/2023 14:10	1.64	High
1189	20231025C34	25/10/2023 12:10	Hardware	Scanner	Papper Jam issue in scanner (Gnd floor Fleet Dept.17911	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	25/10/2023 14:10	1.7	High
1190	20231025C35	25/10/2023 13:10	Hardware	Laptop	Mostly time laptop battery is not charging.	Ppg Indl. Area Grid (Ppg-2)	Laxmi Nagar	Closed By Hardware Team	27/10/2023 09:10	44.74	High
1191	20231025C36	25/10/2023 13:10	Hardware	PC_CPU	CPU is not power on.	Ppg Indl. Area Grid (Ppg-2)	Laxmi Nagar	Closed By Hardware Team	02/02/2024 10:02	2397.72	High
1192	20231025C37	25/10/2023 13:10	Hardware	PC_CPU	CPU is not power on.	S/Str. No. 13, Ppg (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	25/10/2023 17:10	4.68	High
1193	20231025C38	25/10/2023 13:10	Softwares	Internet	Error Logging in https://byplism.bsdesdelhi.com/	Mig Office, East Of Loni Road	Nand Nagari	Closed By Helpdesk	25/10/2023 14:10	0.89	High
1194	20231025C39	25/10/2023 14:10	Lan Support	Lan Cable Extension	Ext. No-7689 Not Working Checked Handset+Cabel Are Ok Mox End Issue So Kindly Assign Call To Lan Team.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	27/10/2023 10:10	44.31	High
1195	20231025C40	25/10/2023 14:10	Hardware	Printer	Printer offline, 1A	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	25/10/2023 16:10	1.93	High
1196	20231025C41	25/10/2023 14:10	Softwares	Domain Password	Passwod reset	Surajmal Vihar C & M Store	Karkardooma	Closed By Helpdesk	25/10/2023 14:10	0.01	High
1197	20231025C42	25/10/2023 14:10	Softwares	Browser	req for apply usb access For Rohits(41019658) computer assign Nilesh	Anand Lok Complaint Centre,	Mayur Vihar	Closed By Site Engineer	25/10/2023 15:10	1.07	Medium
1198	20231025C43	25/10/2023 14:10	Softwares	Domain Password	Domain password reset	Minto Road	Darya Ganj	Closed By Helpdesk	25/10/2023 14:10	0.01	High
1199	20231025C44	25/10/2023 15:10	Hardware	Printer	paper stuck in printer & command executed on printer when changed page on system.	Comm. Office Cbd-III	Karkardooma	Closed By Site Engineer	27/10/2023 18:10	51.29	High
1200	20231025C45	25/10/2023 15:10	Softwares	IBM Lotus Notes	Lotus account locked out issue	Comm. Office Cbd-III	Karkardooma	Closed By Site Engineer	25/10/2023 18:10	2.94	High
1201	20231025C46	25/10/2023 15:10	Softwares	IBM Lotus Notes	please create Lotus archive	Near Radhu Palace, Delhi (Lnr)	Laxmi Nagar	Closed By Site Engineer	26/10/2023 10:10	18.16	High
1202	20231025C47	25/10/2023 16:10	Softwares	SAP	SAP Password is not working , Kindly arrange to reset the same .	Preet Vihar Zonal Office (Lnr)	Laxmi Nagar	Closed By Site Engineer	26/10/2023 10:10	18.08	High
1203	20231025C48	25/10/2023 16:10	Hardware	Laptop	touchpad not working	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	26/10/2023 19:10	26.86	High
1204	20231025C49	25/10/2023 16:10	Softwares	IBM Lotus Notes	Password Problem	66 Kv, Bhagratrhi Grid	Karawal Nagar	Closed By Site Engineer	25/10/2023 17:10	1.14	High
1205	20231025C50	25/10/2023 16:10	Softwares	IBM Lotus Notes	Password Problem	66 Kv, Bhagratrhi Grid	Karawal Nagar	Closed By Site Engineer	25/10/2023 17:10	1.14	High
1206	20231025C51	25/10/2023 16:10	Softwares	SAP	SAP Problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	25/10/2023 17:10	1.13	High
1207	20231025C52	25/10/2023 16:10	Softwares	ESS	ESS password Problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	25/10/2023 17:10	1.13	Medium
1208	20231025C53	25/10/2023 16:10	Softwares	Internet	Internet Problem	O&M Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	25/10/2023 17:10	1.12	High
1209	20231025C54	25/10/2023 16:10	Softwares	Cute PDF	PDF Problem	O&M Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	25/10/2023 17:10	1.11	Medium
1210	20231025C55	25/10/2023 16:10	Softwares	IBM Lotus Notes	Password Problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	25/10/2023 17:10	1.08	High
1211	20231025C56	25/10/2023 16:10	Softwares	SAP	P92 Problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	25/10/2023 17:10	1.07	High
1212	20231025C57	25/10/2023 16:10	Softwares	Windows	New Hd issue so Autocad application installed	Comm. Office Cbd-III	Karkardooma	Closed By Site Engineer	25/10/2023 18:10	1.52	High
1213	20231025C58	25/10/2023 16:10	Softwares	IBM Lotus Notes	BYPL SAMPARK generic mail configure	Comm. Office Cbd-III	Karkardooma	Closed By Site Engineer	25/10/2023 18:10	1.47	High
1214	20231025C59	25/10/2023 16:10	Softwares	Windows	Window slow working	Comm. Office Cbd-III	Karkardooma	Closed By Site Engineer	25/10/2023 18:10	1.46	High
1215	20231025C60	25/10/2023 16:10	Hardware	TFT	TFT power issue	Comm. Office Cbd-III	Karkardooma	Closed By Site Engineer	25/10/2023 18:10	1.42	High
1216	20231025C61	25/10/2023 16:10	Softwares	Windows	Window not start.	Comm. Office Cbd-III	Karkardooma	Closed By Site Engineer	25/10/2023 18:10	1.41	High
1217	20231025C62	25/10/2023 16:10	Softwares	Adobe Reader	Adobe reader not working when file open autumatically closed file	Comm. Office Cbd-III	Karkardooma	Closed By Site Engineer	25/10/2023 18:10	1.38	Medium

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
1218	20231025C63	25/10/2023 16:10	Hardware	Printer	Printer paper stuck	Comm Office Cbd-ii	Karkardooma	Closed By Site Engineer	25/10/2023 18:10	1.36	High
1219	20231025C64	25/10/2023 16:10	Softwares	Windows	qms machine not working	Comm Office Cbd-ii	Karkardooma	Closed By Site Engineer	25/10/2023 18:10	1.34	High
1220	20231025C65	25/10/2023 16:10	Softwares	Drivers	printer driver installed hp 3015 legal	Comm Office Cbd-ii	Karkardooma	Closed By Site Engineer	25/10/2023 18:10	1.3	High
1221	20231025C66	25/10/2023 16:10	Softwares	SAP	Sap slw installed	Comm Office Cbd-iii	Karkardooma	Closed By Site Engineer	25/10/2023 18:10	1.27	High
1222	20231025C67	25/10/2023 16:10	Softwares	IBM Lotus Notes	lotus mail id configured new pc issue due to	Cbd-1 Grid	Karkardooma	Closed By Site Engineer	25/10/2023 18:10	1.24	High
1223	20231025C68	25/10/2023 16:10	Lan Support	Lan Cable Replacement	LAN cabel dresing at server room box due to Direction by South East Circle Head so kindly assign call to LAN Team.	Krishan Nagar Dispensary	Karkardooma	Closed By Lan Support Team	27/10/2023 10:10	41.65	High
1224	20231025C69	25/10/2023 17:10	Softwares	IBM Lotus Notes	IBM ISSUE ASSIGN NILESH	Commf. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & ii	Mayur Vihar	Closed By Site Engineer	26/10/2023 12:10	19.41	High
1225	20231025C70	25/10/2023 17:10	Softwares	IBM Lotus Notes	Lotus not responding.	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Helpdesk	25/10/2023 18:10	0.12	High
1226	20231025C71	25/10/2023 17:10	Softwares	IBM Lotus Notes	Lotus login failure.	S/Stn No 5 Enf-2 (Ppg)	Laxmi Nagar	Closed By Helpdesk	25/10/2023 18:10	0.1	High
1227	20231025C72	25/10/2023 17:10	Softwares	Domain Password	Reset of abhik sidique.	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Helpdesk	25/10/2023 18:10	0.09	High
1228	20231025C73	25/10/2023 17:10	Softwares	IBM Lotus Notes	Attachment issue in a mail.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	25/10/2023 18:10	0.05	High
1229	20231025C74	25/10/2023 17:10	Softwares	Internet	Google chrome cache remove & setting reset.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	25/10/2023 18:10	0.04	High
1230	20231025C76	25/10/2023 17:10	Softwares	OS	Temp files remove.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	25/10/2023 18:10	0.04	Medium
1231	20231025C75	25/10/2023 17:10	Softwares	Domain Password	Domain Password issue.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	25/10/2023 18:10	0.15	High
1232	20231025C77	25/10/2023 18:10	Softwares	Domain Password	Reset of barco.	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Helpdesk	25/10/2023 18:10	0.03	High
1233	20231025C78	25/10/2023 18:10	Softwares	IBM Lotus Notes	Lotus Notes Hanging issue.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	25/10/2023 18:10	0.11	High
1234	20231025C79	25/10/2023 18:10	Softwares	Domain Password	Reset of kiran.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Helpdesk	25/10/2023 18:10	0.01	High
1235	20231025C80	25/10/2023 18:10	Softwares	SAP	Sap Password issue.	S/Stn No 14 Micc (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	25/10/2023 18:10	0.07	High
1236	20231025C81	25/10/2023 18:10	General Calls	Presentation / VC	User not be able to share screen on projector.	Training And Work Shop, (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	26/10/2023 10:10	16.16	High
1237	20231026C1	26/10/2023 08:10	Hardware	IP Camera	YVR COMM REVENUE CCTV NOT WORKING	C-7, Commercial Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Lan Support Team	31/10/2023 10:10	121.72	High
1238	20231026C2	26/10/2023 09:10	Softwares	Domain Password	Domain password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	26/10/2023 09:10	0	High
1239	20231026C3	26/10/2023 09:10	Lan Support	Lan Cable Replacement	Existing User Lan cable are not working. IP Phone lan connectivity issue not working. Kindly assign the call to Lan Team for further action.	O & M Office Vivek Vihar B-Blk	Karkardooma	Closed By Lan Support Team	27/10/2023 10:10	24.75	High
1240	20231026C4	26/10/2023 09:10	Softwares	Domain Password	Domain password reset	Store Rajghat Power House New Delhi 110002	Darya Ganj	Closed By Helpdesk	26/10/2023 09:10	0	High
1241	20231026C5	26/10/2023 09:10	Softwares	Internet	internet not working	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Helpdesk	26/10/2023 09:10	0.02	High
1242	20231026C6	26/10/2023 09:10	Lan Support	RJ 45 Connector	Network issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	26/10/2023 12:10	3	High
1243	20231026C7	26/10/2023 09:10	Softwares	IBM Lotus Notes	Mail issue	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Helpdesk	26/10/2023 09:10	0.01	High
1244	20231026C8	26/10/2023 09:10	Softwares	IBM Lotus Notes	Mail issue of Shalini Singh	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	26/10/2023 09:10	0.01	High
1245	20231026C9	26/10/2023 10:10	Lan Support	RJ 45 Connector	Network issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	26/10/2023 12:10	2.71	High
1246	20231026C10	26/10/2023 10:10	Softwares	Domain Password	Domain password reset	Pkt-C, Mvr Ph-II, Delhi	Mayur Vihar	Closed By Helpdesk	26/10/2023 10:10	0	High
1247	20231026C11	26/10/2023 10:10	Hardware	PC_CPU	req new cpu for user assign nilesh	Pkt-C, Mvr Ph-II, Delhi	Mayur Vihar	Closed By Site Engineer	26/10/2023 12:10	2.11	High
1248	20231026C12	26/10/2023 10:10	Softwares	Domain Password	Domain password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	26/10/2023 10:10	0	High
1249	20231026C13	26/10/2023 10:10	Hardware	Laptop	Laptop Hanging issue / 2A regulatory	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	27/10/2023 10:10	23.51	High
1250	20231026C14	26/10/2023 10:10	Softwares	IBM Lotus Notes	user unable to access mail	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	26/10/2023 12:10	1.32	High
1251	20231026C15	26/10/2023 10:10	Softwares	Domain Password	Domain password reset	S/Stn No 5 Enf-2 (Ppg)	Laxmi Nagar	Closed By Helpdesk	26/10/2023 10:10	0.01	High
1252	20231026C16	26/10/2023 10:10	Hardware	PC_CPU	pc not boot and hanging issue	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	26/10/2023 12:10	1.25	High
1253	20231026C17	26/10/2023 10:10	Softwares	IBM Lotus Notes	mail not access	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	27/10/2023 10:10	23.49	High
1254	20231026C18	26/10/2023 11:10	Hardware	Mouse	mouse is not working Left and Right Click not work. S/N- P0319A0K, Model:- V520 TOWER Kindly need to replace as soon as early. Please assign the call to Arpit.	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Hardware Team	14/11/2023 16:11	461.92	High
1255	20231026C19	26/10/2023 11:10	Softwares	Domain Password	Domain password reset	Mig Office, East Of Loni Road	Nand Nagari	Closed By Helpdesk	26/10/2023 11:10	0.01	High
1256	20231026C20	26/10/2023 11:10	Softwares	IBM Lotus Notes	user unable to access scadasystemcontrol archive	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	27/10/2023 10:10	22.97	High
1257	20231026C21	26/10/2023 11:10	Hardware	TFT	TFT NOT WORKING V901G1KD PLS ASSIGN THE ARPIT RASTOGI	F-15/2, Krishna Nagar, Commf Office	Krishna Nagar	Closed By Hardware Team	26/10/2023 15:10	3.41	High
1258	20231026C22	26/10/2023 12:10	Hardware	PC_CPU	DESKTOP Motherboard faulty PC S/N. 42ZG152	C-7, Commercial Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Hardware Team	07/11/2023 15:11	291.78	High
1259	20231026C23	26/10/2023 12:10	Networking	Link Down	network issue assign nilesh	Commf. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & ii	Mayur Vihar	Closed By Site Engineer	26/10/2023 12:10	0.44	High
1260	20231026C24	26/10/2023 12:10	Hardware	Laptop	LAPTOP NETWORK NOT WORKING	Cbd-ii Grid, Kkd	Karkardooma	Closed By Hardware Team	27/10/2023 10:10	21.77	High
1261	20231026C25	26/10/2023 12:10	Lan Support	Lan Cable Extension	ASSIGN TO LAN TEAM	Cbd-ii Grid, Kkd	Karkardooma	Closed By Lan Support Team	26/10/2023 12:10	0.54	High
1262	20231026C26	26/10/2023 12:10	Telecom	Clip Max	7764. extn dead_2D	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	26/10/2023 14:10	2.21	High
1263	20231026C27	26/10/2023 12:10	Softwares	Windows	share folder issue assign nilesh	Anand Lok Complaint Centre,	Mayur Vihar	Closed By Site Engineer	26/10/2023 12:10	0.42	High
1264	20231026C28	26/10/2023 12:10	Softwares	Domain Password	Domain password reset	O&M Office, Karawal Nagar	Karawal Nagar	Closed By Helpdesk	26/10/2023 12:10	0	High
1265	20231026C29	26/10/2023 12:10	Hardware	PC_CPU	YOGENDRA pc issue Assign Niles	Pkt-C, Mvr Ph-II, Delhi	Mayur Vihar	Closed By Site Engineer	26/10/2023 12:10	0.28	High
1266	20231026C30	26/10/2023 12:10	Softwares	VPN	Kindly install vpn access in Laptop.	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	27/10/2023 17:10	28.52	Medium
1267	20231026C31	26/10/2023 12:10	Hardware	Printer	cartridge change of 2nd. number of printer 3rd. floor A Block.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	26/10/2023 14:10	1.98	High
1268	20231026C32	26/10/2023 12:10	Hardware	Printer	printer issue assign nilesh	Commf. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & ii	Mayur Vihar	Closed By Site Engineer	26/10/2023 15:10	2.86	High
1269	20231026C33	26/10/2023 14:10	Hardware	PC_CPU	SWR's faulty against this serial number. No Power issue need to replace as early. S/N-L917411, Model no-4089A34 Assign this call to Arpit for further the	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Hardware Team	27/10/2023 12:10	22.22	High

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
1270	20231026C34	26/10/2023 14:10	Hardware	PC_CPU	PC is not working.	Training And Work Shop, (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	26/10/2023 18:10	3.98	High
1271	20231026C35	26/10/2023 14:10	Hardware	Printer	Printer issue , Gnd floor, Vender support cell, 9996	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	26/10/2023 14:10	0.29	High
1272	20231026C36	26/10/2023 15:10	Hardware	Printer	req for hp 2055 driver install assign Nilesh	Commf. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	26/10/2023 17:10	2.28	High
1273	20231026C37	26/10/2023 15:10	Hardware	Printer	req for hp 2055 driver install assign Nilesh	Commf. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	26/10/2023 17:10	2.26	High
1274	20231026C38	26/10/2023 15:10	Hardware	Printer	req for hp 2055 driver install assign Nilesh	Commf. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	26/10/2023 17:10	2.22	High
1275	20231026C39	26/10/2023 15:10	Hardware	Printer	req for hp 2055 driver install assign Nilesh	Commf. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	26/10/2023 17:10	2.2	High
1276	20231026C40	26/10/2023 15:10	Hardware	Printer	req for hp 2055 driver install in dileep singh assign Nilesh in	Commf. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	26/10/2023 17:10	2.19	High
1277	20231026C41	26/10/2023 15:10	Hardware	Printer	req for hp 2055 driver install in vijay pc assign Nilesh	Commf. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	26/10/2023 17:10	2.17	High
1278	20231026C42	26/10/2023 15:10	Lan Support	RJ 45 Connector	LAN Connector faulty	C-8, Store O&M Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Site Engineer	26/10/2023 17:10	1.84	High
1279	20231026C43	26/10/2023 15:10	Hardware	Printer	printer not working	C-7, Commercial Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Site Engineer	27/10/2023 16:10	25.49	High
1280	20231026C44	26/10/2023 15:10	Hardware	Printer	paper jam in printer	C-7, Commercial Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Site Engineer	26/10/2023 17:10	1.82	High
1281	20231026C45	26/10/2023 15:10	Softwares	BYPL Intranet	ismart link not working	C-7, Commercial Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Site Engineer	26/10/2023 17:10	1.8	Medium
1282	20231026C46	26/10/2023 15:10	Hardware	Printer	Printer installation	Aram Bagh Bm(Commf), Phg	Pahar Ganj	Closed By Site Engineer	26/10/2023 16:10	1.27	High
1283	20231026C47	26/10/2023 15:10	Hardware	PC_CPU	system slow	Aram Bagh Bm(Commf), Phg	Pahar Ganj	Closed By Site Engineer	26/10/2023 16:10	1.26	High
1284	20231026C48	26/10/2023 15:10	Hardware	Printer	req for hp 3015 driver install assign Nilesh	O&M(D) Office, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Site Engineer	26/10/2023 16:10	0.68	High
1285	20231026C49	26/10/2023 15:10	Hardware	Printer	req for hp 3015 driver install assign Nilesh	O&M(D) Office, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Site Engineer	26/10/2023 16:10	0.67	High
1286	20231026C50	26/10/2023 15:10	Hardware	Printer	req for hp 3015 driver install assign Nilesh	O&M(D) Office, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Site Engineer	26/10/2023 16:10	0.65	High
1287	20231026C51	26/10/2023 15:10	Hardware	Printer	req for hp 3015 driver install assign Nilesh	O&M(D) Office, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Site Engineer	26/10/2023 16:10	0.64	High
1288	20231026C52	26/10/2023 15:10	Hardware	Printer	req for hp 3015 driver install assign Nilesh	Commf. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	26/10/2023 16:10	0.62	High
1289	20231026C53	26/10/2023 15:10	Hardware	Printer	req for hp 3015 driver install IN GIRISH PC assign Nilesh	O&M(D) Office, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Site Engineer	26/10/2023 16:10	0.6	High
1290	20231026C54	26/10/2023 16:10	Softwares	Windows	Windows booting issue.	O & M Office B-Block, Dilshad Garden, Delhi	Gt Road	Closed By Site Engineer	26/10/2023 17:10	1.02	High
1291	20231026C55	26/10/2023 16:10	Hardware	IP Phone Adapter	adaptor issue	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	26/10/2023 17:10	1.02	High
1292	20231026C56	26/10/2023 16:10	Softwares	IBM Lotus Notes	Lotus traveler password issue	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	26/10/2023 17:10	1	High
1293	20231026C57	26/10/2023 16:10	Softwares	SAP	SAP ID issue	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	26/10/2023 17:10	1.01	High
1294	20231026C58	26/10/2023 16:10	Hardware	Printer	printing issue	33 Kv Grid, G.T.Road Commf Bldg	Gt Road	Closed By Site Engineer	26/10/2023 17:10	0.94	High
1295	20231026C59	26/10/2023 16:10	Softwares	Ms-Office	MS office issue	33 Kv Grid, G.T.Road Commf Bldg	Gt Road	Closed By Site Engineer	26/10/2023 17:10	1.01	High
1296	20231026C60	26/10/2023 16:10	Hardware	Printer	light printing issue	33 Kv Grid, G.T.Road Commf Bldg	Gt Road	Closed By Site Engineer	26/10/2023 17:10	0.99	High
1297	20231026C61	26/10/2023 16:10	Softwares	Internet	chrome issue in token machine.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Site Engineer	26/10/2023 17:10	0.93	High
1298	20231026C62	26/10/2023 16:10	Hardware	Printer	paper jam in printer.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	26/10/2023 17:10	0.89	High
1299	20231026C63	26/10/2023 16:10	Hardware	Printer	Printer installation	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	26/10/2023 16:10	0.01	High
1300	20231026C64	26/10/2023 16:10	Softwares	IBM Lotus Notes	lotus issue	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	26/10/2023 17:10	0.84	High
1301	20231026C65	26/10/2023 16:10	General Calls	Presentation / VC	ppt issue	O & M Office B-Block, Dilshad Garden, Delhi	Gt Road	Closed By Site Engineer	26/10/2023 17:10	0.93	High
1302	20231026C66	26/10/2023 16:10	Hardware	Printer	paper jam in printer.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	26/10/2023 17:10	0.87	High
1303	20231026C67	26/10/2023 16:10	Softwares	IBM Lotus Notes	lotus id locked out issue	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	26/10/2023 17:10	0.81	High
1304	20231026C68	26/10/2023 16:10	Softwares	IBM Lotus Notes	mail id issue	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	26/10/2023 17:10	0.79	High
1305	20231026C69	26/10/2023 16:10	Softwares	Windows	system is working very slow.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	26/10/2023 17:10	0.84	High
1306	20231026C70	26/10/2023 16:10	Softwares	Internet	chrome issue	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	26/10/2023 17:10	0.83	High
1307	20231026C71	26/10/2023 16:10	Softwares	Windows	widows issue	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	26/10/2023 17:10	0.82	High
1308	20231026C72	26/10/2023 16:10	Hardware	Printer	printing issue	Dsid Grid, Jhilmil	Gt Road	Closed By Site Engineer	26/10/2023 17:10	0.76	High
1309	20231026C73	26/10/2023 16:10	Softwares	Adobe Reader	adobe issue.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	26/10/2023 17:10	0.78	Medium
1310	20231026C74	26/10/2023 16:10	Hardware	PC_CPU	System issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	26/10/2023 16:10	0.01	High
1311	20231026C75	26/10/2023 16:10	Softwares	IBM Lotus Notes	lotus issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Site Engineer	26/10/2023 17:10	0.66	High
1312	20231026C76	26/10/2023 16:10	Softwares	Windows	Data copy issue.	S/Stn. No. 15, Goc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	30/10/2023 10:10	89.51	High
1313	20231026C77	26/10/2023 16:10	Networking	Link Down	IP Phone link down issue.	Training And Work Shop, (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	26/10/2023 18:10	1.88	High
1314	20231026C78	26/10/2023 16:10	Softwares	IBM Lotus Notes	Lotus Notes Password issue.	Ppg Indl. Area Grid (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	26/10/2023 18:10	1.85	High
1315	20231026C79	26/10/2023 16:10	General Calls	Presentation / VC	IT Arrangements for Retirees Farewell Function	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	26/10/2023 17:10	1.13	High
1316	20231026C80	26/10/2023 16:10	Softwares	IBM Lotus Notes	Mail id locked please unlock	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	26/10/2023 17:10	1.11	High
1317	20231026C81	26/10/2023 16:10	Softwares	IBM Lotus Notes	Need to configure mail on mobile	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	26/10/2023 17:10	1.09	High
1318	20231026C82	26/10/2023 16:10	Hardware	Printer	printer not working	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	26/10/2023 17:10	1.06	High
1319	20231026C83	26/10/2023 17:10	Telecom	IP Phone	IP PHONE NOT WORKING	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	26/10/2023 19:10	1.93	High
1320	20231026C84	26/10/2023 17:10	Hardware	Laptop	LAPTOP NOT WORKING	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	26/10/2023 19:10	1.92	High
1321	20231026C85	26/10/2023 17:10	Softwares	OS	WINDOW AND SOFTWARE NEED TO INSTALL IN ISSUED LAPTOP	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	26/10/2023 19:10	1.91	Medium
1322	20231026C86	26/10/2023 17:10	Softwares	OS	DATA REQUIRE FROM OLD LAPTOP TO ISSUED LAPTOP	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	26/10/2023 19:10	1.9	Medium
1323	20231026C87	26/10/2023 17:10	Lan Support	RJ 45 Connector	LAN rj45 connector faulty	Commf Office Cbd-III	Karkardooma	Closed By Site Engineer	26/10/2023 18:10	1.02	High
1324	20231026C88	26/10/2023 17:10	Hardware	Laptop	Laptop batery not charging	Commf Office Cbd-III	Karkardooma	Closed By Site Engineer	26/10/2023 18:10	1.02	High
1325	20231026C89	26/10/2023 17:10	Lan Support	Lan Cable Replacement	LAN cabel arrangement at rack room	Krishan Nagar Dispensary	Karkardooma	Closed By Site Engineer	26/10/2023 18:10	1.01	High
1326	20231026C90	26/10/2023 17:10	Hardware	Printer	printer not getting command.	Commf Office Cbd-III	Karkardooma	Closed By Site Engineer	26/10/2023 18:10	0.95	High
1327	20231026C91	26/10/2023 17:10	Lan Support	Lan Cable Replacement	EXT No-7078 not working Hanset + Tel. cabel are ok mox end issue so kindly assign call to LAN team	Commf Office Cbd-III	Karkardooma	Closed By Lan Support Team	05/03/2024 15:03	3141.89	High



S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
1328	20231026C92	26/10/2023 17:10	Hardware	Printer	printer not getting command.	Comm1 Office Cbd-11	Karkardooma	Closed By Site Engineer	26/10/2023 18:10	0.87	High
1329	20231026C93	26/10/2023 17:10	Softwares	IBM Lotus Notes	mail restart issue	Comm1 Office Cbd-11	Karkardooma	Closed By Site Engineer	26/10/2023 18:10	0.84	High
1330	20231026C94	26/10/2023 17:10	Hardware	Laptop	Laptop booting failure.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	26/10/2023 18:10	0.23	High
1331	20231026C95	26/10/2023 17:10	Softwares	OS	System login failure.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	26/10/2023 18:10	0.15	Medium
1332	20231026C96	26/10/2023 17:10	Softwares	Domain Password	Domain reset of amit garg.	S/Stn No 7, O&M, (Ppg)	Laxmi Nagar	Closed By Helpdesk	26/10/2023 18:10	0.11	High
1333	20231026C97	26/10/2023 18:10	Softwares	Domain Password	Domain reset of amit verma.	Bm (Comm1.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Helpdesk	26/10/2023 18:10	0.1	High
1334	20231026C98	26/10/2023 18:10	Softwares	Domain Password	Reset of 40136036.	Bm (Comm1.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Helpdesk	26/10/2023 18:10	0.09	High
1335	20231026C99	26/10/2023 18:10	Softwares	OS	Temp files remove.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	26/10/2023 18:10	0.08	Medium
1336	20231026C100	26/10/2023 18:10	Hardware	Printer	PDF file printing failure.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	26/10/2023 18:10	0.07	High
1337	20231026C101	26/10/2023 18:10	Softwares	IBM Lotus Notes	Lotus archive creation.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	26/10/2023 18:10	0.06	High
1338	20231026C102	26/10/2023 18:10	Softwares	Domain Password	Reset of anchal.	S/Stn No 7, O&M, (Ppg)	Laxmi Nagar	Closed By Helpdesk	26/10/2023 18:10	0.05	High
1339	20231026C103	26/10/2023 18:10	Softwares	Adobe Reader	Adobe installation.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	26/10/2023 18:10	0.03	Medium
1340	20231026C104	26/10/2023 18:10	Hardware	Laptop Adapter	SI-No-PG01WTSV.Mostly time adaptor is not charging laptop battery.	Training And Work Shop, (Ppg-2)	Laxmi Nagar	Closed By Hardware Team	27/10/2023 09:10	15.36	High
1341	20231027C1	27/10/2023 06:10	Hardware	IP Camera	MVR-1 O&M CCTV NOT WORKING	O&M(D) Office, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Lan Support Team	04/11/2023 09:11	194.93	High
1342	20231027C2	27/10/2023 06:10	Hardware	IP Camera	KKD H/O LAL BUILDING GATE 1 CCTV NOT WORKING	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	27/10/2023 10:10	3.81	High
1343	20231027C3	27/10/2023 06:10	Hardware	IP Camera	3RD FLOOR A-B BLK,STAIRS GROUND FLOOR,GATE-2,CBD-2 GATE CCTV NOT WORKING	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	04/11/2023 09:11	194.87	High
1344	20231027C4	27/10/2023 09:10	Softwares	IBM Lotus Notes	mail issue	Mig Office, East Of Loni Road	Nand Nagari	Closed By Site Engineer	27/10/2023 12:10	3.63	High
1345	20231027C5	27/10/2023 09:10	Network Hardware	Router	router faulty	Jyoti Colony Complaint Center, East Of Loni Road	Nand Nagari	Closed By Site Engineer	27/10/2023 12:10	3.62	High
1346	20231027C6	27/10/2023 09:10	Softwares	Domain Password	Domain password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	27/10/2023 09:10	0	High
1347	20231027C7	27/10/2023 10:10	Softwares	IBM Lotus Notes	Lotus mail issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	27/10/2023 10:10	0.02	High
1348	20231027C8	27/10/2023 10:10	Softwares	IBM Lotus Notes	Lotus mail archive creation	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	27/10/2023 10:10	0	High
1349	20231027C9	27/10/2023 10:10	Softwares	BYPL Intranet	unable to access bsedesdelhi.com site	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	27/10/2023 12:10	2.24	Medium
1350	20231027C10	27/10/2023 10:10	Hardware	Laptop Adapter	Adaptor is not charge the laptop.	Training And Work Shop, (Ppg-2)	Laxmi Nagar	Closed By Hardware Team	09/01/2024 17:01	1782.59	High
1351	20231027C11	27/10/2023 10:10	Softwares	Domain Password	The login password has not changed	33 Kv.Substation (Srd Building), Shankar Road, New Delhi-110 060 Comm1 Office	Shankar Road	Closed By Site Engineer	27/10/2023 16:10	5.13	High
1352	20231027C12	27/10/2023 10:10	Softwares	Cute PDF	PDF file is not opened	33 Kv.Substation (Srd Building), Shankar Road, New Delhi-110 060 Comm1 Office	Shankar Road	Closed By Site Engineer	27/10/2023 16:10	5.11	Medium
1353	20231027C13	27/10/2023 10:10	Hardware	Printer	Printer installation call	33 Kv.Substation (Srd Building), Shankar Road, New Delhi-110 060 Comm1 Office	Shankar Road	Closed By Site Engineer	27/10/2023 16:10	5.09	High
1354	20231027C14	27/10/2023 10:10	Softwares	Domain Password	Reset of 61153718 .	T-Sohan Lal Marg, Prasad Nagar, New Delhi (Vigilance Office)	Patel Nagar	Closed By Helpdesk	27/10/2023 11:10	0.12	High
1355	20231027C15	27/10/2023 11:10	Softwares	Domain Password	Domain reset.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	27/10/2023 11:10	0.11	High
1356	20231027C16	27/10/2023 11:10	Lan Support	Lan Cable Replacement	lan cable faulty assign lan team	Comm1. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Lan Support Team	05/03/2024 15:03	3124.23	High
1357	20231027C17	27/10/2023 11:10	Hardware	Printer	Printing slow.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	27/10/2023 11:10	0.06	High
1358	20231027C18	27/10/2023 11:10	Softwares	Ms-Office	excel file not open	33 Kv.Substation (Srd Building), Shankar Road, New Delhi-110 060 Comm1 Office	Shankar Road	Closed By Site Engineer	27/10/2023 16:10	4.87	High
1359	20231027C19	27/10/2023 11:10	Hardware	PC_CPU	booting issue	33 Kv.Substation (Srd Building), Shankar Road, New Delhi-110 060 Comm1 Office	Shankar Road	Closed By Site Engineer	27/10/2023 12:10	1.43	High
1360	20231027C20	27/10/2023 11:10	Hardware	TFT	display issue	33 Kv.Substation (Srd Building), Shankar Road, New Delhi-110 060 Comm1 Office	Shankar Road	Closed By Site Engineer	27/10/2023 12:10	1.42	High
1361	20231027C21	27/10/2023 11:10	Softwares	Teamviewer	teamviewer installation call	33 Kv.Substation (Srd Building), Shankar Road, New Delhi-110 060 Comm1 Office	Shankar Road	Closed By Site Engineer	27/10/2023 11:10	0.58	Medium
1362	20231027C22	27/10/2023 11:10	Softwares	ESS	ess not open	33 Kv.Substation (Srd Building), Shankar Road, New Delhi-110 060 Comm1 Office	Shankar Road	Closed By Site Engineer	27/10/2023 11:10	0.53	Medium
1363	20231027C23	27/10/2023 11:10	Softwares	SAP	Sap is not login	33 Kv.Substation (Srd Building), Shankar Road, New Delhi-110 060 Comm1 Office	Shankar Road	Closed By Site Engineer	27/10/2023 11:10	0.49	High
1364	20231027C24	27/10/2023 11:10	Hardware	Printer	printer is not get print from Sap	33 Kv.Substation (Srd Building), Shankar Road, New Delhi-110 060 Comm1 Office	Shankar Road	Closed By Site Engineer	27/10/2023 11:10	0.44	High
1365	20231027C25	27/10/2023 11:10	Softwares	ESS	ess not open	33 Kv.Substation (Srd Building), Shankar Road, New Delhi-110 060 Comm1 Office	Shankar Road	Closed By Site Engineer	27/10/2023 11:10	0.42	Medium
1366	20231027C26	27/10/2023 11:10	Softwares	IBM Lotus Notes	mail A/C is locked	33 Kv.Substation (Srd Building), Shankar Road, New Delhi-110 060 Comm1 Office	Shankar Road	Closed By Site Engineer	27/10/2023 11:10	0.41	High
1367	20231027C27	27/10/2023 11:10	Hardware	PC_CPU	PC is not booting	33 Kv.Substation (Srd Building), Shankar Road, New Delhi-110 060 Comm1 Office	Shankar Road	Closed By Site Engineer	27/10/2023 11:10	0.3	High
1368	20231027C28	27/10/2023 11:10	Hardware	Printer	unable to get print from shared printer	33 Kv.Substation (Srd Building), Shankar Road, New Delhi-110 060 Comm1 Office	Shankar Road	Closed By Site Engineer	27/10/2023 11:10	0.26	High
1369	20231027C29	27/10/2023 11:10	Softwares	Domain Rejoin	domain account disabled	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	27/10/2023 12:10	1.14	Medium
1370	20231027C30	27/10/2023 11:10	Hardware	Laptop	needed to basic software installed	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	27/10/2023 12:10	1.13	High
1371	20231027C31	27/10/2023 11:10	Hardware	Hard Disk	HDD 500 GB not working pc 10MA. s.n PG00X13N PLS asing to Arpit	S/Stn No 5 Enf-2 (Ppg)	Laxmi Nagar	Closed By Hardware Team	27/10/2023 16:10	4.49	High
1372	20231027C32	27/10/2023 11:10	Hardware	Printer	Printer issue Vender support cell Gnd floor 9996	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	27/10/2023 14:10	2.34	High
1373	20231027C33	27/10/2023 11:10	Hardware	Laptop	external display issues	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	27/10/2023 12:10	0.93	High
1374	20231027C34	27/10/2023 11:10	Hardware	WPS Dongle	WIFI DONGAL REQUIRE	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	27/10/2023 12:10	0.34	Medium
1375	20231027C35	27/10/2023 11:10	Telecom	Clip Max	PHONE NOT WORKING	Aram Bagh Bm(Comm1), Phg	Pahar Ganj	Closed By Site Engineer	27/10/2023 12:10	0.53	High
1376	20231027C36	27/10/2023 11:10	Hardware	PC_CPU	SYSTEM SLOW	Aram Bagh Bm(Comm1), Phg	Pahar Ganj	Closed By Site Engineer	27/10/2023 12:10	0.52	High
1377	20231027C37	27/10/2023 12:10	Hardware	Laptop	LAPTOP NEED TO FORMAT DUE TO TOUCHPAD ISSUE.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	27/10/2023 17:10	5.88	High
1378	20231027C38	27/10/2023 12:10	Softwares	OS	WINDOW AND SOFTWARE NEED TO INSTALL	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	27/10/2023 17:10	5.87	Medium

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
1379	20231027C39	27/10/2023 12:10	Softwares	OS	DATA BACKUP NEED TO RE-STORE	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	27/10/2023 17:10	5.86	Medium
1380	20231027C40	27/10/2023 12:10	Softwares	Domain Password	Domain password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	27/10/2023 12:10	0	High
1381	20231027C41	27/10/2023 12:10	Softwares	IBM Lotus Notes	lotus accounts locked user unable to access their accounts	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	27/10/2023 16:10	3.45	High
1382	20231027C42	27/10/2023 12:10	Hardware	Printer	Network not connecting in printer / 1A	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	27/10/2023 14:10	1.21	High
1383	20231027C43	27/10/2023 12:10	Softwares	IBM Lotus Notes	mail issue	Jyoti Colony Complaint Center, East Of Loni Road	Nand Nagari	Closed By Site Engineer	27/10/2023 16:10	3.65	High
1384	20231027C44	27/10/2023 12:10	Softwares	IBM Lotus Notes	mail issue	Mig Office, East Of Loni Road	Nand Nagari	Closed By Site Engineer	27/10/2023 16:10	3.64	High
1385	20231027C45	27/10/2023 12:10	Hardware	Printer	print issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Site Engineer	27/10/2023 16:10	3.64	High
1386	20231027C46	27/10/2023 12:10	Softwares	Domain Rejoin	domain issue	Mig Office, East Of Loni Road	Nand Nagari	Closed By Site Engineer	27/10/2023 16:10	3.62	Medium
1387	20231027C47	27/10/2023 12:10	Softwares	IBM Lotus Notes	unable to access archive	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	27/10/2023 16:10	3.12	High
1388	20231027C48	27/10/2023 13:10	Lan Support	Lan Cable Extension	Telephone Extn not working 9537 room not 17 ground floor	S/Stn No 5 Enf-2 (Ppg)	Laxmi Nagar	Closed By Lan Support Team	04/11/2023 09:11	188.48	High
1389	20231027C49	27/10/2023 13:10	Hardware	Mouse	Mouse Scroll button not working (DELL 3020 S/N-52LF9F2) So kindly assgan call to Mr. Arpit.	Commil Office Cbd-ii	Karkardooma	Closed By Hardware Team	14/11/2023 16:11	435.55	High
1390	20231027C50	27/10/2023 14:10	Hardware	Keyboard	Keyboard faulty NO POWER IN K B PC S/N.31ZG152	Seelam Pur Complaint Centre, Delhi-53	Yamuna Vihar	Closed By Hardware Team	27/10/2023 16:10	2.03	High
1391	20231027C51	27/10/2023 14:10	Hardware	Laptop	Laptop hanging issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	30/10/2023 10:10	68.41	High
1392	20231027C52	27/10/2023 14:10	Hardware	Printer	Printer issue 1st. floor A Block Finance Dept.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	27/10/2023 18:10	3.76	High
1393	20231027C53	27/10/2023 14:10	Softwares	Ms-Office	Office 16 required	Commil Office Cbd-ii	Karkardooma	Closed By Hardware Team	27/10/2023 16:10	1.79	High
1394	20231027C54	27/10/2023 14:10	Hardware	Printer	Printer Hp-400 driver installation.	Preet Vihar Grid (Civil, Protection & Mmg Office)	Karkardooma	Closed By Site Engineer	27/10/2023 16:10	2.11	High
1395	20231027C55	27/10/2023 14:10	Hardware	Printer	Network Printer HP-400 driver installation.	Preet Vihar Grid (Civil, Protection & Mmg Office)	Karkardooma	Closed By Site Engineer	27/10/2023 16:10	2.09	High
1396	20231027C56	27/10/2023 14:10	Softwares	Adobe Reader	PDF is not open need to update upgrade .	Preet Vihar Grid (Civil, Protection & Mmg Office)	Karkardooma	Closed By Site Engineer	27/10/2023 16:10	2.07	Medium
1397	20231027C57	27/10/2023 14:10	Softwares	IBM Lotus Notes	Lotus mail password does not match. Need to reset.	Preet Vihar Grid (Civil, Protection & Mmg Office)	Karkardooma	Closed By Site Engineer	27/10/2023 16:10	2.05	High
1398	20231027C58	27/10/2023 14:10	Softwares	Antivirus	Trend micro antivirus not update. Need to update.	Preet Vihar Grid (Civil, Protection & Mmg Office)	Karkardooma	Closed By Site Engineer	27/10/2023 16:10	2.01	Medium
1399	20231027C59	27/10/2023 14:10	Softwares	ESS	ESS site not open . Browser issue Chrome need to update.	O & M Office Vivek Vihar B-Blk	Karkardooma	Closed By Site Engineer	27/10/2023 16:10	1.98	Medium
1400	20231027C60	27/10/2023 15:10	Hardware	PC_CPU	issue gate pass assign nilesh	Commil. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	30/10/2023 10:10	67.47	High
1401	20231027C61	27/10/2023 15:10	Hardware	Laptop	laptop keyboard replacement	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	30/10/2023 09:10	66.62	High
1402	20231027C62	27/10/2023 15:10	Hardware	Laptop	laptop keyboard replacement	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	30/10/2023 09:10	66.61	High
1403	20231027C63	27/10/2023 15:10	Hardware	Laptop	laptop keyboard replacement	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	30/10/2023 09:10	66.61	High
1404	20231027C64	27/10/2023 15:10	Hardware	Laptop	laptop keyboard replacement	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	30/10/2023 09:10	66.61	High
1405	20231027C65	27/10/2023 15:10	Hardware	Keyboard	laptop keyboard replacement	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	27/10/2023 17:10	2.7	High
1406	20231027C66	27/10/2023 15:10	Hardware	Laptop	laptop keyboard replacement	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	27/10/2023 17:10	2.7	High
1407	20231027C67	27/10/2023 15:10	Softwares	SAP	req for sap password reset assign nilesh	Commil. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	30/10/2023 10:10	67.18	High
1408	20231027C68	27/10/2023 15:10	Softwares	Admin Helpdesk	Req for create admin id assign nilesh	5-Block,Trilok Puri Dispensary, Delhi	Mayur Vihar	Closed By Site Engineer	30/10/2023 10:10	67.12	Medium
1409	20231027C69	27/10/2023 15:10	Hardware	Hard Disk	HDD faulty need to replace	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Hardware Team	27/10/2023 16:10	1.06	High
1410	20231027C70	27/10/2023 15:10	Softwares	SAP	sap issue assign nilesh	5-Block,Trilok Puri Dispensary, Delhi	Mayur Vihar	Closed By Site Engineer	30/10/2023 10:10	67.09	High
1411	20231027C71	27/10/2023 15:10	Hardware	PC_CPU	PC working slow need to replace	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Hardware Team	27/10/2023 16:10	1.05	High
1412	20231027C72	27/10/2023 15:10	Softwares	IBM Lotus Notes	software installation	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Hardware Team	27/10/2023 16:10	1.05	High
1413	20231027C73	27/10/2023 15:10	Hardware	Laptop	Laptop working slow need to install ssd	Gandhi Market	Darya Ganj	Closed By Hardware Team	27/10/2023 16:10	1.03	High
1414	20231027C74	27/10/2023 15:10	Softwares	IBM Lotus Notes	Software installation & need to configure mail id	Gandhi Market	Darya Ganj	Closed By Hardware Team	27/10/2023 16:10	1.02	High
1415	20231027C75	27/10/2023 15:10	Softwares	Windows	Need to restore data	Gandhi Market	Darya Ganj	Closed By Hardware Team	27/10/2023 16:10	1.01	High
1416	20231027C76	27/10/2023 15:10	Hardware	All In One Desktop	monitor faulty assign arpit s/no- CN-0657PN-64180-512-B5Z1	Pkt-C, Mvr Ph-II, Delhi	Mayur Vihar	Closed By Site Engineer	30/10/2023 12:10	69.34	Medium
1417	20231027C77	27/10/2023 16:10	Hardware	Printer	Printer Problem	Complaint Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	27/10/2023 17:10	1.17	High
1418	20231027C78	27/10/2023 16:10	Softwares	IBM Lotus Notes	Mail configuration	Complaint Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	27/10/2023 17:10	1.17	High
1419	20231027C79	27/10/2023 16:10	Softwares	Ms-Office	Data Share	Complaint Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	27/10/2023 17:10	1.16	High
1420	20231027C80	27/10/2023 16:10	Softwares	IBM Lotus Notes	Password issue	O&M Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	27/10/2023 17:10	1.15	High
1421	20231027C81	27/10/2023 16:10	Hardware	Printer	Printer out problem	O&M Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	27/10/2023 17:10	1.15	High
1422	20231027C82	27/10/2023 16:10	Hardware	Printer	Print out problem	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	27/10/2023 17:10	1.14	High
1423	20231027C83	27/10/2023 16:10	Softwares	IBM Lotus Notes	password issue	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	27/10/2023 17:10	1.14	High
1424	20231027C84	27/10/2023 16:10	Hardware	Printer	Print out problem	66 Kv, Bhagirathi Grid	Karawal Nagar	Closed By Site Engineer	27/10/2023 17:10	1.13	High
1425	20231027C85	27/10/2023 16:10	Softwares	Windows	password problem	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Site Engineer	27/10/2023 17:10	1.12	High
1426	20231027C86	27/10/2023 16:10	Softwares	IBM Lotus Notes	psword problem	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Site Engineer	27/10/2023 17:10	1.11	High
1427	20231027C87	27/10/2023 16:10	Hardware	PC_CPU	Power problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	27/10/2023 17:10	1.11	High
1428	20231027C88	27/10/2023 16:10	Softwares	SAP	SAP P92 password problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	27/10/2023 17:10	1.1	High
1429	20231027C89	27/10/2023 16:10	Softwares	SAP	P92 problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	27/10/2023 17:10	1.09	High
1430	20231027C90	27/10/2023 16:10	Hardware	Printer	Printer problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	27/10/2023 17:10	1.08	High
1431	20231027C91	27/10/2023 16:10	Hardware	Printer	Printer problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	27/10/2023 17:10	1.08	High
1432	20231027C92	27/10/2023 16:10	Softwares	Adobe Reader	Nitro pro activation	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	27/10/2023 17:10	1.2	Medium
1433	20231027C93	27/10/2023 17:10	Softwares	Ms-Office	excel file save & edit option issue	Commil Office Cbd-iii	Karkardooma	Closed By Site Engineer	27/10/2023 18:10	1.11	High
1434	20231027C94	27/10/2023 17:10	Softwares	Windows	PC very slow working chrome open late responding	Commil Office Cbd-iii	Karkardooma	Closed By Site Engineer	27/10/2023 18:10	1.08	High
1435	20231027C95	27/10/2023 17:10	Softwares	IBM Lotus Notes	lotus mail password forget issue	Commil Office Cbd-iii	Karkardooma	Closed By Site Engineer	27/10/2023 18:10	1.04	High
1436	20231027C96	27/10/2023 17:10	Hardware	Printer	HP p1108 printer driver installed	Cbd-1 Grid	Karkardooma	Closed By Site Engineer	27/10/2023 18:10	1.01	High
1437	20231027C97	27/10/2023 17:10	Softwares	Adobe Reader	adobe file not open	Commil Office Cbd-iii	Karkardooma	Closed By Site Engineer	27/10/2023 18:10	0.98	Medium
1438	20231027C98	27/10/2023 17:10	Softwares	Domain Password	Password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	27/10/2023 17:10	0.02	High
1439	20231027C99	27/10/2023 17:10	Hardware	Printer	Printer issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	27/10/2023 17:10	0.02	High
1440	20231027C100	27/10/2023 17:10	Softwares	Adobe Reader	PDF file issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	27/10/2023 17:10	0.01	Medium
1441	20231027C101	27/10/2023 17:10	Softwares	Ms-Office	Word file issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	27/10/2023 17:10	0.01	High
1442	20231027C102	27/10/2023 17:10	Softwares	Antivirus	Virus issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	27/10/2023 17:10	0.01	Medium

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
1443	20231027C103	27/10/2023 17:10	Softwares	Adobe Reader	Adobe updation.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	27/10/2023 17:10	0.06	Medium
1444	20231027C104	27/10/2023 17:10	Softwares	Domain Password	Domain reset.	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Helpdesk	27/10/2023 17:10	0.05	High
1445	20231027C105	27/10/2023 17:10	Softwares	Domain Password	Reset of rajpal.	T-Sohan Lal Marg, Prasad Nagar, New Delhi (Vigilance Office)	Patel Nagar	Closed By Helpdesk	27/10/2023 17:10	0.01	High
1446	20231027C106	27/10/2023 17:10	Softwares	Domain Password	Domain reset.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	27/10/2023 17:10	0.01	High
1447	20231027C107	27/10/2023 19:10	Softwares	IBM Lotus Notes	unable to sent mails from lotus tarveller	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	28/10/2023 11:10	16.7	High
1448	20231027C108	27/10/2023 19:10	Softwares	IBM Lotus Notes	lotus mail ifile issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	28/10/2023 11:10	16.68	High
1449	20231027C109	27/10/2023 19:10	Softwares	IBM Lotus Notes	kindly provide process of configure mail id of Scalix Test/REL/RelianceADA on client machine.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	28/10/2023 11:10	16.66	High
1450	20231027C110	27/10/2023 19:10	Softwares	IBM Lotus Notes	User is not able to sent mails on Pranab Kanojia/Services/REL/RelianceADA.	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Helpdesk	28/10/2023 11:10	16.62	High
1451	20231027C111	27/10/2023 19:10	Softwares	IBM Lotus Notes	Pls reset mail id password E-mail-Mahinder K Pal/RPOWER/RelianceADA,	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	28/10/2023 11:10	16.61	High
1452	20231027C112	27/10/2023 19:10	Softwares	Windows	Kindly arrange to provide Old of Rajar Tomer sapid + ises0029 Netu	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	28/10/2023 11:10	16.57	High
1453	20231028C1	28/10/2023 05:10	Hardware	IP Camera	yvr o&m gate and room cctv not working	C-6, O&M Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Lan Support Team	31/10/2023 10:10	76.81	High
1454	20231028C2	28/10/2023 05:10	Hardware	IP Camera	YVR COMM MAIN GATE CCTV NOT WORKING	C-7, Commercial Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Lan Support Team	31/10/2023 10:10	76.8	High
1455	20231028C3	28/10/2023 05:10	Hardware	IP Camera	CC B.G ROAD CCTV NOT WORKING	Complaint Centre Bg Road	Pahar Ganj	Closed By Lan Support Team	04/11/2023 09:11	171.89	High
1456	20231028C4	28/10/2023 05:10	Hardware	IP Camera	CC SAINI ENCLAVE CCTV NOT WORKING	Saini Enclave Complaint Centre	Karkardooma	Closed By Lan Support Team	04/11/2023 09:11	171.88	High
1457	20231028C5	28/10/2023 05:10	Hardware	IP Camera	PTZ GAIPUR GATE CCTV NOT WORKING	Gazipur Store (Ppg-2)	Laxmi Nagar	Closed By Lan Support Team	05/03/2024 15:03	3105.54	High
1458	20231028C6	28/10/2023 10:10	Softwares	Domain Password	Reset Domain password	Asstt. V.P.(O&M ) Lal Qut. Minto Road Div.Drg New Delhi 110002	Darya Ganj	Closed By Helpdesk	28/10/2023 10:10	0	High
1459	20231028C7	28/10/2023 10:10	Softwares	Domain Password	Domain password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	28/10/2023 10:10	0	High
1460	20231028C8	28/10/2023 10:10	Softwares	Domain Password	Domain password reset	O & M Office Vivek Vihar B-Blk	Karkardooma	Closed By Helpdesk	28/10/2023 10:10	0	High
1461	20231028C9	28/10/2023 16:10	Hardware	Printer	USB printer installation	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	28/10/2023 16:10	0	High
1462	20231028C10	28/10/2023 16:10	Softwares	Domain Password	Domain password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	28/10/2023 16:10	0	High
1463	20231028C11	28/10/2023 16:10	Hardware	PC CPU	System Logging issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	28/10/2023 16:10	0.02	High
1464	20231028C12	28/10/2023 16:10	Softwares	Domain Password	Domain password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	28/10/2023 16:10	0	High
1465	20231030C1	30/10/2023 09:10	Softwares	Domain Password	Password reset	Jhilmil Division Gtr	Gt Road	Closed By Helpdesk	30/10/2023 09:10	0.02	High
1466	20231030C2	30/10/2023 09:10	Softwares	Domain Password	Password reset of Ritu singh	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/10/2023 09:10	0	High
1467	20231030C3	30/10/2023 09:10	Softwares	IBM Lotus Notes	Lotus mail issue, Team viewer is not coming (CBD -2 Gnd. floor Audit Dept.)254.213. (8595947098)	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	30/10/2023 12:10	2.83	High
1468	20231030C4	30/10/2023 10:10	Hardware	PC CPU	Blue Dump issue.	S/Stn. No. 02 (Ppg)	Laxmi Nagar	Closed By Site Engineer	30/10/2023 17:10	7.25	High
1469	20231030C5	30/10/2023 10:10	Softwares	Domain Password	Domain password reset	Aram Bagh Bm(Comm), Phg	Pahar Ganj	Closed By Helpdesk	30/10/2023 10:10	0	High
1470	20231030C6	30/10/2023 10:10	Softwares	Domain Password	Password reset	O&M Office, Karawal Nagar	Karawal Nagar	Closed By Helpdesk	30/10/2023 10:10	0.01	High
1471	20231030C7	30/10/2023 10:10	Softwares	Domain Password	Password reset of Ved viyas sharma	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/10/2023 10:10	0	High
1472	20231030C8	30/10/2023 10:10	Softwares	IBM Lotus Notes	user unable to login their lotus accounts	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	30/10/2023 17:10	6.95	High
1473	20231030C9	30/10/2023 10:10	Softwares	IBM Lotus Notes	lotus traveller access on new device	S/Stn. No. 15, Goc And Koc Department (Ppg-2)	Laxmi Nagar	Closed By Helpdesk	30/10/2023 10:10	0.08	High
1474	20231030C10	30/10/2023 10:10	Hardware	Printer	Cartridge replacement, 2A Regulatory.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	30/10/2023 14:10	3.79	High
1475	20231030C11	30/10/2023 10:10	Softwares	IBM Lotus Notes	MAIL ISSUE	Commercial Office, Nng	Nand Nagari	Closed By Site Engineer	30/10/2023 10:10	0.35	High
1476	20231030C12	30/10/2023 10:10	Hardware	Printer	PRINT ISSUE	Commercial Office, Nng	Nand Nagari	Closed By Site Engineer	30/10/2023 10:10	0.34	High
1477	20231030C13	30/10/2023 10:10	Networking	Link Down	IP ISSUE	Commercial Office, Nng	Nand Nagari	Closed By Site Engineer	30/10/2023 10:10	0.34	High
1478	20231030C14	30/10/2023 10:10	Softwares	Domain Rejoin	domain issue assign Nilesh	Pkt-C, Mvr Ph-II, Delhi	Mayur Vihar	Closed By Site Engineer	30/10/2023 11:10	0.63	Medium
1479	20231030C15	30/10/2023 10:10	Softwares	IBM Lotus Notes	Pls reset mail id password E-mail-Mahinder K Pal/RPOWER/RelianceADA,	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/10/2023 11:10	0.42	High
1480	20231030C16	30/10/2023 10:10	Softwares	IBM Lotus Notes	Device access request for Mukesh K Tyagi/REL/RelianceADA on Traveler server RADAGTRVLR05/SVR/RelianceADA	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/10/2023 11:10	0.4	High
1481	20231030C17	30/10/2023 10:10	Lan Support	RJ 45 Connector	lan cable issue assign Nilesh	Comm. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	30/10/2023 11:10	0.59	High
1482	20231030C18	30/10/2023 10:10	Softwares	IBM Lotus Notes	kindly reset lotus id password of Chet Singh/REL/RelianceADA,	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/10/2023 11:10	0.39	High
1483	20231030C19	30/10/2023 10:10	Softwares	IBM Lotus Notes	kindly reset lotus id password of Vandana Sharma/Services/REL/RelianceADA	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/10/2023 11:10	0.36	High
1484	20231030C20	30/10/2023 10:10	Softwares	IBM Lotus Notes	ITSM not login pls solves this issue..... Name :- Sandeep Sharma Emp:-38375 UID:- 61153718 Password: s@123456 Mob- 9868863189 OU: PTN	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/10/2023 11:10	0.35	High
1485	20231030C21	30/10/2023 10:10	Softwares	Internet	ITSM not login pls solves this issue..... Name :- Sandeep Sharma Emp:-38375 UID:- 61153718 Password: s@123456 Mob- 9868863189 OU: PTN	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/10/2023 10:10	0.25	High
1486	20231030C22	30/10/2023 10:10	Softwares	IBM Lotus Notes	PI unlock the account Piyush Malhotra/Services/REL/RelianceADA.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/10/2023 10:10	0.23	High
1487	20231030C23	30/10/2023 10:10	Softwares	IBM Lotus Notes	Kindly generate the new id file of user Neetu Luthra/Services/REL/RelianceADA as user C:\ drive HD has been crashed.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/10/2023 10:10	0.21	High
1488	20231030C24	30/10/2023 10:10	Softwares	IBM Lotus Notes	kindly unlock lotus account of Bypl Telecomsupport/REL/RelianceADA,	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/10/2023 10:10	0.19	High
1489	20231030C25	30/10/2023 10:10	Softwares	IBM Lotus Notes	Please unlock user mail Id-Anand Ikhar/REL/RelianceADA .	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/10/2023 10:10	0.14	High
1490	20231030C26	30/10/2023 10:10	Softwares	IBM Lotus Notes	Please reset the password for Satyam Mishra/REL/RelianceADA,	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/10/2023 10:10	0.12	High
1491	20231030C27	30/10/2023 10:10	Hardware	Hard Disk	Some keys are not working in Keyboard (S/N-L963215)	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	30/10/2023 11:10	0.36	High
1492	20231030C28	30/10/2023 10:10	Hardware	PC CPU	Mick is not working in CHD (KRISHNA NAGAR)	Comm Office Cbd-III	Karkardooma	Assign			High

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time[Total Hours]	Priority
1493	20231030C29	30/10/2023 11:10	Softwares	Admin Helpdesk	proxy issue assign nilesh	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Site Engineer	30/10/2023 12:10	1.64	Medium
1494	20231030C30	30/10/2023 11:10	Hardware	Printer	printer issue assign nilesh	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Site Engineer	30/10/2023 12:10	1.62	High
1495	20231030C31	30/10/2023 11:10	Softwares	Domain Password	Password reset	Comml Office Cbd-iii	Karkardooma	Closed By Helpdesk	30/10/2023 11:10	0.01	High
1496	20231030C32	30/10/2023 11:10	Hardware	Laptop	Existing Laptop S/no-86NL932 Model no-DELL/DELL LALITUDE 3440. Touch Pad are not working getting faulty. Need to replaced as early.	Preet Vihar Grid (Civil, Protection & Mmg Office)	Karkardooma	Closed By Hardware Team	07/11/2023 14:11	195.53	High
1497	20231030C33	30/10/2023 11:10	Softwares	Domain Password	Password reset of chavi rani	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/10/2023 11:10	0	High
1498	20231030C34	30/10/2023 11:10	Softwares	Domain Password	Domain password reset	Cbd-ii Grid, Kkd	Karkardooma	Closed By Helpdesk	30/10/2023 11:10	0	High
1499	20231030C35	30/10/2023 11:10	Hardware	Mouse	Mouse Faulty ,Mouse Has Been Facing Problems For 3 Months. Last Time It Was Out Of Stock. Now The Mouse Has Stopped Working. S/N-Pg00e8kh	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Hardware Team	08/12/2023 16:12	940.95	High
1500	20231030C36	30/10/2023 11:10	Hardware	Mouse	Mouse Faulty Assign Arpit Sir S/No=Pg011qdt	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Hardware Team	07/11/2023 16:11	196.78	High
1501	20231030C37	30/10/2023 11:10	Softwares	Domain Password	Firefox browser issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/10/2023 11:10	0.02	High
1502	20231030C38	30/10/2023 11:10	Softwares	SAP	Need to SAP BSP installation.	Preet Vihar Grid (Civil, Protection & Mmg Office)	Karkardooma	Closed By Site Engineer	30/10/2023 12:10	1.65	High
1503	20231030C39	30/10/2023 11:10	Softwares	Browser	Firefox browser issue of Jai aggarwal	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/10/2023 11:10	0.01	Medium
1504	20231030C40	30/10/2023 11:10	Softwares	SAP	Need to install SAP BSP	Vivek Vihar Grid	Karkardooma	Closed By Site Engineer	30/10/2023 12:10	1.63	High
1505	20231030C41	30/10/2023 11:10	Hardware	Keyboard	Require Replacement of Keyboard urgent basis , causing of problem	33kv Grid, Kamla Market Comml Office	Darya Ganj	Closed By Hardware Team	08/12/2023 16:12	940.81	High
1506	20231030C42	30/10/2023 11:10	Softwares	IBM Lotus Notes	Mail attachment issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/10/2023 11:10	0.01	High
1507	20231030C43	30/10/2023 11:10	Softwares	IBM Lotus Notes	Mail attachment issue of Poonam Dua	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/10/2023 11:10	0	High
1508	20231030C44	30/10/2023 11:10	Hardware	Mouse	Mouse not working since long time ,causing lots of disturbance	33kv Grid, Kamla Market Comml Office	Darya Ganj	Closed By Hardware Team	08/12/2023 16:12	940.78	High
1509	20231030C45	30/10/2023 11:10	Softwares	Internet	Internet site issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/10/2023 11:10	0	High
1510	20231030C46	30/10/2023 11:10	Softwares	Internet	MSB site is not opening	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/10/2023 11:10	0.08	High
1511	20231030C47	30/10/2023 11:10	Softwares	Domain Password	Password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/10/2023 11:10	0.01	High
1512	20231030C48	30/10/2023 11:10	Softwares	Domain Password	Password reset of Rakesh Chand sharma	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/10/2023 11:10	0	High
1513	20231030C49	30/10/2023 11:10	Hardware	Hard Disk	Network issue 2nd. floor A Block Regulatory Dept. 7791(252.71)	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	30/10/2023 12:10	1.2	High
1514	20231030C50	30/10/2023 11:10	Softwares	Domain Password	Password reset	33kv Grid, Kamla Market Comml Office	Darya Ganj	Closed By Helpdesk	30/10/2023 11:10	0.01	High
1515	20231030C51	30/10/2023 11:10	Softwares	Domain Password	Password reset of murad abbas	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/10/2023 11:10	0	High
1516	20231030C52	30/10/2023 12:10	Hardware	PC_CPU	Display problem mother board problem LENOVO/10B3A0L2H, PG00E8JX pls assign to Arpit	S/Stn No 5 Enf-2 (Ppg)	Laxmi Nagar	Closed By Hardware Team	08/12/2023 16:12	940.1	High
1517	20231030C53	30/10/2023 12:10	Softwares	IBM Lotus Notes	Need to configure lotus mail	Town Hall Business Office	Chandni Chowk	Closed By Site Engineer	30/10/2023 14:10	1.56	High
1518	20231030C54	30/10/2023 13:10	Softwares	IBM Lotus Notes	Archive issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/10/2023 13:10	0	High
1519	20231030C55	30/10/2023 13:10	Softwares	Internet	To fillup internet Requisition in IT Sampark	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/10/2023 13:10	0.01	High
1520	20231030C56	30/10/2023 13:10	Softwares	Internet	CSAQuiz in site is not opening	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/10/2023 13:10	0	High
1521	20231030C57	30/10/2023 13:10	Hardware	Printer	print issue	Shahdara Store L-Block, Dilshad Garden	Gt Road	Closed By Site Engineer	31/10/2023 12:10	22.35	High
1522	20231030C58	30/10/2023 13:10	Softwares	Ms-Office	ms office issue	Shahdara Store L-Block, Dilshad Garden	Gt Road	Closed By Site Engineer	31/10/2023 12:10	22.34	High
1523	20231030C59	30/10/2023 13:10	Softwares	IBM Lotus Notes	mail issue	Shahdara Store L-Block, Dilshad Garden	Gt Road	Closed By Site Engineer	31/10/2023 12:10	22.37	High
1524	20231030C60	30/10/2023 13:10	Hardware	Printer	print issue	Shahdara Store L-Block, Dilshad Garden	Gt Road	Closed By Site Engineer	31/10/2023 12:10	22.37	High
1525	20231030C61	30/10/2023 14:10	Softwares	IBM Lotus Notes	Lotus mail issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/10/2023 14:10	0	High
1526	20231030C62	30/10/2023 14:10	Softwares	Domain Password	Password reset of Subham Kumar	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/10/2023 14:10	0	High
1527	20231030C63	30/10/2023 14:10	Hardware	All In One Desktop	Mouse not working	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	31/10/2023 10:10	20.6	Medium
1528	20231030C64	30/10/2023 14:10	Softwares	IBM Lotus Notes	New lotus mail id file configure.	Preet Vihar Grid (Civil, Protection & Mmg Office)	Karkardooma	Closed By Site Engineer	30/10/2023 15:10	0.49	High
1529	20231030C65	30/10/2023 14:10	Softwares	Domain Password	Password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/10/2023 14:10	0	High
1530	20231030C66	30/10/2023 14:10	Softwares	Domain Password	Password reset of Gaurav Shukla	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/10/2023 14:10	0	High
1531	20231030C67	30/10/2023 14:10	Hardware	PC_CPU	System booting failuar 3rd. floor B Block CES 7607	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	01/11/2023 15:11	49.04	High
1532	20231030C68	30/10/2023 14:10	Networking	Link Down	internet require in Tulip meeting room	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	30/10/2023 17:10	2.79	High
1533	20231030C69	30/10/2023 14:10	Networking	Link Down	internet not working in my laptop	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	30/10/2023 17:10	2.78	High
1534	20231030C70	30/10/2023 14:10	Softwares	OS	ms office 16 require	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	30/10/2023 17:10	2.79	Medium
1535	20231030C71	30/10/2023 15:10	Hardware	Laptop	laptop is very slow & hanging issue.	Ppg Indl. Area Grid (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	30/10/2023 17:10	2.2	High
1536	20231030C72	30/10/2023 16:10	Networking	IP Conflict	IP need to be configure. 3 A / 9315.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	30/10/2023 17:10	1.41	High
1537	20231030C73	30/10/2023 16:10	Hardware	Printer	printer issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Site Engineer	31/10/2023 11:10	19.03	High
1538	20231030C74	30/10/2023 16:10	Softwares	Adobe Reader	adobe issue	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	31/10/2023 11:10	19.07	Medium
1539	20231030C75	30/10/2023 16:10	Networking	Network Breaks	PC network issue	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	31/10/2023 11:10	19.11	High
1540	20231030C76	30/10/2023 16:10	Hardware	Printer	printing issue	33 Kv Grid, G.T.Road Comml Bldg	Gt Road	Closed By Site Engineer	31/10/2023 11:10	19	High
1541	20231030C77	30/10/2023 16:10	Softwares	IBM Lotus Notes	archive issue	Dwarka Puri Grid	Gt Road	Closed By Site Engineer	31/10/2023 11:10	19.04	High
1542	20231030C78	30/10/2023 16:10	Softwares	Windows	audio driver issue	33 Kv Grid, G.T.Road Comml Bldg	Gt Road	Closed By Site Engineer	31/10/2023 11:10	19.08	High
1543	20231030C79	30/10/2023 16:10	Softwares	Domain Password	domain password issue	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	31/10/2023 11:10	19	High
1544	20231030C80	30/10/2023 16:10	Softwares	Browser	req for re-installation google chrome assign nilesh	Pkt-C, Mvr Ph-II, Delhi	Mayur Vihar	Closed By Site Engineer	31/10/2023 12:10	19.87	Medium
1545	20231030C81	30/10/2023 16:10	Softwares	Windows	windows issue.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	31/10/2023 11:10	19.06	High
1546	20231030C82	30/10/2023 16:10	Softwares	Browser	chrome issue.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	31/10/2023 11:10	19.07	Medium
1547	20231030C83	30/10/2023 16:10	Softwares	IBM Lotus Notes	lotus password issue.	O & M Office B-Block, Dilshad Garden, Delhi	Gt Road	Closed By Site Engineer	31/10/2023 11:10	18.96	High
1548	20231030C84	30/10/2023 16:10	Networking	IP Conflict	PC Network issue	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	31/10/2023 11:10	19.02	High



S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
1549	20231030C85	30/10/2023 16:10	Softwares	IBM Lotus Notes	mail id issue.	33 Kv Grid, G.T.Road Comml Bldg	Gt Road	Closed By Site Engineer	31/10/2023 11:10	18.97	High
1550	20231030C86	30/10/2023 16:10	Hardware	Printer	paper jam in printer.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	31/10/2023 11:10	18.92	High
1551	20231030C87	30/10/2023 16:10	Softwares	Domain Password	pc password issue.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	31/10/2023 11:10	18.93	High
1552	20231030C88	30/10/2023 16:10	Hardware	Printer	light print issue	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	31/10/2023 11:10	18.93	High
1553	20231030C89	30/10/2023 16:10	Softwares	CAS	CAS working very slow.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	31/10/2023 11:10	19	Medium
1554	20231030C90	30/10/2023 16:10	Softwares	Domain Password	PC password issue	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	31/10/2023 11:10	18.91	High
1555	20231030C91	30/10/2023 16:10	Softwares	Antivirus	antivirus issue	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	31/10/2023 11:10	18.94	Medium
1556	20231030C92	30/10/2023 16:10	Softwares	IBM Lotus Notes	lotus id is not working.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	31/10/2023 11:10	18.88	High
1557	20231030C93	30/10/2023 16:10	Hardware	Printer	printing issue	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	31/10/2023 11:10	18.85	High
1558	20231030C94	30/10/2023 16:10	Telecom	IP Phone	phone not working	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	31/10/2023 09:10	16.73	High
1559	20231030C95	30/10/2023 16:10	Softwares	Internet	CRM not working	Aram Bagh Bm(Comm), Phg	Pahar Ganj	Closed By Site Engineer	30/10/2023 17:10	0.7	High
1560	20231030C96	30/10/2023 16:10	Hardware	Printer	Printer not working	Aram Bagh Bm(Comm), Phg	Pahar Ganj	Closed By Site Engineer	30/10/2023 17:10	0.69	High
1561	20231030C97	30/10/2023 16:10	Hardware	Printer	Printer installation	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/10/2023 16:10	0.01	High
1562	20231030C98	30/10/2023 16:10	Softwares	Domain Password	Domain password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/10/2023 16:10	0.01	High
1563	20231030C99	30/10/2023 17:10	Lan Support	Lan Cable Extension	LAN cable extension Room no 19	Minto Road	Darya Ganj	Closed By Lan Support Team	05/03/2024 15:03	3046.06	High
1564	20231030C100	30/10/2023 17:10	Hardware	PC_CPU	CPU Slow & Hanging issue.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	31/10/2023 17:10	23.75	High
1565	20231030C101	30/10/2023 17:10	Softwares	IBM Lotus Notes	IBM Lotus Notes configuration issue.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	30/10/2023 18:10	0.87	High
1566	20231030C102	30/10/2023 17:10	Softwares	Ms-Office	Install Microsoft Office 2016.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	30/10/2023 18:10	0.86	High
1567	20231030C103	30/10/2023 17:10	Softwares	Windows	MCUBE Installation issue.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	30/10/2023 18:10	0.83	High
1568	20231030C104	30/10/2023 17:10	Hardware	Scanner	Scanner installation issue.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	30/10/2023 18:10	0.81	High
1569	20231030C105	30/10/2023 17:10	Softwares	IBM Lotus Notes	Lotus Notes locked issue.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	30/10/2023 18:10	0.79	High
1570	20231030C106	30/10/2023 17:10	Softwares	Ms-Office	MS-Office setting issue.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	30/10/2023 18:10	0.76	High
1571	20231030C107	30/10/2023 17:10	Softwares	Domain Password	Password reset	S/Stn. No. 13, Ppg (Ppg-2)	Laxmi Nagar	Closed By Helpdesk	30/10/2023 17:10	0.03	High
1572	20231030C108	30/10/2023 17:10	Softwares	Domain Password	Password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/10/2023 17:10	0.03	High
1573	20231030C109	30/10/2023 17:10	Softwares	Adobe Reader	PDF file issue Of suresh	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/10/2023 17:10	0.02	Medium
1574	20231030C110	30/10/2023 17:10	Softwares	Teamviewer	Team viewer issue of Ramesh Sahu	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/10/2023 17:10	0.01	Medium
1575	20231030C111	30/10/2023 17:10	Softwares	Digi Portal	Didi portal issue of Ashok Kumar	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/10/2023 17:10	0.01	Medium
1576	20231030C112	30/10/2023 18:10	Softwares	Domain Password	Reset of rishikesh.	Town Hall Business Office	Chandni Chowk	Closed By Helpdesk	30/10/2023 18:10	0.21	High
1577	20231030C113	30/10/2023 18:10	Softwares	Domain Password	Reset of mandeep.	Town Hall Business Office	Chandni Chowk	Closed By Helpdesk	30/10/2023 18:10	0.15	High
1578	20231030C114	30/10/2023 18:10	Softwares	Domain Password	Reset of 40133155.	Town Hall Business Office	Chandni Chowk	Closed By Helpdesk	30/10/2023 18:10	0.15	High
1579	20231030C115	30/10/2023 18:10	Softwares	MSB	MSB access issue.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/10/2023 18:10	0.14	Medium
1580	20231030C116	30/10/2023 18:10	Softwares	Domain Password	Reset as per Nilesh.	S/Stn No 7, O&M, (Ppg)	Laxmi Nagar	Closed By Helpdesk	30/10/2023 18:10	0.13	High
1581	20231030C117	30/10/2023 18:10	Softwares	Domain Password	Domain reset.	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Helpdesk	30/10/2023 18:10	0.12	High
1582	20231030C118	30/10/2023 18:10	Softwares	Domain Password	Domain reset.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/10/2023 18:10	0.11	High
1583	20231030C119	30/10/2023 18:10	Softwares	Internet	Chrome settings reset.	Pkt-C, Mvr Ph-II, Delhi	Mayur Vihar	Closed By Helpdesk	30/10/2023 18:10	0.1	High
1584	20231030C120	30/10/2023 18:10	Softwares	Internet	IP address need to configure.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/10/2023 18:10	0.1	High
1585	20231030C121	30/10/2023 18:10	Softwares	Internet	Internet access failure.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/10/2023 18:10	0.08	High
1586	20231030C122	30/10/2023 18:10	Softwares	Adobe Reader	Adobe installation.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/10/2023 18:10	0.06	Medium
1587	20231030C123	30/10/2023 18:10	Softwares	IBM Lotus Notes	Lotus unresponsive.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/10/2023 18:10	0.05	High
1588	20231030C124	30/10/2023 18:10	Softwares	Internet	Host / services updation.	Pkt-C, Mvr Ph-II, Delhi	Mayur Vihar	Closed By Helpdesk	30/10/2023 18:10	0.02	High
1589	20231030C125	30/10/2023 18:10	Softwares	Internet	Internet proxy settings reset.	Pkt-C, Mvr Ph-II, Delhi	Mayur Vihar	Closed By Helpdesk	30/10/2023 18:10	0.02	High
1590	20231031C1	31/10/2023 08:10	Softwares	IBM Lotus Notes	Lotus mail issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	31/10/2023 08:10	0.01	High
1591	20231031C2	31/10/2023 09:10	Softwares	Domain Password	Domain password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	31/10/2023 09:10	0.01	High
1592	20231031C3	31/10/2023 09:10	Hardware	PC_CPU	System slow	Complaint Center Bg Road	Pahar Ganj	Closed By Site Engineer	31/10/2023 11:10	1.86	High
1593	20231031C4	31/10/2023 09:10	Hardware	Mouse	Mouse not working	Complaint Center Bg Road	Pahar Ganj	Closed By Site Engineer	31/10/2023 11:10	1.86	High
1594	20231031C5	31/10/2023 09:10	Softwares	IBM Lotus Notes	lotus accounts locked	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	31/10/2023 15:10	6.08	High
1595	20231031C6	31/10/2023 09:10	Hardware	Printer	Printer offline showing	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	31/10/2023 09:10	0.03	High
1596	20231031C7	31/10/2023 09:10	Hardware	Printer	Printer offline showing of vishnu prasad	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	31/10/2023 09:10	0.02	High
1597	20231031C8	31/10/2023 10:10	Softwares	Ms-Office	office issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	31/10/2023 10:10	0	High
1598	20231031C9	31/10/2023 10:10	Hardware	Laptop	LOGIN ISSUE	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	31/10/2023 10:10	0.94	High
1599	20231031C10	31/10/2023 10:10	Hardware	Printer	printer Catridge change 3rd. floor C Block Legal Dept. HP600	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	31/10/2023 11:10	1.63	High
1600	20231031C11	31/10/2023 10:10	Hardware	Laptop	Laptop logging failure	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	31/10/2023 10:10	0.66	High
1601	20231031C12	31/10/2023 10:10	Hardware	Laptop	Logging failure	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	31/10/2023 10:10	0.62	High
1602	20231031C13	31/10/2023 10:10	Hardware	Mouse	Mouse faulty Sr. No PG00Q44K	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	03/11/2023 14:11	75.95	High
1603	20231031C14	31/10/2023 10:10	Hardware	PC_CPU	system not working	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	31/10/2023 15:10	5.43	High
1604	20231031C15	31/10/2023 10:10	Softwares	Domain Password	Password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	31/10/2023 10:10	0.01	High
1605	20231031C17	31/10/2023 10:10	Hardware	PC_CPU	system booting issue	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	31/10/2023 15:10	5.39	High
1606	20231031C18	31/10/2023 10:10	Softwares	Domain Password	Password reset of deepak upadhyay	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	31/10/2023 10:10	0	High
1607	20231031C18	31/10/2023 10:10	Networking	Link Down	Network is not accessible, 1B.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	31/10/2023 11:10	1.22	High
1608	20231031C19	31/10/2023 10:10	Hardware	Printer	Need to replace printer cartridge replacement of both printer / 3A	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	31/10/2023 11:10	1.22	High

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
1609	20231031C20	31/10/2023 10:10	Softwares	IBM Lotus Notes	Lotus mail corrupt	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	31/10/2023 10:10	0.01	High
1610	20231031C21	31/10/2023 10:10	Networking	IP Conflict	Dhcp to static ip	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	31/10/2023 11:10	1.11	High
1611	20231031C22	31/10/2023 10:10	Networking	Network Breaks	LAN CONNECTOR ISSUE	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	31/10/2023 11:10	1.06	High
1612	20231031C23	31/10/2023 10:10	Hardware	PC_CPU	System setup, 2D Finance.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	31/10/2023 11:10	1	High
1613	20231031C24	31/10/2023 11:10	Softwares	Domain Password	Domain password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	31/10/2023 11:10	0	High
1614	20231031C25	31/10/2023 11:10	Hardware	PC_CPU	To fillup IT Requisition form for USB to Lan port connector	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	31/10/2023 11:10	0	High
1615	20231031C26	31/10/2023 11:10	Softwares	OMS	OMS not working	R-88 A Double Storey S/Stn. Building, R Block, New Rajinder Ngr, Shankar Rd, Delhi (O & M)	Shankar Road	Closed By Site Engineer	31/10/2023 12:10	1.26	Medium
1616	20231031C27	31/10/2023 11:10	Hardware	PC_CPU	system slow	Aram Bagh Bm(Comml), Phg	Pahar Ganj	Closed By Site Engineer	31/10/2023 12:10	0.95	High
1617	20231031C28	31/10/2023 11:10	Softwares	IBM Lotus Notes	Mail is not working	33 Kv.Substation (Srd Building), Shankar Road, New Delhi-110 060 Comml Office	Shankar Road	Closed By Site Engineer	31/10/2023 12:10	1.24	High
1618	20231031C29	31/10/2023 11:10	Softwares	MSB	MSB not working	Aram Bagh Bm(Comml), Phg	Pahar Ganj	Closed By Site Engineer	31/10/2023 12:10	0.94	Medium
1619	20231031C30	31/10/2023 11:10	Softwares	CAS	CAS exe is not open	33 Kv.Substation (Srd Building), Shankar Road, New Delhi-110 060 Comml Office	Shankar Road	Closed By Site Engineer	31/10/2023 12:10	1.21	Medium
1620	20231031C31	31/10/2023 11:10	Softwares	CAS	CAS exe is not open	33 Kv.Substation (Srd Building), Shankar Road, New Delhi-110 060 Comml Office	Shankar Road	Closed By Site Engineer	31/10/2023 12:10	1.19	Medium
1621	20231031C32	31/10/2023 11:10	Softwares	CAS	CAS exe is not open	33 Kv.Substation (Srd Building), Shankar Road, New Delhi-110 060 Comml Office	Shankar Road	Closed By Site Engineer	31/10/2023 12:10	1.18	Medium
1622	20231031C33	31/10/2023 11:10	Hardware	Printer	unable to get print from shared printer	33 Kv.Substation (Srd Building), Shankar Road, New Delhi-110 060 Comml Office	Shankar Road	Closed By Site Engineer	31/10/2023 12:10	1.16	High
1623	20231031C34	31/10/2023 11:10	Softwares	IBM Lotus Notes	Mail is not sending	33 Kv.Substation (Srd Building), Shankar Road, New Delhi-110 060 Comml Office	Shankar Road	Closed By Site Engineer	31/10/2023 12:10	1.04	High
1624	20231031C35	31/10/2023 11:10	Softwares	IBM Lotus Notes	Mail account is locked	33 Kv.Substation (Srd Building), Shankar Road, New Delhi-110 060 Comml Office	Shankar Road	Closed By Site Engineer	31/10/2023 12:10	1.02	High
1625	20231031C36	31/10/2023 11:10	Hardware	Mouse	Mouse Left key is not working. PC Sno N906098 pls assign this call to Mr Arpit	33 Kv.Substation (Srd Building), Shankar Road, New Delhi-110 060 Comml Office	Shankar Road	Closed By Hardware Team	01/11/2023 09:11	22.21	High
1626	20231031C37	31/10/2023 11:10	Softwares	SAP	SAP logging issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	31/10/2023 11:10	0.01	High
1627	20231031C38	31/10/2023 11:10	Hardware	PC_CPU	USB Port not working	C-7, Commercial Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Site Engineer	31/10/2023 16:10	4.66	High
1628	20231031C39	31/10/2023 11:10	Hardware	Keyboard	Keyboard (B)key is not working. PC Sno PG000M1D pls assign this call to Mr Arpit	33 Kv.Substation (Srd Building), Shankar Road, New Delhi-110 060 Comml Office	Shankar Road	Closed By Hardware Team	08/12/2023 16:12	916.57	High
1629	20231031C40	31/10/2023 11:10	Lan Support	Lan Cable Replacement	Assign to lan team	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	04/11/2023 09:11	93.73	High
1630	20231031C41	31/10/2023 12:10	Hardware	PC_CPU	system slow	Complaint Center Bg Road	Pahar Ganj	Closed By Site Engineer	31/10/2023 12:10	0.19	High
1631	20231031C42	31/10/2023 12:10	Hardware	Printer	Printer install	Complaint Center Bg Road	Pahar Ganj	Closed By Site Engineer	31/10/2023 12:10	0.18	High
1632	20231031C43	31/10/2023 12:10	Softwares	Domain Password	Domain password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	31/10/2023 12:10	0	High
1633	20231031C44	31/10/2023 12:10	Hardware	PC_CPU	M.B Faulty RAM SLOT faulty PC S/N.PG00D2UM	Seelam Pur Complaint Centre, Delhi-53	Yamuna Vihar	Closed By Hardware Team	07/11/2023 15:11	171.27	High
1634	20231031C45	31/10/2023 12:10	Hardware	Mouse	Mouse Power issue not On checked (4089 S/N-L963228) So kindly assign call to Mr. Arpit	Krishan Nagar Dispensary	Karkardooma	Closed By Hardware Team	14/11/2023 16:11	339.98	High
1635	20231031C46	31/10/2023 13:10	Hardware	Printer	req for new printer assign Nilesh	Anand Lok Complaint Centre,	Mayur Vihar	Closed By Site Engineer	31/10/2023 17:10	4.48	High
1636	20231031C47	31/10/2023 13:10	Softwares	Domain Password	Domain password issue assign Nilesh	13-Block,Trilokpuri,Delhi	Mayur Vihar	Closed By Site Engineer	31/10/2023 15:10	2.5	High
1637	20231031C48	31/10/2023 13:10	Softwares	IBM Lotus Notes	Mail replication issue	Complaint Center Bg Road	Pahar Ganj	Closed By Site Engineer	31/10/2023 16:10	3.16	High
1638	20231031C49	31/10/2023 14:10	Softwares	Domain Password	Domain password reset	F-15/2, Krishna Nagar, Comml Office	Krishna Nagar	Closed By Helpdesk	31/10/2023 14:10	0.01	High
1639	20231031C50	31/10/2023 14:10	Hardware	Keyboard	keyboard not working of s.no-hxy22s2D	C-6, O&M Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Hardware Team	14/11/2023 16:11	338.3	High
1640	20231031C51	31/10/2023 14:10	General Calls	Presentation / VC	Cabin TV need to connect.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	01/11/2023 10:11	20.03	High
1641	20231031C52	31/10/2023 14:10	Hardware	Printer	repair successfully	Aram Bagh Bm(Comml), Phg	Pahar Ganj	Closed By Hardware Team	31/10/2023 16:10	1.61	High
1642	20231031C53	31/10/2023 14:10	Softwares	IBM Lotus Notes	archive issue	Mulla Colony Scrap Store, Near Gajipur Police Station	Vasundra Enclave	Closed By Site Engineer	31/10/2023 16:10	1.41	High
1643	20231031C54	31/10/2023 14:10	Softwares	Admin Helpdesk	login issue	Bm (Comml.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	31/10/2023 16:10	1.4	Medium
1644	20231031C55	31/10/2023 14:10	Softwares	Domain Password	login issue	Bm (Comml.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	31/10/2023 16:10	1.39	High
1645	20231031C56	31/10/2023 14:10	Softwares	Drivers	graphics issue	Bm (Comml.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	31/10/2023 16:10	1.37	High
1646	20231031C57	31/10/2023 14:10	Softwares	IBM Lotus Notes	opening issue	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	31/10/2023 16:10	1.34	High
1647	20231031C58	31/10/2023 14:10	Hardware	Printer	not working	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	31/10/2023 16:10	1.33	High
1648	20231031C59	31/10/2023 14:10	Hardware	Printer	printer not working	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	31/10/2023 16:10	1.32	High
1649	20231031C60	31/10/2023 14:10	Softwares	Domain Password	password issue	Bm (Comml.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	31/10/2023 16:10	1.31	High
1650	20231031C61	31/10/2023 15:10	Softwares	Domain Password	Domain password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	31/10/2023 15:10	0.01	High
1651	20231031C62	31/10/2023 15:10	Hardware	PC_CPU	System Logging issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	31/10/2023 15:10	0	High
1652	20231031C63	31/10/2023 16:10	Hardware	PC_CPU	USB Ports faulty Sr. No 7L1NH32	Business Office, Karawal Nagar	Karawal Nagar	Closed By Hardware Team	07/11/2023 15:11	167.75	High
1653	20231031C64	31/10/2023 16:10	Softwares	OS	BRD Suite installation require. user name - soumya chakravarty	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	31/10/2023 16:10	0.58	Medium
1654	20231031C65	31/10/2023 16:10	Softwares	OS	BRD Suite installation require. user name - vishal bhimrajka	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	31/10/2023 16:10	0.58	Medium
1655	20231031C66	31/10/2023 16:10	Softwares	OS	BRD Suite installation require. user name - ashish k goel	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	31/10/2023 16:10	0.57	Medium
1656	20231031C67	31/10/2023 16:10	Softwares	OS	BRD Suite installation require. user name - chandra p kamat	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	31/10/2023 16:10	0.56	Medium
1657	20231031C68	31/10/2023 16:10	Hardware	Printer	Printer installation	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	31/10/2023 16:10	0	High
1658	20231031C69	31/10/2023 17:10	Softwares	Domain Password	ip issue assign Nilesh	Anand Lok Complaint Centre,	Mayur Vihar	Closed By Site Engineer	01/11/2023 13:11	19.98	High
1659	20231031C70	31/10/2023 17:10	Hardware	Printer	req for gate pass assign Nilesh	Anand Lok Complaint Centre,	Mayur Vihar	Closed By Site Engineer	01/11/2023 13:11	19.89	High
1660	20231031C71	31/10/2023 17:10	Softwares	Windows	Pc not start	Comml Office Cbd-iii	Karkardooma	Closed By Site Engineer	02/11/2023 13:11	43.71	High
1661	20231031C72	31/10/2023 17:10	Softwares	Windows	PC slow working	Comml Office Cbd-iii	Karkardooma	Closed By Site Engineer	02/11/2023 13:11	43.69	High
1662	20231031C73	31/10/2023 17:10	Hardware	Printer	printer issue assign Nilesh	O&M(D) Office, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Site Engineer	01/11/2023 13:11	19.69	High

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time[Total Hours]	Priority
1663	20231031C74	31/10/2023 17:10	Softwares	Windows	Window domain trustrelationship issue	Comml Office Cbd-ii	Karkardooma	Closed By Site Engineer	02/11/2023 13:11	43.57	High
1664	20231031C75	31/10/2023 17:10	Softwares	Windows	Login issue.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	02/11/2023 10:11	40.33	High
1665	20231031C76	31/10/2023 17:10	Softwares	IBM Lotus Notes	Lotus Notes Error issue.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	02/11/2023 10:11	40.3	High
1666	20231031C77	31/10/2023 17:10	Softwares	Domain Password	Domain Password issue.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	02/11/2023 10:11	40.29	High
1667	20231031C78	31/10/2023 17:10	Softwares	Internet	some sites are not accesible and team viewetris also not accesible 10.125.252.60 1B	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	01/11/2023 10:11	16.85	High
1668	20231031C79	31/10/2023 18:10	Softwares	Domain Password	Domain reset.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	31/10/2023 18:10	0.21	High
1669	20231031C80	31/10/2023 18:10	Softwares	OS	C drive full of user manish sharma.	S/Stn No 7, O&M, (Ppg)	Laxmi Nagar	Closed By Helpdesk	31/10/2023 18:10	0.19	Medium
1670	20231031C81	31/10/2023 18:10	Softwares	IBM Lotus Notes	Lotus notes login failure.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	31/10/2023 18:10	0.12	High
1671	20231031C82	31/10/2023 18:10	Softwares	Domain Password	Domain reset.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	31/10/2023 18:10	0.11	High
1672	20231031C83	31/10/2023 18:10	Softwares	VPN	Forticlient installation & configure.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	31/10/2023 18:10	0.1	Medium
1673	20231031C84	31/10/2023 18:10	Softwares	NAS	NAS folder is not accesible.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	31/10/2023 18:10	0.1	Medium
1674	20231031C85	31/10/2023 18:10	Softwares	Internet	Internet access failure.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	31/10/2023 18:10	0.06	High
1675	20231031C86	31/10/2023 18:10	Softwares	Domain Password	Domain reset.	13-Block,Trilokpurī,Delhi	Mayur Vihar	Closed By Helpdesk	31/10/2023 18:10	0.05	High
1676	20231031C87	31/10/2023 18:10	Softwares	Domain Password	Domain reset.	Comml Office Cbd-ii	Karkardooma	Closed By Helpdesk	31/10/2023 18:10	0.05	High
1677	20231031C88	31/10/2023 18:10	Softwares	Domain Password	Domain reset of shail sandhu.	Guest House, Shrestha Vihar	Karkardooma	Closed By Helpdesk	31/10/2023 18:10	0.04	High
1678	20231031C89	31/10/2023 18:10	Softwares	OS	Laptop performance is slow.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	31/10/2023 18:10	0.03	Medium
1679	20231031C90	31/10/2023 18:10	Softwares	OS	Temp files remove due to slow performnace.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	31/10/2023 18:10	0.02	Medium
1680	20231031C91	31/10/2023 18:10	Softwares	Internet	Internet settings reset.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	31/10/2023 18:10	0.01	High
1681	20231031C92	31/10/2023 19:10	Softwares	IBM Lotus Notes	kindly schedule the bulk mail	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	31/10/2023 20:10	1.22	High
1682	20231031C93	31/10/2023 19:10	Softwares	IBM Lotus Notes	kindly add users as per trailing mail in below group BYPL TeamBSESB	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	31/10/2023 20:10	1.18	High
1683	20231031C94	31/10/2023 19:10	Softwares	Internet	Kindly resolve user is not accessing byplism	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	31/10/2023 20:10	1.16	High
1684	20231031C95	31/10/2023 19:10	Softwares	IBM Lotus Notes	Please arrange to reset the mail password of Sanjay Sharma/REL/RelianceADA.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	31/10/2023 20:10	1.14	High
1685	20231031C96	31/10/2023 19:10	Softwares	IBM Lotus Notes	kindly unlock lotus account of Rajender Mathpal/REL/RelianceADA.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	31/10/2023 20:10	1.14	High
1686	20231031C97	31/10/2023 19:10	Softwares	IBM Lotus Notes	PI provide ID file and password of Saurabh Yogi/Services/REL/RelianceADA Due to PC HDD faulty	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	31/10/2023 20:10	1.11	High
1687	20231031C98	31/10/2023 19:10	Softwares	IBM Lotus Notes	Pls reset mail id password E-mail:-Bhajan Yadav/REL/RelianceADA,	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	31/10/2023 20:10	1.01	High
1688	20231031C99	31/10/2023 19:10	Softwares	IBM Lotus Notes	Please arrange to provide mail id for the user Mr. Chet Singh (Chet Singh/REL/RelianceADA,) because his system HDD crashed.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	31/10/2023 20:10	1	High
1689	20231031C100	31/10/2023 19:10	Softwares	IBM Lotus Notes	Hard disk was crash please provide mail ID file . Email id- Ravi Tyagi/Services/REL/RelianceADA.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	31/10/2023 20:10	0.99	High
1690	20231031C101	31/10/2023 19:10	Softwares	IBM Lotus Notes	Dear Aamir, As per trailing mail. Please take necessary action. User and device information given below: User Name- Rakesh Kumar Emp.ID:- 40136779 Mail ID:- Rakesh.Kum.Kumar@relianceada.com	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	31/10/2023 20:10	1.08	High
1691	20231031C102	31/10/2023 19:10	Softwares	IBM Lotus Notes	Kindly arrange to unlock the mail account of Gajendra Tomar/Services/REL/RelianceADA,	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	31/10/2023 20:10	0.98	High
1692	20231031C103	31/10/2023 19:10	Softwares	IBM Lotus Notes	User (Amit V Sharma/REL/RelianceADA) is not able to get updated L1 and L2 in lotus traveller portal and same has been updated in HR record , So do needful as per trailing mail.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	31/10/2023 20:10	0.96	High
1693	20231031C104	31/10/2023 19:10	Softwares	IBM Lotus Notes	User id unlock Sanjay Mauriya/REL/RelianceADA,	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	31/10/2023 20:10	0.94	High
1694	20231031C105	31/10/2023 19:10	Softwares	IBM Lotus Notes	kindly reset lotus id password of Ramesh Rai/Services/REL/RelianceADA,	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	31/10/2023 20:10	0.88	High
1695	20231031C106	31/10/2023 19:10	Softwares	IBM Lotus Notes	kindly schedule the bulk mail around 5.30pm today and CDAP entry has been done.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	31/10/2023 20:10	0.87	High
1696	20231031C107	31/10/2023 19:10	Softwares	IBM Lotus Notes	kindly schedule the bulk mail around 5.30pm today and CDAP entry has been done.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	31/10/2023 20:10	0.87	High
1697	20231031C108	31/10/2023 19:10	Softwares	IBM Lotus Notes	Kindly provide lotus id file with password as per trailing mailrohit kaim	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	31/10/2023 20:10	0.84	High
1698	20231031C109	31/10/2023 19:10	Softwares	IBM Lotus Notes	Kindly reset the mail password of user Kanta Bhasin/REL/RelianceADA,	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	31/10/2023 20:10	0.83	High
1699	20231031C110	31/10/2023 19:10	Softwares	IBM Lotus Notes	Please reset the password of mail id Ramlal Chander/REL/RelianceADA,	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	31/10/2023 20:10	0.82	High
1700	20231031C111	31/10/2023 19:10	Softwares	IBM Lotus Notes	kindly provide reset password lotus id file of Parkaj.S.verma@relianceada.com because user hdd has crashed.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	31/10/2023 20:10	0.8	High
1701	20231031C112	31/10/2023 19:10	Softwares	IBM Lotus Notes	Please arrange to provide mail id file with reset password as user lost his all data due to HDD Crashed mail id- Ajay Ku Kumar/REL/RelianceADA,	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	31/10/2023 20:10	0.49	High
1702	20231031C113	31/10/2023 19:10	Softwares	IBM Lotus Notes	User is not able to sent mail from Rakesh Nayak/REL/RelianceADA to jc@onlinemicro.net. So kindly check	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	31/10/2023 20:10	0.48	High
1703	20231031C114	31/10/2023 19:10	Softwares	IBM Lotus Notes	Hard disk has been crash. pls reset lotus id and password. (Manju M Rani/Services/REL/RelianceADA)	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	31/10/2023 20:10	0.47	High
1704	20231031C115	31/10/2023 19:10	Softwares	IBM Lotus Notes	Pls provide lotus id file with password (Satish Teotia/REL/RelianceADA, ), because user hdd has crashed	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	31/10/2023 20:10	0.46	High
1705	20231031C116	31/10/2023 19:10	Softwares	IBM Lotus Notes	Please arrange to reset mail id password for the user Mr. Satyama Vermaa because he has forgotten his password.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	31/10/2023 20:10	0.44	High
1706	20231101C1	01/11/2023 05:11	Hardware	IP Camera	CC GAGAN VIHAR CAMERA NOT WORKING.	Gagan Vihar Complaint Centre & Cash Office	Krishna Nagar	Closed By Lan Support Team	04/11/2023 09:11	75.69	High
1707	20231101C2	01/11/2023 05:11	Hardware	IP Camera	CC ST 13 MADHU VIHAR CAMERA NOT WORKING.	S/Stn. No. 13, Ppg (Ppg-2)	Laxmi Nagar	Closed By Lan Support Team	04/11/2023 09:11	75.66	High
1708	20231101C3	01/11/2023 05:11	Hardware	IP Camera	PTZ GHAIJIPUR BACK CAMERA NOT WORKING.	Mulla Colony Scrap Store, Near Gajipur Police Station	Vasundra Enclave	Closed By Lan Support Team	07/11/2023 10:11	148.72	High
1709	20231101C4	01/11/2023 05:11	Hardware	IP Camera	CCK COMM CASH.CHD.ENTRY.GATE CAMERA NOT WORKING.	Town Hall Business Office	Chandni Chowk	Closed By Lan Support Team	04/11/2023 09:11	75.58	High
1710	20231101C5	01/11/2023 06:11	Hardware	IP Camera	YVR O&M CAMERA NOT WORKING.	C-6, O&M Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Lan Support Team	04/11/2023 09:11	75.54	High

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
1711	20231101C6	01/11/2023 06:11	Hardware	IP Camera	KKD HO GRD FLOOR OUTSIDE,3RD FLOOR A-B ,STAIR GRD FLOOR,GATE 2,CBD-2 GATE CAMERA NOT WORKING.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	04/11/2023 09:11	75.49	High
1712	20231101C7	01/11/2023 09:11	Hardware	IP Camera	CC B.G ROAD CCTV NOT WORKING	Complaint Center Bg Road	Pahar Ganj	Closed By Lan Support Team	04/11/2023 09:11	72.33	High
1713	20231101C8	01/11/2023 09:11	Softwares	Domain Password	Domain password reset	Yvr C7	Yamuna Vihar	Closed By Helpdesk	01/11/2023 09:11	0	High
1714	20231101C9	01/11/2023 09:11	Softwares	IBM Lotus Notes	Mail issue	Geeta Colony Complaint Centre, 17 Block	Krishna Nagar	Closed By Helpdesk	01/11/2023 09:11	0.01	High
1715	20231101C10	01/11/2023 09:11	Hardware	Laptop	unable to login in laptop	33 Kv Grid, G.T.Road Comml Bldg	GI Road	Closed By Site Engineer	01/11/2023 16:11	6.56	High
1716	20231101C11	01/11/2023 09:11	Softwares	IBM Lotus Notes	Mail issue of Satya pal singh	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	01/11/2023 09:11	0.01	High
1717	20231101C12	01/11/2023 09:11	Hardware	Laptop	laptop get blue dump . 2D	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	01/11/2023 16:11	6.81	High
1718	20231101C13	01/11/2023 09:11	Softwares	NAS	Nas folder access issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	01/11/2023 10:11	0.01	Medium
1719	20231101C14	01/11/2023 10:11	Softwares	IBM Lotus Notes	mail issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	01/11/2023 10:11	0.01	High
1720	20231101C15	01/11/2023 10:11	Softwares	IBM Lotus Notes	Lotus mail password issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	01/11/2023 10:11	0.84	High
1721	20231101C16	01/11/2023 10:11	Softwares	Windows	system running very slow	C-7, Commercial Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Site Engineer	01/11/2023 13:11	3.14	High
1722	20231101C17	01/11/2023 10:11	Hardware	Laptop	laptop lan not working pl assign to arpit rastogi. s/t : D62FLP2	18 Block, Geeta Colony O&M Office	Krishna Nagar	Closed By Hardware Team	07/11/2023 10:11	143.96	High
1723	20231101C18	01/11/2023 10:11	Hardware	PC_CPU	harddisk faulty assign arpit sir S/no- PGPB744	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Hardware Team	14/11/2023 16:11	318.45	High
1724	20231101C19	01/11/2023 10:11	Hardware	Printer	Printer offline., 3 C Legal.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	01/11/2023 11:11	1.39	High
1725	20231101C20	01/11/2023 10:11	Softwares	NAS	NAS folder access issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	01/11/2023 10:11	0	Medium
1726	20231101C21	01/11/2023 10:11	Telecom	Clip Max	Telecom issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	01/11/2023 14:11	3.96	High
1727	20231101C22	01/11/2023 10:11	Hardware	Keyboard	SOME KEYS ARE NOT WORKING IN KEYBOARD (PG00X146)	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	01/11/2023 11:11	0.27	High
1728	20231101C23	01/11/2023 10:11	Hardware	Mouse	Left button and Scoral is not working in Mouse (PG00X146)	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	06/03/2024 10:03	3023.26	High
1729	20231101C24	01/11/2023 11:11	Softwares	IBM Lotus Notes	MAIL password expired	C-6, O&M Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Site Engineer	01/11/2023 13:11	2.17	High
1730	20231101C25	01/11/2023 11:11	Hardware	Printer	printer paper jam issue	Bm (Comml.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	01/11/2023 13:11	2.16	High
1731	20231101C26	01/11/2023 11:11	Softwares	Admin Helpdesk	password issue	Bm (Comml.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	01/11/2023 13:11	2.16	Medium
1732	20231101C27	01/11/2023 11:11	Telecom	IP Phone	cable connector faulty	Bm (Comml.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	01/11/2023 13:11	2.15	High
1733	20231101C28	01/11/2023 11:11	Hardware	Scanner	scanner software issue	Bm (Comml.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	01/11/2023 13:11	2.14	High
1734	20231101C29	01/11/2023 11:11	Hardware	All In One Desktop	pds dumoing issue	Bm (Comml.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	01/11/2023 13:11	2.14	Medium
1735	20231101C30	01/11/2023 11:11	Lan Support	RJ 45 Connector	network connectivity issue	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	01/11/2023 13:11	2.12	High
1736	20231101C31	01/11/2023 11:11	Hardware	Printer	printer ip issue	Bm (Comml.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	01/11/2023 13:11	2.11	High
1737	20231101C32	01/11/2023 11:11	Hardware	All In One Desktop	issue in pinelaps machine	Bm (Comml.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	01/11/2023 13:11	2.1	Medium
1738	20231101C33	01/11/2023 11:11	Softwares	SAP	report not generating in pdf	Bm (Comml.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	01/11/2023 13:11	2.09	High
1739	20231101C34	01/11/2023 11:11	Hardware	RAM	pc booting issue	Mulla Colony Scrap Store, Near Gajipur Police Station	Vasundra Enclave	Closed By Site Engineer	01/11/2023 13:11	2.07	Medium
1740	20231101C35	01/11/2023 11:11	Telecom	IP Phone	ip phone login issue	Bm (Comml.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	01/11/2023 13:11	2.06	High
1741	20231101C36	01/11/2023 11:11	Softwares	IBM Lotus Notes	mail id termination request	Complaint Center, Chapperwala	Shankar Road	Closed By Helpdesk	01/11/2023 11:11	0.01	High
1742	20231101C37	01/11/2023 11:11	Softwares	Internet	Request need to be log in ITSM	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	01/11/2023 11:11	0.01	High
1743	20231101C38	01/11/2023 11:11	Hardware	Printer	printer not working	33kv Grid, Kamla Market Comml Office	Darya Ganj	Closed By Site Engineer	02/11/2023 11:11	23.72	High
1744	20231101C39	01/11/2023 11:11	Softwares	SAP	SAP not working	33kv Grid, Kamla Market Comml Office	Darya Ganj	Closed By Site Engineer	02/11/2023 11:11	23.75	High
1745	20231101C40	01/11/2023 11:11	Softwares	IBM Lotus Notes	lotus mail not working	Minto Road	Darya Ganj	Closed By Site Engineer	02/11/2023 11:11	23.69	High
1746	20231101C41	01/11/2023 12:11	Softwares	Windows	Autocade installation	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	03/11/2023 16:11	52.22	High
1747	20231101C42	01/11/2023 12:11	Hardware	PC_CPU	Network issue 3rd. floor B Block CES Dept. 7607	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	01/11/2023 15:11	3.03	High
1748	20231101C43	01/11/2023 13:11	Lan Support	RJ 45 Connector	lan cable faulty assign Lan team	Anand Lok Complaint Centre,	Mayur Vihar	Closed By Lan Support Team	04/11/2023 09:11	68.1	High
1749	20231101C44	01/11/2023 13:11	Hardware	PC_CPU	CPU issue assign Nilesh	O&M(D) Office, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Site Engineer	02/11/2023 13:11	24.23	High
1750	20231101C45	01/11/2023 13:11	Hardware	PC_CPU	POWER ON/OFF Button faulty	Shastri Park Complaint Centre, Delhi-53	Yamuna Vihar	Closed By Site Engineer	01/11/2023 15:11	2.04	High
1751	20231101C46	01/11/2023 13:11	Hardware	All In One Desktop	Monitor Faulty it is not visible display Assign Arpit S/No- Cn-0657pn-64180-512-B5zi	Pkt-C, Mvr Ph-II, Delhi	Mayur Vihar	Closed By Hardware Team	02/11/2023 17:11	28.06	Medium
1752	20231101C47	01/11/2023 15:11	Networking	Link Down	Network is not accessible (RTO) found (214.150).	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	01/11/2023 16:11	1.31	High
1753	20231101C48	01/11/2023 15:11	Softwares	Windows	To join Zoom meeting	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	01/11/2023 15:11	0.01	High
1754	20231101C49	01/11/2023 15:11	Hardware	PC_CPU	System is not responding	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	01/11/2023 16:11	1.3	High
1755	20231101C50	01/11/2023 15:11	Softwares	OS	bses software need to installation require	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	03/11/2023 16:11	49.06	Medium
1756	20231101C51	01/11/2023 15:11	Softwares	OS	data backup require	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	03/11/2023 16:11	49.06	Medium
1757	20231101C52	01/11/2023 16:11	Telecom	Avaya Digital	telephone is not working at GTR commercial office. NEED LAN TEAM ASAP.	Jhlimi Division Gtr	GI Road	Closed By Lan Support Team	07/11/2023 10:11	138.32	High
1758	20231101C53	01/11/2023 16:11	Hardware	Scanner	scanner power supply automatically off / 2d	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	05/03/2024 16:03	2999.7	High
1759	20231101C54	01/11/2023 16:11	Lan Support	Lan Cable Extension	LAN install (send to LAN Team )	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	07/11/2023 10:11	138.07	High
1760	20231101C55	01/11/2023 18:11	Softwares	IBM Lotus Notes	Lotus login failure.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	01/11/2023 18:11	0.07	High
1761	20231101C56	01/11/2023 18:11	Softwares	IBM Lotus Notes	Lotus unresponsive.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	01/11/2023 18:11	0.06	High
1762	20231101C57	01/11/2023 18:11	Softwares	OS	System slow.			Closed By Helpdesk	01/11/2023 18:11	0.05	Medium
1763	20231101C58	01/11/2023 18:11	Softwares	IBM Lotus Notes	Mail router of amita sharma.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	01/11/2023 18:11	0.03	High
1764	20231101C59	01/11/2023 18:11	Softwares	Domain Password	Reset of 41001453.			Closed By Helpdesk	01/11/2023 18:11	0.02	High
1765	20231101C60	01/11/2023 18:11	Softwares	Internet	ITSm request is unable to raise.	S/Stn No 4, Energy Audit Scada (Pgg)	Laxmi Nagar	Closed By Helpdesk	01/11/2023 18:11	0.01	High



S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
1766	20231102C1	02/11/2023 09:11	Softwares	IBM Lotus Notes	Lotus mail issue	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Helpdesk	02/11/2023 09:11	0.01	High
1767	20231102C2	02/11/2023 09:11	Softwares	Domain Password	Domain password reset	Preet Vihar Grid (Civil, Protection & Mmg Office)	Karkardooma	Closed By Helpdesk	02/11/2023 09:11	0	High
1768	20231102C3	02/11/2023 10:11	Hardware	Printer	Print fed issue.	Training And Work Shop, (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	02/11/2023 12:11	2.28	High
1769	20231102C4	02/11/2023 10:11	Softwares	Domain Password	Domain password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	02/11/2023 10:11	0.01	High
1770	20231102C5	02/11/2023 10:11	Hardware	Laptop	laptop not booting issue ,2B	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	02/11/2023 10:11	0.18	High
1771	20231102C6	02/11/2023 10:11	Hardware	PC CPU	System Logging issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	02/11/2023 10:11	0.01	High
1772	20231102C7	02/11/2023 10:11	Hardware	PC CPU	System slow issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	02/11/2023 10:11	0.01	High
1773	20231102C8	02/11/2023 10:11	Hardware	PC CPU	Network Issue 2nd. floor A Block PMG 7786	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	02/11/2023 13:11	3.16	High
1774	20231102C9	02/11/2023 10:11	Hardware	Mouse	Mouse Left Key is Not Working. Pc Sno PG010T8L Pls Assign This Call To Mr Arpit	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Commf Office	Shankar Road	Closed By Hardware Team	06/03/2024 10:03	2999.58	High
1775	20231102C10	02/11/2023 10:11	Softwares	IBM Lotus Notes	Amit Joshi network not working , 2A, Regulatory	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	02/11/2023 13:11	2.96	High
1776	20231102C11	02/11/2023 11:11	Softwares	Windows	To fillup IT Hardware requisition form	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	02/11/2023 11:11	0	High
1777	20231102C12	02/11/2023 11:11	Softwares	IBM Lotus Notes	mail issue	Commercial Office, Nng	Nand Nagari	Closed By Site Engineer	02/11/2023 11:11	0.27	High
1778	20231102C13	02/11/2023 11:11	Softwares	Ms-Office	office issue	Commercial Office, Nng	Nand Nagari	Closed By Site Engineer	02/11/2023 11:11	0.25	High
1779	20231102C14	02/11/2023 11:11	Softwares	IBM Lotus Notes	mail issue	Commercial Office, Nng	Nand Nagari	Closed By Site Engineer	02/11/2023 11:11	0.23	High
1780	20231102C15	02/11/2023 11:11	Softwares	IBM Lotus Notes	mail issue	Shahdara Store L-Block, Dilshad Garden	Gt Road	Closed By Site Engineer	02/11/2023 11:11	0.23	High
1781	20231102C16	02/11/2023 11:11	Hardware	PC CPU	System slow issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	02/11/2023 11:11	0	High
1782	20231102C17	02/11/2023 11:11	Hardware	PC CPU	pc issue	Commercial Office, Nng	Nand Nagari	Closed By Site Engineer	03/11/2023 11:11	23.91	High
1783	20231102C18	02/11/2023 11:11	Lan Support	Lan Cable Extension	Required backbone 114 to 117	Gandhi Market	Darya Ganj	Closed By Lan Support Team	04/11/2023 09:11	45.86	High
1784	20231102C19	02/11/2023 11:11	Softwares	IBM Lotus Notes	Lotus mail not working	33kv Grid, Kamla Market Commf Office	Darya Ganj	Assign			High
1785	20231102C20	02/11/2023 12:11	Softwares	Cute PDF	Cute PDF Installation issue.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	03/11/2023 12:11	23.63	Medium
1786	20231102C21	02/11/2023 12:11	Hardware	PC CPU	Window is not Bootable from HDD.	S/Stn. No. 13, Ppg (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	03/11/2023 12:11	23.58	High
1787	20231102C22	02/11/2023 12:11	Hardware	Printer	Paper jam in 1 Printer, Need to replace cartridge in C&M printer / 3A	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	02/11/2023 17:11	4.82	High
1788	20231102C23	02/11/2023 12:11	Softwares	SAP	SAP Module configuration	Complaint Center Bg Road	Pahar Ganj	Closed By Site Engineer	02/11/2023 14:11	1.58	High
1789	20231102C24	02/11/2023 12:11	Hardware	PC CPU	system install	Complaint Center Bg Road	Pahar Ganj	Closed By Site Engineer	02/11/2023 14:11	1.58	High
1790	20231102C25	02/11/2023 12:11	Softwares	Domain Rejoin	Domain join	Complaint Center Bg Road	Pahar Ganj	Closed By Site Engineer	02/11/2023 14:11	1.57	Medium
1791	20231102C26	02/11/2023 12:11	Softwares	IBM Lotus Notes	Mail configuration	Complaint Center Bg Road	Pahar Ganj	Closed By Site Engineer	02/11/2023 14:11	1.56	High
1792	20231102C27	02/11/2023 12:11	Hardware	Printer	Printer installation	Complaint Center Bg Road	Pahar Ganj	Closed By Site Engineer	02/11/2023 14:11	1.55	High
1793	20231102C28	02/11/2023 13:11	Hardware	Hard Disk	Laptop working slow need to install ssd	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Hardware Team	02/11/2023 13:11	0.82	High
1794	20231102C29	02/11/2023 13:11	Softwares	IBM Lotus Notes	Software installation	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Hardware Team	02/11/2023 13:11	0.81	High
1795	20231102C30	02/11/2023 13:11	Softwares	Windows	Need to restore data	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Hardware Team	02/11/2023 13:11	0.8	High
1796	20231102C31	02/11/2023 13:11	Hardware	Scanner	Scenner not clear page scanning black & lining issue in sccaning page.	Egg Market	Laxmi Nagar	Closed By Site Engineer	03/11/2023 18:11	29.12	High
1797	20231102C32	02/11/2023 13:11	Lan Support	Lan Cable Extension	Rack shifting	Complaint Office, Gokul Puri	Karawal Nagar	Closed By Site Engineer	03/11/2023 14:11	25.02	High
1798	20231102C33	02/11/2023 13:11	Lan Support	RJ 45 Connector	RJ 45 replacemnt	Complaint Office, Gokul Puri	Karawal Nagar	Closed By Site Engineer	03/11/2023 14:11	25	High
1799	20231102C34	02/11/2023 13:11	Softwares	IBM Lotus Notes	Password problem	Complaint Office, Gokul Puri	Karawal Nagar	Closed By Site Engineer	03/11/2023 14:11	24.99	High
1800	20231102C35	02/11/2023 13:11	Hardware	UPS	UPS Problem	O&M Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	03/11/2023 14:11	24.89	High
1801	20231102C36	02/11/2023 13:11	Hardware	PC CPU	Power problem	O&M Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	03/11/2023 14:11	24.88	High
1802	20231102C37	02/11/2023 13:11	Hardware	PC CPU	System shiting	66 Kv, Bhagirathi Grid	Karawal Nagar	Closed By Site Engineer	03/11/2023 14:11	24.87	High
1803	20231102C38	02/11/2023 13:11	Hardware	UPS	Power problem	66 Kv, Bhagirathi Grid	Karawal Nagar	Closed By Site Engineer	03/11/2023 14:11	24.87	High
1804	20231102C39	02/11/2023 13:11	Softwares	ESS	Ess problem	O&M Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	03/11/2023 14:11	24.83	Medium
1805	20231102C40	02/11/2023 13:11	Hardware	Printer	Printer problem	O&M Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	03/11/2023 14:11	24.82	High
1806	20231102C41	02/11/2023 13:11	Hardware	Laptop	laptop slow issue assign nilesh	O&M(D) Office, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Site Engineer	03/11/2023 14:11	24.34	High
1807	20231102C42	02/11/2023 13:11	Hardware	PC_CPU	PC is issued to Mr jatn having Emp : 2537547 ,Display is not coming in pc So kindly arrange to repaired the same Suspected part ( Display card / RAM ), Pl assign to Arpit	Dvsn. Office, (Lnr)	Laxmi Nagar	Closed By Hardware Team	07/11/2023 10:11	116.32	High
1808	20231102C43	02/11/2023 14:11	Hardware	Scanner	Scanner roller is not moving , Error code : DS32002, Kindly arrange to repair the same. scanner is issue to MR NEEYAZ MOHD , Emp : SF5982/serial no : FUJITSU/FI-7140/AM5A203001	Dvsn. Office, (Lnr)	Laxmi Nagar	Closed By Hardware Team	05/03/2024 16:03	2978.23	High
1809	20231102C44	02/11/2023 14:11	Softwares	Domain Password	Password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	02/11/2023 14:11	0.01	High
1810	20231102C45	02/11/2023 14:11	Telecom	Avaya Digital	LAND LINE PHONE NOT WORKING PHONE NO-01141249324 PLS ASSIGH THE LAN TEAM	F-15/2, Krishna Nagar, Commf Office	Krishna Nagar	Closed By Lan Support Team	07/11/2023 10:11	116.27	High
1811	20231102C46	02/11/2023 14:11	Softwares	Domain Password	Domain password reset			Closed By Helpdesk	02/11/2023 14:11	0.02	High
1812	20231102C47	02/11/2023 14:11	Hardware	PC CPU	System Logging issue			Closed By Helpdesk	02/11/2023 14:11	0.01	High
1813	20231103C1	03/11/2023 05:11	Hardware	IP Camera	PHG COMM GATE CAMERA NOT WORKING.	Aram Bagh Brn(Commf), Phg	Pahar Ganj	Closed By Lan Support Team	04/11/2023 09:11	28.01	High
1814	20231103C2	03/11/2023 05:11	Hardware	IP Camera	YVR O&M GATE CAMERA NOT WORKING.	C-6, O&M Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Lan Support Team	04/11/2023 09:11	27.99	High
1815	20231103C3	03/11/2023 09:11	Hardware	Laptop	Laptop is working slow	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	03/11/2023 12:11	3.27	High
1816	20231103C4	03/11/2023 09:11	Hardware	Laptop	To fillup IT hardware requisition form for SSD Card for Laptop	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	03/11/2023 09:11	0	High
1817	20231103C5	03/11/2023 10:11	Softwares	Domain Password	User 41014918 is not able to login in domain	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	03/11/2023 10:11	0.04	High
1818	20231103C6	03/11/2023 10:11	Softwares	Internet	MSB is not working	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	03/11/2023 10:11	0.01	High
1819	20231103C7	03/11/2023 10:11	Softwares	SAP	BSP Logging issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	03/11/2023 10:11	0.01	High
1820	20231103C8	03/11/2023 10:11	Softwares	IBM Lotus Notes	Mail of Praveen g kumar is not working	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	03/11/2023 10:11	0.01	High
1821	20231103C9	03/11/2023 10:11	Softwares	IBM Lotus Notes	login issue	Dgm (O&M) Office, Sub-Stn. No. 2. Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	03/11/2023 15:11	4.75	High

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
1822	20231103C10	03/11/2023 10:11	Hardware	RAM	RAM 4GB DDR4 faulty. PI assign to arpit. st: PG02DCJA	Complain Center, Sub-Stn. No. 3, Mayur Vihar Ph-III, Delhi-110 096	Vasundra Enclave	Closed By Hardware Team	03/11/2023 15:11	4.38	Medium
1823	20231103C11	03/11/2023 10:11	Hardware	Laptop	Nvme require for laptop	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	03/11/2023 16:11	6	High
1824	20231103C12	03/11/2023 10:11	Softwares	IBM Lotus Notes	Lotus mail issue	Jhilmil Division Gtr	Gt Road	Closed By Helpdesk	03/11/2023 10:11	0	High
1825	20231103C13	03/11/2023 10:11	Softwares	OS	window and software need to install	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	03/11/2023 16:11	5.98	Medium
1826	20231103C14	03/11/2023 11:11	Hardware	Keyboard	Some keys are not working in Keyboard (S/N-INA805SJ30)	Cbd-Ii Grid, Kkd	Karkardooma	Closed By Hardware Team	03/11/2023 13:11	2.52	High
1827	20231103C15	03/11/2023 11:11	Lan Support	RJ 45 Connector	LAN Point I/O break , need to replace / 2A	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	07/11/2023 10:11	95.36	High
1828	20231103C16	03/11/2023 11:11	Hardware	Printer	Cartridge replacement of C&M (1&2) printer.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	03/11/2023 12:11	1.08	High
1829	20231103C17	03/11/2023 11:11	Softwares	IBM Lotus Notes	mail issue	Shahdara Store L-Block, Dilshad Garden	Gt Road	Closed By Site Engineer	07/11/2023 12:11	96.61	High
1830	20231103C18	03/11/2023 11:11	Softwares	Ms-Office	office issue	Commercial Office, Nng	Nand Nagari	Closed By Site Engineer	07/11/2023 12:11	96.59	High
1831	20231103C19	03/11/2023 11:11	Telecom	IP Phone	IP PHONE issue	Commercial Office, Nng	Nand Nagari	Closed By Site Engineer	07/11/2023 12:11	96.59	High
1832	20231103C20	03/11/2023 12:11	Hardware	Printer	CARTIAGE CHANGE	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	03/11/2023 15:11	2.86	High
1833	20231103C21	03/11/2023 12:11	Hardware	Printer	PRINTER ADD 1A 3015			Closed By Hardware Team	03/11/2023 15:11	2.85	High
1834	20231103C22	03/11/2023 12:11	Softwares	IBM Lotus Notes	MAIL ARCHIVED DONE			Closed By Hardware Team	03/11/2023 15:11	2.82	High
1835	20231103C23	03/11/2023 12:11	Softwares	Admin Helpdesk	login issue	Mulla Colony Scrap Store, Near Gajipur Police Station	Vasundra Enclave	Closed By Site Engineer	03/11/2023 15:11	2.74	Medium
1836	20231103C24	03/11/2023 12:11	Hardware	Printer	printer not working	Bm (Comml.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	03/11/2023 15:11	2.74	High
1837	20231103C25	03/11/2023 12:11	Softwares	ESS	not working	Complain Center, Sub-Stn. No. 3, Mayur Vihar Ph-III, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	03/11/2023 15:11	2.73	Medium
1838	20231103C26	03/11/2023 12:11	Softwares	ESS	ess not working	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	03/11/2023 15:11	2.72	Medium
1839	20231103C27	03/11/2023 12:11	Hardware	Scanner	scanner drivers issue	Bm (Comml.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	03/11/2023 15:11	2.72	High
1840	20231103C28	03/11/2023 12:11	Hardware	Printer	printer not working	Bm (Comml.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	03/11/2023 15:11	2.71	High
1841	20231103C29	03/11/2023 12:11	Lan Support	RJ 45 Connector	connector faulty	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	03/11/2023 15:11	2.7	High
1842	20231103C30	03/11/2023 12:11	Hardware	TFT	resolution issue	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	03/11/2023 15:11	2.68	High
1843	20231103C31	03/11/2023 12:11	Softwares	IBM Lotus Notes	mail login issue	Bm (Comml.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	03/11/2023 15:11	2.67	High
1844	20231103C32	03/11/2023 13:11	Softwares	Domain Password	Domain password issue.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	03/11/2023 16:11	3.73	High
1845	20231103C33	03/11/2023 13:11	Softwares	Domain Password	Domain password issue.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	03/11/2023 16:11	3.7	High
1846	20231103C34	03/11/2023 13:11	Hardware	Keyboard	Keyboard is not working.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Hardware Team	03/01/2024 13:01	1464.65	High
1847	20231103C35	03/11/2023 13:11	Softwares	Cute PDF	Installation of .Net.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	03/11/2023 16:11	3.42	Medium
1848	20231103C36	03/11/2023 13:11	Softwares	IBM Lotus Notes	Lotus mail issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	03/11/2023 13:11	0	High
1849	20231103C37	03/11/2023 13:11	Hardware	PC_CPU	Planner is faulty , Kindly assign call to Arpit System serial no : LENOVO/10B3-A05Y1NIPG000M1F	Shakarpur Grid (Lnr)	Laxmi Nagar	Closed By Hardware Team	07/11/2023 15:11	97.64	High
1850	20231103C38	03/11/2023 14:11	Network Hardware	Rack Server	Grid report visit chillra grid assign Nilesh	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	03/11/2023 16:11	2.56	High
1851	20231103C39	03/11/2023 14:11	Network Hardware	Rack Server	grid report visit khichripur assign Nilesh	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	03/11/2023 16:11	2.53	High
1852	20231103C40	03/11/2023 14:11	Network Hardware	Rack Server	grid report assign Nilesh	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	03/11/2023 16:11	2.51	High
1853	20231103C41	03/11/2023 14:11	Hardware	Printer	printer issue assign Nilesh	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	03/11/2023 16:11	2.49	High
1854	20231103C42	03/11/2023 14:11	Softwares	Browser	browser issue assign Nilesh	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	03/11/2023 16:11	2.46	Medium
1855	20231103C43	03/11/2023 14:11	Networking	Link Down	link down assign Nilesh	Chilla Store, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Site Engineer	03/11/2023 16:11	2.15	High
1856	20231103C44	03/11/2023 14:11	Hardware	PC_CPU	System slow issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	03/11/2023 14:11	0	High
1857	20231103C45	03/11/2023 14:11	Hardware	Scanner	Scanner USB Cable for AG8A013546	Business Office, Karawal Nagar	Karawal Nagar	Closed By Hardware Team	03/11/2023 15:11	0.37	High
1858	20231103C46	03/11/2023 14:11	Hardware	Mouse	Mouse Faulty Sr No PG00Q44K	Business Office, Karawal Nagar	Karawal Nagar	Closed By Hardware Team	03/11/2023 15:11	0.24	High
1859	20231103C47	03/11/2023 14:11	Hardware	PC_CPU	Existing CPU S/no-L906V6V SMPS was faulty . No Power need to replace on urgent basis. Kindly assign this call to Arpit for further action.	O & M Office Vivek Vihar B-Blk	Karkardooma	Closed By Hardware Team	14/11/2023 16:11	265.96	High
1860	20231103C48	03/11/2023 15:11	Hardware	Laptop	Laptop is not working	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	06/11/2023 09:11	66.65	High
1861	20231103C49	03/11/2023 15:11	Hardware	Printer	PRINTER POWER BUTTON IS FAULTY KINDLY REPLACE	P.D.Vihar Zonal Office (Lnr)	Laxmi Nagar	Assign			High
1862	20231103C50	03/11/2023 15:11	Hardware	Laptop	LAPTOP NEED TO REPLACE	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	03/11/2023 16:11	1.45	High
1863	20231103C51	03/11/2023 15:11	Softwares	Domain Password	Domain password reset	Jhilmil Division Gtr	Gt Road	Closed By Helpdesk	03/11/2023 15:11	0.01	High
1864	20231103C52	03/11/2023 15:11	Softwares	OS	WINDOW AND SOFTWARE NEED TO INSTALL	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	03/11/2023 16:11	1.44	Medium
1865	20231103C53	03/11/2023 15:11	Softwares	OS	DATA REQUIRE FROM OLD LAPTOP	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	03/11/2023 16:11	1.42	Medium
1866	20231103C54	03/11/2023 15:11	Networking	VPN Connectivity	My VPN is not connecting. Showing error as - Your PC does not meet the host checking requirements set by the firewall	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	06/11/2023 13:11	69.44	Medium
1867	20231103C55	03/11/2023 15:11	Hardware	Printer	PRINTING ISSUE PL ASSIGN TO SATISH ( ACM )	Dvsn. Office, (Lnr)	Laxmi Nagar	Assign			High
1868	20231103C56	03/11/2023 15:11	Telecom	Clip Max	Phone not working at Room No. 110. EXT. No.- 9311 Please assign this call to LAN Team	Aram Bagh Bm(Comml), Phg	Pahar Ganj	Closed By Lan Support Team	09/11/2023 10:11	138.52	High
1869	20231103C57	03/11/2023 16:11	Softwares	IBM Lotus Notes	Lotus mail issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	03/11/2023 16:11	0.01	High
1870	20231103C58	03/11/2023 16:11	Softwares	Windows	Install and license of AUTO CAD software.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	06/11/2023 15:11	70.94	High
1871	20231103C59	03/11/2023 16:11	Softwares	Adobe Reader	Install Adobe Reader(Rajesh ji)	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	06/11/2023 15:11	70.87	Medium
1872	20231103C60	03/11/2023 16:11	Softwares	Antivirus	install Anti Virus(Rajesh ji)	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	06/11/2023 15:11	70.86	Medium
1873	20231103C61	03/11/2023 16:11	Softwares	IBM Lotus Notes	Install IBM Notes(Rajesh ji)	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	06/11/2023 15:11	70.86	High
1874	20231103C62	03/11/2023 16:11	Softwares	Teamviewer	Install Team Viewer(Rajesh ji)	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	06/11/2023 15:11	70.85	Medium
1875	20231103C63	03/11/2023 16:11	Softwares	Windows	Windows update(Rajesh ji)	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	06/11/2023 15:11	70.82	High
1876	20231103C64	03/11/2023 16:11	Hardware	Printer	Printer is not working at Gnd floor (Vender Support Cell)	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	03/11/2023 18:11	1.74	High

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
1877	20231103C65	03/11/2023 16:11	Softwares	Domain Password	Domain password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	03/11/2023 16:11	0.01	High
1878	20231103C66	03/11/2023 16:11	Hardware	PC CPU	CPU is not power on.	S/Stn. No. 15, Goc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	03/11/2023 16:11	0.07	High
1879	20231103C67	03/11/2023 16:11	Hardware	Printer	Print fed issue.	S/Stn. No. 15, Goc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	03/11/2023 16:11	0.15	High
1880	20231103C68	03/11/2023 16:11	Hardware	Printer	Print fed issue.	S/Stn No 14 Mlcc (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	03/11/2023 16:11	0.14	High
1881	20231103C69	03/11/2023 16:11	Hardware	Printer	printer setup assign nilesh	Anand Lok Complaint Centre,	Mayur Vihar	Closed By Site Engineer	06/11/2023 12:11	67.66	High
1882	20231103C70	03/11/2023 16:11	Hardware	Printer	printer setup assign nilesh	Anand Lok Complaint Centre,	Mayur Vihar	Closed By Site Engineer	06/11/2023 12:11	67.66	High
1883	20231103C71	03/11/2023 16:11	Hardware	Printer	printer setup assign nilesh	Anand Lok Complaint Centre,	Mayur Vihar	Closed By Site Engineer	06/11/2023 12:11	67.63	High
1884	20231103C72	03/11/2023 16:11	Softwares	Internet	MSB Site is not opening	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	03/11/2023 16:11	0.01	High
1885	20231103C73	03/11/2023 16:11	Hardware	Mouse	Mouse Faulty. Mouse Has Been Facing Problems For 3 Months. Last Time It Was Out Of Stock. Now The Mouse Has Stopped Working. S/N-PG00e8kh	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Pt-I & II	Mayur Vihar	Closed By Hardware Team	08/12/2023 14:12	837.42	High
1886	20231103C74	03/11/2023 16:11	Softwares	Internet	VTMS site is not opening	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	03/11/2023 16:11	0.01	High
1887	20231103C75	03/11/2023 16:11	Softwares	Drivers	Printer driver installed HP2420 Wln 10	Kasturba Nagar Complaint Centre	Karkardooma	Closed By Site Engineer	03/11/2023 18:11	1.32	High
1888	20231103C76	03/11/2023 16:11	Hardware	UPS	After power cut then UPS not backup	Kasturba Nagar Complaint Centre	Karkardooma	Closed By Site Engineer	03/11/2023 18:11	1.26	High
1889	20231103C77	03/11/2023 16:11	Softwares	IBM Lotus Notes	Mail issue	Kasturba Nagar Complaint Centre	Karkardooma	Closed By Site Engineer	03/11/2023 18:11	1.23	High
1890	20231103C78	03/11/2023 16:11	Softwares	IBM Lotus Notes	Mail locked out issue	Comml Office Cbd-III	Karkardooma	Closed By Site Engineer	03/11/2023 18:11	1.19	High
1891	20231103C79	03/11/2023 16:11	Softwares	Windows	system slow working	Comml Office Cbd-III	Karkardooma	Closed By Site Engineer	03/11/2023 18:11	1.19	High
1892	20231103C80	03/11/2023 17:11	Softwares	Drivers	Printer canon 3460 driver installed	Comml Office Cbd-III	Karkardooma	Closed By Site Engineer	03/11/2023 18:11	1.1	High
1893	20231103C81	03/11/2023 17:11	General Calls	Presentation / VC	RWA Meeting at convereence room IT connectivity required	Comml Office Cbd-III	Karkardooma	Closed By Site Engineer	03/11/2023 18:11	0.99	High
1894	20231103C82	03/11/2023 17:11	Hardware	Printer	printer paper not clear printer.	Comml Office Cbd-III	Karkardooma	Closed By Site Engineer	03/11/2023 18:11	0.97	High
1895	20231103C83	03/11/2023 17:11	Softwares	VPN	VPN forticlient installed & configure	Comml Office Cbd-III	Karkardooma	Closed By Site Engineer	03/11/2023 18:11	0.93	Medium
1896	20231103C84	03/11/2023 17:11	Telecom	IP Phone	Ip phone Avaya 1680 button number 1,2 & 3 not working	Comml Office Cbd-III	Karkardooma	Closed By Site Engineer	03/11/2023 18:11	0.95	High
1897	20231103C85	03/11/2023 17:11	Softwares	IBM Lotus Notes	mail issue	O & M Office Vivek Vihar B-Blk	Karkardooma	Closed By Helpdesk	03/11/2023 17:11	0.32	High
1898	20231103C86	03/11/2023 17:11	Softwares	IBM Lotus Notes	Lotus traveller configure	Comml Office Cbd-III	Karkardooma	Closed By Site Engineer	03/11/2023 18:11	0.8	High
1899	20231103C87	03/11/2023 17:11	Softwares	IBM Lotus Notes	mail issue	Geeta Colony Complaint Centre, 17 Block	Krishna Nagar	Closed By Helpdesk	03/11/2023 17:11	0.29	High
1900	20231103C88	03/11/2023 17:11	Softwares	IBM Lotus Notes	Name not found on lotus	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	03/11/2023 17:11	0.26	High
1901	20231103C89	03/11/2023 17:11	Softwares	Domain Password	Unable to login in domain	Comml Office Cbd-III	Karkardooma	Closed By Helpdesk	03/11/2023 17:11	0.16	High
1902	20231103C90	03/11/2023 17:11	Softwares	IBM Lotus Notes	lotus mail issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	03/11/2023 17:11	0.08	High
1903	20231103C91	03/11/2023 17:11	Softwares	IBM Lotus Notes	IBM LOTUS NOTES TIME SETTING ISSUE.	Training And Work Shop., (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	06/11/2023 12:11	66.3	High
1904	20231104C1	04/11/2023 06:11	Hardware	IP Camera	GTR COMM GRD FLOOR CAMERA NOT WORKING.	33 Kv Grid, G.T.Road Comml Bldg	Gt Road	Closed By Lan Support Team	08/11/2023 09:11	99.29	High
1905	20231104C2	04/11/2023 06:11	Hardware	IP Camera	PREET VIHAR CAMERA NOT WORKING.	Preet Vihar Zonal Office (Lnr)	Laxmi Nagar	Closed By Lan Support Team	24/11/2023 11:11	484.88	High
1906	20231104C3	04/11/2023 06:11	Hardware	IP Camera	KRN COMM OUTSIDE CAMERA NOT WORKING.	F-15/2, Krishna Nagar, Comml Office	Krishna Nagar	Closed By Lan Support Team	05/03/2024 15:03	2936.91	High
1907	20231106C1	06/11/2023 09:11	Softwares	Domain Password	Domain password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	06/11/2023 09:11	0.01	High
1908	20231106C2	06/11/2023 09:11	Hardware	Printer	Both printers are not working at 2nd. floor A Block PMG Dept.7788	Kanti Nagar Complaint Centre	Krishna Nagar	Closed By Helpdesk	06/11/2023 09:11	0.13	High
1909	20231106C3	06/11/2023 09:11	Softwares	Domain Password	Domain Password reset	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Helpdesk	06/11/2023 09:11	0.01	High
1910	20231106C4	06/11/2023 09:11	Softwares	Domain Password	Domain password reset	Comml Office Cbd-III	Karkardooma	Closed By Helpdesk	06/11/2023 09:11	0	High
1911	20231106C5	06/11/2023 09:11	Softwares	Domain Password	Domain password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	06/11/2023 09:11	0	High
1912	20231106C6	06/11/2023 09:11	Softwares	Domain Password	domain password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	06/11/2023 09:11	0	High
1913	20231106C7	06/11/2023 10:11	Softwares	IBM Lotus Notes	Lotus mail logging issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	06/11/2023 10:11	0	High
1914	20231106C8	06/11/2023 10:11	Softwares	Windows	screen shot issue	Faiz Road	Pahar Ganj	Closed By Helpdesk	06/11/2023 10:11	0	High
1915	20231106C9	06/11/2023 10:11	Softwares	Windows	screen shot issue of jai pan singh	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	06/11/2023 10:11	0	High
1916	20231106C10	06/11/2023 10:11	Softwares	Domain Password	Password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	06/11/2023 10:11	0.01	High
1917	20231106C11	06/11/2023 10:11	Softwares	Domain Password	Password reset of Amit Khitoulia	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	06/11/2023 10:11	0	High
1918	20231106C12	06/11/2023 10:11	Hardware	PC CPU	PC is not working.	(P&E), S/Stn. No 16, (Ppg-2)	Laxmi Nagar	Closed By Hardware Team	07/11/2023 10:11	23.85	High
1919	20231106C13	06/11/2023 10:11	Hardware	Printer	Printer showing offline 2nd floor B Block 9337	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	06/11/2023 10:11	0.48	High
1920	20231106C14	06/11/2023 10:11	Softwares	Domain Password	Domain password reset	33kv Grid, Kamla Market Comml Office	Darya Ganj	Closed By Helpdesk	06/11/2023 10:11	0	High
1921	20231106C15	06/11/2023 10:11	Lan Support	Lan Cable Replacement	Both LAN Point port not working checked so kindly assign call to LAN Team.	Comml Office Cbd-III	Karkardooma	Closed By Lan Support Team	07/11/2023 10:11	24.09	High
1922	20231106C16	06/11/2023 10:11	Softwares	IBM Lotus Notes	Lotus mail issue	Anand Lok Complaint Centre,	Mayur Vihar	Closed By Helpdesk	06/11/2023 10:11	0	High
1923	20231106C17	06/11/2023 11:11	Hardware	TFT	FARELELL LINES IS COMING AND DISPLAY IS NOT COMING PROPERLY. TFT WK452657 ,CPU SIR: PG00QLRS, PL ASSIGN TO ADPT	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Hardware Team	07/11/2023 10:11	23	High
1924	20231106C18	06/11/2023 11:11	Softwares	IBM Lotus Notes	Lotus mail Account is locked out of Pushendra Sharma	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	06/11/2023 11:11	0.69	High
1925	20231106C19	06/11/2023 11:11	Softwares	IBM Lotus Notes	Problem in lotus mail	Town Hall	Chandni Chowk	Closed By Site Engineer	06/11/2023 12:11	1.82	High
1926	20231106C20	06/11/2023 11:11	Telecom	Avaya Digital	land line phone not working 01141249294	F-15/2, Krishna Nagar, Comml Office	Krishna Nagar	Closed By Lan Support Team	07/11/2023 10:11	23.42	High
1927	20231106C21	06/11/2023 11:11	Softwares	Cute PDF	PDF file is not open	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Comml Office	Shankar Road	Closed By Site Engineer	06/11/2023 13:11	1.65	Medium
1928	20231106C22	06/11/2023 11:11	Softwares	IBM Lotus Notes	mail is not open	Rajendra Place R Block	Shankar Road	Closed By Site Engineer	06/11/2023 13:11	1.61	High
1929	20231106C23	06/11/2023 11:11	Softwares	SAP	P92 login issue	Aram Bagh Brn(Comml), Phg	Pahar Ganj	Closed By Site Engineer	06/11/2023 17:11	5.97	High
1930	20231106C24	06/11/2023 11:11	Networking	Link Down	Network link down At gokulpuri complaint center	Complaint Office, Gokul Puri	Karawal Nagar	Closed By Site Engineer	06/11/2023 13:11	2.28	High
1931	20231106C25	06/11/2023 11:11	Softwares	IBM Lotus Notes	VPN login issue			Closed By Helpdesk	06/11/2023 11:11	0.02	High
1932	20231106C26	06/11/2023 11:11	Softwares	VPN	VPN login issue of Sushil Sharma	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	06/11/2023 11:11	0.01	Medium

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
1933	20231106C27	06/11/2023 11:11	Softwares	Internet	Sound issue in zoom meeting	Faiz Road	Pahar Ganj	Closed By Helpdesk	06/11/2023 11:11	0	High
1934	20231106C28	06/11/2023 11:11	Softwares	IBM Lotus Notes	Mail and sap not working due to network issue .2B	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	06/11/2023 13:11	1.66	High
1935	20231106C29	06/11/2023 12:11	Hardware	Laptop	laptop issue assign Nilesh	Comm. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	06/11/2023 16:11	3.85	High
1936	20231106C30	06/11/2023 12:11	Hardware	Mouse	Left button of mouse is not working (S/N - 2D4PH32)	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	08/12/2023 14:12	769.71	High
1937	20231106C31	06/11/2023 12:11	Softwares	IBM Lotus Notes	Lotus mail issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	06/11/2023 12:11	0.01	High
1938	20231106C32	06/11/2023 12:11	Lan Support	Lan Cable Replacement	lan cable faulty assign lan team	Comm. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Lan Support Team	08/11/2023 09:11	44.74	High
1939	20231106C33	06/11/2023 13:11	Hardware	PC_CPU	pc not booting .pls assign the arpit rastogi PG00D2TP	Bm (Comm.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Hardware Team	08/11/2023 15:11	50.13	High
1940	20231106C34	06/11/2023 13:11	Softwares	Domain Password	Domain password reset	F-15/2, Krishna Nagar, Comm. Office	Krishna Nagar	Closed By Helpdesk	06/11/2023 13:11	0	High
1941	20231106C35	06/11/2023 14:11	Softwares	Domain Password	Domain password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	06/11/2023 14:11	0.01	High
1942	20231106C36	06/11/2023 14:11	Hardware	RAM	To fillup IT Hardware requisition form for RAM updation.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	06/11/2023 14:11	0	Medium
1943	20231106C37	06/11/2023 14:11	Lan Support	Lan Cable Replacement	Both LAN point are faulty so new Two LAN point required so kindly arrange 60 meter IAN cabel 4 connector please assign call to LAN team.	Comm. Office Cbd-III	Karkardooma	Closed By Lan Support Team	13/11/2023 11:11	165.03	High
1944	20231106C38	06/11/2023 15:11	Hardware	Printer	Printer installation	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	06/11/2023 15:11	0	High
1945	20231106C39	06/11/2023 15:11	Softwares	IBM Lotus Notes	Lotus mail issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	06/11/2023 15:11	0	High
1946	20231106C40	06/11/2023 15:11	Hardware	Laptop	WINDOW AND SOFTWARE NEED TO INSTALL IN ISSUED LAPTOP			Closed By Hardware Team	06/11/2023 17:11	2.01	High
1947	20231106C41	06/11/2023 15:11	Hardware	Laptop	LAPTOP NOT WORKING			Closed By Hardware Team	06/11/2023 17:11	2.01	High
1948	20231106C42	06/11/2023 15:11	Softwares	OS	DATA REQUIRE FROM OLD LAPTOP			Closed By Hardware Team	06/11/2023 17:11	2	Medium
1949	20231106C43	06/11/2023 15:11	Lan Support	Lan Cable Replacement	Existing User Laptop Lan connectivity issue. Lan port not work . Kindly assign the call to Lan Team.	O & M Office Vivek Vihar B-Blk	Karkardooma	Closed By Lan Support Team	08/11/2023 09:11	41.94	High
1950	20231106C44	06/11/2023 15:11	Hardware	Laptop	IP Configuration	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	06/11/2023 15:11	0.01	High
1951	20231106C45	06/11/2023 15:11	Hardware	Mouse	Mouse Faulty sn-L906086	Gandhi Market	Darya Ganj	Closed By Hardware Team	06/03/2024 10:03	2898.53	High
1952	20231106C46	06/11/2023 15:11	Hardware	TFT	To check TFT s.no need to be fill in request form	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	07/11/2023 16:11	24.71	High
1953	20231106C47	06/11/2023 16:11	Softwares	IBM Lotus Notes	dss user mail not working please assign Nilesh	Comm. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	07/11/2023 10:11	18.74	High
1954	20231106C48	06/11/2023 16:11	Hardware	Mouse	Mouse scroll issue (PG00E8K6)	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	06/11/2023 16:11	0.2	High
1955	20231106C49	06/11/2023 16:11	Hardware	Laptop	laptop issue assign Nilesh	Comm. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	07/11/2023 10:11	18.62	High
1956	20231106C50	06/11/2023 16:11	Softwares	Ms-Office	ms office issue assign Nilesh	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	07/11/2023 10:11	18.59	High
1957	20231106C51	06/11/2023 16:11	Hardware	Mouse	Existing Mouse Left click is not working also select the cursor issue. Kindly need to replace. Please assign the call to Arpit.	Preet Vihar Grid (Civil, Protection & Mmg Office)	Karkardooma	Assign			High
1958	20231106C52	06/11/2023 16:11	Networking	Link Down	Pl arrange to check camera at your locations as these are not online due to local LAN issue. 1. MVR 1-2 O&M - 172.16.20.167	Comm. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Lan Support Team	07/11/2023 10:11	17.98	High
1959	20231106C53	06/11/2023 17:11	Hardware	Laptop	Print Screen Key is not working.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Hardware Team	08/11/2023 15:11	45.72	High
1960	20231106C54	06/11/2023 17:11	Hardware	PC_CPU	USB Port is not working.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Hardware Team	08/11/2023 15:11	45.66	High
1961	20231106C55	06/11/2023 17:11	Softwares	Antivirus	Antivirus setting issue.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	07/11/2023 10:11	16.61	Medium
1962	20231106C56	06/11/2023 17:11	Hardware	IP Phone Adapter	IP Phone Adaptor faulty Due to this reason Phone is restarting again & again.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Hardware Team	07/11/2023 15:11	22.14	High
1963	20231106C57	06/11/2023 17:11	Hardware	Laptop	Laptop wifi setting issue.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	07/11/2023 10:11	16.55	High
1964	20231106C58	06/11/2023 17:11	Hardware	Scanner	Scanner installation issue.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	07/11/2023 09:11	16.48	High
1965	20231106C59	06/11/2023 17:11	Hardware	Keyboard	Keyboard issue Backspace key is not working.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	20/11/2023 14:11	333.04	High
1966	20231106C60	06/11/2023 17:11	Softwares	Internet	WiFi internet is not working.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	07/11/2023 09:11	16.42	High
1967	20231106C61	06/11/2023 17:11	Softwares	BYPL Intranet	Team Bypl link is not working.	S/Stn. No. 13, Ppg (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	07/11/2023 09:11	16.27	Medium
1968	20231106C62	06/11/2023 17:11	Softwares	BYPL Intranet	Team Bypl link is not working.	S/Stn. No. 13, Ppg (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	07/11/2023 09:11	16.25	Medium
1969	20231106C63	06/11/2023 17:11	Hardware	PC_CPU	USB is not open.	Training And Work Shop, (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	07/11/2023 09:11	16.22	High
1970	20231107C1	07/11/2023 07:11	Hardware	IP Camera	CC B.G ROAD CAMERA NOT WORKING	Complaint Center Bg Road	Pahar Ganj	Closed By Lan Support Team	14/11/2023 13:11	174.3	High
1971	20231107C2	07/11/2023 07:11	Hardware	IP Camera	CC GAGAN VIHAR CAMERA NOT WORKING	Gagan Vihar Complaint Centre & Cash Office	Krishna Nagar	Closed By Lan Support Team	08/11/2023 09:11	25.89	High
1972	20231107C3	07/11/2023 07:11	Hardware	IP Camera	CC SHAINI ENCLAVE CAMERA NOT WORKING	Saini Enclave Complaint Centre	Karkardooma	Closed By Lan Support Team	09/11/2023 10:11	50.55	High
1973	20231107C4	07/11/2023 07:11	Hardware	IP Camera	CC ST-13 MADHU VIHAR CAMERA NOT WORKING	S/Stn. No. 13, Ppg (Ppg-2)	Laxmi Nagar	Closed By Lan Support Team	08/11/2023 09:11	25.77	High
1974	20231107C5	07/11/2023 07:11	Hardware	IP Camera	ENF STORE SHASTRI PARK CAMERA NOT WORKING	Enfo. Meter Store Shastri Park Grid, Delhi-53	Yamuna Vihar	Closed By Lan Support Team	13/11/2023 11:11	147.8	High
1975	20231107C6	07/11/2023 07:11	Hardware	IP Camera	PHG COMM GATE CAMERA NOT WORKING	Aram Bagh Bm(Comm), Phg	Pahar Ganj	Closed By Lan Support Team	09/11/2023 10:11	50.84	High
1976	20231107C7	07/11/2023 07:11	Hardware	IP Camera	YVR O&M GATE CAMERA NOT WORKING	C-6, O&M Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Lan Support Team	09/11/2023 10:11	50.34	High
1977	20231107C8	07/11/2023 10:11	Softwares	Domain Password	Domain password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	07/11/2023 10:11	0	High
1978	20231107C9	07/11/2023 10:11	Hardware	PC_CPU	System slow issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	07/11/2023 10:11	0	High
1979	20231107C10	07/11/2023 10:11	Lan Support	Lan Cable Replacement	Existing Lan wire not working. Cross indication showing on display. Kindly assign this call to Lan Team.	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Lan Support Team	08/11/2023 09:11	23.41	High
1980	20231107C11	07/11/2023 10:11	Hardware	Printer	Printer cartridge change 2nd. floor D Block 7774	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	08/11/2023 12:11	26.44	High
1981	20231107C12	07/11/2023 10:11	Lan Support	Lan Cable Extension	req lan cable in BD room for printer assign lan team	Comm. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Lan Support Team	08/11/2023 09:11	22.74	High
1982	20231107C13	07/11/2023 10:11	Hardware	Laptop	Laptop working slow need to install ssd	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	07/11/2023 16:11	5.07	High
1983	20231107C14	07/11/2023 10:11	Softwares	IBM Lotus Notes	Software installation & need to configure mail id	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	07/11/2023 16:11	5.07	High
1984	20231107C15	07/11/2023 11:11	Softwares	Windows	Need to restore data	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	07/11/2023 16:11	5.06	High
1985	20231107C16	07/11/2023 11:11	Softwares	Internet	BSES Ismart services is not opening	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	07/11/2023 11:11	0.01	High
1986	20231107C17	07/11/2023 11:11	Hardware	Keyboard	keyboard faulty assign arpit sir s/n - PG00X13C emp - 40137155 for mahesh chand keyboard s/n - PG00Q44M	Complaint Center Sub-Stn. No. 4, Mig Housing Flat, Mayur Vihar Ph-III, Delhi-110 096	Vasundra Enclave	Closed By Hardware Team	07/11/2023 15:11	4.31	High
1987	20231107C18	07/11/2023 11:11	Softwares	IBM Lotus Notes	Lotus mail issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	07/11/2023 11:11	0	High
1988	20231107C19	07/11/2023 11:11	Hardware	PC_CPU	Replacement of faulty ram.	(P&E), S/Stn. No.16, (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	07/11/2023 16:11	5.48	High
1989	20231107C20	07/11/2023 11:11	Softwares	IBM Lotus Notes	mail issue	Mig Office, East Of Loni Road	Nand Nagari	Closed By Site Engineer	07/11/2023 12:11	0.78	High
1990	20231107C21	07/11/2023 11:11	Softwares	IBM Lotus Notes	mail issue	Mig Office, East Of Loni Road	Nand Nagari	Closed By Site Engineer	07/11/2023 12:11	0.77	High
1991	20231107C22	07/11/2023 11:11	Hardware	Printer	Printer power issue.	Ppg Indl. Area Grid (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	07/11/2023 16:11	5.45	High
1992	20231107C23	07/11/2023 11:11	Hardware	PC_CPU	pc issue	Commercial Office, Nng	Nand Nagari	Closed By Site Engineer	07/11/2023 12:11	0.76	High
1993	20231107C24	07/11/2023 11:11	Hardware	PC_CPU	mouse issue	Commercial Office, Nng	Nand Nagari	Closed By Site Engineer	07/11/2023 12:11	0.75	High



S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
1994	20231107C25	07/11/2023 11:11	Softwares	IBM Lotus Notes	mail issue	Shahdara Store L-Block, Dilshad Garden	Gt Road	Closed By Site Engineer	07/11/2023 12:11	0.74	High
1995	20231107C26	07/11/2023 11:11	Softwares	Internet	chrome issue	Shahdara Store L-Block, Dilshad Garden	Gt Road	Closed By Site Engineer	07/11/2023 12:11	0.75	High
1996	20231107C27	07/11/2023 11:11	Softwares	Domain Password	Password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	07/11/2023 11:11	0.02	High
1997	20231107C28	07/11/2023 11:11	Softwares	Domain Password	Password reset of jagdish bisht	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	07/11/2023 11:11	0	High
1998	20231107C29	07/11/2023 11:11	Softwares	Windows	System issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	07/11/2023 11:11	0.01	High
1999	20231107C30	07/11/2023 11:11	Softwares	Windows	System issue of himendra singh	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	07/11/2023 11:11	0	High
2000	20231107C31	07/11/2023 11:11	Softwares	Windows	System working slow	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	07/11/2023 11:11	0.03	High
2001	20231107C32	07/11/2023 11:11	Softwares	Windows	System working slow of vinod ku yadav	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	07/11/2023 11:11	0	High
2002	20231107C33	07/11/2023 11:11	Softwares	Windows	System data transfer from another PC / Revenue Grand floor	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	09/11/2023 10:11	46.84	High
2003	20231107C34	07/11/2023 11:11	Softwares	Windows	Laptopmis working very slow and unable to take remote	Shahdara Store L-Block, Dilshad Garden	Gt Road	Assign			High
2004	20231107C35	07/11/2023 12:11	Hardware	Scanner	Installation of scanner 2nd, floor Covid room between C and D Block 7888	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	07/11/2023 12:11	0.62	High
2005	20231107C36	07/11/2023 12:11	Lan Support	RJ 45 Connector	RJ 45 CONNECTOR ISSUE	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	08/11/2023 09:11	21.18	High
2006	20231107C37	07/11/2023 12:11	Hardware	Laptop Adapter	Laptop charging issue.			Closed By Site Engineer	07/11/2023 16:11	4.33	High
2007	20231107C38	07/11/2023 12:11	Hardware	Printer	Print is not coming from printer	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	07/11/2023 12:11	0.01	High
2008	20231107C39	07/11/2023 14:11	Hardware	Keyboard	Some Keys In Keyboard And Mouse Not Working Properly .PI Assign To Arpit. S/T :L906v6y	Bm (Comm.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Hardware Team	07/11/2023 15:11	1.19	High
2009	20231107C40	07/11/2023 14:11	Hardware	Keyboard	issue in mouse scroll.pl assign to arpit. s/t: DBYG152	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Hardware Team	07/11/2023 15:11	1.14	High
2010	20231107C41	07/11/2023 14:11	Softwares	Windows	window running slow	Noor-E-Lahy Grid	Yamuna Vihar	Closed By Site Engineer	07/11/2023 16:11	2.1	High
2011	20231107C42	07/11/2023 14:11	Softwares	IBM Lotus Notes	user want to reset webmail password	Comm Office Cbd-ii	Karkardooma	Assign			High
2012	20231107C43	07/11/2023 14:11	Lan Support	RJ 45 Connector	network connectivity issue	Noor-E-Lahy Grid	Yamuna Vihar	Closed By Site Engineer	07/11/2023 16:11	2.05	High
2013	20231107C44	07/11/2023 14:11	Hardware	Printer	printer not working	C-7, Commercial Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Site Engineer	07/11/2023 16:11	2.03	High
2014	20231107C45	07/11/2023 14:11	Hardware	Printer	Due to head pin damage print is not proper.	S/Stn. No. 13, Ppg (Ppg-2)	Laxmi Nagar	Closed By Hardware Team	05/03/2024 16:03	2857.58	High
2015	20231107C46	07/11/2023 14:11	Softwares	IBM Lotus Notes	lotus password not acceptable	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	07/11/2023 16:11	1.4	High
2016	20231107C47	07/11/2023 14:11	Softwares	IBM Lotus Notes	Archive folder not Acceptable	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	07/11/2023 16:11	1.4	High
2017	20231107C48	07/11/2023 14:11	Softwares	VPN	unable to join with vpn	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	07/11/2023 16:11	1.38	Medium
2018	20231107C49	07/11/2023 14:11	Softwares	Windows	RDP not Acceptable	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	07/11/2023 16:11	1.35	High
2019	20231107C50	07/11/2023 15:11	Hardware	Printer	Printer install	Aram Bagh Bm(Comm), Phg	Pahar Ganj	Closed By Site Engineer	07/11/2023 16:11	0.46	High
2020	20231107C51	07/11/2023 15:11	Softwares	SAP	SAP install	Aram Bagh Bm(Comm), Phg	Pahar Ganj	Closed By Site Engineer	07/11/2023 16:11	0.45	High
2021	20231107C52	07/11/2023 15:11	Hardware	Laptop	Laptop working slow need to replace	18 Block, Geeta Colony O&M Office	Krishna Nagar	Closed By Hardware Team	07/11/2023 16:11	0.13	High
2022	20231107C53	07/11/2023 15:11	Softwares	IBM Lotus Notes	Software installation & need to configure mail id	18 Block, Geeta Colony O&M Office	Krishna Nagar	Closed By Hardware Team	07/11/2023 16:11	0.12	High
2023	20231107C54	07/11/2023 15:11	Softwares	Windows	Need to transfer data from old laptop	18 Block, Geeta Colony O&M Office	Krishna Nagar	Closed By Hardware Team	07/11/2023 16:11	0.11	High
2024	20231107C55	07/11/2023 15:11	Hardware	Laptop	To fillup IT hardware requisition form for Laptop	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	07/11/2023 15:11	0.02	High
2025	20231107C56	07/11/2023 15:11	Hardware	Laptop	Laptop working slow need to install ssd	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	07/11/2023 16:11	0.1	High
2026	20231107C57	07/11/2023 15:11	Hardware	Printer	To fillup IT hardware requisition form for Name Transfer for printer	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	07/11/2023 15:11	0.01	High
2027	20231107C58	07/11/2023 15:11	Softwares	IBM Lotus Notes	Software installation & need to configure mail id	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	07/11/2023 16:11	0.1	High
2028	20231107C59	07/11/2023 15:11	Softwares	Windows	Need to restore data from old laptop	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	07/11/2023 16:11	0.09	High
2029	20231107C60	07/11/2023 16:11	Hardware	PC_CPU	system unable to boot	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	08/11/2023 12:11	19.72	High
2030	20231107C61	07/11/2023 16:11	Softwares	IBM Lotus Notes	Install ibm notes.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	13/11/2023 11:11	139.37	High
2031	20231107C62	07/11/2023 16:11	Softwares	IBM Lotus Notes	Configure IBM Notes.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	13/11/2023 11:11	139.36	High
2032	20231107C63	07/11/2023 16:11	General Calls	Presentation / VC	copy backup .	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	13/11/2023 11:11	139.35	High
2033	20231107C64	07/11/2023 16:11	Hardware	Laptop	ssd installation	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	09/11/2023 10:11	42.01	High
2034	20231107C65	07/11/2023 16:11	Softwares	Windows	Microsoft team application not working	Comm Office Cbd-ii	Karkardooma	Closed By Site Engineer	07/11/2023 17:11	1.09	High
2035	20231107C66	07/11/2023 16:11	Softwares	IBM Lotus Notes	Lotus mail password forget issue	Comm Office Cbd-ii	Karkardooma	Closed By Site Engineer	07/11/2023 17:11	1.06	High
2036	20231107C67	07/11/2023 16:11	Softwares	VPN	Forticlient installed & configure.	Comm Office Cbd-ii	Karkardooma	Closed By Site Engineer	07/11/2023 17:11	1.02	Medium
2037	20231107C68	07/11/2023 17:11	Hardware	PC_CPU	System slow issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	07/11/2023 17:11	0.01	High
2038	20231107C69	07/11/2023 17:11	Hardware	PC_CPU	cpu faulty power supply issue assign arpit S/n-L9R7576	Shakti Kiran Bldg., Kkd	Karkardooma	Cancel			High
2039	20231107C70	07/11/2023 17:11	Hardware	PC_CPU	cpu faulty power supply issue assign arpit s/n - L9R7576	13-Block,Trilokpuri,Delhi	Mayur Vihar	Closed By Hardware Team	07/11/2023 17:11	0.76	High
2040	20231107C71	07/11/2023 17:11	Softwares	Domain Password	Password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	07/11/2023 17:11	0.01	High
2041	20231107C72	07/11/2023 17:11	Softwares	Domain Password	Password reset of Anil semalti	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	07/11/2023 17:11	0	High
2042	20231107C73	07/11/2023 17:11	Softwares	IBM Lotus Notes	IBM Lotus mail issue.	S/Stn. No. 13, Ppg (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	07/11/2023 17:11	0.3	High
2043	20231107C74	07/11/2023 17:11	Softwares	Windows	Window is not Boot.	S/Stn. No. 13, Ppg (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	07/11/2023 17:11	0.24	High
2044	20231107C75	07/11/2023 17:11	Hardware	RAM	ram installation please assign Nilesh	Comm. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	08/11/2023 12:11	19.06	Medium
2045	20231107C76	07/11/2023 17:11	Hardware	All In One Desktop	qms machine software issue assign Nilesh	Comm. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	08/11/2023 12:11	19.02	Medium
2046	20231107C77	07/11/2023 17:11	Softwares	Browser	Internet rights issue assign Nilesh	Anand Lok Complaint Centre,	Mayur Vihar	Closed By Site Engineer	08/11/2023 12:11	18.99	Medium
2047	20231107C78	07/11/2023 17:11	Softwares	IBM Lotus Notes	Group setting issue.	S/Stn. No. 15, Goc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	08/11/2023 10:11	16.95	High
2048	20231107C79	07/11/2023 17:11	Lan Support	Lan Cable Replacement	LAN CABLE HAS BEEN FAULTY. KINDLY ARRAGE TO PROVIDE 5 METER LAN CABLE AT KRISHNA NAGAR COMMERCIAL OFFICE DATA CENTER PLS ASSIGN THE LAN TEAM	F-15/2, Krishna Nagar, Commil Office	Krishna Nagar	Closed By Lan Support Team	09/11/2023 10:11	40.46	High
2049	20231107C80	07/11/2023 18:11	Hardware	Printer	CARTIAGE REPLACE	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	08/11/2023 10:11	16.24	High
2050	20231107C81	07/11/2023 18:11	Softwares	IBM Lotus Notes	Lotus password issue.	Ppg Indl. Area Grid (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	08/11/2023 10:11	15.66	High

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
2051	20231107C82	07/11/2023 18:11	Softwares	IBM Lotus Notes	IBM Lotus auto shut off.			Closed By Site Engineer	08/11/2023 10:11	15.49	High
2052	20231108C1	08/11/2023 10:11	Networking	Link Down	Network is not coming	Complaint Office, Gokul Puri	Karawal Nagar	Assign			High
2053	20231108C2	08/11/2023 10:11	Hardware	Printer	Printer installation	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	08/11/2023 10:11	0.05	High
2054	20231108C3	08/11/2023 10:11	Softwares	Windows	Zoom installation	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	08/11/2023 10:11	0.04	High
2055	20231108C4	08/11/2023 10:11	Softwares	Internet	These links have to create like VTMS. Team Bypl,Vender submission bill	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	08/11/2023 10:11	0.01	High
2056	20231108C5	08/11/2023 10:11	Hardware	Mouse	Mouse left click not working / CBD 2 HR , S/N - PG00Q44W	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	08/11/2023 10:11	0.11	High
2057	20231108C6	08/11/2023 10:11	Softwares	Domain Password	Domain password issue.	Ppg Indl. Area Grid (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	08/11/2023 14:11	4.36	High
2058	20231108C7	08/11/2023 10:11	Hardware	Mouse	Mouse replaced	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	08/11/2023 10:11	0.01	High
2059	20231108C8	08/11/2023 10:11	Hardware	Mouse	Mouse replace of jai prakash singh	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	08/11/2023 10:11	0	High
2060	20231108C9	08/11/2023 10:11	Hardware	Mouse	Left button of mouse is not working (S/N - JBV6T72)	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	08/11/2023 10:11	0.05	High
2061	20231108C10	08/11/2023 10:11	Hardware	Printer	Printing issue (half print & half not) VSC.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	08/11/2023 11:11	0.27	High
2062	20231108C11	08/11/2023 10:11	Hardware	Mouse	mouse problem INI6380JRP. HP pls assign to Arpit for mouse	S/Stn No 7, O&M, (Ppg)	Laxmi Nagar	Closed By Hardware Team	06/03/2024 10:03	2855.4	High
2063	20231108C12	08/11/2023 10:11	Hardware	Laptop	No Display issue.	Ppg Indl. Area Grid (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	08/11/2023 14:11	3.95	High
2064	20231108C13	08/11/2023 11:11	Hardware	PC_CPU	PC restart again & again.	S/Stn. No. 13, Ppg (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	08/11/2023 14:11	3.9	High
2065	20231108C14	08/11/2023 11:11	Softwares	Domain Password	Domain password reset	S/Stn No 7, O&M, (Ppg)	Laxmi Nagar	Closed By Helpdesk	08/11/2023 11:11	0	High
2066	20231108C15	08/11/2023 11:11	Hardware	PC_CPU	pc not getting power on	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Commf Office	Shankar Road	Closed By Site Engineer	09/11/2023 11:11	23.54	High
2067	20231108C16	08/11/2023 11:11	Softwares	Windows	system not boot need to win 10 install	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	09/11/2023 11:11	23.49	High
2068	20231108C17	08/11/2023 11:11	Softwares	Teamviewer	need to basic software install	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	09/11/2023 11:11	23.49	Medium
2069	20231108C18	08/11/2023 11:11	Softwares	Windows	need to old data backup	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	09/11/2023 11:11	23.47	High
2070	20231108C19	08/11/2023 11:11	Hardware	Printer	Printer 2 of C&M need to be replqce	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	08/11/2023 16:11	4.21	High
2071	20231108C20	08/11/2023 11:11	Softwares	IBM Lotus Notes	need to lotus install and mail configure	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	09/11/2023 11:11	23.45	High
2072	20231108C21	08/11/2023 12:11	Hardware	Laptop	RAM TO BE UPGRADE 4 TO 8GB USER NAME - RAJJEV KUMAR	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	08/11/2023 12:11	0.71	High
2073	20231108C22	08/11/2023 12:11	Hardware	Laptop	PC NEED TO REPLACE WITH LAPTOP	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	08/11/2023 12:11	0.7	High
2074	20231108C23	08/11/2023 12:11	Softwares	VPN	VPN connectivity issue	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	09/11/2023 11:11	23.41	Medium
2075	20231108C24	08/11/2023 12:11	Softwares	OS	WINDOW AND SOFTWARE NEED TO INSTALL ISSUED LAPTOP	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	08/11/2023 12:11	0.69	Medium
2076	20231108C25	08/11/2023 12:11	Softwares	OS	DATA REQUIRE FROM DESKTOP TO LAPTOP	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	08/11/2023 12:11	0.69	Medium
2077	20231108C26	08/11/2023 12:11	Hardware	Laptop	LAPTOP NOT WORKING OR SLOW WORKING	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	08/11/2023 12:11	0.68	High
2078	20231108C27	08/11/2023 12:11	Hardware	Printer	Printer toner need to be replace 2A PMG			Closed By Hardware Team	08/11/2023 16:11	4.09	High
2079	20231108C28	08/11/2023 12:11	Hardware	PC_CPU	System Slow	C Block Office, Dda Flats, Motia Khan, Dgm (O&M), Phg	Pahar Ganj	Closed By Site Engineer	08/11/2023 13:11	0.95	High
2080	20231108C29	08/11/2023 12:11	Softwares	IBM Lotus Notes	Incoming mail is not coming	S/Stn No 7, O&M, (Ppg)	Laxmi Nagar	Closed By Helpdesk	08/11/2023 12:11	0.01	High
2081	20231108C30	08/11/2023 12:11	Hardware	PC_CPU	req for install new hard disk,install window , and all software please assign nilesh	Commf. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	09/11/2023 12:11	23.88	High
2082	20231108C31	08/11/2023 12:11	Hardware	PC_CPU	internet issue assign nilesh	Commf. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	09/11/2023 12:11	23.83	High
2083	20231108C32	08/11/2023 12:11	Softwares	Internet	ISmart site is not opening.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	08/11/2023 12:11	0	High
2084	20231108C33	08/11/2023 12:11	Softwares	Domain Password	Domain password reset	Complaint Office, Gokul Puri	Karawal Nagar	Closed By Helpdesk	08/11/2023 12:11	0	High
2085	20231108C34	08/11/2023 14:11	Softwares	Domain Password	Domain password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	08/11/2023 14:11	0	High
2086	20231108C35	08/11/2023 15:11	Telecom	IP Phone	Ip phone is not working shally singh	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	09/11/2023 15:11	24.69	High
2087	20231108C36	08/11/2023 15:11	Telecom	IP Phone	IP phone issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	08/11/2023 16:11	0.35	High
2088	20231108C37	08/11/2023 15:11	Telecom	IP Phone	ASSIGN TO LAN TEAM	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	08/11/2023 17:11	1.55	High
2089	20231108C38	08/11/2023 16:11	Softwares	Internet	Ewaybill site is not opening	Shahdara Store L-Block, Dilshad Garden	Gt Road	Closed By Helpdesk	08/11/2023 16:11	0	High
2090	20231108C39	08/11/2023 16:11	Telecom	IP Phone	ASSIGN TO LAN TEAM	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	08/11/2023 17:11	1.27	High
2091	20231108C40	08/11/2023 16:11	Softwares	Internet	ISmart Software Password issue	Shahdara Store L-Block, Dilshad Garden	Gt Road	Closed By Helpdesk	08/11/2023 16:11	0	High
2092	20231109C1	09/11/2023 07:11	Hardware	IP Camera	CC Pkt-C MVR-1 CAMERA NOT WORKING	Pkt-C, Mvr Ph-I, Delhi	Mayur Vihar	Closed By Lan Support Team	13/11/2023 11:11	99.75	High
2093	20231109C2	09/11/2023 07:11	Hardware	IP Camera	CC STN-13 MADHU VIHAR CAMERA NOT WORKING	S/Stn. No. 13, Ppg (Ppg-2)	Laxmi Nagar	Closed By Lan Support Team	09/11/2023 10:11	2.35	High
2094	20231109C3	09/11/2023 07:11	Hardware	IP Camera	YVR COMM REVENUE CAMERA NOT WORKING	C-7, Commercial Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Lan Support Team	13/11/2023 11:11	99.88	High
2095	20231109C4	09/11/2023 07:11	Hardware	IP Camera	KRN COMM OUTSIDE CAMERA NOT WORKING	F-15/2, Krishna Nagar, Commf Office	Krishna Nagar	Closed By Lan Support Team	13/11/2023 11:11	99.66	High
2096	20231109C5	09/11/2023 09:11	Softwares	Internet	Proxy setting issue	Kanti Nagar Complaint Centre	Krishna Nagar	Closed By Helpdesk	09/11/2023 09:11	0	High
2097	20231109C6	09/11/2023 09:11	Hardware	Printer	Printer is not working at vender support cell Grd. floor 9996	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	10/11/2023 17:11	32.37	High
2098	20231109C7	09/11/2023 09:11	Hardware	PC_CPU	System is not butting	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	13/11/2023 11:11	98.03	High
2099	20231109C8	09/11/2023 10:11	Hardware	Printer	Paper Jam Issue.	S/Stn. No. 13, Ppg (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	09/11/2023 11:11	1.75	High
2100	20231109C9	09/11/2023 10:11	Softwares	Domain Password	Domain password reset	Jhilmil Division Gtr	Gt Road	Closed By Helpdesk	09/11/2023 10:11	0.02	High
2101	20231109C10	09/11/2023 10:11	Hardware	PC_CPU	Folder issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	09/11/2023 10:11	0.01	High
2102	20231109C11	09/11/2023 10:11	Hardware	Laptop	hardware issue in several parts.pl assign to arpit. s/t :LR0DHHXS	Bm (Commf.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Hardware Team	09/11/2023 14:11	3.82	High
2103	20231109C12	09/11/2023 10:11	Softwares	Domain Password	Domain password reset	Commf Office Cbd-III	Karkardooma	Closed By Helpdesk	09/11/2023 10:11	0.01	High
2104	20231109C13	09/11/2023 10:11	Softwares	Domain Password	Domain rejoin	Commf Office Cbd-III	Karkardooma	Closed By Helpdesk	09/11/2023 10:11	0	High
2105	20231109C14	09/11/2023 11:11	Softwares	Domain Password	Password reset of navita gautam	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	09/11/2023 11:11	0	High
2106	20231109C15	09/11/2023 11:11	Hardware	PC_CPU	Gate pass , Visitor camera is not working Gnd floor (User Lokesh)Visitor room	F-15/2, Krishna Nagar, Commf Office	Krishna Nagar	Closed By Hardware Team	14/11/2023 11:11	119.73	High
2107	20231109C16	09/11/2023 11:11	Hardware	PC_CPU	pc not getting power on	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	09/11/2023 17:11	6.15	High
2108	20231109C17	09/11/2023 11:11	Softwares	Windows	need to win 10 install	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	09/11/2023 17:11	6.14	High
2109	20231109C18	09/11/2023 11:11	Softwares	Ms-Office	need to basic software install	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	09/11/2023 17:11	6.14	High
2110	20231109C19	09/11/2023 11:11	Hardware	PC_CPU	system getting hang again and again	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Commf Office	Shankar Road	Closed By Site Engineer	09/11/2023 17:11	6.1	High

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
2111	20231109C20	09/11/2023 11:11	General Calls	Presentation / VC	presentation / in41018283 VC Room	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	09/11/2023 17:11	6.06	High
2112	20231109C21	09/11/2023 11:11	Hardware	Laptop	Network issue 3rd. floor B Block	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	10/11/2023 10:11	22.71	High
2113	20231109C22	09/11/2023 11:11	Softwares	IBM Lotus Notes	Lotus mail password issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	09/11/2023 12:11	0.38	High
2114	20231109C23	09/11/2023 12:11	Softwares	IBM Lotus Notes	ibm setup assign Nilesh	Comm. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	09/11/2023 12:11	0.48	High
2115	20231109C24	09/11/2023 12:11	Lan Support	Lan Cable Extension	lan cable faulty assign Nilesh	Comm. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	09/11/2023 12:11	0.44	High
2116	20231109C25	09/11/2023 12:11	Networking	Link Down	Mayur Vihar-2 CC network is isolated. Kindly do the FLT. visit pocket assign Nilesh	Comm. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	09/11/2023 12:11	0.42	High
2117	20231109C26	09/11/2023 12:11	Hardware	Printer	Printer cartridge change in HR Compliances Gnd floor	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	09/11/2023 15:11	3.29	High
2118	20231109C27	09/11/2023 12:11	Softwares	Domain Password	Domain password reset	O&M(D) Office, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Helpdesk	09/11/2023 12:11	0.01	High
2119	20231109C28	09/11/2023 12:11	Hardware	PC_CPU	req for pc replacement assign Nilesh	O&M(D) Office, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Site Engineer	09/11/2023 14:11	1.95	High
2120	20231109C29	09/11/2023 13:11	Softwares	Ms-Office	Word file opening issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	09/11/2023 13:11	0.01	High
2121	20231109C30	09/11/2023 14:11	Hardware	Mouse	Mouse faulty .right click not working properly PC S/N.PG00D2T8	Jafrabad Complaint Centre	Gt Road	Closed By Hardware Team	06/03/2024 10:03	2828.24	High
2122	20231109C31	09/11/2023 14:11	Softwares	Domain Password	Password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	09/11/2023 14:11	0.01	High
2123	20231109C32	09/11/2023 14:11	Softwares	Domain Password	Password reset of Himanshu aggarwal	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	09/11/2023 14:11	0.01	High
2124	20231109C33	09/11/2023 14:11	Hardware	RAM	PC WORKING SLOW , NEED TO UPGRADE RAM	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	09/11/2023 15:11	1.18	Medium
2125	20231109C34	09/11/2023 14:11	Hardware	TFT	TFT not working	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	09/11/2023 15:11	1.02	High
2126	20231109C35	09/11/2023 14:11	Hardware	RAM	pc working slow need to upgrade ram	Bm (Comm.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Hardware Team	09/11/2023 15:11	0.99	Medium
2127	20231109C36	09/11/2023 14:11	Softwares	Internet	MSB site is not opening	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	09/11/2023 14:11	0.01	High
2128	20231109C37	09/11/2023 15:11	Hardware	Printer	printer issue assign Nilesh	Comm. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	09/11/2023 16:11	1.06	High
2129	20231109C38	09/11/2023 15:11	Softwares	Browser	i smart password issue assign Nilesh	Pkt-C, Mvr Ph-I, Delhi	Mayur Vihar	Closed By Site Engineer	09/11/2023 16:11	1.03	Medium
2130	20231109C39	09/11/2023 15:11	Hardware	PC_CPU	all USB port not working, SN-D8JUB152.	Gandhi Market	Darya Ganj	Closed By Hardware Team	06/03/2024 10:03	2826.63	High
2131	20231109C40	09/11/2023 15:11	Lan Support	Lan Cable Replacement	Two LAN port not working. Pl assign to LAN support	Permanent Lok Adalat, Mata Sundri Road	Darya Ganj	Closed By Lan Support Team	14/11/2023 13:11	118.18	High
2132	20231109C41	09/11/2023 16:11	Networking	IP Conflict	Network down in orchid	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	13/11/2023 11:11	91.94	High
2133	20231109C42	09/11/2023 16:11	Hardware	Laptop	laptop working slow need to install ssd	S/Stn No 5 Enf-2 (Ppg)	Laxmi Nagar	Closed By Hardware Team	10/11/2023 11:11	19.24	High
2134	20231109C43	09/11/2023 16:11	Softwares	Windows	software installation	S/Stn No 5 Enf-2 (Ppg)	Laxmi Nagar	Closed By Hardware Team	10/11/2023 11:11	19.23	High
2135	20231109C44	09/11/2023 16:11	Softwares	Windows	need to restore data	S/Stn No 5 Enf-2 (Ppg)	Laxmi Nagar	Closed By Hardware Team	10/11/2023 11:11	19.22	High
2136	20231109C45	09/11/2023 16:11	Hardware	Printer	Printer not working of vendor support cell	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	10/11/2023 17:11	24.94	High
2137	20231109C46	09/11/2023 17:11	Lan Support	Lan Cable Replacement	QMS Machine LAN point not working checked cable issue so kindly assign call to LAN team.	Comm. Office Cbd-III	Karkardooma	Closed By Lan Support Team	14/11/2023 13:11	116.47	High
2138	20231109C47	09/11/2023 17:11	Softwares	Adobe Reader	Adobe Reader installation issue.	S/Stn. No. 15, Goc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	10/11/2023 16:11	22.57	Medium
2139	20231109C48	09/11/2023 18:11	Hardware	Mouse	mouse not working (DELL S05 S/N:KXV7232) So kindly assign call to m...	S/Stn No 7, O&M, (Ppg)	Laxmi Nagar	Closed By Hardware Team	08/12/2023 14:12	691.86	High
2140	20231110C1	10/11/2023 06:11	Hardware	IP Camera	CC SAINI ENCLAVE CAMERA NOT WORKING	Saini Enclave Complaint Centre	Karkardooma	Closed By Lan Support Team	13/11/2023 11:11	76.65	High
2141	20231110C2	10/11/2023 07:11	Hardware	IP Camera	GTR COMM MAIN GATE, GTR COMM GRD CAMERA NOT WORKING	33 Kv Grid, G.T.Road Comm. Bldg	Gt Road	Closed By Lan Support Team	14/11/2023 13:11	102.89	High
2142	20231110C3	10/11/2023 07:11	Hardware	IP Camera	SRD O&M GATE CAMERA NOT WORKING	Rajendra Place R Block	Shankar Road	Closed By Lan Support Team	14/11/2023 13:11	102.85	High
2143	20231110C4	10/11/2023 10:11	Softwares	Domain Password	Domain password reset	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Comm. Office	Shankar Road	Closed By Helpdesk	10/11/2023 10:11	0.01	High
2144	20231110C5	10/11/2023 10:11	Hardware	PC_CPU	CBD-2 ,Gnd floor, Near Belling office, 9971448103	Cbd-II Grid, Kkd	Karkardooma	Closed By Hardware Team	14/11/2023 13:11	99.38	High
2145	20231110C6	10/11/2023 10:11	Softwares	Domain Password	Domain password reset	Comm. Office Cbd-III	Karkardooma	Closed By Helpdesk	10/11/2023 10:11	0	High
2146	20231110C7	10/11/2023 10:11	Softwares	Domain Password	Domain password reset	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Helpdesk	10/11/2023 10:11	0	High
2147	20231110C8	10/11/2023 10:11	Telecom	IP Phone	IP Phone issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	14/11/2023 11:11	96.05	High
2148	20231110C9	10/11/2023 11:11	Hardware	PC_CPU	System is slow to update window and drivers			Closed By Helpdesk	10/11/2023 11:11	0	High
2149	20231110C10	10/11/2023 11:11	Softwares	IBM Lotus Notes	Mail issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	10/11/2023 11:11	0.01	High
2150	20231110C11	10/11/2023 11:11	Softwares	IBM Lotus Notes	Mail issue of Suresh kumar	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	10/11/2023 11:11	0	High
2151	20231110C12	10/11/2023 11:11	Hardware	Laptop	Need to replace pc with laptop	Business Office, Karawal Nagar	Karawal Nagar	Closed By Hardware Team	10/11/2023 15:11	3.86	High
2152	20231110C13	10/11/2023 11:11	Softwares	IBM Lotus Notes	Software installation	Business Office, Karawal Nagar	Karawal Nagar	Closed By Hardware Team	10/11/2023 15:11	3.86	High
2153	20231110C14	10/11/2023 11:11	Softwares	Windows	Need to update windows	Business Office, Karawal Nagar	Karawal Nagar	Closed By Hardware Team	10/11/2023 15:11	3.84	High
2154	20231110C15	10/11/2023 11:11	Softwares	Domain Password	Domain password reset	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Helpdesk	10/11/2023 11:11	0.01	High
2155	20231110C16	10/11/2023 11:11	Hardware	PC_CPU	system slow	Complaint Center Pp Qtr	Pahar Ganj	Closed By Site Engineer	10/11/2023 12:11	0.37	High
2156	20231110C17	10/11/2023 11:11	Hardware	PC_CPU	Data Transfer	Complaint Center Pp Qtr	Pahar Ganj	Closed By Site Engineer	10/11/2023 12:11	0.36	High
2157	20231110C18	10/11/2023 11:11	Softwares	IBM Lotus Notes	Lotus mail issue and System slow issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	10/11/2023 11:11	0.01	High
2158	20231110C19	10/11/2023 11:11	Hardware	Hard Disk	HDD IS FAULTY, 500 GB, PC SERIAL NO. -B9ZG152	Jhilmil Division Gtr	Gt Road	Closed By Hardware Team	17/11/2023 17:11	173.24	High
2159	20231110C20	10/11/2023 12:11	Softwares	Domain Password	Domain password reset	Jhilmil Division Gtr	Gt Road	Closed By Helpdesk	10/11/2023 12:11	0	High
2160	20231110C21	10/11/2023 12:11	Hardware	Mouse	mouse not working .pl assign to arpit. s/t : JBV2RG2	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	10/11/2023 15:11	3.08	High
2161	20231110C22	10/11/2023 12:11	Hardware	Mouse	issue in mouse scroll and right click.pl assign to arpit. s/t : 9NBQX52	Complain Center, Sub-Stn. No. 3, Mayur Vihar Ph-III, Delhi-110 096	Vasundra Enclave	Closed By Hardware Team	10/11/2023 15:11	3.04	High
2162	20231110C23	10/11/2023 12:11	Hardware	Hard Disk	HDD IS FAULTY . PC SERIAL NO. -PGBM356	Jhilmil Division Gtr	Gt Road	Closed By Hardware Team	17/11/2023 17:11	172.74	High
2163	20231110C24	10/11/2023 12:11	Hardware	PC_CPU	SMPS Faulty Sr No PG00Q44Q	Complaint Office, Sonia Vihar	Karawal Nagar	Closed By Hardware Team	14/11/2023 14:11	97.24	High
2164	20231110C25	10/11/2023 12:11	Hardware	Mouse	mouse is faulty . physical damaged. PC serial no. PG00E8KF	Jhilmil Division Gtr	Gt Road	Closed By Hardware Team	28/11/2023 14:11	433.88	High
2165	20231110C26	10/11/2023 12:11	Networking	Network Breaks	NETWORK NOT WORKING	Aram Bagh Bm(Comm), Phg	Pahar Ganj	Closed By Site Engineer	10/11/2023 14:11	2.01	High
2166	20231110C27	10/11/2023 13:11	Softwares	BYPL Intranet	user unable to internal sites	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Comm. Office	Shankar Road	Closed By Site Engineer	10/11/2023 15:11	2.27	Medium
2167	20231110C28	10/11/2023 13:11	Hardware	Mouse	mouse is faulty . physical damaged. PC SERIAL NO. - L936309	Jhilmil Division Gtr	Gt Road	Closed By Hardware Team	17/11/2023 17:11	172.11	High
2168	20231110C29	10/11/2023 13:11	Softwares	Ms-Office	excel file not able to access	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	10/11/2023 15:11	2.23	High

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
2169	20231110C30	10/11/2023 13:11	Softwares	Ms-Office	user is not able to work on wps	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	10/11/2023 15:11	2.2	High
2170	20231110C31	10/11/2023 13:11	Softwares	Teamviewer	TeamViewer is not working	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	10/11/2023 15:11	2.19	Medium
2171	20231110C32	10/11/2023 14:11	Softwares	IBM Lotus Notes	user unable to access their mail	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	10/11/2023 15:11	0.61	High
2172	20231110C33	10/11/2023 14:11	Hardware	Mouse	Left button of mouse is not working (S/N-9NBQX52)	Complain Center, Sub-Stn. No. 3, Mayur Vihar Ph-II, Delhi-110 096	Vasundra Enclave	Closed By Hardware Team	10/11/2023 15:11	1	High
2173	20231110C34	10/11/2023 14:11	Hardware	Mouse	Left button of Mouse is not working (S/N-JBV2RG2)	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	10/11/2023 15:11	0.96	High
2174	20231110C35	10/11/2023 16:11	Softwares	Internet	ITSM FORM REQUEST FILL UP	Jhimli Division Gr	GI Road	Closed By Helpdesk	10/11/2023 16:11	0.02	High
2175	20231110C36	10/11/2023 16:11	Softwares	Internet	IT REQUEST FORM REQUEST FILL	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	10/11/2023 16:11	0.01	High
2176	20231110C37	10/11/2023 16:11	Softwares	Internet	Ip issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	10/11/2023 16:11	0	High
2177	20231110C38	10/11/2023 16:11	Softwares	Internet	Camera software issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	10/11/2023 16:11	0	High
2178	20231113C1	13/11/2023 09:11	Hardware	PC_CPU	System Butting issue(Sound is coming)1st. Floor A Block 7407	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	13/11/2023 09:11	0.3	High
2179	20231113C2	13/11/2023 09:11	Softwares	Domain Password	Domain password reset	Gandhi Market	Darya Ganj	Closed By Helpdesk	13/11/2023 09:11	0.01	High
2180	20231113C3	13/11/2023 10:11	Softwares	IBM Lotus Notes	User has forgotten password of mail accounts	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	13/11/2023 13:11	3.39	High
2181	20231113C4	13/11/2023 10:11	Softwares	VPN	VPN connectivity issue	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	13/11/2023 13:11	3.21	Medium
2182	20231113C5	13/11/2023 10:11	Hardware	Laptop	laptop not working properly	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	13/11/2023 13:11	3.2	High
2183	20231113C6	13/11/2023 10:11	Softwares	Teamviewer	TeamViewer not working	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	13/11/2023 13:11	2.94	Medium
2184	20231113C7	13/11/2023 10:11	Hardware	Laptop	laptop not working properly booting issue , and hanging problem	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	13/11/2023 13:11	2.89	High
2185	20231113C8	13/11/2023 10:11	Lan Support	RJ 45 Connector	RJ 45 connector issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	13/11/2023 11:11	0.76	High
2186	20231113C9	13/11/2023 11:11	Softwares	IBM Lotus Notes	user unable to access bylpowerscheduling mail accounts	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	13/11/2023 13:11	2.19	High
2187	20231113C10	13/11/2023 11:11	Hardware	PC_CPU	Network issue 2nd D Finance 7770 (10.125.252.37)	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	14/11/2023 10:11	22.61	High
2188	20231113C11	13/11/2023 12:11	Hardware	Mouse	Mouse not working Dell 3020., JF.L542 PLS ASSIGN TO ARPIT RASTOGI	S/Stn No 7. O&M, (Ppg)	Laxmi Nagar	Closed By Hardware Team	08/12/2023 15:12	602.84	High
2189	20231113C12	13/11/2023 12:11	Softwares	SAP	BSP Installation	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	13/11/2023 12:11	0	High
2190	20231113C13	13/11/2023 12:11	Hardware	Mouse	Mouse Faulty Sr No PG005J6L Assign to Mr Arpit	Complaint Office, Gokul Puri	Karawal Nagar	Closed By Hardware Team	14/11/2023 14:11	25.35	High
2191	20231113C14	13/11/2023 12:11	Hardware	Mouse	mouse not working	33kv Grid, Kamla Market Commi Office	Darya Ganj	Closed By Hardware Team	06/03/2024 10:03	2733.39	High
2192	20231113C15	13/11/2023 14:11	Softwares	Domain Password	Domain password reset	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Helpdesk	13/11/2023 14:11	0	High
2193	20231113C16	13/11/2023 14:11	Hardware	PC_CPU	req for cpu upgrade assign Nilesh	Comm. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	14/11/2023 10:11	19.97	High
2194	20231113C17	13/11/2023 14:11	Networking	Link Down	network issue in sadar app. assign Nilesh	Comm. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	14/11/2023 10:11	19.95	High
2195	20231113C18	13/11/2023 14:11	Networking	IP Conflict	network issue and also IBM patch file issue assign Nilesh	O&M(D) Office, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Site Engineer	14/11/2023 10:11	19.93	High
2196	20231113C19	13/11/2023 14:11	Softwares	IBM Lotus Notes	ibm mail issue assign Nilesh	O&M(D) Office, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Site Engineer	14/11/2023 10:11	19.92	High
2197	20231113C20	13/11/2023 14:11	Hardware	Laptop	req for laptop upgradation assign Nilesh	O&M(D) Office, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Site Engineer	14/11/2023 10:11	19.89	High
2198	20231113C21	13/11/2023 14:11	Network Hardware	Router	power supply issue assign Nilesh	O&M(D) Office, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Site Engineer	14/11/2023 10:11	19.87	High
2199	20231113C22	13/11/2023 14:11	Hardware	PC_CPU	req for cpu upgradation assign Nilesh	13-Block,Trilokpuri,Delhi	Mayur Vihar	Closed By Site Engineer	14/11/2023 10:11	19.68	High
2200	20231113C23	13/11/2023 14:11	Hardware	PC_CPU	USB PORT IS NOT WORKING ASSIGN ARPIT S/NO- 7D4PH32	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Hardware Team	08/12/2023 14:12	599.27	High
2201	20231113C24	13/11/2023 15:11	Softwares	Domain Password	Domain password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	13/11/2023 15:11	0.01	High
2202	20231113C25	13/11/2023 16:11	Softwares	Windows	PC is working very slow so kindly check.	Comm. Office Cbd-II	Karkardooma	Closed By Site Engineer	14/11/2023 18:11	26.87	High
2203	20231113C26	13/11/2023 16:11	Networking	Link Down	network failure, 2C HR / 7730.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	14/11/2023 13:11	21.67	High
2204	20231113C27	13/11/2023 16:11	Lan Support	Lan Cable Replacement	QMS machine LAN point not working.	Comm. Office Cbd-II	Karkardooma	Closed By Site Engineer	14/11/2023 18:11	26.11	High
2205	20231113C28	13/11/2023 16:11	Hardware	PC_CPU	PC dismental as PC surrender to IT deptt. KKD	Comm. Office Cbd-II	Karkardooma	Closed By Site Engineer	14/11/2023 18:11	26.08	High
2206	20231113C29	13/11/2023 16:11	Hardware	Printer	Printer not getting command	Comm. Office Cbd-II	Karkardooma	Closed By Site Engineer	14/11/2023 18:11	26.07	High
2207	20231113C30	13/11/2023 16:11	Softwares	CAS	Cas login issue	Comm. Office Cbd-II	Karkardooma	Closed By Site Engineer	14/11/2023 18:11	26.04	Medium
2208	20231113C31	13/11/2023 16:11	Softwares	CAS	CAS pds login issue	Comm. Office Cbd-II	Karkardooma	Closed By Site Engineer	14/11/2023 18:11	26.02	Medium
2209	20231113C32	13/11/2023 16:11	Hardware	Keyboard	Keyboard not working	C-7, Commercial Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Hardware Team	24/11/2023 15:11	262.17	High
2210	20231114C1	14/11/2023 07:11	Hardware	IP Camera	STORE SHAHDARA GATE CCTV NOT WORKING	Shahdara Store L-Block, Dilshad Garden	GI Road	Closed By Lan Support Team	14/11/2023 13:11	5.89	High
2211	20231114C2	14/11/2023 08:11	Hardware	IP Camera	GAZIPUR GATE CCTV NOT WORKING	GAZIPUR STORE (Ppg-2)	Laxmi Nagar	Closed By Lan Support Team	14/11/2023 13:11	5.82	High
2212	20231114C3	14/11/2023 08:11	Hardware	IP Camera	TVR COMMERCIAL GATE/VEHICLE GRID/GRIP/ARRIVE CCTV NOT WORKING	C-7, Commercial Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Lan Support Team	14/11/2023 13:11	5.72	High
2213	20231114C4	14/11/2023 08:11	Hardware	IP Camera	MVR-1 OM CCTV NOT WORKING	O&M(D) Office, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Lan Support Team	14/11/2023 13:11	5.68	High
2214	20231114C5	14/11/2023 09:11	Softwares	Domain Password	Domain password reset	Mulla Colony Scrap Store, Near Gajipur Police Station	Vasundra Enclave	Closed By Helpdesk	14/11/2023 09:11	0	High
2215	20231114C6	14/11/2023 09:11	Softwares	Domain Password	Domain password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	14/11/2023 09:11	0	High
2216	20231114C7	14/11/2023 09:11	Softwares	Domain Password	Domain password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	14/11/2023 09:11	0	High
2217	20231114C8	14/11/2023 10:11	Hardware	PC_CPU	System butting issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	14/11/2023 10:11	0.42	High
2218	20231114C9	14/11/2023 10:11	Softwares	Windows	system booting issue / Ground floor	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	14/11/2023 13:11	3.6	High
2219	20231114C10	14/11/2023 10:11	Lan Support	Lan Cable Extension	req Lan cable in BD room assign Lan team	Comm. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Lan Support Team	17/11/2023 10:11	71.99	High
2220	20231114C11	14/11/2023 10:11	Softwares	SAP	SAP P92 istance	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	14/11/2023 10:11	0	High
2221	20231114C12	14/11/2023 10:11	Lan Support	RJ 45 Connector	RJ 45 connector issue User name Sumit Gahlot/2nd. floor C Block 77303487918/Administrator Fltt	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	14/11/2023 13:11	3.09	High
2222	20231114C13	14/11/2023 11:11	Softwares	Windows	system working slow	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	14/11/2023 11:11	0.01	High
2223	20231114C14	14/11/2023 11:11	Softwares	Windows	System working slow of Rajeev kumar	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	14/11/2023 11:11	0	High
2224	20231114C15	14/11/2023 11:11	Softwares	Domain Password	Domain password reset	Shakarpur Grid (Lnr)	Laxmi Nagar	Closed By Helpdesk	14/11/2023 11:11	0	High



S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
2225	20231114C16	14/11/2023 11:11	Hardware	PC_CPU	System slow issue	Comm Office Cbd-ii	Karkardooma	Closed By Helpdesk	14/11/2023 11:11	0	High
2226	20231114C17	14/11/2023 11:11	Softwares	Ms-Office	wps not working	Gandhi Market Office	Darya Ganj	Closed By Site Engineer	14/11/2023 11:11	0.25	High
2227	20231114C18	14/11/2023 11:11	Hardware	PC_CPU	system slow	Aram Bagh Bm(Comm), Phg	Pahar Ganj	Closed By Site Engineer	14/11/2023 13:11	1.95	High
2228	20231114C19	14/11/2023 11:11	Softwares	IBM Lotus Notes	Mail not working	Aram Bagh Bm(Comm), Phg	Pahar Ganj	Closed By Site Engineer	14/11/2023 13:11	1.94	High
2229	20231114C20	14/11/2023 11:11	Softwares	Domain Password	Password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	14/11/2023 11:11	0.01	High
2230	20231114C21	14/11/2023 11:11	Softwares	Domain Password	Password reset of Taruna gaur	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	14/11/2023 11:11	0	High
2231	20231114C22	14/11/2023 11:11	Softwares	Domain Password	Domain password reset	Town Hall Business Office	Chandni Chowk	Closed By Helpdesk	14/11/2023 11:11	0.02	High
2232	20231114C23	14/11/2023 11:11	Hardware	PC_CPU	head phone not working	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	14/11/2023 13:11	1.66	High
2233	20231114C24	14/11/2023 11:11	Hardware	Laptop	laptop charging issue	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	14/11/2023 13:11	1.66	High
2234	20231114C25	14/11/2023 11:11	Hardware	Laptop	laptop not working properly booting issue and very slow	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	14/11/2023 13:11	1.64	High
2235	20231114C26	14/11/2023 11:11	Softwares	Domain Password	Domain password reset	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Helpdesk	14/11/2023 11:11	0	High
2236	20231114C27	14/11/2023 11:11	Hardware	PC_CPU	System slow issue	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Helpdesk	14/11/2023 11:11	0.01	High
2237	20231114C28	14/11/2023 12:11	Softwares	Domain Password	Domain password reset	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Comm Office	Shankar Road	Closed By Helpdesk	14/11/2023 12:11	0	High
2238	20231114C29	14/11/2023 12:11	Softwares	Ms-Office	2d ms office reinstallation require	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	14/11/2023 15:11	3.39	High
2239	20231114C30	14/11/2023 12:11	Hardware	PC_CPU	system slow	Aram Bagh Bm(Comm), Phg	Pahar Ganj	Closed By Site Engineer	14/11/2023 13:11	0.38	High
2240	20231114C31	14/11/2023 12:11	Softwares	IBM Lotus Notes	mail not working	Aram Bagh Bm(Comm), Phg	Pahar Ganj	Closed By Site Engineer	14/11/2023 13:11	0.37	High
2241	20231114C32	14/11/2023 12:11	Hardware	PC_CPU	System slow issue and files are not opening	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	14/11/2023 12:11	0	High
2242	20231114C33	14/11/2023 15:11	Hardware	PC_CPU	req for upgrade girish pc assign Nilesh	O&M(D) Office, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Site Engineer	14/11/2023 16:11	1.2	High
2243	20231114C34	14/11/2023 15:11	Hardware	Mouse	mouse problem assign Nilesh	Comm. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	14/11/2023 16:11	1.18	High
2244	20231114C35	14/11/2023 15:11	Hardware	Mouse	mouse faulty assign arpit s/no- B9J6T72	Comm. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Hardware Team	06/03/2024 10:03	2706.91	High
2245	20231114C36	14/11/2023 15:11	Hardware	Printer	printer issue assign Nilesh	Comm. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	14/11/2023 16:11	1.15	High
2246	20231114C37	14/11/2023 15:11	Hardware	Mouse	mouse faulty assign arpit S/no - PG00E8KH	Comm. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Hardware Team	08/12/2023 14:12	574.73	High
2247	20231114C38	14/11/2023 15:11	Hardware	Mouse	vijay pc mouse faulty please assign arpit s/no - PG00X13Q	Comm. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Hardware Team	06/03/2024 10:03	2706.83	High
2248	20231114C39	14/11/2023 15:11	Hardware	Keyboard	Keyboard P and O keys not working. Need to replace urgent basis. S/n-PG0044JZ. Model- 10B3A06-71H	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Hardware Team	06/03/2024 10:03	2706.84	High
2249	20231114C40	14/11/2023 15:11	Softwares	Windows	Pc is working very slow . 1st floor	Cbd-ii Grid, Kkd	Karkardooma	Closed By Hardware Team	20/11/2023 14:11	143.02	High
2250	20231114C41	14/11/2023 15:11	Softwares	Internet	Some internet access issue, 2B CS.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	14/11/2023 16:11	0.16	High
2251	20231114C42	14/11/2023 16:11	Hardware	PC_CPU	booting issue	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	15/11/2023 12:11	20.44	High
2252	20231114C43	14/11/2023 16:11	Softwares	Internet	Internet issue.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	14/11/2023 16:11	0.84	High
2253	20231114C44	14/11/2023 16:11	Softwares	Domain Password	reset of manju pant.	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Helpdesk	14/11/2023 16:11	0.83	High
2254	20231114C45	14/11/2023 16:11	Softwares	Domain Password	Domain reset.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	14/11/2023 16:11	0.83	High
2255	20231114C46	14/11/2023 16:11	Softwares	BYPL Intranet	user unable to join zoom meeting	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	15/11/2023 12:11	20.44	Medium
2256	20231114C47	14/11/2023 16:11	Hardware	PC_CPU	pc not getting power on	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	15/11/2023 12:11	20.42	High
2257	20231114C48	14/11/2023 16:11	Hardware	PC_CPU	hanging and slow	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	15/11/2023 12:11	20.4	High
2258	20231114C49	14/11/2023 16:11	Softwares	Internet	Internet issue.	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Comm Office	Shankar Road	Closed By Helpdesk	14/11/2023 16:11	0.77	High
2259	20231114C50	14/11/2023 16:11	Softwares	Domain Password	Domain reset.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	14/11/2023 16:11	0.76	High
2260	20231114C51	14/11/2023 16:11	Softwares	Internet	Laptop request raised in ITSM.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	14/11/2023 16:11	0.74	High
2261	20231114C52	14/11/2023 16:11	Hardware	Printer	Printer issue.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	14/11/2023 16:11	0.73	High
2262	20231114C53	14/11/2023 16:11	Hardware	Printer	Printer installation.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	14/11/2023 16:11	0.72	High
2263	20231114C54	14/11/2023 16:11	Softwares	Internet	Internet issue.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	14/11/2023 16:11	0.68	High
2264	20231114C55	14/11/2023 16:11	Hardware	Printer	Printer issue.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	14/11/2023 16:11	0.68	High
2265	20231114C56	14/11/2023 16:11	Softwares	Internet	Internet issue to user savita.	S/Stn No 7, O&M, (Ppg)	Laxmi Nagar	Closed By Helpdesk	14/11/2023 16:11	0.62	High
2266	20231114C57	14/11/2023 16:11	Softwares	Domain Password	Domain reset as per Nilesh.	13-Block,Trilokpur,Delhi	Mayur Vihar	Closed By Helpdesk	14/11/2023 16:11	0.62	High
2267	20231114C58	14/11/2023 16:11	Softwares	Domain Password	Domain reset.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	14/11/2023 16:11	0.6	High
2268	20231114C59	14/11/2023 16:11	Softwares	Domain Password	Domain reset of 2540633 .	T-Sohan Lal Marg, Prasad Nagar, New Delhi (Vigilance Office)	Patel Nagar	Closed By Helpdesk	14/11/2023 16:11	0.58	High
2269	20231114C60	14/11/2023 16:11	Softwares	IBM Lotus Notes	Lotus notes access issue.	Kasturba Nagar Complaint Centre	Karkardooma	Closed By Helpdesk	14/11/2023 16:11	0.57	High
2270	20231114C61	14/11/2023 16:11	Softwares	Internet	Proxy settings reset.	Preet Vihar Grid (Civil, Protection & Mmg Office)	Karkardooma	Closed By Helpdesk	14/11/2023 16:11	0.56	High
2271	20231114C62	14/11/2023 16:11	Softwares	OS	Folder send to desktop.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	14/11/2023 16:11	0.54	Medium
2272	20231114C63	14/11/2023 16:11	Softwares	Domain Password	Reset of 40136199 .	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Comm Office	Shankar Road	Closed By Helpdesk	14/11/2023 16:11	0.53	High
2273	20231114C64	14/11/2023 16:11	Softwares	Internet	Proxy setting reset.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	14/11/2023 16:11	0.52	High
2274	20231114C65	14/11/2023 16:11	Softwares	Domain Password	Domain reset.	Comm Office Cbd-ii	Karkardooma	Closed By Helpdesk	14/11/2023 16:11	0.49	High
2275	20231114C66	14/11/2023 16:11	Softwares	MSB	MSB need to access.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	14/11/2023 16:11	0.48	Medium
2276	20231114C67	14/11/2023 16:11	Softwares	Domain Password	Domain reset of 41016589 .	Town Hall Business Office	Chandni Chowk	Closed By Helpdesk	14/11/2023 16:11	0.47	High

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
2277	20231114C68	14/11/2023 16:11	Softwares	Domain Password	Reset of aarti saini.	33 Kv Grid, G.T.Road Comml Bldg	Gt Road	Closed By Helpdesk	14/11/2023 16:11	0.46	High
2278	20231114C69	14/11/2023 16:11	Softwares	Windows	Windows update.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	14/11/2023 16:11	0.45	High
2279	20231114C70	14/11/2023 16:11	Softwares	Domain Password	Domain reset of pawan kumar.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	14/11/2023 16:11	0.43	High
2280	20231114C71	14/11/2023 16:11	Hardware	Printer	Printer install.	S/Stn No 7, O&M, (Ppg)	Laxmi Nagar	Closed By Helpdesk	14/11/2023 16:11	0.4	High
2281	20231114C72	14/11/2023 16:11	Hardware	PC_CPU	Windows update	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	14/11/2023 16:11	0	High
2282	20231114C73	14/11/2023 16:11	Softwares	Domain Password	reset of arvind mishra.	Bm (CommI) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Helpdesk	14/11/2023 16:11	0.17	High
2283	20231114C74	14/11/2023 16:11	Softwares	VPN	VPN connect failed.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	14/11/2023 16:11	0.13	Medium
2284	20231114C75	14/11/2023 16:11	Softwares	Domain Password	Reset of dsys3305.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Helpdesk	14/11/2023 16:11	0.12	High
2285	20231114C76	14/11/2023 16:11	Softwares	Domain Password	Reset of anil kumar.	S/Stn No 7, O&M, (Ppg)	Laxmi Nagar	Closed By Helpdesk	14/11/2023 16:11	0.11	High
2286	20231114C77	14/11/2023 16:11	Softwares	IBM Lotus Notes	Mail quota issue.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	14/11/2023 16:11	0.08	High
2287	20231114C78	14/11/2023 16:11	Softwares	Domain Password	Domain reset as per nilesh.	O&M(D) Office, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Helpdesk	14/11/2023 16:11	0.08	High
2288	20231114C79	14/11/2023 16:11	Hardware	PC_CPU	Windows update	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	14/11/2023 16:11	0	High
2289	20231114C80	14/11/2023 16:11	Softwares	VPN	VPN reset of rakhi GIS.	S/Stn No 7, O&M, (Ppg)	Laxmi Nagar	Closed By Helpdesk	14/11/2023 16:11	0.06	Medium
2290	20231114C81	14/11/2023 16:11	Softwares	Domain Password	Domain reset.	CommI Office Cbd-ii	Karkardooma	Closed By Helpdesk	14/11/2023 16:11	0.05	High
2291	20231114C82	14/11/2023 16:11	Softwares	OS	Mouse pointer is not showing.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	14/11/2023 16:11	0.04	Medium
2292	20231114C83	14/11/2023 16:11	Softwares	Internet	SSD request raised.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	14/11/2023 16:11	0.03	High
2293	20231114C84	14/11/2023 17:11	Softwares	OS	System slow.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	14/11/2023 17:11	0.12	Medium
2294	20231114C85	14/11/2023 17:11	Softwares	OS	System slow.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	14/11/2023 17:11	0.1	Medium
2295	20231114C86	14/11/2023 17:11	Softwares	IBM Lotus Notes	Mail issue.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	14/11/2023 17:11	0.09	High
2296	20231114C87	14/11/2023 17:11	Softwares	Ms-Office	system hang in excel file	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	15/11/2023 12:11	19.43	High
2297	20231114C88	14/11/2023 17:11	Telecom	IP Phone	How to do conference call via ip phone.	Kasturba Nagar Complaint Centre	Karkardooma	Closed By Helpdesk	14/11/2023 17:11	0.04	High
2298	20231114C89	14/11/2023 17:11	Networking	Link Down	Network issue.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	14/11/2023 17:11	0.04	High
2299	20231114C90	14/11/2023 17:11	Softwares	Domain Password	Reset of yuvraj.	Bm (CommI) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Helpdesk	14/11/2023 17:11	0.02	High
2300	20231114C91	14/11/2023 17:11	Hardware	Printer	Printer connect.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	14/11/2023 17:11	0.05	High
2301	20231114C92	14/11/2023 17:11	Softwares	OS	System slow.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	14/11/2023 17:11	0.04	Medium
2302	20231114C93	14/11/2023 17:11	Softwares	OS	System slow.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	14/11/2023 17:11	0.03	Medium
2303	20231114C94	14/11/2023 17:11	Networking	Link Down	Some network issue.	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Helpdesk	14/11/2023 17:11	0.02	High
2304	20231114C95	14/11/2023 17:11	Softwares	Domain Password	Reset of joginder singh.	S/Stn No 7, O&M, (Ppg)	Laxmi Nagar	Closed By Helpdesk	14/11/2023 17:11	0.01	High
2305	20231114C96	14/11/2023 17:11	Softwares	IBM Lotus Notes	traveller mail configure.	CommI Office Cbd-ii	Karkardooma	Closed By Site Engineer	15/11/2023 18:11	25.09	High
2306	20231114C97	14/11/2023 17:11	Hardware	Mouse	Mouse left click not working checked (Lenevo 9637 S/N-L9CT909) so kindly assign call to Mr. Arpit.	CommI Office Cbd-ii	Karkardooma	Closed By Hardware Team	04/01/2024 11:01	1218.03	High
2307	20231114C98	14/11/2023 17:11	Softwares	Windows	PC slow working	CommI Office Cbd-ii	Karkardooma	Closed By Site Engineer	15/11/2023 18:11	24.52	High
2308	20231115C1	15/11/2023 08:11	Hardware	IP Camera	Store Shahdra gate cctv not working till 12/11/2023	Shahdara Store L-Block, Dilshad Garden	Gt Road	Closed By Lan Support Team	17/11/2023 10:11	49.9	High
2309	20231115C2	15/11/2023 08:11	Hardware	IP Camera	CC ST-13 MADHU VIHAR CCTV NOT WORKING	S/Stn. No. 13, Ppg (Ppg-2)	Laxmi Nagar	Closed By Lan Support Team	22/11/2023 11:11	170.6	High
2310	20231115C3	15/11/2023 08:11	Hardware	IP Camera	PTZ GAZIPUR GATE	Gazipur Store (Ppg-2)	Laxmi Nagar	Closed By Lan Support Team	17/11/2023 10:11	49.82	High
2311	20231115C4	15/11/2023 08:11	Hardware	IP Camera	CCK COMM GATE CCTV NOT WORKING	Town Hall Business Office	Chandni Chowk	Closed By Lan Support Team	17/11/2023 10:11	49.79	High
2312	20231115C5	15/11/2023 08:11	Hardware	IP Camera	O&M MVR-1 CCTV NOT WORKING	O&M(D) Office, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Lan Support Team	17/11/2023 10:11	49.75	High
2313	20231115C6	15/11/2023 11:11	Softwares	Internet	Internet issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	15/11/2023 11:11	0.01	High
2314	20231115C7	15/11/2023 11:11	Hardware	PC_CPU	system pc not getting power on	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	15/11/2023 12:11	1.28	High
2315	20231115C8	15/11/2023 11:11	Softwares	IBM Lotus Notes	lotus mail accounts locked	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	15/11/2023 12:11	1.29	High
2316	20231115C9	15/11/2023 11:11	Hardware	PC_CPU	system slow	Aram Bagh Bm(CommI), Phg	Pahar Ganj	Closed By Site Engineer	15/11/2023 12:11	0.92	High
2317	20231115C10	15/11/2023 11:11	Softwares	IBM Lotus Notes	mail not working	Aram Bagh Bm(CommI), Phg	Pahar Ganj	Closed By Site Engineer	15/11/2023 12:11	0.91	High
2318	20231115C11	15/11/2023 11:11	Softwares	IBM Lotus Notes	user forgot his mail password	Seelam Pur Complaint Centre, Delhi-53	Yamuna Vihar	Closed By Site Engineer	15/11/2023 16:11	5.14	High
2319	20231115C12	15/11/2023 11:11	Softwares	IBM Lotus Notes	user forgot his mail password	Seelam Pur Complaint Centre, Delhi-53	Yamuna Vihar	Closed By Site Engineer	15/11/2023 16:11	5.14	High
2320	20231115C13	15/11/2023 11:11	Softwares	Internet	Internet issue	18-Block, East Patel Nagar, New Delhi-110 005 CommI Office	Patel Nagar	Closed By Helpdesk	15/11/2023 11:11	0.08	High
2321	20231115C14	15/11/2023 11:11	Hardware	PC_CPU	System issue	18-Block, East Patel Nagar, New Delhi-110 005 CommI Office	Patel Nagar	Closed By Helpdesk	15/11/2023 11:11	0	High
2322	20231115C15	15/11/2023 12:11	Hardware	TFT	No display TFT power button is working.PC serial no. FKYG152.pls assign this call to Mr. Arpit	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 CommI Office	Shankar Road	Closed By Hardware Team	17/11/2023 09:11	45.48	High
2323	20231115C16	15/11/2023 12:11	Softwares	IBM Lotus Notes	mail account locked out	C-6, O&M Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Site Engineer	15/11/2023 16:11	4.66	High
2324	20231115C17	15/11/2023 12:11	Hardware	Printer	printer cartridge need to replace	C-7, Commercial Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Site Engineer	15/11/2023 16:11	4.64	High
2325	20231115C18	15/11/2023 12:11	Softwares	IBM Lotus Notes	mail account locked out	C-7, Commercial Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Site Engineer	15/11/2023 16:11	4.61	High
2326	20231115C19	15/11/2023 13:11	Hardware	Printer	Print out is not coming	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	16/11/2023 11:11	21.78	High
2327	20231115C20	15/11/2023 15:11	Hardware	Laptop	laptop not getting boot	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	15/11/2023 16:11	1.11	High
2328	20231115C21	15/11/2023 15:11	Softwares	Windows	need to bios up to date	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	15/11/2023 16:11	1.1	High
2329	20231115C22	15/11/2023 16:11	Softwares	Internet	Team BYPL is not opening	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	15/11/2023 16:11	0.13	High
2330	20231115C23	15/11/2023 16:11	Softwares	Domain Password	Domain password reset of Garima Pal	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	15/11/2023 16:11	0	High
2331	20231115C24	15/11/2023 16:11	Softwares	Windows	Windows update	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	15/11/2023 16:11	0.03	High
2332	20231115C25	15/11/2023 16:11	Softwares	Windows	Windows update	Cbd-ii Grid, Kkd	Karkardooma	Closed By Helpdesk	15/11/2023 16:11	0.01	High

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
2333	20231115C26	15/11/2023 17:11	Softwares	Windows	system very slow working	Comm Office Cbd-ii	Karkardooma	Closed By Site Engineer	16/11/2023 12:11	18.89	High
2334	20231116C1	16/11/2023 09:11	Softwares	VTMS	VTMS is not working	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	16/11/2023 09:11	0.14	Medium
2335	20231116C2	16/11/2023 10:11	Hardware	PC_CPU	System slow issue	Cbd-ii Grid, Kkd	Karkardooma	Closed By Hardware Team	16/11/2023 10:11	0.55	High
2336	20231116C3	16/11/2023 10:11	Networking	IP Conflict	network not access need to be ip configure	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	16/11/2023 12:11	2.92	High
2337	20231116C4	16/11/2023 10:11	Softwares	Domain Password	Domain password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	16/11/2023 10:11	0	High
2338	20231116C5	16/11/2023 10:11	Hardware	PC_CPU	pc cpu not working	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	16/11/2023 13:11	2.96	High
2339	20231116C6	16/11/2023 10:11	Hardware	PC_CPU	pc CPU not getting power on	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	16/11/2023 12:11	2.88	High
2340	20231116C7	16/11/2023 10:11	Softwares	Domain Password	password issue	Commercial Office, Nng	Nand Nagari	Closed By Site Engineer	16/11/2023 10:11	0.53	High
2341	20231116C8	16/11/2023 10:11	Softwares	IBM Lotus Notes	mail issue	Commercial Office, Nng	Nand Nagari	Closed By Site Engineer	16/11/2023 10:11	0.53	High
2342	20231116C9	16/11/2023 10:11	Softwares	Windows	updation issue	Commercial Office, Nng	Nand Nagari	Closed By Site Engineer	16/11/2023 10:11	0.54	High
2343	20231116C10	16/11/2023 10:11	Softwares	Windows	Windows issue	Commercial Office, Nng	Nand Nagari	Closed By Site Engineer	16/11/2023 10:11	0.51	High
2344	20231116C11	16/11/2023 10:11	Softwares	IBM Lotus Notes	mail issue	Commercial Office, Nng	Nand Nagari	Closed By Site Engineer	16/11/2023 10:11	0.51	High
2345	20231116C12	16/11/2023 10:11	Softwares	Ms-Office	office issue	Commercial Office, Nng	Nand Nagari	Closed By Site Engineer	16/11/2023 10:11	0.51	High
2346	20231116C13	16/11/2023 10:11	Softwares	IBM Lotus Notes	mail issue	Commercial Office, Nng	Nand Nagari	Closed By Site Engineer	16/11/2023 10:11	0.51	High
2347	20231116C14	16/11/2023 10:11	Softwares	SAP	sap issue	Commercial Office, Nng	Nand Nagari	Closed By Site Engineer	16/11/2023 10:11	0.44	High
2348	20231116C15	16/11/2023 10:11	Softwares	Domain Rejoin	domain issue	Commercial Office, Nng	Nand Nagari	Closed By Site Engineer	16/11/2023 10:11	0.44	Medium
2349	20231116C16	16/11/2023 10:11	Softwares	IBM Lotus Notes	mail issue	Mig Office, East Of Loni Road	Nand Nagari	Closed By Site Engineer	16/11/2023 10:11	0.41	High
2350	20231116C17	16/11/2023 10:11	Softwares	IBM Lotus Notes	mail issue	Mig Office, East Of Loni Road	Nand Nagari	Closed By Site Engineer	16/11/2023 10:11	0.32	High
2351	20231116C18	16/11/2023 10:11	Softwares	Domain Password	DOMAIN PASSWORD RESET OF Sadaf Vali	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	16/11/2023 10:11	0	High
2352	20231116C19	16/11/2023 10:11	Hardware	Printer	printer faulty assign Nilesh	Comm. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	16/11/2023 16:11	5.29	High
2353	20231116C20	16/11/2023 10:11	Hardware	PC_CPU	cpu issue assign Nilesh	Comm. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	16/11/2023 16:11	5.26	High
2354	20231116C21	16/11/2023 11:11	Hardware	Laptop	WIFI is not working	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	17/11/2023 14:11	27.39	High
2355	20231116C22	16/11/2023 11:11	Hardware	Mouse	Wireless mouse is not working, 2B CS.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	16/11/2023 12:11	1.12	High
2356	20231116C23	16/11/2023 11:11	Hardware	Printer	printer cartage replace	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	16/11/2023 11:11	0.48	High
2357	20231116C24	16/11/2023 11:11	Softwares	Domain Password	password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	16/11/2023 11:11	0.44	High
2358	20231116C25	16/11/2023 11:11	Networking	IP Conflict	Network not working , HR Compliance	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	16/11/2023 11:11	0.43	High
2359	20231116C26	16/11/2023 11:11	Networking	Link Down	sadaf vali network not working	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	16/11/2023 11:11	0.35	High
2360	20231116C27	16/11/2023 11:11	Softwares	Internet	Some power site is not opening	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	16/11/2023 11:11	0.02	High
2361	20231116C28	16/11/2023 11:11	Hardware	PC_CPU	IP Configuration	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	16/11/2023 11:11	0.01	High
2362	20231116C29	16/11/2023 11:11	Lan Support	Lan Cable Replacement	Assign to lan team	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	20/11/2023 10:11	94.98	High
2363	20231116C30	16/11/2023 12:11	Softwares	IBM Lotus Notes	Lotus mail issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	16/11/2023 12:11	0.01	High
2364	20231116C31	16/11/2023 12:11	Softwares	Internet	Some site is not opening in Internet	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	16/11/2023 12:11	0	High
2365	20231116C32	16/11/2023 12:11	Softwares	Adobe Reader	pdf not working	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	17/11/2023 10:11	21.93	Medium
2366	20231116C33	16/11/2023 12:11	Softwares	IBM Lotus Notes	Lotus mail issue	S/Stn No 14 Mlcc (Ppg-2)	Laxmi Nagar	Closed By Helpdesk	16/11/2023 12:11	0	High
2367	20231116C34	16/11/2023 12:11	Softwares	Windows	need to win-10 install	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	16/11/2023 14:11	1.5	High
2368	20231116C35	16/11/2023 12:11	Softwares	SAP	sap not working	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	16/11/2023 14:11	1.48	High
2369	20231116C36	16/11/2023 12:11	Softwares	Ms-Office	need to wps install	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	16/11/2023 14:11	1.45	High
2370	20231116C37	16/11/2023 13:11	Hardware	Mouse	KEYBOARD & MOUSE ARE FAULTY Serial no ----VKA12269	Mig Office, East Of Loni Road	Nand Nagari	Assign			High
2371	20231116C38	16/11/2023 13:11	Hardware	Mouse	mouse issue serial no ---V900WY59	Mig Office, East Of Loni Road	Nand Nagari	Assign			High
2372	20231116C39	16/11/2023 13:11	Hardware	Keyboard	keyboard & mouse issue Serial no VKA12269	Mig Office, East Of Loni Road	Nand Nagari	Assign			High
2373	20231116C40	16/11/2023 13:11	Softwares	Domain Password	Domain password reset	Business Office, Karawal Nagar	Karawal Nagar	Closed By Helpdesk	16/11/2023 13:11	0	High
2374	20231116C41	16/11/2023 14:11	Hardware	PC_CPU	need to win 10 install (vikram)	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	16/11/2023 17:11	3.09	High
2375	20231116C42	16/11/2023 14:11	Softwares	Ms-Office	need to basic software install	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	16/11/2023 17:11	3.08	High
2376	20231116C43	16/11/2023 14:11	Softwares	SAP	need to sap install and configure (Vikram)	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	16/11/2023 17:11	3.08	High
2377	20231116C44	16/11/2023 14:11	Softwares	Windows	Installation of Merge PDF	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	16/11/2023 14:11	0	High
2378	20231116C45	16/11/2023 15:11	Hardware	Scanner	scanner 61302la scanner connecting issue . 2D	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	20/11/2023 10:11	91.22	High
2379	20231116C46	16/11/2023 16:11	Hardware	Mouse	PG02YWKM mouse not working , 3B	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	08/12/2023 10:12	521.94	High
2380	20231116C47	16/11/2023 16:11	Networking	Link Down	link down in pocket E mayur vihar visting and resolve this issue , assign Nilesh	Comm. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	16/11/2023 16:11	0.41	High
2381	20231116C48	16/11/2023 16:11	Hardware	PC_CPU	system slow issue assign Nilesh	Complaint Center Sub-Stn. No. 4, Mig Housing Flat, Mayur Vihar Ph-III, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	17/11/2023 11:11	18.62	High
2382	20231116C49	16/11/2023 16:11	Softwares	IBM Lotus Notes	ibm issue assign Nilesh	Comm. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	17/11/2023 11:11	18.6	High
2383	20231116C50	16/11/2023 16:11	Softwares	CAS	cas software issue assign Nilesh	Comm. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	17/11/2023 11:11	18.59	Medium
2384	20231116C51	16/11/2023 18:11	Hardware	PC_CPU	QMS machine USB to LAN Connector Faulty internet port change issue so kindly replace (QMS MACHINE s/n-QCLM0719003183) So kindly assign call to Mr. Arpit	Comm Office Cbd-iii	Karkardooma	Closed By Hardware Team	17/11/2023 09:11	15.6	High
2385	20231116C52	16/11/2023 18:11	Hardware	Laptop Adapter	Laptop Adaptor not Charging checked so need to be replace (Thinkbook 14 S/N-LR0D3MV1) So kindly assign call to Mr. Arpit.	Comm Office Cbd-iii	Karkardooma	Closed By Hardware Team	17/11/2023 09:11	15.56	High
2386	20231117C1	17/11/2023 08:11	Hardware	Laptop	To fillup IT Hardware requisition form for SSD for Laptop	Training And Work Shop, (Ppg-2)	Laxmi Nagar	Closed By Helpdesk	17/11/2023 08:11	0	High
2387	20231117C2	17/11/2023 09:11	Hardware	PC_CPU	Network issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	22/11/2023 17:11	127.72	High

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
2388	20231117C3	17/11/2023 09:11	Softwares	IBM Lotus Notes	Lotus mail issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	17/11/2023 09:11	0.02	High
2389	20231117C4	17/11/2023 09:11	Hardware	PC_CPU	System slow issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	17/11/2023 09:11	0.01	High
2390	20231117C5	17/11/2023 09:11	Softwares	Windows	Windows update	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	17/11/2023 09:11	0	High
2391	20231117C6	17/11/2023 10:11	Telecom	IP Phone	IP Phone not working / Ground floor	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	22/11/2023 11:11	121.05	High
2392	20231117C7	17/11/2023 10:11	Softwares	Internet	IP configure	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Helpdesk	17/11/2023 10:11	0.02	High
2393	20231117C8	17/11/2023 10:11	Softwares	Internet	IP configure of Chandra Rawat	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	17/11/2023 10:11	0	High
2394	20231117C9	17/11/2023 10:11	Softwares	IBM Lotus Notes	mail configuration call	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Comml Office	Shankar Road	Closed By Site Engineer	17/11/2023 11:11	1.01	High
2395	20231117C10	17/11/2023 10:11	Softwares	IBM Lotus Notes	mail is not open	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Comml Office	Shankar Road	Closed By Site Engineer	17/11/2023 11:11	1.02	High
2396	20231117C11	17/11/2023 10:11	Hardware	PC_CPU	PC booting issue	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Comml Office	Shankar Road	Closed By Site Engineer	17/11/2023 11:11	1.01	High
2397	20231117C12	17/11/2023 10:11	Softwares	SAP	SAP is not open	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Comml Office	Shankar Road	Closed By Site Engineer	17/11/2023 11:11	0.99	High
2398	20231117C13	17/11/2023 10:11	Softwares	SAP	sap is not open	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Comml Office	Shankar Road	Closed By Site Engineer	17/11/2023 11:11	0.97	High
2399	20231117C14	17/11/2023 10:11	Networking	Link Down	Network issue to pawan VSC / 9390.	S/Stn No 7, O&M, (Ppg)	Laxmi Nagar	Closed By Hardware Team	17/11/2023 10:11	0.18	High
2400	20231117C15	17/11/2023 10:11	Softwares	Browser	Google chrome is not open	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Comml Office	Shankar Road	Closed By Site Engineer	17/11/2023 11:11	0.95	Medium
2401	20231117C16	17/11/2023 10:11	Hardware	Printer	unable to print from a shared printer	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Comml Office	Shankar Road	Closed By Site Engineer	17/11/2023 11:11	0.91	High
2402	20231117C17	17/11/2023 10:11	Hardware	Printer	unable to print from a shared printer	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Comml Office	Shankar Road	Closed By Site Engineer	17/11/2023 11:11	0.9	High
2403	20231117C18	17/11/2023 10:11	Softwares	Teamviewer	teamviewer is not working	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Comml Office	Shankar Road	Closed By Site Engineer	17/11/2023 11:11	0.88	Medium
2404	20231117C19	17/11/2023 10:11	Hardware	Printer	unable to print from a shared printer	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Comml Office	Shankar Road	Closed By Site Engineer	17/11/2023 11:11	0.86	High
2405	20231117C20	17/11/2023 10:11	Softwares	Teamviewer	teamviewer is not working	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Comml Office	Shankar Road	Closed By Site Engineer	17/11/2023 11:11	0.82	Medium
2406	20231117C21	17/11/2023 10:11	Softwares	Domain Password	login password is not accepted	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Comml Office	Shankar Road	Closed By Site Engineer	17/11/2023 11:11	0.82	High
2407	20231117C22	17/11/2023 10:11	Networking	IP Conflict	Network down	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	20/11/2023 10:11	71.65	High
2408	20231117C23	17/11/2023 10:11	Softwares	Windows	Share folder is not opening	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	17/11/2023 10:11	0	High
2409	20231117C24	17/11/2023 10:11	Softwares	SAP	SAP not working	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	17/11/2023 17:11	6.3	High
2410	20231117C25	17/11/2023 10:11	Softwares	Windows	Zoom not working	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	17/11/2023 17:11	6.28	High
2411	20231117C26	17/11/2023 10:11	Telecom	Clip Max	telephone not working	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	17/11/2023 17:11	6.27	High
2412	20231117C27	17/11/2023 11:11	Lan Support	RJ 45 Connector	Network issue in Cash office 9380	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	20/11/2023 10:11	71.94	High
2413	20231117C28	17/11/2023 11:11	Softwares	Domain Password	Domain password reset	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Comml Office	Shankar Road	Closed By Helpdesk	17/11/2023 11:11	0	High
2414	20231117C29	17/11/2023 11:11	Softwares	IBM Lotus Notes	Lotus mail new Archive creation	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	17/11/2023 11:11	0	High
2415	20231117C30	17/11/2023 11:11	Hardware	PC_CPU	booting issue and working slow	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	17/11/2023 17:11	6.13	High
2416	20231117C31	17/11/2023 11:11	Softwares	Browser	req for internet rights assign Nilesh	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Site Engineer	17/11/2023 15:11	4.33	Medium
2417	20231117C32	17/11/2023 11:11	Softwares	IBM Lotus Notes	ibm mail issue assign Nilesh	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Site Engineer	17/11/2023 15:11	4.23	High
2418	20231117C33	17/11/2023 11:11	Softwares	Adobe Reader	Adobe issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	17/11/2023 11:11	0.01	Medium
2419	20231117C34	17/11/2023 11:11	Hardware	PC_CPU	System issue 7750 2nd. floor B block finance	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	20/11/2023 10:11	70.7	High
2420	20231117C35	17/11/2023 11:11	Hardware	Printer	print issue	Commercial Office, Nng	Nand Nagari	Closed By Site Engineer	17/11/2023 14:11	3.2	High
2421	20231117C36	17/11/2023 11:11	Softwares	Cute PDF	pdf issue	Commercial Office, Nng	Nand Nagari	Closed By Site Engineer	17/11/2023 14:11	3.19	Medium
2422	20231117C37	17/11/2023 11:11	Softwares	IBM Lotus Notes	mail issue	Mig Office, East Of Loni Road	Nand Nagari	Closed By Site Engineer	17/11/2023 14:11	3.19	High
2423	20231117C38	17/11/2023 11:11	Softwares	IBM Lotus Notes	mail issue	Mig Office, East Of Loni Road	Nand Nagari	Closed By Site Engineer	17/11/2023 14:11	3.18	High
2424	20231117C39	17/11/2023 12:11	Lan Support	Lan Cable Replacement	Room No 104 Back bone faulty need LAN Team	O&M Office, Karawal Nagar	Karawal Nagar	Closed By Lan Support Team	22/11/2023 11:11	119.03	High
2425	20231117C40	17/11/2023 12:11	Hardware	Laptop	Laptop Keypad buttons are not working (O.L>) Thinkbook 14 S/N-LR0D3Mv1 so kindly assign call to Mr. Arpit.	Comml Office Cbd-11i	Karkardooma	Closed By Hardware Team	20/11/2023 10:11	70.03	High
2426	20231117C41	17/11/2023 12:11	Softwares	IBM Lotus Notes	user forgot his mail password	C-8, Store O&M Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Site Engineer	23/11/2023 16:11	147.26	High
2427	20231117C42	17/11/2023 12:11	Softwares	IBM Lotus Notes	Mail not working	Aram Bagh Brn(Comml), Phg	Pahar Ganj	Closed By Site Engineer	17/11/2023 15:11	3.14	High
2428	20231117C43	17/11/2023 12:11	Hardware	PC_CPU	system slow	Aram Bagh Brn(Comml), Phg	Pahar Ganj	Closed By Site Engineer	17/11/2023 15:11	3.13	High
2429	20231117C44	17/11/2023 12:11	Softwares	Domain Password	Password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	17/11/2023 12:11	0.01	High
2430	20231117C45	17/11/2023 12:11	Softwares	Domain Password	Password reset of Amar S chouhan	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	17/11/2023 12:11	0	High
2431	20231117C46	17/11/2023 12:11	Softwares	IBM Lotus Notes	mail id need to configure	C-8, Store O&M Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Site Engineer	23/11/2023 16:11	147.14	High
2432	20231117C47	17/11/2023 14:11	Hardware	Printer	printer setting issue.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	20/11/2023 10:11	68.54	High
2433	20231117C48	17/11/2023 14:11	Softwares	Adobe Reader	Install Adobe Reader.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	17/11/2023 16:11	1.59	Medium
2434	20231117C49	17/11/2023 14:11	Softwares	Antivirus	Install Anti virus.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	17/11/2023 16:11	1.58	Medium
2435	20231117C50	17/11/2023 14:11	Softwares	Browser	Install Google chrome.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	17/11/2023 16:11	1.57	Medium
2436	20231117C51	17/11/2023 14:11	Softwares	IBM Lotus Notes	Install IBM Notes.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	17/11/2023 16:11	1.56	High
2437	20231117C52	17/11/2023 14:11	Softwares	Ms-Office	Install Ms office.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	17/11/2023 16:11	1.54	High
2438	20231117C53	17/11/2023 14:11	Softwares	Teamviewer	Install Teamviewer.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	17/11/2023 16:11	1.53	Medium
2439	20231117C54	17/11/2023 14:11	Softwares	SAP	Install SAP	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	17/11/2023 16:11	1.52	High



S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
2440	20231117C55	17/11/2023 14:11	Softwares	Internet	System working slow	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	17/11/2023 14:11	0.01	High
2441	20231117C56	17/11/2023 14:11	Softwares	Internet	System working slow of Savita Yadav	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	17/11/2023 14:11	0	High
2442	20231117C57	17/11/2023 14:11	Softwares	Domain Password	Password reset	Cbd-Ii Grid, Kkd	Karkardooma	Closed By Helpdesk	17/11/2023 14:11	0.01	High
2443	20231117C58	17/11/2023 14:11	Softwares	Windows	Window format.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	17/11/2023 16:11	1.38	High
2444	20231117C59	17/11/2023 14:11	Softwares	Domain Password	Password reset of Sree kumar	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	17/11/2023 14:11	0	High
2445	20231117C60	17/11/2023 14:11	Lan Support	RJ 45 Connector	Network issue in cash office	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	20/11/2023 10:11	68.19	High
2446	20231117C61	17/11/2023 14:11	Hardware	PC_CPU	Date and time issue in system	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	17/11/2023 14:11	0.01	High
2447	20231117C62	17/11/2023 15:11	Hardware	PC_CPU	cpu issue visit vasundra enlcave assign Nilesh	Comm. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & Ii	Mayur Vihar	Closed By Site Engineer	17/11/2023 17:11	2.28	High
2448	20231117C63	17/11/2023 15:11	Softwares	SAP	sap issue assign Nilesh	Bm (Comm.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	17/11/2023 17:11	2.26	High
2449	20231117C64	17/11/2023 15:11	Hardware	PC_CPU	cpu starting issue assign Nilesh	Samachar Aptt. Mayur Vihar Ph-I And Ii, Delhi	Mayur Vihar	Closed By Site Engineer	17/11/2023 17:11	2.17	High
2450	20231117C65	17/11/2023 15:11	Hardware	Mouse	mouse problem s.n 6CJL542, DELL 3020 ASSIGN TO ARPIT RASTOGI	S/Stn No 7, O&M, (Ppg)	Laxmi Nagar	Closed By Hardware Team	08/12/2023 10:12	498.33	High
2451	20231117C66	17/11/2023 16:11	Hardware	Laptop	To fillup IT Hardware requisition form for replacement of Laptop battery	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	17/11/2023 16:11	0.03	High
2452	20231117C67	17/11/2023 16:11	Hardware	Laptop	To fillup IT Hardware requisition form for upgradation of RAM in Laptop	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	17/11/2023 16:11	0.01	High
2453	20231117C68	17/11/2023 16:11	Softwares	Domain Password	Domain password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	17/11/2023 16:11	0	High
2454	20231117C69	17/11/2023 17:11	Hardware	Mouse	mouse right left click and right click is not working , Drag drop issue is also coming .PI replace the mouse . LENOVO/LENOVO M710/1PG00Z3EN, pl assign to arpit	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Hardware Team	21/11/2023 16:11	95.44	High
2455	20231117C70	17/11/2023 17:11	Hardware	PC_CPU	vgx card faulty please assign Arpit S/no- PG00X12V	Bm (Comm.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Hardware Team	05/01/2024 18:01	1176.6	High
2456	20231117C71	17/11/2023 17:11	Hardware	Printer	printer issue assign Nilesh	Comm. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & Ii	Mayur Vihar	Closed By Site Engineer	20/11/2023 14:11	68.39	High
2457	20231117C72	17/11/2023 17:11	Hardware	PC_CPU	cpu issue assign Nilesh	Comm. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & Ii	Mayur Vihar	Closed By Site Engineer	20/11/2023 14:11	68.38	High
2458	20231118C1	18/11/2023 08:11	Hardware	IP Camera	ENF STORE SHASTRI PARK CCTV NOT WORKING	Enfo. Meter Store Shastri Park Grid, Delhi-53	Yamuna Vihar	Closed By Lan Support Team	22/11/2023 11:11	98.42	High
2459	20231118C2	18/11/2023 08:11	Hardware	IP Camera	CCK COMM GATE CCTV NOT WORKING	Town Hall Business Office	Chandni Chowk	Closed By Lan Support Team	23/11/2023 11:11	122.19	High
2460	20231118C3	18/11/2023 08:11	Hardware	IP Camera	KRN COMM OUTSIDE SSTV NOT WORKING	F-15/2, Krishna Nagar, Comm. Office	Krishna Nagar	Closed By Lan Support Team	22/11/2023 11:11	98.31	High
2461	20231118C4	18/11/2023 08:11	Hardware	IP Camera	O&M GTR CCTV NOT WORKING	O & M Office B-Block, Dilshad Garden, Delhi	Gt Road	Closed By Lan Support Team	22/11/2023 11:11	98.3	High
2462	20231120C1	20/11/2023 09:11	Softwares	IBM Lotus Notes	Lotus mail issue	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Helpdesk	20/11/2023 09:11	0	High
2463	20231120C2	20/11/2023 09:11	Softwares	Domain Password	Password reset	Kasturba Nagar Complaint Centre	Karkardooma	Closed By Helpdesk	20/11/2023 09:11	0.01	High
2464	20231120C3	20/11/2023 09:11	Softwares	Domain Password	Password reset of sanjay kumar	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	20/11/2023 09:11	0	High
2465	20231120C4	20/11/2023 09:11	Softwares	Domain Password	Domain password reset	Kasturba Nagar Complaint Centre	Karkardooma	Closed By Helpdesk	20/11/2023 09:11	0.02	High
2466	20231120C5	20/11/2023 09:11	Hardware	PC_CPU	System issue	Kasturba Nagar Complaint Centre	Karkardooma	Closed By Helpdesk	20/11/2023 09:11	0.01	High
2467	20231120C6	20/11/2023 09:11	Softwares	Domain Password	Password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	20/11/2023 09:11	0	High
2468	20231120C7	20/11/2023 09:11	Hardware	Keyboard	KEYBOARD FAULTY , Q.W.E.R. Keys not working pc S/N.DBJL542	C-6, O&M Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Hardware Team	24/11/2023 15:11	101.17	High
2469	20231120C8	20/11/2023 10:11	Hardware	PC_CPU	In system power is not coming	Cgrf, Lal Bldg, Kkd (I/C Kkd Grid)	Karkardooma	Closed By Hardware Team	05/03/2024 15:03	2549.08	High
2470	20231120C9	20/11/2023 10:11	Hardware	Printer	Printer cartridge installain 2nd. floor B Block Finance Last cabin	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	20/11/2023 10:11	0.32	High
2471	20231120C10	20/11/2023 10:11	Hardware	PC_CPU	System booting issue / CBD 2 HR	Cbd-Ii Grid, Kkd	Karkardooma	Closed By Hardware Team	20/11/2023 11:11	1.43	High
2472	20231120C11	20/11/2023 10:11	Hardware	Printer	printer not working	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	20/11/2023 14:11	4.15	High
2473	20231120C12	20/11/2023 10:11	Softwares	Domain Password	Password reset	Preet Vihar Grid (Civil, Protection & Mmg Office)	Karkardooma	Closed By Helpdesk	20/11/2023 10:11	0.01	High
2474	20231120C13	20/11/2023 10:11	Softwares	Domain Password	Password reset of sunil kumar	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	20/11/2023 10:11	0	High
2475	20231120C14	20/11/2023 10:11	Softwares	IBM Lotus Notes	Lotus mail issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	20/11/2023 10:11	0	High
2476	20231120C15	20/11/2023 10:11	Hardware	Mouse	Mouse Faulty Sr No 9MZXK52 assign to Mr Arpit	Business Office, Karawal Nagar	Karawal Nagar	Closed By Hardware Team	20/11/2023 14:11	3.39	High
2477	20231120C16	20/11/2023 11:11	Softwares	VPN	VPN login issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	20/11/2023 11:11	0.01	Medium
2478	20231120C17	20/11/2023 11:11	Softwares	VPN	VPN password reset of Mayur jain	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	20/11/2023 11:11	0.01	Medium
2479	20231120C18	20/11/2023 11:11	Softwares	Browser	RCM URL link is not open	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	20/11/2023 11:11	0.67	Medium
2480	20231120C19	20/11/2023 11:11	Softwares	IBM Lotus Notes	mail is not responding	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	20/11/2023 11:11	0.65	High
2481	20231120C20	20/11/2023 11:11	Softwares	SAP	SAP 92 is not open	33 Kv.Substation (Srd Building), Shankar Road, New Delhi-110 060 Comm. Office	Shankar Road	Closed By Site Engineer	20/11/2023 11:11	0.64	High
2482	20231120C21	20/11/2023 11:11	Hardware	Printer	Printer issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	20/11/2023 11:11	0.01	High
2483	20231120C22	20/11/2023 11:11	Hardware	PC_CPU	PC is not booting	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	20/11/2023 11:11	0.62	High
2484	20231120C23	20/11/2023 11:11	Hardware	PC_CPU	To connect Network User Transferred from Gnd. floor to 3rd. floor A Block	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	20/11/2023 12:11	1.69	High
2485	20231120C24	20/11/2023 11:11	Softwares	Domain Password	Domain password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	20/11/2023 11:11	0	High
2486	20231120C25	20/11/2023 11:11	Hardware	Keyboard	Keyboard keys not working - I , K / Revenue KKD Ho	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	20/11/2023 11:11	0.53	High
2487	20231120C26	20/11/2023 11:11	Softwares	IBM Lotus Notes	Mail issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	20/11/2023 11:11	0.01	High
2488	20231120C27	20/11/2023 11:11	Softwares	IBM Lotus Notes	Mail issue of Vipin jain	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	20/11/2023 11:11	0	High
2489	20231120C28	20/11/2023 11:11	Hardware	TFT	TFT DISPLAY IS BLINKING .ON BEHALF OF MADHU DEVI.PC - PG00QLSH PLS ASSIGN THIS CALL TO ARPIT	33 Kv.Substation (Srd Building), Shankar Road, New Delhi-110 060 Comm. Office	Shankar Road	Closed By Hardware Team	20/11/2023 11:11	0.52	High
2490	20231120C29	20/11/2023 11:11	Softwares	Windows	Pc booting issue ,_3C	Shakti Kiran Bldg., Kkd	Karkardooma	On Hold By Hardware Team			High
2491	20231120C30	20/11/2023 11:11	Softwares	SAP	SAP BSP configure	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	20/11/2023 11:11	0	High
2492	20231120C31	20/11/2023 11:11	Softwares	SAP	SAP BSP configure in Pankaj Kumar PC	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	20/11/2023 11:11	0	High
2493	20231120C32	20/11/2023 12:11	Networking	Network Breaks	Sub stn 11 network is working very slow since last 10 to 15 days of 4 users			Closed By Site Engineer	21/11/2023 10:11	22.56	High
2494	20231120C33	20/11/2023 12:11	Softwares	IBM Lotus Notes	Mail issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	20/11/2023 12:11	0.01	High
2495	20231120C34	20/11/2023 12:11	Softwares	IBM Lotus Notes	Mail issue of Abhik Sidque	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	20/11/2023 12:11	0	High

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
2496	20231120C35	20/11/2023 12:11	Hardware	PC CPU	No display issue.	S/Stn. No. 13, Ppg (Ppg-2)	Laxmi Nagar	Closed By Hardware Team	09/01/2024 17:01	1205.13	High
2497	20231120C36	20/11/2023 12:11	Hardware	Printer	Memory error in VSC Printer , GF	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	20/11/2023 14:11	2.5	High
2498	20231120C37	20/11/2023 12:11	Hardware	Printer	print issue	Commercial Office, Nng	Nand Nagari	Closed By Site Engineer	20/11/2023 15:11	3.01	High
2499	20231120C38	20/11/2023 12:11	Softwares	ESS	ESS issue	Commercial Office, Nng	Nand Nagari	Closed By Site Engineer	20/11/2023 15:11	3.01	Medium
2500	20231120C39	20/11/2023 12:11	Hardware	Printer	print issue	Commercial Office, Nng	Nand Nagari	Closed By Site Engineer	20/11/2023 15:11	2.99	High
2501	20231120C40	20/11/2023 12:11	Hardware	Printer	Printer installation	Cbd-ii Grid, Kkd	Karkardooma	Closed By Helpdesk	20/11/2023 12:11	0.01	High
2502	20231120C41	20/11/2023 12:11	Hardware	PC CPU	SMPS FAULTY ASSIGN ARPIT SIR S/NO -PG00D2TX	13-Block,Trilokpuri,Delhi	Mayur Vihar	Closed By Hardware Team	28/11/2023 13:11	193.02	High
2503	20231120C42	20/11/2023 12:11	Lan Support	RJ 45 Connector	I/O replacement at ground floor Auditorium	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	22/11/2023 11:11	46.64	High
2504	20231120C43	20/11/2023 12:11	Hardware	Printer	Printer not working	Hauz Quzi, Complaint Center	Darya Ganj	Assign			High
2505	20231120C44	20/11/2023 12:11	Hardware	Printer	Printer installation	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	20/11/2023 12:11	0.01	High
2506	20231120C45	20/11/2023 12:11	Hardware	PC CPU	CPU ISSUE ASSIGN NILESH	13-Block,Trilokpuri,Delhi	Mayur Vihar	Closed By Site Engineer	20/11/2023 14:11	1.41	High
2507	20231120C46	20/11/2023 12:11	Hardware	PC CPU	ISSUE GATE PASS FOR REPLACEMENT ASSIGN NILESH	13-Block,Trilokpuri,Delhi	Mayur Vihar	Closed By Site Engineer	20/11/2023 14:11	1.37	High
2508	20231120C47	20/11/2023 12:11	Hardware	PC CPU	CPU ISSUE ASSIGN NILESH	Samachar Aptt. Mayur Vihar Ph-I And II , Delhi	Mayur Vihar	Closed By Site Engineer	20/11/2023 14:11	1.36	High
2509	20231120C48	20/11/2023 12:11	Lan Support	Lan Cable Replacement	LAN CABLE FAULTY ASSIGN NILESH	Samachar Aptt. Mayur Vihar Ph-I And II , Delhi	Mayur Vihar	Closed By Site Engineer	20/11/2023 14:11	1.34	High
2510	20231120C49	20/11/2023 12:11	Network Hardware	Router	ROUTER REPLACEMENT IN MMG MAYUR VIHAR ASSIGN NILESH	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	20/11/2023 14:11	1.32	High
2511	20231120C50	20/11/2023 13:11	Softwares	Domain Password	Password reset	F-15/2, Krishna Nagar, Comml Office	Krishna Nagar	Closed By Helpdesk	20/11/2023 13:11	0.01	High
2512	20231120C51	20/11/2023 13:11	Softwares	Domain Password	Password reset of ashok kumar	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	20/11/2023 13:11	0.01	High
2513	20231120C52	20/11/2023 13:11	Softwares	Teamviewer	TEAM VIEWER ISSUE ASSIGN NILESH	O&M(D) Office, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Site Engineer	20/11/2023 14:11	0.04	Medium
2514	20231120C53	20/11/2023 13:11	Hardware	Printer	PRINTER ISSUE ASSIGN NILESH	O&M(D) Office, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Site Engineer	21/11/2023 13:11	23.89	High
2515	20231120C54	20/11/2023 14:11	Softwares	IBM Lotus Notes	Lotus mail issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	20/11/2023 14:11	0.01	High
2516	20231120C55	20/11/2023 14:11	Softwares	Domain Password	Password reset	Jhilmil Division Gtr	Gt Road	Closed By Helpdesk	20/11/2023 14:11	0.01	High
2517	20231120C56	20/11/2023 14:11	Softwares	Domain Password	Password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	20/11/2023 14:11	0.01	High
2518	20231120C57	20/11/2023 14:11	Softwares	Adobe Reader	PDF file not open	33 Kv Grid, G.T.Road Comml Bldg	Gt Road	Closed By Helpdesk	20/11/2023 14:11	0.01	Medium
2519	20231120C58	20/11/2023 14:11	Softwares	Adobe Reader	PDF file issue of Anurag sahu	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	20/11/2023 14:11	0	Medium
2520	20231120C59	20/11/2023 14:11	Softwares	Ms-Office	Excel file open issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	20/11/2023 14:11	0.03	High
2521	20231120C60	20/11/2023 14:11	Softwares	Ms-Office	Excel file open issue of Vaibhav Yadav	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	20/11/2023 14:11	0.01	High
2522	20231120C61	20/11/2023 14:11	Hardware	PC CPU	IP issue in system	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	20/11/2023 14:11	0	High
2523	20231120C62	20/11/2023 14:11	Softwares	IBM Lotus Notes	Lotus mail issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	20/11/2023 14:11	0.01	High
2524	20231120C63	20/11/2023 14:11	Softwares	Domain Password	Password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	20/11/2023 14:11	0.01	High
2525	20231120C64	20/11/2023 14:11	Hardware	Printer	printer notworking	Cbd-ii Grid, Kkd	Karkardooma	Closed By Hardware Team	20/11/2023 14:11	0.15	High
2526	20231120C65	20/11/2023 14:11	Lan Support	Lan Cable Replacement	assign to lan team	Cbd-ii Grid, Kkd	Karkardooma	Closed By Lan Support Team	23/11/2023 11:11	68.28	High
2527	20231120C66	20/11/2023 15:11	Softwares	Domain Password	Domain password reset	S/Stn. No. 13, Ppg (Ppg-2)	Laxmi Nagar	Closed By Helpdesk	20/11/2023 15:11	0.52	High
2528	20231120C67	20/11/2023 15:11	Softwares	Domain Password	Password reset of Naveen Kumar	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Comml Office	Shankar Road	Closed By Helpdesk	20/11/2023 15:11	0.01	High
2529	20231120C68	20/11/2023 15:11	Softwares	Domain Password	Password reset of Naveen Kumar	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	20/11/2023 15:11	0	High
2530	20231120C69	20/11/2023 15:11	Softwares	Windows	softwrae not working of lokesh , mail gate	O & M Office B-Block, Dilshad Garden, Delhi	Gt Road	Closed By Hardware Team	20/11/2023 15:11	0.27	High
2531	20231120C70	20/11/2023 16:11	Hardware	TFT	Power on issue	Bm (Comml.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Assign			High
2532	20231120C71	20/11/2023 16:11	Softwares	Windows	windows login problem , 2 library near c & d block	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	21/11/2023 12:11	19.5	High
2533	20231120C72	20/11/2023 16:11	Softwares	Windows	NEED TO TAKE BACKUP	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	20/11/2023 16:11	0.18	High
2534	20231120C73	20/11/2023 16:11	Softwares	Cute PDF	Cute pdf Install of nitesh singhal	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	20/11/2023 16:11	0.01	Medium
2535	20231120C74	20/11/2023 16:11	Softwares	Adobe Reader	Cute pdf Install of nitesh singhal	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	20/11/2023 16:11	0	Medium
2536	20231120C75	20/11/2023 16:11	Hardware	Printer	Printer installation	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	20/11/2023 16:11	0.02	High
2537	20231120C76	20/11/2023 16:11	Softwares	Adobe Reader	Need to install adobe	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	20/11/2023 16:11	0.16	Medium
2538	20231120C77	20/11/2023 16:11	Softwares	Windows	Share folder mapping issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	20/11/2023 16:11	0.01	High
2539	20231120C78	20/11/2023 16:11	Hardware	Hard Disk	SSD FAULTY NEED TO REPLACE	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	20/11/2023 16:11	0.14	High
2540	20231120C79	20/11/2023 16:11	Softwares	IBM Lotus Notes	Software installation & need to configure mail id	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	20/11/2023 16:11	0.12	High
2541	20231120C80	20/11/2023 16:11	Softwares	Windows	Need to transfer data	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	20/11/2023 16:11	0.1	High
2542	20231120C81	20/11/2023 16:11	Hardware	Mouse	mouse not working of subhangi 2A pc	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	21/11/2023 12:11	19.1	High
2543	20231120C82	20/11/2023 18:11	Hardware	PC CPU	Help for request Upgrade the Sylem.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	21/11/2023 10:11	16.09	High
2544	20231120C83	20/11/2023 18:11	Hardware	PC CPU	Help for Request upgrade the system.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	21/11/2023 10:11	16.07	High
2545	20231120C84	20/11/2023 18:11	Hardware	PC CPU	Help for Request upgraded the System.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	21/11/2023 10:11	16.02	High
2546	20231120C85	20/11/2023 18:11	Hardware	PC CPU	Help for request upgraded the system.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	21/11/2023 10:11	15.98	High
2547	20231121C1	21/11/2023 00:11	Hardware	IP Camera	PTN COMM GATE CAMERA NOT WORKING	18-Block, East Patel Nagar, New Delhi-110 005 Comml Office	Patel Nagar	Closed By Lan Support Team	23/11/2023 11:11	58.88	High
2548	20231121C2	21/11/2023 00:11	Hardware	IP Camera	KWN COMM CASH,CHD,GATE,MAIN GATE CAMERA NOT WORKING.	Business Office, Karawal Nagar	Karawal Nagar	Closed By Lan Support Team	23/11/2023 11:11	58.82	High
2549	20231121C3	21/11/2023 00:11	Hardware	IP Camera	YVR O&M ROOM CAMERA NOT WORKING.	C-6, O&M Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Lan Support Team	22/11/2023 11:11	34.94	High
2550	20231121C4	21/11/2023 00:11	Hardware	IP Camera	GTR O&M CAMERA NOT WORKING.	O & M Office B-Block, Dilshad Garden, Delhi	Gt Road	Closed By Lan Support Team	22/11/2023 11:11	34.93	High
2551	20231121C5	21/11/2023 09:11	Softwares	Domain Password	Domain password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	21/11/2023 09:11	0	High
2552	20231121C6	21/11/2023 09:11	Hardware	Printer	Print out is coming not good	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	21/11/2023 16:11	6.82	High
2553	20231121C7	21/11/2023 09:11	Hardware	PC CPU	System logging issue	Cbd-ii Grid, Kkd	Karkardooma	Closed By Helpdesk	21/11/2023 09:11	0	High
2554	20231121C8	21/11/2023 10:11	Softwares	Domain Password	Domain password reset	Comml Office Cbd-ii	Karkardooma	Closed By Helpdesk	21/11/2023 10:11	0.01	High
2555	20231121C9	21/11/2023 10:11	Hardware	Printer	Printer installation 2nd. floor B Block	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	21/11/2023 10:11	0	High
2556	20231121C10	21/11/2023 10:11	Hardware	PC CPU	system slow	Complaint.Center Pp Qtr	Pahar Ganj	Closed By Site Engineer	21/11/2023 12:11	1.92	High
2557	20231121C11	21/11/2023 10:11	Networking	Network Breaks	Network Breaks	Complaint.Center Pp Qtr	Pahar Ganj	Closed By Site Engineer	21/11/2023 12:11	1.91	High
2558	20231121C12	21/11/2023 10:11	Hardware	Hard Disk	assign to arpit	Cgrf, Lal Bldg, Kkd (I/C Kkd Grid)	Karkardooma	Closed By Hardware Team	28/11/2023 10:11	167.46	High

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
2559	20231121C13	21/11/2023 10:11	Softwares	IBM Lotus Notes	Lotus mail issue	Mig Office, East Of Loni Road	Nand Nagari	Closed By Helpdesk	21/11/2023 10:11	0	High
2560	20231121C14	21/11/2023 11:11	Softwares	Windows	windows update	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	21/11/2023 11:11	0.04	High
2561	20231121C15	21/11/2023 11:11	Softwares	Domain Password	Domain password reset	Town Hall Business Office	Chandni Chowk	Closed By Helpdesk	21/11/2023 11:11	0	High
2562	20231121C16	21/11/2023 11:11	Softwares	Internet	DTM Login issue	C Block Office, Dda Flats, Motia Khan, Dgm (O&M), Phg	Pahar Ganj	Closed By Site Engineer	21/11/2023 12:11	1.16	High
2563	20231121C17	21/11/2023 11:11	Hardware	PC_CPU	system slow	C Block Office, Dda Flats, Motia Khan, Dgm (O&M), Phg	Pahar Ganj	Closed By Site Engineer	21/11/2023 12:11	1.16	High
2564	20231121C18	21/11/2023 11:11	Hardware	Printer	Printer usb long cable require.1A	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	21/11/2023 12:11	0.62	High
2565	20231121C19	21/11/2023 11:11	Hardware	Laptop	laptop need to replace against desktop	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	21/11/2023 15:11	3.77	High
2566	20231121C20	21/11/2023 11:11	Softwares	OS	window and software need to install issued laptop	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	21/11/2023 15:11	3.76	Medium
2567	20231121C21	21/11/2023 11:11	Softwares	OMS	data require from desktop to laptop	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	21/11/2023 15:11	3.75	Medium
2568	20231121C22	21/11/2023 12:11	Hardware	Printer	PRINTER NOT WORKING	Cbd-li Grid, Kkd	Karkardooma	Closed By Hardware Team	21/11/2023 13:11	1.98	High
2569	20231121C23	21/11/2023 12:11	Hardware	All In One Desktop	P.K AGGARWAL SYSTEM NOT WORKING	Cbd-li Grid, Kkd	Karkardooma	Closed By Hardware Team	21/11/2023 13:11	1.96	Medium
2570	20231121C24	21/11/2023 12:11	Softwares	IBM Lotus Notes	SYSTEM WORKING VERY SLOW NEED SSD	Cbd-li Grid, Kkd	Karkardooma	Closed By Hardware Team	21/11/2023 13:11	1.95	High
2571	20231121C25	21/11/2023 12:11	Hardware	Laptop	LAPTOP SSD EXCHANGED	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	21/11/2023 13:11	1.92	High
2572	20231121C26	21/11/2023 12:11	Softwares	Adobe Reader	AD AND ALL SOFTWARE RUN	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	21/11/2023 13:11	1.91	Medium
2573	20231121C27	21/11/2023 12:11	Softwares	Domain Rejoin	JOIN AND ALL SOFTWARE	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	21/11/2023 13:11	1.89	Medium
2574	20231121C28	21/11/2023 12:11	Hardware	PC_CPU	cpu booting issue.pl assing to arpit. s/t : PGH0304	Bm (Comm.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Hardware Team	28/11/2023 09:11	165.6	High
2575	20231121C29	21/11/2023 12:11	Hardware	Printer	PRINTER ADDD	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	21/11/2023 13:11	1.88	High
2576	20231121C30	21/11/2023 12:11	Softwares	Internet	OMS not Working	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	22/11/2023 13:11	25.61	High
2577	20231121C31	21/11/2023 12:11	Hardware	Printer	HP Inkjet 419 not working	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	22/11/2023 13:11	25.59	High
2578	20231121C32	21/11/2023 12:11	Hardware	PC_CPU	working slow	33 Kv.Substation (Srd Building), Shankar Road, New Delhi-110 060 Commf Office	Shankar Road	Closed By Site Engineer	22/11/2023 13:11	25.58	High
2579	20231121C33	21/11/2023 12:11	Hardware	PC_CPU	pc cpu not working (Rupender prajapati)	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	22/11/2023 13:11	25.53	High
2580	20231121C34	21/11/2023 12:11	Hardware	Hard Disk	HDD Problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	21/11/2023 12:11	0.41	High
2581	20231121C35	21/11/2023 12:11	Hardware	Hard Disk	Data Problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	21/11/2023 12:11	0.41	High
2582	20231121C36	21/11/2023 12:11	Softwares	Windows	Windows Problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	21/11/2023 12:11	0.4	High
2583	20231121C37	21/11/2023 12:11	Softwares	IBM Lotus Notes	Lotus Problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	21/11/2023 12:11	0.4	High
2584	20231121C38	21/11/2023 12:11	Softwares	Drivers	Drivers Problem LAN	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	21/11/2023 12:11	0.39	High
2585	20231121C39	21/11/2023 12:11	Softwares	Adobe Reader	Adobe Problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	21/11/2023 12:11	0.38	Medium
2586	20231121C40	21/11/2023 12:11	Softwares	Ms-Office	Office Problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	21/11/2023 12:11	0.38	High
2587	20231121C41	21/11/2023 12:11	Softwares	SAP	P92 Problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	21/11/2023 12:11	0.37	High
2588	20231121C42	21/11/2023 12:11	Hardware	Printer	Printer Problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	21/11/2023 12:11	0.37	High
2589	20231121C43	21/11/2023 12:11	Hardware	Scanner	Scanner Problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	21/11/2023 12:11	0.37	High
2590	20231121C44	21/11/2023 12:11	Softwares	Teamviewer	TV Problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	21/11/2023 12:11	0.36	Medium
2591	20231121C45	21/11/2023 12:11	Hardware	Printer	Printer Problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	21/11/2023 12:11	0.36	High
2592	20231121C46	21/11/2023 12:11	Softwares	SAP	P92 Problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	21/11/2023 12:11	0.35	High
2593	20231121C47	21/11/2023 12:11	Telecom	Clip Max	Phone not working at Room No.110. EXT.No.-9311 Please assign this call to LAN Team	Aram Bagh Bm(Commf), Phg	Pahar Ganj	Closed By Lan Support Team	24/11/2023 11:11	70.85	High
2594	20231121C48	21/11/2023 12:11	Softwares	Cute PDF	PDF Write issue	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	21/11/2023 12:11	0.35	Medium
2595	20231121C49	21/11/2023 12:11	Softwares	Teamviewer	TV Issue	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	21/11/2023 12:11	0.34	Medium
2596	20231121C50	21/11/2023 12:11	Telecom	IP Phone	IP Phone Problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	21/11/2023 12:11	0.33	High
2597	20231121C51	21/11/2023 12:11	Hardware	Mouse	Mouse right click is not working while working on sap , Drag and drop issue is coming . LENOVO/TC M710T/PG00X13T.	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Hardware Team	25/01/2024 15:01	1563.27	High
2598	20231121C52	21/11/2023 12:11	Softwares	Ms-Office	Office roblem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	21/11/2023 12:11	0.33	High
2599	20231121C53	21/11/2023 12:11	Lan Support	Lan Cable Extension	LAN Cable Problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	21/11/2023 12:11	0.32	High
2600	20231121C54	21/11/2023 12:11	Hardware	PC_CPU	USB Problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	21/11/2023 12:11	0.32	High
2601	20231121C55	21/11/2023 12:11	Softwares	Windows	Data Problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	21/11/2023 12:11	0.31	High
2602	20231121C56	21/11/2023 12:11	Softwares	Internet	Internet Problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	21/11/2023 12:11	0.31	High
2603	20231121C57	21/11/2023 12:11	Hardware	Printer	Printer Problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	21/11/2023 12:11	0.3	High
2604	20231121C58	21/11/2023 12:11	Hardware	Scanner	Scanner Problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	21/11/2023 12:11	0.3	High
2605	20231121C59	21/11/2023 12:11	Softwares	Windows	domain accounts locked out	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	22/11/2023 13:11	25.16	High
2606	20231121C60	21/11/2023 12:11	Hardware	PC_CPU	not booting	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	22/11/2023 13:11	25.15	High
2607	20231121C61	21/11/2023 12:11	Softwares	Domain Password	Domain password reset			Closed By Helpdesk	21/11/2023 12:11	0.01	High
2608	20231121C62	21/11/2023 13:11	Hardware	PC_CPU	system pc hang	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	22/11/2023 13:11	24.67	High
2609	20231121C63	21/11/2023 13:11	Hardware	Printer	printer issue in room 108 assign Nilesh	Commf. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	21/11/2023 15:11	1.38	High
2610	20231121C64	21/11/2023 13:11	Hardware	Printer	printer setup in BD room assign Nilesh	Commf. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	21/11/2023 15:11	1.37	High
2611	20231121C65	21/11/2023 13:11	Hardware	PC_CPU	cpu slow response assign Nilesh	Commf. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	21/11/2023 15:11	1.34	High
2612	20231121C66	21/11/2023 14:11	Hardware	IP Phone Adapter	ip adapter cable issue assign Nilesh	Commf. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	21/11/2023 15:11	1.28	High
2613	20231121C67	21/11/2023 14:11	Hardware	Printer	printer issue assign Nilesh	O&M(D) Office, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Site Engineer	21/11/2023 15:11	1.25	High
2614	20231121C68	21/11/2023 14:11	Hardware	PC_CPU	Blue Dump issue.	S/Stn. No. 02 (Ppg)	Laxmi Nagar	Closed By Site Engineer	22/11/2023 11:11	20.8	High
2615	20231121C69	21/11/2023 14:11	Networking	Link Down	Network not connecting of Preeti trainee / 2 Floor Auditor room	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	21/11/2023 15:11	1.1	High
2616	20231121C70	21/11/2023 14:11	Softwares	Domain Password	Domain password issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	21/11/2023 14:11	0	High
2617	20231121C71	21/11/2023 14:11	Softwares	Domain Password	Domain password reset			Closed By Helpdesk	21/11/2023 14:11	0.01	High

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
2618	20231121C72	21/11/2023 14:11	Hardware	Keyboard	SN-L917413.KEYBOARD NOT WORKING	Gandhi Market	Darya Ganj	Closed By Hardware Team	08/12/2023 14:12	407.05	High
2619	20231121C73	21/11/2023 15:11	Hardware	Laptop	When laptop open beep sound issue	Commf Office Cbd-ii	Karkardooma	Closed By Hardware Team	08/01/2024 15:01	1151.77	High
2620	20231121C74	21/11/2023 15:11	Softwares	IBM Lotus Notes	Install IBM note.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	22/11/2023 16:11	25.04	High
2621	20231121C75	21/11/2023 15:11	Hardware	PC_CPU	System slow	Complaint Center (Ram Nagar)	Pahar Ganj	Closed By Site Engineer	21/11/2023 16:11	0.88	High
2622	20231121C76	21/11/2023 15:11	Softwares	Domain Rejoin	domain rejoin	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	22/11/2023 16:11	25.02	Medium
2623	20231121C77	21/11/2023 15:11	Softwares	Internet	quality link not working	Complaint Center (Ram Nagar)	Pahar Ganj	Closed By Site Engineer	21/11/2023 16:11	0.87	High
2624	20231121C78	21/11/2023 15:11	Hardware	Laptop	Laptop working slow need to install ssd	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Hardware Team	21/11/2023 16:11	0.8	High
2625	20231121C79	21/11/2023 15:11	Softwares	IBM Lotus Notes	Software installation & need to configure mail id	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Hardware Team	21/11/2023 16:11	0.79	High
2626	20231121C80	21/11/2023 15:11	Softwares	Windows	Need to transfer data from old hdd	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Hardware Team	21/11/2023 16:11	0.79	High
2627	20231121C81	21/11/2023 15:11	Hardware	Laptop	laptop booting issue , need to upgrade	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	21/11/2023 16:11	0.76	High
2628	20231121C82	21/11/2023 15:11	Softwares	IBM Lotus Notes	Software installation & need to configure mail id	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	21/11/2023 16:11	0.75	High
2629	20231121C83	21/11/2023 15:11	Softwares	Windows	Need to transfer data	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	21/11/2023 16:11	0.75	High
2630	20231121C84	21/11/2023 16:11	Softwares	Windows	Dotnet frame work installation of Gadadha tiwari	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	21/11/2023 16:11	0.06	High
2631	20231121C85	21/11/2023 16:11	Hardware	Mouse	Mouse Faulty , Mouse Has Been Facing Problems For 3 Months. Last Time It Was Out Of Stock. Now The Mouse Has Stopped Working. S/N-Pg00e8kh	Commf. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Hardware Team	08/12/2023 14:12	405.84	High
2632	20231121C86	21/11/2023 16:11	Softwares	SAP	request for reset Password assign nilesh	Commf. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	21/11/2023 17:11	1.49	High
2633	20231121C87	21/11/2023 16:11	Softwares	Windows	Need data backup from laptop	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	21/11/2023 17:11	1.62	High
2634	20231121C88	21/11/2023 16:11	General Calls	Presentation / VC	Zoom Call in board room	Cgrf, Lal Bldg, Kkd (I/C Kkd Grid)	Karkardooma	Closed By Hardware Team	21/11/2023 17:11	1.61	High
2635	20231121C89	21/11/2023 17:11	Softwares	SAP	SAP BSP configure	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	21/11/2023 17:11	0.01	High
2636	20231121C90	21/11/2023 17:11	Softwares	SAP	SAP BSP configure	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	21/11/2023 17:11	0.01	High
2637	20231121C91	21/11/2023 17:11	Hardware	Laptop	Display is getting week , icone are very dim . Kindly arrange to replace the display urgently. LENOVO/L440/PG0047W9	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Hardware Team	28/11/2023 15:11	166.27	High
2638	20231121C92	21/11/2023 17:11	Softwares	Domain Password	Password issue	Commf Office Cbd-ii	Karkardooma	Closed By Helpdesk	21/11/2023 17:11	0	High
2639	20231121C93	21/11/2023 17:11	Softwares	IBM Lotus Notes	Unable to open archive	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	22/11/2023 11:11	17.57	High
2640	20231121C94	21/11/2023 18:11	Hardware	PC_CPU	No Display issue.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Hardware Team	08/12/2023 10:12	399.93	High
2641	20231121C95	21/11/2023 18:11	Softwares	SAP	SAP Updation issue.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Site Engineer	22/11/2023 11:11	16.8	High
2642	20231121C96	21/11/2023 18:11	Softwares	Antivirus	Antivirus Updation issue.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	22/11/2023 11:11	16.78	Medium
2643	20231121C97	21/11/2023 18:11	Softwares	IBM Lotus Notes	IBM LOTUS AUTO SHUT AGAIN & AGAIN.	Ppg Indl. Area Grid (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	22/11/2023 11:11	16.57	High
2644	20231121C98	21/11/2023 18:11	Softwares	OMS	IOMS IS NOT WORKING.			Closed By Site Engineer	22/11/2023 10:11	16.48	Medium
2645	20231122C1	22/11/2023 06:11	Hardware	IP Camera	HO GRD FLOOR CONF. OHM.MERRY GOLD GRD FLOOR,3RD FLOOR A-B,GATE 2,CBD-2 GATE.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	22/11/2023 11:11	4.3	High
2646	20231122C2	22/11/2023 06:11	Hardware	IP Camera	CHILLA STORE MAIN GATE CAMERA NOT WORKING.	Chilla Store, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Lan Support Team	23/11/2023 11:11	28.4	High
2647	20231122C3	22/11/2023 09:11	Softwares	IBM Lotus Notes	Lotus mail issue			Closed By Helpdesk	22/11/2023 09:11	0	High
2648	20231122C4	22/11/2023 09:11	Softwares	Domain Password	Password reset	Commf Office Cbd-ii	Karkardooma	Closed By Helpdesk	22/11/2023 09:11	0.01	High
2649	20231122C5	22/11/2023 09:11	Softwares	Domain Password	Passwor reset of nicey johni	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	22/11/2023 09:11	0	High
2650	20231122C6	22/11/2023 09:11	Softwares	IBM Lotus Notes	Lotus mail is not opening	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	22/11/2023 09:11	0	High
2651	20231122C7	22/11/2023 09:11	Softwares	Domain Password	Domain password reset	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Helpdesk	22/11/2023 09:11	0	High
2652	20231122C8	22/11/2023 09:11	Softwares	Domain Password	Domain password reset	Commf Office Cbd-ii	Karkardooma	Closed By Helpdesk	22/11/2023 09:11	0	High
2653	20231122C9	22/11/2023 10:11	Telecom	Avaya Digital	Land line phone not working 01141249287 pls assign lan team	F-15/2, Krishna Nagar, Commf Office	Krishna Nagar	Closed By Lan Support Team	24/11/2023 11:11	48.93	High
2654	20231122C10	22/11/2023 10:11	Hardware	Printer	Printer not working	Aram Bagh Bm(Commf), Phg	Pahar Ganj	Closed By Site Engineer	22/11/2023 11:11	1.17	High
2655	20231122C11	22/11/2023 10:11	Hardware	PC_CPU	system slow	Aram Bagh Bm(Commf), Phg	Pahar Ganj	Closed By Site Engineer	22/11/2023 11:11	1.16	High
2656	20231122C12	22/11/2023 10:11	Softwares	Internet	sharing not working	Aram Bagh Bm(Commf), Phg	Pahar Ganj	Closed By Site Engineer	22/11/2023 11:11	1.12	High
2657	20231122C13	22/11/2023 10:11	Softwares	IBM Lotus Notes	mail send receive issue	Aram Bagh Bm(Commf), Phg	Pahar Ganj	Closed By Site Engineer	22/11/2023 11:11	1.1	High
2658	20231122C14	22/11/2023 10:11	Softwares	IBM Lotus Notes	mail send receive issue	Aram Bagh Bm(Commf), Phg	Pahar Ganj	Closed By Site Engineer	22/11/2023 11:11	1.1	High
2659	20231122C15	22/11/2023 11:11	Lan Support	RJ 45 Connector	lan issue	Commercial Office, Nng	Nand Nagari	Closed By Lan Support Team	05/03/2024 15:03	2500.18	High
2660	20231122C16	22/11/2023 11:11	Hardware	PC_CPU	Network issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	22/11/2023 11:11	0	High
2661	20231122C17	22/11/2023 11:11	Softwares	IBM Lotus Notes	Creation of Lotus mail archive	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	22/11/2023 11:11	0	High
2662	20231122C18	22/11/2023 11:11	Softwares	SAP	SAP BSP configure	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	22/11/2023 11:11	0.02	High
2663	20231122C19	22/11/2023 11:11	Softwares	SAP	SAP BSP configure	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	22/11/2023 11:11	0.01	High
2664	20231122C20	22/11/2023 11:11	Softwares	IBM Lotus Notes	Mail Archive issue	Aram Bagh Bm(Commf), Phg	Pahar Ganj	Closed By Site Engineer	22/11/2023 11:11	0.18	High
2665	20231122C21	22/11/2023 11:11	Hardware	PC_CPU	system slow	Aram Bagh Bm(Commf), Phg	Pahar Ganj	Closed By Site Engineer	22/11/2023 11:11	0.17	High
2666	20231122C22	22/11/2023 11:11	Hardware	Printer	Unable to print from 2B printer	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	23/11/2023 16:11	29.03	High
2667	20231122C23	22/11/2023 11:11	Hardware	PC_CPU	pc issue s.no--98ib152	Shahdara Store L-Block, Dilshad Garden	Gt Road	Closed By Hardware Team	08/01/2024 15:01	1131.75	High
2668	20231122C24	22/11/2023 11:11	Hardware	PC_CPU	Mouse faulty Serial no --PG00A786	Mig Office, East Of Loni Road	Nand Nagari	Closed By Hardware Team	08/01/2024 15:01	1131.69	High
2669	20231122C25	22/11/2023 11:11	Hardware	Keyboard	keyboard faulty Serial no --PG00X13F	Mig Office, East Of Loni Road	Nand Nagari	Closed By Hardware Team	08/12/2023 14:12	386.56	High
2670	20231122C26	22/11/2023 11:11	Hardware	Mouse	Mouse issue serial no --PG00X13F	Mig Office, East Of Loni Road	Nand Nagari	Closed By Hardware Team	08/12/2023 14:12	386.56	High
2671	20231122C27	22/11/2023 11:11	Telecom	IP Phone	power card not working 18TL18600J29	Gandhi Market Office	Darya Ganj	Closed By Hardware Team	06/03/2024 10:03	2518.74	High
2672	20231122C28	22/11/2023 11:11	Hardware	Keyboard	keyboard issue Serial no --L97XT71	Mig Office, East Of Loni Road	Nand Nagari	Closed By Hardware Team	28/11/2023 10:11	142.66	High
2673	20231122C29	22/11/2023 11:11	Hardware	Laptop Battery	LALTOP BATTERY FAULTY NEED TO REPLACE	Mulla Colony Scrap Store, Near Gajipur Police Station	Vasundra Enclave	Closed By Hardware Team	22/11/2023 14:11	3.2	High
2674	20231122C30	22/11/2023 11:11	Softwares	VPN	VPN password issue	Kasturba Nagar Complaint Centre	Karkardooma	Closed By Helpdesk	22/11/2023 11:11	0	Medium
2675	20231122C31	22/11/2023 12:11	Softwares	Windows	windows cleanup install	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	22/11/2023 12:11	0.02	High
2676	20231122C32	22/11/2023 12:11	Softwares	Windows	windows cleanup install of nishant grover	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	22/11/2023 12:11	0.01	High
2677	20231122C33	22/11/2023 12:11	Lan Support	Lan Cable Replacement	Lan cable replacement ,(rack sifting)	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Lan Support Team	24/11/2023 11:11	46.88	High
2678	20231122C34	22/11/2023 12:11	Hardware	Laptop	In Laptop Network issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	22/11/2023 12:11	0.01	High



S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
2679	20231122C35	22/11/2023 12:11	Lan Support	Lan Cable Extension	LAN POINT FAULTY IN CHD COUNTER AT KRISHNA NAGR COMMERCIAL OFFICE PLS ASSINGN THE LAN TEAM	F-15/2, Krishna Nagar, Comml Office	Krishna Nagar	Closed By Lan Support Team	24/11/2023 11:11	46.78	High
2680	20231122C36	22/11/2023 12:11	Softwares	Domain Password	Domain password reset	F-15/2, Krishna Nagar, Comml Office	Krishna Nagar	Closed By Helpdesk	22/11/2023 12:11	0.01	High
2681	20231122C37	22/11/2023 12:11	Hardware	TFT	TFT faulty need to replace	Egg Market	Laxmi Nagar	Closed By Hardware Team	22/11/2023 14:11	2.14	High
2682	20231122C38	22/11/2023 12:11	Hardware	Scanner	Scanner faulty need to replace	Egg Market	Laxmi Nagar	Closed By Hardware Team	22/11/2023 14:11	2.14	High
2683	20231122C39	22/11/2023 13:11	Hardware	PC_CPU	req for SSD card assign Nilesh	O&M(D) Office, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Site Engineer	22/11/2023 17:11	3.77	High
2684	20231122C40	22/11/2023 13:11	Hardware	Laptop	laptop issue assign Nilesh	O&M(D) Office, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Site Engineer	22/11/2023 17:11	3.76	High
2685	20231122C41	22/11/2023 13:11	Hardware	Scanner	scanner issue assign Nilesh	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	22/11/2023 17:11	3.74	High
2686	20231122C42	22/11/2023 13:11	Softwares	IBM Lotus Notes	hcl veruse issue assign Nilesh	Samachar Appt. Mayur Vihar Ph-I And II, Delhi	Mayur Vihar	Closed By Site Engineer	22/11/2023 17:11	3.72	High
2687	20231122C43	22/11/2023 13:11	Networking	Link Down	network issue assign Nilesh at dispensary	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	22/11/2023 17:11	3.71	High
2688	20231122C44	22/11/2023 13:11	Networking	Link Down	network issue assign Nilesh at 13 block triokpuri	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	22/11/2023 17:11	3.7	High
2689	20231122C45	22/11/2023 13:11	Hardware	PC_CPU	cpu issue at mayur vihar 3 assign Nilesh	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	22/11/2023 17:11	3.68	High
2690	20231122C46	22/11/2023 14:11	Hardware	Keyboard	keyboard not working 4J2NH32_Dell D15M assign to Arpit Rastogi	S/Stn No 7, O&M, (Ppg)	Laxmi Nagar	Closed By Hardware Team	08/12/2023 13:12	383.94	High
2691	20231122C47	22/11/2023 14:11	Hardware	Keyboard	keyboard not working PG00E8JX.1J3 keyboard not working pls assign to Arpit Rastogi	S/Stn No 5 Enf-2 (Ppg)	Laxmi Nagar	Closed By Hardware Team	08/12/2023 13:12	383.87	High
2692	20231122C48	22/11/2023 14:11	Hardware	Keyboard	keyboard not working PG004Q7T, 10B3 keyboard problem pls assign to Arpit Rastogi	S/Stn No 5 Enf-2 (Ppg)	Laxmi Nagar	Closed By Hardware Team	06/03/2024 10:03	2515.92	High
2693	20231122C49	22/11/2023 14:11	Hardware	Mouse	Mouse not working 9N6JX52, Dell 3020 mouse not working pls assign to Arpit Rastogi	S/Stn No 5 Enf-2 (Ppg)	Laxmi Nagar	Closed By Hardware Team	08/12/2023 13:12	383.7	High
2694	20231122C50	22/11/2023 14:11	Hardware	Mouse	Mouse not working HXS62S2, Dell 3020 Pls assign to Arpit Rastogi	S/Stn No 5 Enf-2 (Ppg)	Laxmi Nagar	Closed By Hardware Team	06/03/2024 10:03	2515.87	High
2695	20231122C51	22/11/2023 14:11	Softwares	SAP	SAP Icon is not showing	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	22/11/2023 14:11	0.01	High
2696	20231122C52	22/11/2023 14:11	Hardware	Laptop	To fillup IT Requisition form for Laptop	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	22/11/2023 14:11	0	High
2697	20231122C53	22/11/2023 14:11	Hardware	Printer	Printing issue	C Block Office, Dda Flats, Motia Khan, Dgm (O&M), Phg	Pahar Ganj	Closed By Site Engineer	22/11/2023 16:11	1.42	High
2698	20231122C54	22/11/2023 14:11	Telecom	Clip Max	Eno. 7722 is in 2nd floor C Block phone is dead	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	23/11/2023 12:11	21.49	High
2699	20231122C55	22/11/2023 15:11	Hardware	PC_CPU	System is working slow	S/Stn No 4, Energy Audit Scada (Ppg)	Laxmi Nagar	Closed By Helpdesk	22/11/2023 15:11	0.01	High
2700	20231122C56	22/11/2023 15:11	Softwares	IBM Lotus Notes	Mail issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	22/11/2023 15:11	0.03	High
2701	20231122C57	22/11/2023 15:11	Softwares	IBM Lotus Notes	Mail issue of mohit sharma	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	22/11/2023 15:11	0	High
2702	20231122C58	22/11/2023 15:11	Hardware	Laptop Battery	Laptop battery faulty need to replace	Aram Bagh Bm(Comml), Phg	Pahar Ganj	Closed By Hardware Team	22/11/2023 16:11	0.4	High
2703	20231122C59	22/11/2023 15:11	Hardware	PC_CPU	PC working slow need to install ssd	Comml Office Cbd-III	Karkardooma	Closed By Hardware Team	22/11/2023 16:11	0.38	High
2704	20231122C60	22/11/2023 15:11	Softwares	IBM Lotus Notes	Software installation	Comml Office Cbd-III	Karkardooma	Closed By Hardware Team	22/11/2023 16:11	0.38	High
2705	20231122C61	22/11/2023 15:11	Softwares	Windows	need to restore data	Comml Office Cbd-III	Karkardooma	Closed By Hardware Team	22/11/2023 16:11	0.36	High
2706	20231122C62	22/11/2023 15:11	Softwares	Ms-Office	Need to activate office 16	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	22/11/2023 16:11	0.32	High
2707	20231122C63	22/11/2023 15:11	Hardware	PC_CPU	System butting issue 2nd. floor B Block 7750	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	23/11/2023 16:11	24.97	High
2708	20231122C64	22/11/2023 16:11	Hardware	Laptop	laptop need to ready for issued with 250 gb NVMe	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	22/11/2023 16:11	0.72	High
2709	20231122C65	22/11/2023 16:11	Softwares	OS	window and software need to install in thinkbook laptop	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	22/11/2023 16:11	0.71	Medium
2710	20231122C66	22/11/2023 16:11	Lan Support	RJ 45 Connector	lan cable faulty	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Comml Office	Shankar Road	Closed By Site Engineer	22/11/2023 16:11	0.78	High
2711	20231122C67	22/11/2023 16:11	Hardware	PC_CPU	not working	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	22/11/2023 16:11	0.76	High
2712	20231122C68	22/11/2023 16:11	Softwares	IBM Lotus Notes	Lotus mail password issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	22/11/2023 16:11	0	High
2713	20231122C69	22/11/2023 16:11	Softwares	Ms-Office	OFFICE 16 ACTIVATION	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	22/11/2023 17:11	0.97	High
2714	20231122C70	22/11/2023 16:11	Hardware	Laptop	laptop need to ready for issued with SSD NVMe	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	23/11/2023 12:11	19.69	High
2715	20231122C71	22/11/2023 16:11	Softwares	OS	window and software need to install in store laptop	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	23/11/2023 12:11	19.68	Medium
2716	20231122C72	22/11/2023 17:11	Softwares	Ms-Office	Office 16 activation	Comml Office Cbd-III	Karkardooma	Closed By Hardware Team	22/11/2023 18:11	1.24	High
2717	20231122C73	22/11/2023 17:11	Hardware	Mouse	PC S/n :- 7PT7152 Mouse Not working ( Clicks issue ) ( Send to Arpit )	T-Sohan Lal Marg, Prasad Nagar, New Delhi (Vigilance Office)	Patel Nagar	Closed By Hardware Team	22/11/2023 17:11	0.37	High
2718	20231122C74	22/11/2023 17:11	Hardware	Laptop Adapter	Laptop adapter faulty need to replace	Comml Office Cbd-III	Karkardooma	Closed By Hardware Team	22/11/2023 18:11	0.93	High
2719	20231122C75	22/11/2023 17:11	Hardware	Mouse	Mouse Clicks not working ( Pc S/n :- 7PT7152 ) Send to Arpit	Vigilance Office Prasad Nagar	Patel Nagar	Closed By Hardware Team	06/03/2024 10:03	2512.75	High
2720	20231122C76	22/11/2023 17:11	Hardware	IP Phone Adapter	IP PHONE ISSUE IN MAYUR VIHAR DIV ASSIGN NILESH	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	23/11/2023 13:11	19.98	High
2721	20231122C77	22/11/2023 18:11	Hardware	Laptop	Laptop working slow need to install ssd	Comml Office Cbd-III	Karkardooma	Closed By Hardware Team	24/11/2023 09:11	39.06	High
2722	20231122C78	22/11/2023 18:11	Softwares	IBM Lotus Notes	Software installation & need to configure mail id	Comml Office Cbd-III	Karkardooma	Closed By Hardware Team	24/11/2023 09:11	39.05	High
2723	20231122C79	22/11/2023 18:11	Softwares	Windows	Need to restore data	Comml Office Cbd-III	Karkardooma	Closed By Hardware Team	24/11/2023 09:11	39.05	High
2724	20231122C80	22/11/2023 18:11	Hardware	PC_CPU	PC working slow need to upgrade ram	C-7, Commercial Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Hardware Team	24/11/2023 09:11	39.02	High
2725	20231122C81	22/11/2023 18:11	Softwares	IBM Lotus Notes	Traveller mail configure on Apple handset.	Comml Office Cbd-III	Karkardooma	Closed By Site Engineer	23/11/2023 18:11	24.4	High
2726	20231122C82	22/11/2023 18:11	Hardware	TFT	TFT installed new issue	Egg Market	Laxmi Nagar	Closed By Site Engineer	23/11/2023 18:11	24.39	High
2727	20231122C83	22/11/2023 18:11	Lan Support	Lan Cable Replacement	LAN patch code faulty	Comml Office Cbd-III	Karkardooma	Closed By Site Engineer	23/11/2023 18:11	24.37	High
2728	20231122C84	22/11/2023 18:11	Softwares	IBM Lotus Notes	Lotus mail configured on sandeep kumar system for temp	Comml Office Cbd-III	Karkardooma	Closed By Site Engineer	23/11/2023 18:11	24.35	High
2729	20231122C85	22/11/2023 18:11	Softwares	Drivers	Printer HP 3015 driver installed	Comml Office Cbd-III	Karkardooma	Closed By Site Engineer	23/11/2023 18:11	24.34	High
2730	20231122C86	22/11/2023 18:11	Hardware	Laptop	Charger adopter not working on laptop	Comml Office Cbd-III	Karkardooma	Closed By Site Engineer	23/11/2023 18:11	24.32	High
2731	20231122C87	22/11/2023 18:11	Hardware	PC_CPU	USB PORT IS NOT WORKING.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	29/11/2023 18:11	168.46	High
2732	20231122C88	22/11/2023 18:11	Hardware	Keyboard	Keyboard power not on (1005 S/N:-PG0195PJ) So kindly assign call to Mr. Arpit.	Comml Office Cbd-III	Karkardooma	Closed By Hardware Team	01/02/2024 15:02	1701.05	High
2733	20231122C89	22/11/2023 18:11	Hardware	Printer	PRINT ISSUE.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	23/11/2023 10:11	15.68	High
2734	20231122C90	22/11/2023 18:11	Hardware	Mouse	Mouse not dragging & left click issue (Lenevo tower S/N-PG0195PJ) So kindly assign call to Mr. arpit.	Comml Office Cbd-III	Karkardooma	Closed By Hardware Team	15/12/2023 14:12	548.22	High
2735	20231122C91	22/11/2023 18:11	Softwares	Domain Password	DOMAIN PASSWORD ISSUE.	Ppg Indl. Area Grid (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	23/11/2023 10:11	15.64	High
2736	20231122C92	22/11/2023 18:11	Hardware	Printer	PRINTER ISSUE.	(P&E), S/Stn. No 16, (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	23/11/2023 10:11	15.61	High

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
2737	20231122C93	22/11/2023 18:11	Softwares	Admin Helpdesk	ADMIN HELPDESK PASSWORD ISSUE.			Closed By Site Engineer	23/11/2023 10:11	15.57	Medium
2738	20231123C1	23/11/2023 10:11	Hardware	PC_CPU	PC HANGING & SLOW WORKING ISSUE.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Hardware Team	05/01/2024 18:01	1040.11	High
2739	20231123C2	23/11/2023 10:11	Softwares	Domain Password	Domain password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	23/11/2023 10:11	0.01	High
2740	20231123C3	23/11/2023 10:11	Telecom	Clip Max	assign to Lan team phone not working	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	24/11/2023 10:11	24.87	High
2741	20231123C4	23/11/2023 10:11	Hardware	PC_CPU	PC SLOW & HANGING ISSUE.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Hardware Team	05/01/2024 18:01	1040.05	High
2742	20231123C5	23/11/2023 10:11	Hardware	PC_CPU	PC SLOW & HANGING ISSUE.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Hardware Team	05/01/2024 18:01	1039.99	High
2743	20231123C6	23/11/2023 10:11	Hardware	PC_CPU	PC SLOW & HANGING ISSUE.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Hardware Team	05/01/2024 18:01	1039.96	High
2744	20231123C7	23/11/2023 10:11	Lan Support	Lan Cable Extension	Dear Team kindly visit to provide the 8 lan point at ground floor radhu palace urgently	Bm (Comm.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Lan Support Team	29/11/2023 11:11	144.75	High
2745	20231123C8	23/11/2023 11:11	Hardware	Printer	Printer issue 2nd. floor B Block Last cabin	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	23/11/2023 16:11	5.8	High
2746	20231123C9	23/11/2023 11:11	Hardware	PC_CPU	System issue very slow	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	23/11/2023 11:11	0.15	High
2747	20231123C10	23/11/2023 11:11	Softwares	Domain Password	Domain password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	23/11/2023 11:11	0.02	High
2748	20231123C11	23/11/2023 11:11	Softwares	Domain Rejoin	Domain Rejoin of user profile	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	23/11/2023 11:11	0.01	Medium
2749	20231123C12	23/11/2023 11:11	Telecom	Avaya Digital	Adapter and phone issue 17WZ5240070Y	Commercial Office, Nng	Nand Nagari	Closed By Hardware Team	24/11/2023 09:11	22.29	High
2750	20231123C13	23/11/2023 11:11	Hardware	Keyboard	Keyboard issue serial no--2ST7152	Shahdara Store L-Block, Dilshad Garden	Gt Road	Closed By Hardware Team	08/12/2023 13:12	362.22	High
2751	20231123C14	23/11/2023 11:11	Softwares	Domain Password	Domain password reset	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Helpdesk	23/11/2023 11:11	0.01	High
2752	20231123C15	23/11/2023 12:11	Softwares	Domain Password	Domain password reset	33kv Grid, Kamla Market Commil Office	Darya Ganj	Closed By Helpdesk	23/11/2023 12:11	0	High
2753	20231123C16	23/11/2023 12:11	Softwares	IBM Lotus Notes	Mail not open	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	23/11/2023 12:11	0.01	High
2754	20231123C17	23/11/2023 12:11	Softwares	IBM Lotus Notes	Mail issue of Sunil jain	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	23/11/2023 12:11	0	High
2755	20231123C18	23/11/2023 12:11	Hardware	Barcode Reader	BARCODE READER FAULTY	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	23/11/2023 15:11	3.27	Medium
2756	20231123C19	23/11/2023 12:11	Hardware	PC_CPU	RAM UPGRADE REQUIRE	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	23/11/2023 15:11	3.25	High
2757	20231123C20	23/11/2023 13:11	Hardware	PC_CPU	visit vasundra enclave for pc problem assign Nilesh	Commil. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	24/11/2023 13:11	24.1	High
2758	20231123C21	23/11/2023 14:11	Softwares	Domain Password	Domain password reset	F-15/2, Krishna Nagar, Commil Office	Krishna Nagar	Closed By Helpdesk	23/11/2023 14:11	0	High
2759	20231123C22	23/11/2023 14:11	Softwares	Internet	QMS is not opening	O & M Office Vivek Vihar B-Blk	Karkardooma	Closed By Helpdesk	23/11/2023 14:11	0.01	High
2760	20231123C23	23/11/2023 14:11	Softwares	OMS	ims not working	Seelam Pur Complaint Centre, Delhi-53	Yamuna Vihar	Closed By Site Engineer	23/11/2023 16:11	1.14	Medium
2761	20231123C24	23/11/2023 14:11	Hardware	RAM	RAM Upgrade 4 gb to 8 gb	C-7, Commercial Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Site Engineer	23/11/2023 16:11	1.12	Medium
2762	20231123C25	23/11/2023 14:11	Softwares	Windows	win login account locked	C-6, O&M Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Site Engineer	23/11/2023 16:11	1.1	High
2763	20231123C26	23/11/2023 15:11	Hardware	Printer	PRINTER roller faulty	C-8, Store O&M Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Site Engineer	23/11/2023 16:11	1	High
2764	20231123C27	23/11/2023 15:11	Softwares	CAS	user forgot his cas id password	C-7, Commercial Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Site Engineer	23/11/2023 16:11	0.96	Medium
2765	20231123C28	23/11/2023 15:11	Softwares	IBM Lotus Notes	mail quota error	C-7, Commercial Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Site Engineer	23/11/2023 16:11	0.94	High
2766	20231123C29	23/11/2023 15:11	Networking	Link Down	Link down at CBD 2 building	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	24/11/2023 10:11	19.87	High
2767	20231123C30	23/11/2023 15:11	Softwares	Domain Password	Domain password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	23/11/2023 15:11	0.02	High
2768	20231123C31	23/11/2023 15:11	Softwares	Windows	Desktop Problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	24/11/2023 10:11	18.45	High
2769	20231123C32	23/11/2023 15:11	Softwares	CAS	CAS icon problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	24/11/2023 10:11	18.44	Medium
2770	20231123C33	23/11/2023 15:11	Softwares	Internet	Network Problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	24/11/2023 10:11	18.43	High
2771	20231123C34	23/11/2023 15:11	Hardware	Printer	Printer Problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	24/11/2023 10:11	18.43	High
2772	20231123C35	23/11/2023 15:11	Hardware	Printer	Print out problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	24/11/2023 10:11	18.42	High
2773	20231123C36	23/11/2023 15:11	Hardware	PC_CPU	Power problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	24/11/2023 10:11	18.41	High
2774	20231123C37	23/11/2023 15:11	Telecom	IP Phone	Network Problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	24/11/2023 10:11	18.41	High
2775	20231123C38	23/11/2023 15:11	Hardware	PC_CPU	Power Problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	24/11/2023 10:11	18.4	High
2776	20231123C39	23/11/2023 15:11	Softwares	CAS	CAS Problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	24/11/2023 10:11	18.4	Medium
2777	20231123C40	23/11/2023 15:11	Softwares	Internet	Intranet Problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	24/11/2023 10:11	18.39	High
2778	20231123C41	23/11/2023 15:11	Hardware	PC_CPU	Power Problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	24/11/2023 10:11	18.26	High
2779	20231123C42	23/11/2023 15:11	Telecom	IP Phone	Network Problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	24/11/2023 10:11	18.26	High
2780	20231123C43	23/11/2023 15:11	Softwares	BYPL Intranet	Chrome Problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	24/11/2023 10:11	18.25	Medium
2781	20231123C44	23/11/2023 15:11	Hardware	Printer	Display problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	24/11/2023 10:11	18.24	High
2782	20231123C45	23/11/2023 15:11	Softwares	SAP	P92 Problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	24/11/2023 10:11	18.23	High
2783	20231123C46	23/11/2023 15:11	Hardware	PC_CPU	Power problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	24/11/2023 10:11	18.21	High
2784	20231123C47	23/11/2023 15:11	Hardware	TFT	power problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	24/11/2023 10:11	18.21	High
2785	20231123C48	23/11/2023 15:11	Softwares	IBM Lotus Notes	Lotus Problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	24/11/2023 10:11	18.2	High
2786	20231123C49	23/11/2023 15:11	Softwares	SAP	P92 Problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	24/11/2023 10:11	18.2	High
2787	20231123C50	23/11/2023 15:11	Softwares	Teamviewer	TV Problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	24/11/2023 10:11	18.19	Medium
2788	20231123C52	23/11/2023 15:11	Hardware	Mouse	Left button of Mouse is not working (INA805SJZ2)	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	08/12/2023 13:12	357.9	High
2789	20231123C53	23/11/2023 16:11	Lan Support	RJ 45 Connector	Network issue in CBD-2 Gnd. floor	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	24/11/2023 10:11	18.87	High
2790	20231123C54	23/11/2023 16:11	Hardware	PC_CPU	System slow issue in 2nd. floor D Block	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Site Engineer	23/11/2023 17:11	1.3	High
2791	20231123C55	23/11/2023 16:11	Hardware	PC_CPU	pc working slow need to install ssd	Commil. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Hardware Team	24/11/2023 09:11	16.23	High
2792	20231123C56	23/11/2023 16:11	Hardware	RAM	PC working slow need to upgrade ram	13-Block, Trilokpuri, Delhi	Mayur Vihar	Closed By Hardware Team	24/11/2023 09:11	16.18	Medium
2793	20231123C57	23/11/2023 16:11	Softwares	Adobe Reader	Install Adobe reader.	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Hardware Team	23/11/2023 17:11	0.71	Medium
2794	20231123C58	23/11/2023 17:11	Softwares	Browser	Install google chrome.	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Hardware Team	23/11/2023 17:11	0.63	Medium
2795	20231123C59	23/11/2023 17:11	Softwares	IBM Lotus Notes	Install IBM notes..	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Hardware Team	23/11/2023 17:11	0.59	High
2796	20231123C60	23/11/2023 17:11	Softwares	Ms-Office	Install ms office.	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Hardware Team	23/11/2023 17:11	0.57	High
2797	20231123C61	23/11/2023 17:11	Softwares	SAP	Install sap	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Hardware Team	23/11/2023 17:11	0.55	High
2798	20231123C62	23/11/2023 17:11	Softwares	Teamviewer	Install Teamviewer	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Hardware Team	23/11/2023 17:11	0.47	Medium

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
2799	20231123C63	23/11/2023 17:11	Softwares	Windows	Window Update.	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Hardware Team	28/11/2023 10:11	113.3	High
2800	20231123C64	23/11/2023 17:11	Hardware	IP Phone Adapter	IP PHONE ADAPTOR INSTALLATION ISSUE.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	23/11/2023 17:11	0.17	High
2801	20231123C65	23/11/2023 17:11	Hardware	PC_CPU	HELP FOR REQUEST OF UPGRADATION OF PC.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	24/11/2023 11:11	17.92	High
2802	20231123C66	23/11/2023 17:11	Hardware	PC_CPU	HELP FOR THE REQUESTION FOR REPLACEMENT OF PAGENT	Ppg Indl. Area Grid (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	24/11/2023 11:11	17.87	High
2803	20231123C67	23/11/2023 17:11	Softwares	Windows	ZOOM MEETING ISSUE.	S/Stn. No. 02 (Ppg)	Laxmi Nagar	Closed By Site Engineer	24/11/2023 11:11	17.83	High
2804	20231123C68	23/11/2023 17:11	Softwares	SAP	SAP UPGRADATION ISSUE.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	24/11/2023 11:11	17.78	High
2805	20231123C69	23/11/2023 18:11	Hardware	Laptop	LAPTOP WORKING SLOW NEED TO INSTALL SSD	O&M Office, Karawal Nagar	Karawal Nagar	Closed By Hardware Team	24/11/2023 15:11	21.16	High
2806	20231123C70	23/11/2023 18:11	Softwares	IBM Lotus Notes	SOFTWARE INSTALLATION	O&M Office, Karawal Nagar	Karawal Nagar	Closed By Hardware Team	24/11/2023 15:11	21.16	High
2807	20231123C71	23/11/2023 18:11	Softwares	Windows	NEED TO RESTORE DATA	O&M Office, Karawal Nagar	Karawal Nagar	Closed By Hardware Team	24/11/2023 15:11	21.15	High
2808	20231123C72	23/11/2023 18:11	Hardware	Printer	Printer HP1022n installed .	Commf Office Cbd-iii	Karkardooma	Closed By Site Engineer	24/11/2023 18:11	24.05	High
2809	20231123C73	23/11/2023 18:11	Softwares	SAP	SAP P96 B/W new software installed.	Commf Office Cbd-iii	Karkardooma	Closed By Site Engineer	24/11/2023 18:11	23.93	High
2810	20231123C74	23/11/2023 18:11	Softwares	SAP	SAP P96 B/W new application installed	Commf Office Cbd-iii	Karkardooma	Closed By Site Engineer	24/11/2023 18:11	23.88	High
2811	20231123C75	23/11/2023 18:11	Softwares	Drivers	Printer HP 3015 driver installed	Commf Office Cbd-iii	Karkardooma	Closed By Site Engineer	24/11/2023 18:11	23.86	High
2812	20231123C76	23/11/2023 18:11	Softwares	IBM Lotus Notes	lotus new archive create.	Commf Office Cbd-iii	Karkardooma	Closed By Site Engineer	24/11/2023 18:11	23.7	High
2813	20231124C1	24/11/2023 00:11	Hardware	IP Camera	CC C-12 YVR CAMERA NOT WORKING.	C-12, Complain Centre Ghonda, Yamuna Vihar Delhi-53	Yamuna Vihar	Closed By Lan Support Team	29/11/2023 11:11	130.85	High
2814	20231124C2	24/11/2023 00:11	Hardware	IP Camera	CC 8-A GEETA COLONY CAMERA NOT WORKING.	Gandhi Nagar Complaint Centre, 8a Block Geeta Colony	Krishna Nagar	Closed By Lan Support Team	29/11/2023 11:11	130.83	High
2815	20231124C3	24/11/2023 00:11	Hardware	IP Camera	KKD HO CBD-2 GATE EXIT CAMERA NOT WORKING	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	24/11/2023 11:11	10.37	High
2816	20231124C4	24/11/2023 09:11	Softwares	Domain Password	Domain password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	24/11/2023 09:11	0	High
2817	20231124C5	24/11/2023 09:11	General Calls	Presentation / VC	Please arrange to install projector with laptop, CD driver & speakers on 24/11/2023 at 10:00 AM at Board Room, KKD for vigilance committee meeting.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	24/11/2023 15:11	5.46	High
2818	20231124C6	24/11/2023 10:11	Hardware	Laptop	1st floor B Block Laptop butting issue 9323	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	24/11/2023 12:11	2.34	High
2819	20231124C7	24/11/2023 11:11	Softwares	Internet	ITSM failed to login of 41019793 .	S/Stn No 7, O&M, (Ppg)	Laxmi Nagar	Closed By Helpdesk	24/11/2023 12:11	1.15	High
2820	20231124C8	24/11/2023 11:11	Softwares	Internet	Internet issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	24/11/2023 11:11	0.01	High
2821	20231124C9	24/11/2023 11:11	Softwares	Internet	Need to raise hardware request.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	24/11/2023 12:11	1.13	High
2822	20231124C10	24/11/2023 11:11	Softwares	IBM Lotus Notes	Lotus mail blank issue.	Commf Office Cbd-iii	Karkardooma	Closed By Helpdesk	24/11/2023 12:11	1.12	High
2823	20231124C11	24/11/2023 11:11	Softwares	OS	System slow;	Commf Office Cbd-iii	Karkardooma	Closed By Helpdesk	24/11/2023 12:11	1.11	Medium
2824	20231124C12	24/11/2023 11:11	Softwares	OS	Domain reset of bs7544.	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Helpdesk	24/11/2023 12:11	1.1	Medium
2825	20231124C13	24/11/2023 11:11	Softwares	IBM Lotus Notes	Lotus password provided.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	24/11/2023 12:11	1.09	High
2826	20231124C14	24/11/2023 11:11	Softwares	Internet	Internet access failure.	18 Block, Geeta Colony O&M Office	Krishna Nagar	Closed By Helpdesk	24/11/2023 12:11	1.08	High
2827	20231124C15	24/11/2023 11:11	Softwares	OS	Temporary files remove.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	24/11/2023 12:11	1.05	Medium
2828	20231124C16	24/11/2023 11:11	Softwares	OS	Reset of babu yadav.	C-2 Complaint Center	Nand Nagari	Closed By Helpdesk	24/11/2023 12:11	1.04	Medium
2829	20231124C17	24/11/2023 11:11	Networking	Link Down	Network issue to user sadaf vali.	S/Stn No 7, O&M, (Ppg)	Laxmi Nagar	Closed By Helpdesk	24/11/2023 12:11	1.02	High
2830	20231124C18	24/11/2023 11:11	Hardware	Scanner	scanner not working in corona helpdesk , meeting room btw 2c & 2D	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	28/11/2023 10:11	95.37	High
2831	20231124C19	24/11/2023 11:11	Softwares	IBM Lotus Notes	Lotus mail send/receive issue.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	24/11/2023 12:11	1	High
2832	20231124C20	24/11/2023 11:11	Networking	Link Down	Network issue.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	24/11/2023 12:11	0.99	High
2833	20231124C21	24/11/2023 11:11	Softwares	IBM Lotus Notes	Mail issue.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	24/11/2023 12:11	0.98	High
2834	20231124C22	24/11/2023 11:11	Softwares	IBM Lotus Notes	Mail not responding.	Preet Vihar Grid (Civil, Protection & Mmg Office)	Karkardooma	Closed By Helpdesk	24/11/2023 12:11	0.96	High
2835	20231124C23	24/11/2023 11:11	Softwares	OS	System slow.	Training And Work Shop, (Ppg-2)	Laxmi Nagar	Closed By Helpdesk	24/11/2023 12:11	0.96	Medium
2836	20231124C24	24/11/2023 11:11	Softwares	IBM Lotus Notes	Lotus password issue.	Preet Vihar Grid (Civil, Protection & Mmg Office)	Karkardooma	Closed By Helpdesk	24/11/2023 12:11	0.95	High
2837	20231124C25	24/11/2023 11:11	Softwares	OS	Domain reset of ankur mittal.	S/Stn No 7, O&M, (Ppg)	Laxmi Nagar	Closed By Helpdesk	24/11/2023 12:11	0.9	Medium
2838	20231124C26	24/11/2023 11:11	Softwares	OS	Domain reset of fw006081 .	Bm (Commf) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Helpdesk	24/11/2023 12:11	0.89	Medium
2839	20231124C27	24/11/2023 11:11	Softwares	Domain Password	Password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	24/11/2023 11:11	0.01	High
2840	20231124C28	24/11/2023 11:11	Softwares	Domain Password	Password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	24/11/2023 11:11	0	High
2841	20231124C29	24/11/2023 11:11	Hardware	Scanner	Scanner issue to user shweta mishra - update/restart.	S/Stn No 7, O&M, (Ppg)	Laxmi Nagar	Closed By Helpdesk	24/11/2023 12:11	0.86	High
2842	20231124C30	24/11/2023 11:11	Softwares	OS	System slow.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	24/11/2023 12:11	0.85	Medium
2843	20231124C31	24/11/2023 11:11	Softwares	OS	Domain reset as per ravi.	S/Stn No 7, O&M, (Ppg)	Laxmi Nagar	Closed By Helpdesk	24/11/2023 12:11	0.8	Medium
2844	20231124C32	24/11/2023 11:11	Softwares	Domain Password	Domain reset.	Store Rajghat Power House New Delhi 110002	Darya Ganj	Closed By Helpdesk	24/11/2023 12:11	0.79	High
2845	20231124C33	24/11/2023 11:11	Softwares	Internet	Internet access failure.	S/Stn No 7, O&M, (Ppg)	Laxmi Nagar	Closed By Helpdesk	24/11/2023 12:11	0.78	High
2846	20231124C34	24/11/2023 11:11	Softwares	OS	System updation.	S/Stn No 7, O&M, (Ppg)	Laxmi Nagar	Closed By Helpdesk	24/11/2023 12:11	0.76	Medium
2847	20231124C35	24/11/2023 11:11	Softwares	Internet	Internet request raised.	S/Stn No 7, O&M, (Ppg)	Laxmi Nagar	Closed By Helpdesk	24/11/2023 12:11	0.74	High
2848	20231124C36	24/11/2023 11:11	Softwares	Adobe Reader	Adobe installation.	S/Stn No 7, O&M, (Ppg)	Laxmi Nagar	Closed By Helpdesk	24/11/2023 12:11	0.73	Medium
2849	20231124C37	24/11/2023 11:11	Hardware	Printer	Printer installation.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	24/11/2023 12:11	0.72	High
2850	20231124C38	24/11/2023 11:11	Softwares	VPN	Forticent installation.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	24/11/2023 12:11	0.71	Medium
2851	20231124C39	24/11/2023 11:11	Softwares	VPN	Forticent error updation.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	24/11/2023 12:11	0.66	Medium
2852	20231124C40	24/11/2023 11:11	Softwares	Internet	ITSM link access failure.	O & M Office Vivek Vihar B-Blk	Karkardooma	Closed By Helpdesk	24/11/2023 12:11	0.62	High
2853	20231124C41	24/11/2023 11:11	Softwares	IBM Lotus Notes	Certificate error in mail.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	24/11/2023 12:11	0.6	High
2854	20231124C42	24/11/2023 11:11	Softwares	IBM Lotus Notes	File error in mail.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	24/11/2023 12:11	0.57	High
2855	20231124C43	24/11/2023 11:11	Softwares	OS	Domain reset.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	24/11/2023 12:11	0.56	Medium
2856	20231124C44	24/11/2023 11:11	Softwares	IBM Lotus Notes	Mail not found.	Jhilmil Division Gtr	Gt Road	Closed By Helpdesk	24/11/2023 12:11	0.54	High
2857	20231124C45	24/11/2023 11:11	Softwares	MSB	MSB access.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	24/11/2023 12:11	0.52	Medium
2858	20231124C46	24/11/2023 11:11	Softwares	Domain Password	Reset of sewa kendra.	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Helpdesk	24/11/2023 12:11	0.49	High
2859	20231124C47	24/11/2023 11:11	Hardware	Mouse	right left not working in mouse system serial number-BCXL882 pls assign teh arpit rastogi	Gandhi Nagar Complaint Centre, 8a Block Geeta Colony	Krishna Nagar	Closed By Hardware Team	20/02/2024 12:02	2113.12	High

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
2860	20231124C48	24/11/2023 11:11	Hardware	Printer	Printer cartridge change 3rd. floor PMO dept.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	24/11/2023 12:11	0.9	High
2861	20231124C49	24/11/2023 11:11	Softwares	OS	Laptop slow.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	24/11/2023 12:11	0.22	Medium
2862	20231124C50	24/11/2023 11:11	Softwares	OS	Windows updation.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	24/11/2023 12:11	0.21	Medium
2863	20231124C51	24/11/2023 11:11	Softwares	OS	Reset of sf5154.	A-Block, Preet Vihar (Lnr)	Laxmi Nagar	Closed By Helpdesk	24/11/2023 12:11	0.2	Medium
2864	20231124C52	24/11/2023 11:11	Softwares	OS	System slow.			Closed By Helpdesk	24/11/2023 12:11	0.18	Medium
2865	20231124C53	24/11/2023 11:11	Softwares	Internet	Proxy settings reset.			Closed By Helpdesk	24/11/2023 12:11	0.18	High
2866	20231124C54	24/11/2023 11:11	Softwares	OS	Map network drive.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	24/11/2023 12:11	0.16	Medium
2867	20231124C55	24/11/2023 12:11	Softwares	Internet	Mouse requisition raise.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	24/11/2023 12:11	0.15	High
2868	20231124C56	24/11/2023 12:11	Softwares	Domain Password	Domain reset.	Commf Office Cbd-11i	Karkardooma	Closed By Helpdesk	24/11/2023 12:11	0.15	High
2869	20231124C57	24/11/2023 12:11	Softwares	Domain Password	Reset of 101202331 .	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Helpdesk	24/11/2023 12:11	0.14	High
2870	20231124C58	24/11/2023 12:11	Softwares	OS	System slow.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	24/11/2023 12:11	0.13	Medium
2871	20231124C59	24/11/2023 12:11	Softwares	Internet	SSD form raised.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	24/11/2023 12:11	0.12	High
2872	20231124C60	24/11/2023 12:11	Softwares	Domain Password	Domain reset.	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Helpdesk	24/11/2023 12:11	0.11	High
2873	20231124C61	24/11/2023 12:11	Softwares	Domain Password	Domain reset of 40133426 .	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	24/11/2023 12:11	0.1	High
2874	20231124C62	24/11/2023 12:11	Softwares	Domain Password	Domain reset.			Closed By Helpdesk	24/11/2023 12:11	0.08	High
2875	20231124C63	24/11/2023 12:11	Softwares	OS	System slow.			Closed By Helpdesk	24/11/2023 12:11	0.08	Medium
2876	20231124C64	24/11/2023 12:11	Softwares	IBM Lotus Notes	Archive issue	Town Hall Business Office	Chandni Chowk	Closed By Helpdesk	24/11/2023 12:11	0.05	High
2877	20231124C65	24/11/2023 12:11	Softwares	Domain Password	Domain reset of 41019801 as per vikas.	S/Stn No 7, O&M, (Ppg)	Laxmi Nagar	Closed By Helpdesk	24/11/2023 12:11	0.05	High
2878	20231124C66	24/11/2023 12:11	Softwares	BYPL Intranet	Quality link not working	Old Lajpat Rai Mkt	Chandni Chowk	Closed By Site Engineer	29/11/2023 11:11	119.43	Medium
2879	20231124C67	24/11/2023 12:11	Hardware	Mouse	mouse is faulty. mouse is not scrolling. PC SERIAL NO. -L906P5F	Jhilmil Division Gtr	Gt Road	Closed By Hardware Team	28/11/2023 14:11	98.65	High
2880	20231124C68	24/11/2023 12:11	Hardware	PC_CPU	QMS not working	Town Hall Business Office	Chandni Chowk	Closed By Site Engineer	29/11/2023 11:11	119.41	High
2881	20231124C69	24/11/2023 12:11	Hardware	Printer	Printer not working	Town Hall Business Office	Chandni Chowk	Closed By Site Engineer	29/11/2023 11:11	119.39	High
2882	20231124C70	24/11/2023 12:11	Softwares	Windows	System working slow	Town Hall Business Office	Chandni Chowk	Closed By Site Engineer	29/11/2023 11:11	119.36	High
2883	20231124C71	24/11/2023 12:11	Hardware	Mouse	mouse is faulty. No power . PC SERILA NO. - JBV3N62	Jhilmil Division Gtr	Gt Road	Closed By Hardware Team	28/11/2023 14:11	98.6	High
2884	20231124C72	24/11/2023 12:11	Softwares	Adobe Reader	PDF file is not open	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Commf Office	Shankar Road	Closed By Site Engineer	24/11/2023 13:11	1.58	Medium
2885	20231124C73	24/11/2023 12:11	Hardware	PC_CPU	pc is not booting	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Commf Office	Shankar Road	Closed By Site Engineer	24/11/2023 13:11	1.57	High
2886	20231124C74	24/11/2023 12:11	Hardware	Mouse	mouse is faulty. not scrolling . PC SERIAL NO. INA805SJ0C	Jhilmil Division Gtr	Gt Road	Closed By Hardware Team	28/11/2023 14:11	98.44	High
2887	20231124C75	24/11/2023 12:11	Hardware	Printer	unable to print from shared printer	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Commf Office	Shankar Road	Closed By Site Engineer	24/11/2023 13:11	1.51	High
2888	20231124C76	24/11/2023 12:11	Hardware	Mouse	MOUSE IS FAULTY. NOT SCROLLING . PC SERIAL NO. - 7062288	33 Kv Grid, G.T.Road Commf Bldg	Gt Road	Closed By Hardware Team	28/11/2023 14:11	98.32	High
2889	20231124C77	24/11/2023 12:11	Hardware	Keyboard	PS2 KEYBOARD IS NOT WORKING PROPERLY. NEED REPLACE. PC SERIAL NO. PGBM367	33 Kv Grid, G.T.Road Commf Bldg	Gt Road	Closed By Hardware Team	28/11/2023 14:11	98.15	High
2890	20231124C78	24/11/2023 12:11	Hardware	Scanner	scanner not working	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	24/11/2023 16:11	3.89	High
2891	20231124C79	24/11/2023 12:11	Hardware	Keyboard	ENTER KEY IS NOT WORKING PROPERLY. PC SERIAL NO. PG01B2SC	Jhilmil Division Gtr	Gt Road	Closed By Hardware Team	28/11/2023 14:11	98.07	High
2892	20231124C80	24/11/2023 12:11	Hardware	Laptop	SSD REPLACEMENT REQUIRE	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	24/11/2023 15:11	2.51	High
2893	20231124C81	24/11/2023 12:11	Softwares	OS	WINDOW INSTALLATION REQUIRE IN LAPTOP	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	24/11/2023 15:11	2.5	Medium
2894	20231124C82	24/11/2023 12:11	Hardware	Laptop	BATTERY NEED TO REPLACE DELL 3490	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	24/11/2023 15:11	2.49	High
2895	20231124C83	24/11/2023 12:11	Hardware	Keyboard	KEYBOARD KEY IS NOT WORKING PROPERLY. NEED REPLACE. PC SERIAL NO. - PG00QLSV	Jhilmil Division Gtr	Gt Road	Closed By Hardware Team	28/11/2023 14:11	98.04	High
2896	20231124C84	24/11/2023 12:11	Hardware	Printer	Printer is offline 1B	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	29/11/2023 11:11	118.7	High
2897	20231124C85	24/11/2023 13:11	Softwares	IBM Lotus Notes	Lotus mail issue of Rita Rani	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	24/11/2023 13:11	0.01	High
2898	20231124C86	24/11/2023 13:11	Hardware	Keyboard	Keyboard Faulty Sr. No L97XT67	Business Office, Karawal Nagar	Karawal Nagar	Closed By Hardware Team	24/11/2023 15:11	1.99	High
2899	20231124C87	24/11/2023 13:11	Hardware	Mouse	Mouse Faulty Sr No L97XT67 assign to Mr Arpit	Business Office, Karawal Nagar	Karawal Nagar	Closed By Hardware Team	06/03/2024 10:03	2469.03	High
2900	20231124C88	24/11/2023 13:11	Lan Support	Lan Cable Extension	LAN Cable Problem please assign to LAN Team	Business Office, Karawal Nagar	Karawal Nagar	Closed By Lan Support Team	29/11/2023 11:11	118.36	High
2901	20231124C89	24/11/2023 13:11	Network Hardware	Router	router issue at mayur vihar 3 sub station 8 near rayan school assign nilesh	Commf. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	24/11/2023 17:11	3.58	High
2902	20231124C90	24/11/2023 13:11	Hardware	IP Phone Adapter	change IP phone setting in IT room phone assign nilesh	Commf. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	24/11/2023 17:11	3.56	High
2903	20231124C91	24/11/2023 14:11	Softwares	Domain Password	Domain reset.	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Helpdesk	24/11/2023 14:11	0.01	High
2904	20231124C92	24/11/2023 14:11	Softwares	Internet	SSD request raised.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	24/11/2023 14:11	0.01	High
2905	20231124C93	24/11/2023 15:11	Telecom	IP Phone	SIP PHONE IS NOT POWER ON.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Hardware Team	02/12/2023 13:12	334.47	High
2906	20231124C94	24/11/2023 15:11	Hardware	TFT	TFT faulty need to replace	Gandhi Nagar Complaint Centre, 8a Block Geeta Colony	Krishna Nagar	Closed By Hardware Team	24/11/2023 17:11	2.31	High
2907	20231124C95	24/11/2023 15:11	Hardware	Printer	Cartridge replacement, 2C HR.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	28/11/2023 10:11	91.09	High
2908	20231124C96	24/11/2023 15:11	Hardware	Mouse	New mouse required	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	24/11/2023 17:11	2.3	High
2909	20231124C97	24/11/2023 15:11	Hardware	Laptop	Laptop working slow need to install sdd	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	24/11/2023 17:11	2.27	High
2910	20231124C98	24/11/2023 15:11	Softwares	IBM Lotus Notes	Software installation & need to configure mail id	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	24/11/2023 17:11	2.26	High
2911	20231124C99	24/11/2023 15:11	Softwares	Windows	Need to restore data	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	24/11/2023 17:11	2.26	High
2912	20231124C100	24/11/2023 15:11	Hardware	PC_CPU	REPLACE THE OPERATIONAL UNIT WITH HELP OF USER OR DEPENDENT OF THE PC	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	28/11/2023 10:11	90.8	High
2913	20231124C101	24/11/2023 15:11	Hardware	Printer	BOTH SIDE PRINT ISSUE.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	28/11/2023 10:11	90.77	High
2914	20231124C102	24/11/2023 15:11	Softwares	ESS	PAY SLIP ISSUE.	Ppg Indl. Area Grid (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	28/11/2023 10:11	90.66	Medium
2915	20231124C103	24/11/2023 15:11	Softwares	Internet	Internet issue for software updation	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	24/11/2023 15:11	0.01	High
2916	20231124C104	24/11/2023 16:11	Hardware	PC_CPU	System is not booting 3rd. floor A Block 7113	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	28/11/2023 10:11	90.07	High
2917	20231124C105	24/11/2023 16:11	Softwares	ESS	One tab is unable to view in large.	Anand Lok Complaint Centre,	Mayur Vihar	Closed By Helpdesk	24/11/2023 16:11	0.01	Medium
2918	20231124C106	24/11/2023 17:11	Softwares	Browser	Request for internet rights assign nilesh	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Site Engineer	28/11/2023 10:11	88.88	Medium
2919	20231124C107	24/11/2023 17:11	Softwares	Browser	Request for internet rights assign nilesh	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Site Engineer	28/11/2023 10:11	88.86	Medium
2920	20231124C108	24/11/2023 17:11	Softwares	SAP	install patch file assign nilesh	Commf. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	28/11/2023 10:11	88.82	High
2921	20231124C109	24/11/2023 17:11	Hardware	PC_CPU	visit mayur vihar 3 commercial assign nilesh	Commf. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	28/11/2023 10:11	88.81	High
2922	20231124C110	24/11/2023 17:11	Hardware	IP Phone Adapter	change Ip phone setting assign nilesh	Commf. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	28/11/2023 10:11	88.78	High



S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
2923	20231124C111	24/11/2023 17:11	Hardware	IP Phone Adapter	change IP phone setting assign Nilesh	Comm. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Site Engineer	28/11/2023 10:11	88.76	High
2924	20231124C112	24/11/2023 17:11	Hardware	IP Phone Adapter	change IP phone setting assign Nilesh	Comm. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Site Engineer	28/11/2023 10:11	88.74	High
2925	20231124C113	24/11/2023 17:11	Hardware	IP Phone Adapter	change IP phone setting assign Nilesh	Comm. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Site Engineer	28/11/2023 10:11	88.73	High
2926	20231124C114	24/11/2023 17:11	Hardware	IP Phone Adapter	change IP phone setting assign Nilesh	Comm. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Site Engineer	28/11/2023 10:11	88.71	High
2927	20231124C115	24/11/2023 17:11	Hardware	IP Phone Adapter	change IP phone setting assign Nilesh	Comm. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Site Engineer	28/11/2023 10:11	88.7	High
2928	20231124C116	24/11/2023 17:11	Hardware	IP Phone Adapter	change IP phone setting assign Nilesh	Comm. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Site Engineer	28/11/2023 10:11	88.67	High
2929	20231124C117	24/11/2023 17:11	Hardware	IP Phone Adapter	change IP phone setting assign Nilesh	Comm. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Site Engineer	28/11/2023 09:11	88.66	High
2930	20231124C118	24/11/2023 17:11	Hardware	Printer	printer issue assign Nilesh	Comm. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Site Engineer	28/11/2023 09:11	88.64	High
2931	20231124C119	24/11/2023 17:11	Hardware	Printer	request for printer usage page report assign Nilesh	Comm. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Site Engineer	28/11/2023 09:11	88.62	High
2932	20231124C120	24/11/2023 17:11	Hardware	Laptop	Laptop working slow need to install ssd	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	24/11/2023 17:11	0.21	High
2933	20231124C121	24/11/2023 17:11	Softwares	IBM Lotus Notes	Software installation & need to configure mail id	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	24/11/2023 17:11	0.2	High
2934	20231124C122	24/11/2023 17:11	Softwares	Windows	Need to restore data	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	24/11/2023 17:11	0.2	High
2935	20231124C123	24/11/2023 17:11	Hardware	Scanner	Scanner Page black scanning & error issue	Kasturba Nagar Complaint Centre	Karkardooma	Closed By Hardware Team	08/12/2023 10:12	328.44	High
2936	20231124C124	24/11/2023 17:11	Hardware	PC_CPU	CpU new issue replacement of faulty system win installed & s/w.card machine application installation required	Kasturba Nagar Complaint Centre	Karkardooma	Closed By Site Engineer	24/11/2023 18:11	0.82	High
2937	20231124C125	24/11/2023 17:11	Softwares	IBM Lotus Notes	lotus mail password forget	Commil Office Cbd-ii	Karkardooma	Closed By Site Engineer	24/11/2023 18:11	0.79	High
2938	20231124C126	24/11/2023 17:11	Softwares	IBM Lotus Notes	lotus mail password forget	Commil Office Cbd-ii	Karkardooma	Closed By Site Engineer	24/11/2023 18:11	0.77	High
2939	20231124C127	24/11/2023 18:11	Hardware	Mouse	Mouse not dragging & left click issue checked (Lenevo-9439 S/N-L959301) So kindly assign call to Mr. Arpit.	Cbd I Grid Kkd	Karkardooma	Closed By Hardware Team	08/12/2023 10:12	327.45	High
2940	20231128C1	28/11/2023 07:11	Hardware	IP Camera	CC SAINI ENCLAVE CAMERA NOT WORKING	Saini Enclave Complaint Centre	Karkardooma	Closed By Lan Support Team	01/12/2023 11:12	75.48	High
2941	20231128C2	28/11/2023 07:11	Hardware	IP Camera	PTZ GAJIPUR BACK CAMERA NOT WORKING	PTZ GAJIPUR Store (Ppg-2)	Laxmi Nagar	Closed By Lan Support Team	01/12/2023 11:12	75.45	High
2942	20231128C3	28/11/2023 07:11	Hardware	IP Camera	ENF STORE SHASTRI PARK CAMERA NOT WORKING	Enfo. Meter Store Shastri Park Grid, Delhi-53	Yamuna Vihar	Closed By Lan Support Team	01/12/2023 11:12	75.38	High
2943	20231128C4	28/11/2023 07:11	Hardware	IP Camera	MVR-1 O&M CAMERA NOT WORKING	O&M(D) Office, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Lan Support Team	29/11/2023 11:11	27.76	High
2944	20231128C5	28/11/2023 09:11	Softwares	Domain Password	Domain password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	28/11/2023 09:11	0	High
2945	20231128C6	28/11/2023 09:11	Softwares	Domain Password	Domain password reset of Narendra s rawat	Kanti Nagar Complaint Centre	Krishna Nagar	Closed By Helpdesk	28/11/2023 09:11	0.01	High
2946	20231128C7	28/11/2023 10:11	Softwares	Windows	Laptop hang issue 3B	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	28/11/2023 12:11	2.2	High
2947	20231128C8	28/11/2023 10:11	Hardware	PC_CPU	usb ports not working serial no --B9M9I72	Shahdara Store L-Block, Dilshad Garden	GI Road	Closed By Hardware Team	08/12/2023 10:12	240.05	High
2948	20231128C9	28/11/2023 10:11	Hardware	Mouse	Mouse cable issue (Mice has cut it)	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	04/12/2023 09:12	143.54	High
2949	20231128C10	28/11/2023 10:11	Hardware	PC_CPU	System need to be setup, 3C	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	28/11/2023 12:11	1.94	High
2950	20231128C11	28/11/2023 10:11	Softwares	Windows	Profile loading issue , 2A	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	28/11/2023 12:11	2.47	High
2951	20231128C12	28/11/2023 10:11	Hardware	PC_CPU	system hanging issue	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	28/11/2023 16:11	6.13	High
2952	20231128C13	28/11/2023 10:11	Hardware	PC_CPU	system hang on desktop	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Commil Office	Shankar Road	Closed By Site Engineer	28/11/2023 16:11	6.13	High
2953	20231128C14	28/11/2023 10:11	Softwares	Domain Password	Domain password reset	Commil Office Cbd-ii	Karkardooma	Closed By Helpdesk	28/11/2023 10:11	0	High
2954	20231128C15	28/11/2023 10:11	Softwares	IBM Lotus Notes	Lotus mail issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	28/11/2023 10:11	0.02	High
2955	20231128C16	28/11/2023 10:11	Hardware	PC_CPU	Date and time issue shows	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	28/11/2023 10:11	0	High
2956	20231128C17	28/11/2023 10:11	Softwares	IBM Lotus Notes	Lotus mail password issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	28/11/2023 10:11	0.15	High
2957	20231128C18	28/11/2023 10:11	Hardware	Printer	Memory error in printer on behalf of shubham kumar / VSC Ground floor	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	28/11/2023 12:11	2.21	High
2958	20231128C19	28/11/2023 10:11	Hardware	PC_CPU	system booting issue and hang on desktop	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Commil Office	Shankar Road	Closed By Site Engineer	28/11/2023 16:11	5.64	High
2959	20231128C20	28/11/2023 11:11	Softwares	Windows	network not working of muskan , 3C ,	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	28/11/2023 12:11	1.66	High
2960	20231128C21	28/11/2023 11:11	Softwares	Internet	To fillup IT Requisition form for Internet	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	28/11/2023 11:11	0	High
2961	20231128C22	28/11/2023 11:11	Softwares	Ms-Office	excel file not working	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	28/11/2023 16:11	4.56	High
2962	20231128C23	28/11/2023 11:11	Softwares	Domain Password	Domain password reset	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Helpdesk	28/11/2023 11:11	0	High
2963	20231128C24	28/11/2023 11:11	Hardware	Printer	cartridge ink empty	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	28/11/2023 16:11	4.53	High
2964	20231128C25	28/11/2023 12:11	Softwares	Domain Password	Domain password reset	Minto Road	Darya Ganj	Closed By Helpdesk	28/11/2023 12:11	0.01	High
2965	20231128C26	28/11/2023 12:11	Hardware	RAM	NEED TO REPLACE FAULTY RAM ( PRADEEP SHARMA )	Gandhi Market	Darya Ganj	Closed By Hardware Team	28/11/2023 14:11	1.79	Medium
2966	20231128C27	28/11/2023 12:11	General Calls	Presentation / VC	Meeting in board room	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	28/11/2023 14:11	1.76	High
2967	20231128C28	28/11/2023 12:11	Hardware	Laptop	Laptop not powering-on	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	28/11/2023 14:11	1.75	High
2968	20231128C29	28/11/2023 12:11	Hardware	Mouse	Existing Mouse not working Left and Right Click issue. Need to replace urgent basis. S/no-9N1JX52 , Model-9N1JX52	Surajmal Vihar C & M Store	Karkardooma	Closed By Hardware Team	08/12/2023 10:12	237.33	High
2969	20231128C30	28/11/2023 13:11	Hardware	PC_CPU	Cpu Booting Issue.Please Assign To Arpit sir . S/n : Pgh0304	Bm (Commil) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Hardware Team	28/11/2023 15:11	2.69	High
2970	20231128C31	28/11/2023 13:11	Hardware	PC_CPU	CPU BOOTING ISSUE ASSIGN ARPIT SIR S/N- L906V6Y	Bm (Commil) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Hardware Team	28/11/2023 15:11	2.6	High
2971	20231128C32	28/11/2023 13:11	Softwares	IBM Lotus Notes	VIJAY MAIL ISSUE ASSIGN NILESH	Commil. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Site Engineer	28/11/2023 14:11	0.92	High
2972	20231128C33	28/11/2023 13:11	Hardware	PC_CPU	CPU SLOW ISSUE ASSIGN NILESH	Pkt-C, Mvr Ph-I, Delhi	Mayur Vihar	Closed By Site Engineer	28/11/2023 14:11	0.88	High
2973	20231128C34	28/11/2023 13:11	Softwares	Browser	PROXY ISSUE ASSIGN NILESH	Commil. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Site Engineer	28/11/2023 14:11	0.85	Medium

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
2974	20231128C35	28/11/2023 13:11	Softwares	SAP	sap issue assign Nilesh	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	28/11/2023 14:11	0.83	High
2975	20231128C36	28/11/2023 13:11	Networking	Network Breaks	network issue in BD room issue Nilesh	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	28/11/2023 14:11	0.8	High
2976	20231128C37	28/11/2023 13:11	Hardware	Laptop	laptop slow issue assign Nilesh	O&M(D) Office, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Site Engineer	28/11/2023 14:11	0.72	High
2977	20231128C38	28/11/2023 13:11	Hardware	PC_CPU	cpu issue assign Nilesh	Bm (Comml.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	28/11/2023 14:11	0.7	High
2978	20231128C39	28/11/2023 13:11	Hardware	PC_CPU	cpu issue assign Nilesh	Bm (Comml.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	28/11/2023 14:11	0.69	High
2979	20231128C40	28/11/2023 13:11	Softwares	IBM Lotus Notes	Lotus mail opening issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	28/11/2023 13:11	0	High
2980	20231128C41	28/11/2023 14:11	Hardware	PC_CPU	PC shows Blue Dump issue.	S/Stn. No. 13, Ppg (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	28/11/2023 17:11	3.74	High
2981	20231128C42	28/11/2023 14:11	Networking	Link Down	LINK DOWN IN SADAR APPT ASSIGN NILESH	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	28/11/2023 17:11	2.99	High
2982	20231128C43	28/11/2023 14:11	Softwares	IBM Lotus Notes	Lotus software installation issue	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Helpdesk	28/11/2023 14:11	0.01	High
2983	20231128C44	28/11/2023 14:11	Softwares	Domain Rejoin	system login issue	Aram Bagh Bm(Comml), Phg	Pahar Ganj	Closed By Site Engineer	28/11/2023 15:11	1.26	Medium
2984	20231128C45	28/11/2023 14:11	Softwares	IBM Lotus Notes	mail not working	Aram Bagh Bm(Comml), Phg	Pahar Ganj	Closed By Site Engineer	28/11/2023 15:11	1.24	High
2985	20231128C46	28/11/2023 14:11	Hardware	Mouse	Mouse Left click not working Hard pressing issue. Need to replace. S/No- L928873 of PC.	O & M Office Vivek Vihar B-Blk	Karkardooma	Closed By Hardware Team	04/12/2023 12:12	142.44	High
2986	20231128C47	28/11/2023 14:11	Hardware	PC_CPU	Data transfer	C Block Office, Dda Flats, Motia Khan, Dgm (O&M), Phg	Pahar Ganj	Closed By Site Engineer	28/11/2023 15:11	1.07	High
2987	20231128C48	28/11/2023 14:11	Softwares	Domain Rejoin	login issue	C Block Office, Dda Flats, Motia Khan, Dgm (O&M), Phg	Pahar Ganj	Closed By Site Engineer	28/11/2023 15:11	1.07	Medium
2988	20231128C49	28/11/2023 14:11	Softwares	Domain Password	Domain password reset	Comml Office Cbd-III	Karkardooma	Closed By Helpdesk	28/11/2023 14:11	0	High
2989	20231128C50	28/11/2023 14:11	Softwares	Ms-Office	Ms Office install	C Block Office, Dda Flats, Motia Khan, Dgm (O&M), Phg	Pahar Ganj	Closed By Site Engineer	28/11/2023 15:11	1.06	High
2990	20231128C51	28/11/2023 14:11	Hardware	Printer	Printer install	C Block Office, Dda Flats, Motia Khan, Dgm (O&M), Phg	Pahar Ganj	Closed By Site Engineer	28/11/2023 15:11	1.05	High
2991	20231128C52	28/11/2023 14:11	Hardware	Mouse	mouse not working right click not working in mouse 66ZG152	18 Block, Geeta Colony O&M Office	Krishna Nagar	Closed By Hardware Team	29/11/2023 10:11	20.1	High
2992	20231128C53	28/11/2023 14:11	Hardware	Mouse	6JZG152 serial number right click not working pls assign arpit rastogi	18 Block, Geeta Colony O&M Office	Krishna Nagar	Closed By Hardware Team	29/11/2023 11:11	20.99	High
2993	20231128C54	28/11/2023 14:11	Hardware	PC_CPU	network issue - some updates are coming not working for some part of network	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Site Engineer	28/11/2023 15:11	0.57	High
2994	20231128C55	28/11/2023 15:11	Hardware	Laptop	Laptop LAN card not working	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	28/11/2023 15:11	0.63	High
2995	20231128C56	28/11/2023 15:11	Softwares	Internet	GIS Link not working	Complaint Center Bg Road	Pahar Ganj	Closed By Site Engineer	28/11/2023 15:11	0.3	High
2996	20231128C57	28/11/2023 15:11	Hardware	PC_CPU	System slow	Complaint Center Bg Road	Pahar Ganj	Closed By Site Engineer	28/11/2023 15:11	0.29	High
2997	20231128C58	28/11/2023 15:11	Hardware	PC_CPU	System slow issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	28/11/2023 15:11	0.02	High
2998	20231128C59	28/11/2023 15:11	Softwares	Windows	windows update	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	28/11/2023 15:11	0	High
2999	20231128C60	28/11/2023 15:11	Lan Support	Lan Cable Extension	Network Rack in office of Patel nagar division is very bad	18-Block, East Patel Nagar, New Delhi-110 005 Comml Office	Patel Nagar	Closed By Lan Support Team	05/03/2024 15:03	2351.45	High
3000	20231128C61	28/11/2023 15:11	Softwares	Domain Password	Domain password reset	Jhilmil Division Gtr	Gt Road	Closed By Helpdesk	28/11/2023 15:11	0.01	High
3001	20231128C62	28/11/2023 15:11	Hardware	PC_CPU	Display issue ,full screen is not coming 1st. floor B Block , EHV Dept. 9323	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	28/11/2023 16:11	0.68	High
3002	20231128C63	28/11/2023 15:11	Telecom	Clip Max	Exno. 7699 is not working 2nd. floor A Block PMG Dept.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Site Engineer	29/11/2023 09:11	17.69	High
3003	20231128C64	28/11/2023 16:11	Hardware	RAM	4 gb ram faulty pls assign the arpit rastogi serial no --PG00D2U3	Kalash Nagar Grid	Krishna Nagar	Closed By Hardware Team	01/12/2023 15:12	71.63	Medium
3004	20231128C65	28/11/2023 16:11	Hardware	PC_CPU	System slow issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	28/11/2023 16:11	0	High
3005	20231128C66	28/11/2023 16:11	Hardware	PC_CPU	windows issue assign Nilesh	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	29/11/2023 11:11	19.37	High
3006	20231128C67	28/11/2023 16:11	Hardware	PC_CPU	CPU TRANSFER CASE	Jhilmil Division Gtr	Gt Road	Closed By Hardware Team	29/11/2023 09:11	17.21	High
3007	20231128C68	28/11/2023 16:11	Networking	IP Conflict	IP SET 3C	Jhilmil Division Gtr	Gt Road	Closed By Hardware Team	29/11/2023 09:11	17.2	High
3008	20231128C69	28/11/2023 16:11	Softwares	Domain Rejoin	DOMAIN CHANGE AND HOSTNAME	Jhilmil Division Gtr	Gt Road	Closed By Hardware Team	29/11/2023 09:11	17.2	Medium
3009	20231128C70	28/11/2023 16:11	Softwares	Adobe Reader	ADOBE INSTALLED	Jhilmil Division Gtr	Gt Road	Closed By Hardware Team	29/11/2023 09:11	17.19	Medium
3010	20231128C71	28/11/2023 16:11	Hardware	Mouse	faulty mouse please replace assign arpit sir S/No-INA805SJ3F	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Hardware Team	01/12/2023 13:12	68.65	High
3011	20231128C72	28/11/2023 16:11	Hardware	Mouse	Mouse Faulty , Mouse Has Been Facing Problems For 3 Months. Last Time It Was Out Of Stock. Now The Mouse Has Stopped Working. S/N-Pg00e8kh	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Hardware Team	01/12/2023 13:12	68.63	High
3012	20231128C73	28/11/2023 16:11	Hardware	Mouse	mouse faulty assign arpit sir S/n- PG003LEJ	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Hardware Team	01/12/2023 13:12	68.6	High
3013	20231128C74	28/11/2023 16:11	Hardware	Mouse	left click is not working Some time facing issue with drag and drop issue , Kindly replace the same HP/2280/IN16380/7	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Hardware Team	01/02/2024 15:02	1558.59	High
3014	20231128C75	28/11/2023 16:11	Hardware	Keyboard	SOME KEYS ARE NOT WORKING (ESC , A LETTER ) , KINDLY ARRANGE TO REPLACE THE KEYBOARD LENOVO/10B3A06- 749000000000	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Hardware Team	01/02/2024 15:02	1558.4	High
3015	20231128C76	28/11/2023 16:11	Telecom	IP Phone	IP PHONE DISPLAY ISSUE.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	06/12/2023 18:12	193.16	High
3016	20231128C77	28/11/2023 17:11	Hardware	PC_CPU	USB PORT IS NOT WORKING.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	28/11/2023 17:11	0.84	High
3017	20231128C78	28/11/2023 17:11	Hardware	RAM	Laptop working slow need to upgrade ram	O&M(D) Office, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Hardware Team	28/11/2023 17:11	0.7	Medium
3018	20231128C79	28/11/2023 17:11	Networking	Link Down	IP ASSIGN ISSUE.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	28/11/2023 17:11	0.74	High
3019	20231128C80	28/11/2023 17:11	Softwares	IBM Lotus Notes	IBM LOTUS NOTES CONFIGURATION ISSUE.	S/Stn. No. 13, Ppg (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	28/11/2023 17:11	0.66	High
3020	20231128C81	28/11/2023 17:11	Telecom	IP Phone	SIP PHONE IS NOT POWER ON.	Training And Work Shop, (Ppg-2)	Laxmi Nagar	Closed By Hardware Team	08/12/2023 10:12	233.02	High
3021	20231128C82	28/11/2023 17:11	Hardware	Mouse	Mouse click is not working properly , Both click is creating problem . Kindly replace the same Model no DELL/D15M/ S/R H4FRH32	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Hardware Team	01/02/2024 15:02	1558.15	High
3022	20231128C83	28/11/2023 17:11	Softwares	IBM Lotus Notes	Mail issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	28/11/2023 17:11	0.01	High
3023	20231128C84	28/11/2023 17:11	Softwares	IBM Lotus Notes	Mail issue of Mohit Sharma	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	28/11/2023 17:11	0	High
3024	20231128C85	28/11/2023 17:11	Hardware	PC_CPU	500 GB HARD DISK FAULTY SYSTEM SERIAL NUMBER-PG00D2U3 PLS ASSIGN THE ARPIT RASTOGI	Kalash Nagar Grid	Krishna Nagar	Closed By Hardware Team	01/12/2023 15:12	70.47	High
3025	20231128C86	28/11/2023 17:11	Softwares	Domain Password	Domain Password issue.	Ppg Indl. Area Grid (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	29/11/2023 10:11	16.87	High
3026	20231128C87	28/11/2023 17:11	Hardware	Laptop	Laptop working slow need to install ssd	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	29/11/2023 10:11	16.51	High
3027	20231128C88	28/11/2023 17:11	Softwares	IBM Lotus Notes	Software installation	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	29/11/2023 10:11	16.51	High

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
3028	20231128C89	28/11/2023 17:11	Network Hardware	Rack Server	Rack server Maintenance issue.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	29/11/2023 10:11	16.81	High
3029	20231128C90	28/11/2023 17:11	Softwares	Windows	Need to restore mail id	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	29/11/2023 10:11	16.5	High
3030	20231128C91	28/11/2023 17:11	Network Hardware	Rack Server	Rack server Maintenance issue.	Ppg Indl. Area Grid (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	29/11/2023 10:11	16.76	High
3031	20231128C92	28/11/2023 17:11	Network Hardware	Rack Server	Rack server Maintenance issue.	Gh-li Grid (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	29/11/2023 10:11	16.73	High
3032	20231128C93	28/11/2023 18:11	Hardware	PC_CPU	CPU Not start checked SMPS faulty (HP DX2480 S/N-INA9250FJP) So kindly assign call to Mr. Arpit.	CommI Office Cbd-ii	Karkardooma	Closed By Hardware Team	04/12/2023 12:12	138.21	High
3033	20231128C94	28/11/2023 18:11	Hardware	Mouse	Mouse Power not on checked (DELL 3050 S/N-JBXTQG2) So kindly assign call to Mr. Arpit.	CommI Office Cbd-ii	Karkardooma	Closed By Hardware Team	04/12/2023 14:12	139.72	High
3034	20231129C1	29/11/2023 09:11	Hardware	PC_CPU	Network issue KKD Grid	Cbd-ii Grid, Kkd	Karkardooma	Closed By Lan Support Team	30/11/2023 11:11	26.24	High
3035	20231129C2	29/11/2023 09:11	Softwares	IBM Lotus Notes	Lotus mail issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	29/11/2023 09:11	0	High
3036	20231129C3	29/11/2023 09:11	Softwares	Domain Password	Domain password reset	33 Kv Grid, G.T.Road CommI Bldg	Gt Road	Closed By Helpdesk	29/11/2023 09:11	0	High
3037	20231129C4	29/11/2023 09:11	Hardware	IP Camera	SRD COMM ENTRY CAMERA NOT WORKING.	33 Kv.Substation (Srd Building), Shankar Road, New Delhi-110 060 CommI Office	Shankar Road	Closed By Lan Support Team	30/11/2023 11:11	25.75	High
3038	20231129C5	29/11/2023 09:11	Hardware	IP Camera	GTR COMM GATE CAMERA NOT WORKING.	33 Kv Grid, G.T.Road CommI Bldg	Gt Road	Closed By Lan Support Team	05/12/2023 12:12	146.8	High
3039	20231129C6	29/11/2023 09:11	Hardware	IP Camera	GTR O&M CAMERA NOT WORKING.	O & M Office B-Block, Dishad Garden, Delhi	Gt Road	Closed By Lan Support Team	01/12/2023 11:12	49.25	High
3040	20231129C7	29/11/2023 09:11	Hardware	IP Camera	JLM O&M CAMERA NOT WORKING.	O & M Office Vivek Vihar B-Blk	Karkardooma	Closed By Lan Support Team	05/12/2023 12:12	146.74	High
3041	20231129C8	29/11/2023 10:11	Softwares	Domain Password	Password reset	Aram Bagh Bm(CommI), Phg	Pahar Ganj	Closed By Helpdesk	29/11/2023 10:11	0.02	High
3042	20231129C9	29/11/2023 10:11	Softwares	Domain Password	Password reset of Huankhan ching	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	29/11/2023 10:11	0	High
3043	20231129C10	29/11/2023 10:11	Softwares	Domain Rejoin	New Win-10 installation and all software installed.	Cbd-ii Grid, Kkd	Karkardooma	Closed By Site Engineer	29/11/2023 11:11	1.28	Medium
3044	20231129C11	29/11/2023 10:11	Hardware	PC_CPU	System is not working using to sumit, 2B insurance team / 7578.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Site Engineer	29/11/2023 17:11	6.81	High
3045	20231129C12	29/11/2023 10:11	Softwares	Domain Password	domain login issue	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	29/11/2023 15:11	4.68	High
3046	20231129C13	29/11/2023 10:11	Hardware	Printer	printer not working	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	29/11/2023 15:11	4.66	High
3047	20231129C14	29/11/2023 10:11	Softwares	Windows	laptop lenovo think book not booting need to be win 10 install	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	29/11/2023 15:11	4.61	High
3048	20231129C15	29/11/2023 10:11	Softwares	Ms-Office	need to basic software install	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	29/11/2023 15:11	4.6	High
3049	20231129C16	29/11/2023 10:11	Softwares	IBM Lotus Notes	need to lotus install	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	29/11/2023 15:11	4.63	High
3050	20231129C17	29/11/2023 10:11	Hardware	RAM	need to ram upgrade 4 gb ddr 3	33 Kv.Substation (Srd Building), Shankar Road, New Delhi-110 060 CommI Office	Shankar Road	Closed By Site Engineer	29/11/2023 15:11	4.56	Medium
3051	20231129C18	29/11/2023 10:11	Hardware	PC_CPU	system hanging problem	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	29/11/2023 15:11	4.54	High
3052	20231129C19	29/11/2023 10:11	Hardware	Laptop	SSD INSTALLATION REQUIRE IN LAPTOP	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	29/11/2023 12:11	1.04	High
3053	20231129C20	29/11/2023 10:11	Softwares	OS	WINDOW AND SOFTWARE NEED TO INSTALL AFTER SSD INSTALL	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	29/11/2023 12:11	1.03	Medium
3054	20231129C21	29/11/2023 10:11	Softwares	Drivers	DATA REQUIRE FROM HDD TO SSD	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	29/11/2023 12:11	1.03	High
3055	20231129C22	29/11/2023 10:11	Softwares	IBM Lotus Notes	User does not access mails due to wrong password Lotus mail id password reset.	Preet Vihar Grid (Civil, Protection & Mmg Office)	Karkardooma	Closed By Site Engineer	29/11/2023 11:11	0.77	High
3056	20231129C23	29/11/2023 11:11	Softwares	Adobe Reader	Adobe reader application not working need to replace .	Preet Vihar Grid (Civil, Protection & Mmg Office)	Karkardooma	Closed By Site Engineer	29/11/2023 11:11	0.74	Medium
3057	20231129C24	29/11/2023 11:11	Softwares	IBM Lotus Notes	Need to create new archive .	Preet Vihar Grid (Civil, Protection & Mmg Office)	Karkardooma	Closed By Site Engineer	29/11/2023 11:11	0.73	High
3058	20231129C25	29/11/2023 11:11	Hardware	Printer	Printer drivers installation.	Preet Vihar Grid (Civil, Protection & Mmg Office)	Karkardooma	Closed By Site Engineer	29/11/2023 11:11	0.71	High
3059	20231129C26	29/11/2023 11:11	Networking	IP Conflict	NEED TO CHANGE IP	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	29/11/2023 17:11	6.82	High
3060	20231129C27	29/11/2023 11:11	Softwares	Domain Password	Password reset	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Helpdesk	29/11/2023 11:11	0.01	High
3061	20231129C28	29/11/2023 11:11	Softwares	Domain Password	Password reset of Ravi panchal	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	29/11/2023 11:11	0	High
3062	20231129C29	29/11/2023 11:11	Hardware	Printer	Print Fed issue.	S/Stn. No. 13, Ppg (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	29/11/2023 18:11	7.41	High
3063	20231129C30	29/11/2023 11:11	Softwares	SAP	BSP Installation	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	29/11/2023 11:11	0.07	High
3064	20231129C31	29/11/2023 11:11	Hardware	Printer	Printer installation	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	29/11/2023 11:11	0.06	High
3065	20231129C32	29/11/2023 11:11	Softwares	NAS	Nas is not accessing	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	29/11/2023 11:11	0.05	Medium
3066	20231129C33	29/11/2023 11:11	Softwares	Adobe Reader	PDF Merger installation	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	29/11/2023 11:11	0.03	Medium
3067	20231129C34	29/11/2023 11:11	Softwares	Internet	Internet accessing issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	29/11/2023 11:11	0.01	High
3068	20231129C35	29/11/2023 11:11	Hardware	PC_CPU	System slow issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	29/11/2023 11:11	0	High
3069	20231129C36	29/11/2023 12:11	Softwares	Browser	Vendor bill URL link is not opened	33 Kv.Substation (Srd Building), Shankar Road, New Delhi-110 060 CommI Office	Shankar Road	Closed By Site Engineer	29/11/2023 16:11	4.29	Medium
3070	20231129C37	29/11/2023 12:11	Softwares	Browser	vendor bill url link not open	33 Kv.Substation (Srd Building), Shankar Road, New Delhi-110 060 CommI Office	Shankar Road	Closed By Site Engineer	29/11/2023 16:11	4.26	Medium
3071	20231129C38	29/11/2023 12:11	Hardware	PC_CPU	Network issue 3rd. floor A Block 9868	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Site Engineer	29/11/2023 17:11	5.34	High
3072	20231129C39	29/11/2023 12:11	Hardware	Printer	unable to print from shared printer	Complaint Centre, Shankar Road	Shankar Road	Closed By Site Engineer	29/11/2023 16:11	4.2	High
3073	20231129C40	29/11/2023 12:11	Hardware	Keyboard	Keyboard letter A is not working , Kindly check and replace DELL/MICROWTOWER OPTIPLEX 3050/HXQ62S2	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Hardware Team	30/11/2023 09:11	21.54	High
3074	20231129C41	29/11/2023 12:11	Hardware	Mouse	Mouse led is not working and not functioning , Kindly replace the same . PI DELL/MICROWTOWER OPTIPLEX 305/ HXQ62S2	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Hardware Team	30/11/2023 09:11	21.4	High
3075	20231129C42	29/11/2023 12:11	Softwares	IBM Lotus Notes	mail issue	Commercial Office, Nng	Nand Nagari	Closed By Site Engineer	04/12/2023 12:12	120.33	High
3076	20231129C43	29/11/2023 12:11	Hardware	PC_CPU	pc issue	Mig Office, East Of Loni Road	Nand Nagari	Closed By Site Engineer	04/12/2023 12:12	120.33	High
3077	20231129C44	29/11/2023 12:11	Hardware	Hard Disk	pc hangs issue SSD need to installed Laptop serial no --LR0BTA31	Mig Office, East Of Loni Road	Nand Nagari	Closed By Hardware Team	01/12/2023 15:12	51.14	High
3078	20231129C45	29/11/2023 12:11	Softwares	Domain Rejoin	Login issue	C Block Office, Dda Flats, Motia Khan, Dgm (O&M), Phg	Pahar Ganj	Closed By Site Engineer	29/11/2023 14:11	2	Medium
3079	20231129C46	29/11/2023 12:11	Softwares	IBM Lotus Notes	Mail Configuration	C Block Office, Dda Flats, Motia Khan, Dgm (O&M), Phg	Pahar Ganj	Closed By Site Engineer	29/11/2023 14:11	1.99	High
3080	20231129C47	29/11/2023 13:11	Hardware	Keyboard	keyboard faulty PC serial----L917422	Commercial Office, Nng	Nand Nagari	Closed By Hardware Team	08/12/2023 10:12	212.61	High
3081	20231129C48	29/11/2023 13:11	Hardware	Keyboard	keyboard issue L97X171	Mig Office, East Of Loni Road	Nand Nagari	Closed By Hardware Team	08/12/2023 10:12	212.6	High
3082	20231129C49	29/11/2023 13:11	Hardware	Keyboard	keyboard issue pc serial --PG00E8K1	Commercial Office, Nng	Nand Nagari	Closed By Hardware Team	08/12/2023 10:12	212.59	High
3083	20231129C50	29/11/2023 13:11	Hardware	Keyboard	keyboard issue 52MB9F2	C-2 Complaint Center	Nand Nagari	Closed By Hardware Team	08/12/2023 10:12	212.57	High
3084	20231129C51	29/11/2023 14:11	Hardware	PC_CPU	Network issue 2nd. floor Auditor room near Between A & B Block	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	30/11/2023 11:11	21.49	High

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
3085	20231129C52	29/11/2023 14:11	Hardware	Mouse	Mouse right click , drag, drop issue , Kindly replace HP/DX-2480/INA9210738	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Hardware Team	01/02/2024 15:02	1536.7	High
3086	20231129C53	29/11/2023 14:11	Softwares	IBM Lotus Notes	Lotus mail issue of Sanjay Govil (Account is Locked out)	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	29/11/2023 15:11	0.28	High
3087	20231129C54	29/11/2023 14:11	Softwares	IBM Lotus Notes	Password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	29/11/2023 14:11	0	High
3088	20231129C55	29/11/2023 14:11	Hardware	Mouse	Mouse not working PG004Q7T,10B3 mouse problem pls assign to Arpit	S/Stn No 5 Enf-2 (Ppg)	Laxmi Nagar	Closed By Hardware Team	01/12/2023 14:12	47.69	High
3089	20231129C56	29/11/2023 15:11	Telecom	Telephone Shifting	kindly arrange to shift the extension 9282 to ground floor.	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Lan Support Team	01/12/2023 11:12	44.14	High
3090	20231129C57	29/11/2023 15:11	Hardware	PC_CPU	Req for ITSM form fill assign Nilesh	Bm (Comm.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	29/11/2023 16:11	1.69	High
3091	20231129C58	29/11/2023 15:11	Hardware	Printer	Printer cartridge change fleet Management Grnd. floor	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	30/11/2023 11:11	20.17	High
3092	20231129C59	29/11/2023 15:11	Hardware	PC_CPU	ITSM request assign Nilesh	F-15/2, Krishna Nagar, Comm'l Office	Krishna Nagar	Closed By Site Engineer	29/11/2023 16:11	1.59	High
3093	20231129C60	29/11/2023 15:11	Softwares	IBM Lotus Notes	password issue assign Nilesh	Comm'l. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Site Engineer	29/11/2023 16:11	1.56	High
3094	20231129C61	29/11/2023 15:11	Softwares	IBM Lotus Notes	rohit (41019658) IBM mail issue assign Nilesh	Anand Lok Complaint Centre,	Mayur Vihar	Closed By Site Engineer	29/11/2023 16:11	1.5	High
3095	20231129C62	29/11/2023 15:11	Softwares	IBM Lotus Notes	IBM MAIL ID HAS BEEN LOCK ASSIGN NILESH	5-Block,Trilok Puri Dispensary, Delhi	Mayur Vihar	Closed By Site Engineer	29/11/2023 16:11	1.46	High
3096	20231129C63	29/11/2023 15:11	Hardware	PC_CPU	CPU HAS BEEN SLOW ASSIGN NILESH	Pkt-C, Mvr Ph-II, Delhi	Mayur Vihar	Closed By Site Engineer	29/11/2023 16:11	1.44	High
3097	20231129C64	29/11/2023 15:11	Softwares	IBM Lotus Notes	user unable to access mail	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	30/11/2023 18:11	26.6	High
3098	20231129C65	29/11/2023 15:11	Hardware	PC_CPU	system pc not booting	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	30/11/2023 18:11	26.59	High
3099	20231129C66	29/11/2023 15:11	Softwares	IBM Lotus Notes	IBM LOTUS MAIL HAS BEEN LOCK ASSIGN NILESH	5-Block,Trilok Puri Dispensary, Delhi	Mayur Vihar	Closed By Site Engineer	29/11/2023 16:11	1.33	High
3100	20231129C67	29/11/2023 15:11	Softwares	Windows	Share Folder issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	29/11/2023 15:11	0	High
3101	20231129C68	29/11/2023 15:11	Networking	Link Down	Link down issue.	Training And Work Shop, (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	29/11/2023 17:11	25.9	High
3102	20231129C69	29/11/2023 15:11	Softwares	Domain Password	Domain password reset	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Helpdesk	29/11/2023 15:11	0.04	High
3103	20231129C70	29/11/2023 15:11	Softwares	Windows	Web Ex meeting issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	29/11/2023 15:11	0.01	High
3104	20231129C71	29/11/2023 15:11	Hardware	PC_CPU	system slow and need to os update	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	30/11/2023 18:11	26.27	High
3105	20231129C72	29/11/2023 15:11	Hardware	PC_CPU	Display Land scape issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Site Engineer	29/11/2023 17:11	1.62	High
3106	20231129C73	29/11/2023 16:11	Hardware	PC_CPU	need to system bios update system slow and hang on desktop	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Comm'l Office	Shankar Road	Closed By Site Engineer	30/11/2023 18:11	25.89	High
3107	20231129C74	29/11/2023 16:11	Hardware	Printer	paper jam in printer	33 Kv Grid, G.T.Road Comm'l Bldg	Gt Road	Closed By Site Engineer	29/11/2023 17:11	0.74	High
3108	20231129C75	29/11/2023 16:11	Softwares	Adobe Reader	adobe issue	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	29/11/2023 17:11	0.82	Medium
3109	20231129C76	29/11/2023 16:11	Softwares	Antivirus	antivirus issue.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	29/11/2023 17:11	0.8	Medium
3110	20231129C77	29/11/2023 16:11	Hardware	Scanner	scanner is not working properly	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	29/11/2023 17:11	0.78	High
3111	20231129C78	29/11/2023 16:11	Hardware	Printer	paper jam in printer.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Site Engineer	29/11/2023 17:11	0.69	High
3112	20231129C79	29/11/2023 16:11	Softwares	IBM Lotus Notes	lotus issue.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	29/11/2023 17:11	0.75	High
3113	20231129C80	29/11/2023 16:11	Softwares	SAP	SAP Issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	29/11/2023 16:11	0.01	High
3114	20231129C81	29/11/2023 16:11	Softwares	Domain Password	domain password issue.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	29/11/2023 17:11	0.68	High
3115	20231129C82	29/11/2023 16:11	Hardware	Printer	light print issue in printer.	33 Kv Grid, G.T.Road Comm'l Bldg	Gt Road	Closed By Site Engineer	29/11/2023 17:11	0.69	High
3116	20231129C83	29/11/2023 16:11	Softwares	Admin Helpdesk	portal is not working.	Dwarka Puri Grid	Gt Road	Closed By Site Engineer	29/11/2023 17:11	0.72	Medium
3117	20231129C84	29/11/2023 16:11	Softwares	Domain Password	domain password issue	33 Kv Grid, G.T.Road Comm'l Bldg	Gt Road	Closed By Site Engineer	29/11/2023 17:11	0.62	High
3118	20231129C85	29/11/2023 16:11	Softwares	IBM Lotus Notes	lotus archive issue.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	29/11/2023 17:11	0.6	High
3119	20231129C86	29/11/2023 16:11	Hardware	Printer	paper jam in printer.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	29/11/2023 17:11	0.56	High
3120	20231129C87	29/11/2023 16:11	Softwares	OMS	oms is working very slow.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	29/11/2023 17:11	0.78	Medium
3121	20231129C88	29/11/2023 16:11	Softwares	IBM Lotus Notes	lotus password issue	O & M Office B-Block, Dilshad Garden, Delhi	Gt Road	Closed By Site Engineer	29/11/2023 17:11	0.74	High
3122	20231129C89	29/11/2023 16:11	Softwares	Admin Helpdesk	portal is not working.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	29/11/2023 17:11	0.74	Medium
3123	20231129C90	29/11/2023 16:11	Softwares	IBM Lotus Notes	lotus password issue.	33 Kv Grid, G.T.Road Comm'l Bldg	Gt Road	Closed By Site Engineer	29/11/2023 17:11	0.72	High
3124	20231129C91	29/11/2023 16:11	Hardware	Printer	paper jam in printer.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	29/11/2023 17:11	0.69	High
3125	20231129C92	29/11/2023 16:11	Softwares	IBM Lotus Notes	archive issue.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	29/11/2023 17:11	0.69	High
3126	20231129C93	29/11/2023 16:11	Softwares	Domain Password	domain password is expired.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	29/11/2023 17:11	0.69	High
3127	20231129C94	29/11/2023 16:11	Softwares	CAS	CAS is not working.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	29/11/2023 17:11	0.69	Medium
3128	20231129C95	29/11/2023 16:11	Hardware	Printer	printer is faulty.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	29/11/2023 17:11	0.66	High
3129	20231129C96	29/11/2023 16:11	Softwares	IBM Lotus Notes	lotus mail is not working.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	29/11/2023 17:11	0.66	High
3130	20231129C97	29/11/2023 16:11	Hardware	Printer	paper jam in printer.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	29/11/2023 17:11	0.64	High
3131	20231129C98	29/11/2023 17:11	Softwares	IBM Lotus Notes	Lotus Mail not open After Enterted password then close mail & error issue	Comm'l Office Cbd-iii	Karkardooma	Closed By Site Engineer	30/11/2023 17:11	23.71	High
3132	20231129C99	29/11/2023 17:11	Telecom	Telephone Cord	Tele. Cord not working	Comm'l Office Cbd-iii	Karkardooma	Closed By Hardware Team	08/01/2024 15:01	957.25	High
3133	20231129C100	29/11/2023 17:11	Softwares	SAP	SAP S/W installed	Comm'l Office Cbd-iii	Karkardooma	Closed By Site Engineer	30/11/2023 17:11	23.67	High
3134	20231129C101	29/11/2023 17:11	Hardware	PC_CPU	CPU dismenten As user retired from office so surrender PC to IT Deptt. KKD.	Comm'l Office Cbd-iii	Karkardooma	Closed By Site Engineer	30/11/2023 17:11	23.62	High
3135	20231129C102	29/11/2023 17:11	Lan Support	Lan Cable Extension	LAN not working in ITO grid			Closed By Lan Support Team	05/03/2024 15:03	2325.27	High
3136	20231129C103	29/11/2023 18:11	Softwares	Antivirus	Antivirus Installation issue.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	30/11/2023 12:11	17.36	Medium
3137	20231129C104	29/11/2023 18:11	Softwares	Domain Rejoin	Domain Rejoin issue.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	30/11/2023 12:11	17.34	Medium
3138	20231129C105	29/11/2023 18:11	Softwares	Ms-Office	WPS INSTALLATION ISSUE.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	30/11/2023 12:11	17.33	High
3139	20231129C106	29/11/2023 18:11	Softwares	Cute PDF	PDF IS NOT ABLE TO MAKE.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	30/11/2023 12:11	17.29	Medium
3140	20231129C107	29/11/2023 19:11	Softwares	IBM Lotus Notes	LOTUS NOTES LOCKED ISSUE.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	30/11/2023 12:11	17.24	High



S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
3141	20231129C108	29/11/2023 19:11	Softwares	IBM Lotus Notes	LOTUS NOTES LOCKED ISSUE.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	30/11/2023 12:11	17.23	High
3142	20231129C109	29/11/2023 19:11	Softwares	IBM Lotus Notes	LOTUS ACCOUNT LOCKED ISSUE.	Ppg Indl. Area Grid (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	30/11/2023 12:11	17.21	High
3143	20231130C1	30/11/2023 07:11	Hardware	IP Camera	GTR COMM GATE CAMERA NOT WORKING	33 Kv Grid, G.T.Road Comml Bldg	Gt Road	Closed By Lan Support Team	01/12/2023 11:12	28.22	High
3144	20231130C2	30/11/2023 07:11	Hardware	IP Camera	KRN COMM OUTSIDE CAMERA NOT WORKING	F-15/2, Krishna Nagar, Comml Office	Krishna Nagar	Closed By Lan Support Team	01/12/2023 11:12	27.76	High
3145	20231130C3	30/11/2023 07:11	Hardware	IP Camera	GTR O&M CAMERA NOT WORKING	O & M Office B-Block, Dlishad Garden, Delhi	Gt Road	Closed By Lan Support Team	01/12/2023 11:12	27.73	High
3146	20231130C4	30/11/2023 09:11	Softwares	Domain Password	Domain password reset	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Helpdesk	30/11/2023 09:11	0.01	High
3147	20231130C5	30/11/2023 09:11	Telecom	Clip Max	Exno. 7762 is not working 2nd. floor D Block	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Site Engineer	30/11/2023 16:11	6.39	High
3148	20231130C6	30/11/2023 09:11	Hardware	PC CPU	System slow issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/11/2023 09:11	0	High
3149	20231130C7	30/11/2023 09:11	Hardware	PC CPU	desktop require for Harinder singh	Cbd-II Grid, Kkd	Karkardooma	Closed By Hardware Team	30/11/2023 16:11	6.54	High
3150	20231130C8	30/11/2023 09:11	Softwares	OS	window and software need to install in issued pc	Cbd-II Grid, Kkd	Karkardooma	Closed By Hardware Team	30/11/2023 16:11	6.53	Medium
3151	20231130C9	30/11/2023 10:11	Softwares	IBM Lotus Notes	Mail Not working	Aram Bagh Bm(Comml), Phg	Pahar Ganj	Closed By Site Engineer	30/11/2023 14:11	3.81	High
3152	20231130C10	30/11/2023 10:11	Hardware	PC CPU	system slow	Aram Bagh Bm(Comml), Phg	Pahar Ganj	Closed By Site Engineer	30/11/2023 14:11	3.8	High
3153	20231130C11	30/11/2023 10:11	Softwares	Internet	Internet issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/11/2023 10:11	0.01	High
3154	20231130C12	30/11/2023 10:11	Softwares	Internet	Internet issue of Rakesh Sharma	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/11/2023 10:11	0	High
3155	20231130C13	30/11/2023 10:11	Hardware	Laptop	Network issue 1st. floor A Block	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Hardware Team	30/11/2023 11:11	1.01	High
3156	20231130C14	30/11/2023 10:11	Hardware	PC CPU	CPU is getting auto-shutdown , CBD-2 HR 1st floor.	Cbd-1 Grid	Karkardooma	Closed By Hardware Team	30/11/2023 12:11	1.98	High
3157	20231130C15	30/11/2023 10:11	Softwares	Internet	Logging issue in IT Sampark	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/11/2023 10:11	0	High
3158	20231130C16	30/11/2023 10:11	Hardware	PC CPU	Network issue 2nd floor A Block Regulatory	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	30/11/2023 12:11	2.11	High
3159	20231130C17	30/11/2023 11:11	Softwares	IBM Lotus Notes	Lotus mail issue	18-Block, East Patel Nagar, New Delhi-110 005 Comml Office	Patel Nagar	Closed By Hardware Team	01/12/2023 10:12	23.1	High
3160	20231130C18	30/11/2023 11:11	Softwares	IBM Lotus Notes	lotus mail not working	33kv Grid, Kamla Market Comml Office	Darya Ganj	Closed By Site Engineer	30/11/2023 15:11	4.08	High
3161	20231130C19	30/11/2023 11:11	Hardware	Printer	printer not working	33kv Grid, Kamla Market Comml Office	Darya Ganj	Closed By Site Engineer	30/11/2023 15:11	4.09	High
3162	20231130C20	30/11/2023 11:11	Hardware	Scanner	Scanner not working	33kv Grid, Kamla Market Comml Office	Darya Ganj	Closed By Site Engineer	30/11/2023 15:11	4.08	High
3163	20231130C21	30/11/2023 11:11	Hardware	Scanner	Scanner not working	33kv Grid, Kamla Market Comml Office	Darya Ganj	Closed By Site Engineer	30/11/2023 15:11	4.08	High
3164	20231130C22	30/11/2023 11:11	Hardware	Mouse	mouse faulty assign arpit sir S/no- PG00X13Q this issue name of VIJAY SHANKAR SINGH (SF7681)	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Hardware Team	01/02/2024 15:02	1515.55	High
3165	20231130C23	30/11/2023 11:11	Hardware	Printer	Printer not working	Minto Road	Darya Ganj	Closed By Site Engineer	30/11/2023 15:11	3.8	High
3166	20231130C24	30/11/2023 12:11	Softwares	IBM Lotus Notes	Lotus mail attachment issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/11/2023 12:11	0	High
3167	20231130C25	30/11/2023 12:11	Hardware	PC CPU	system slow	Complaint Center (Ram Nagar)	Pahar Ganj	Closed By Site Engineer	30/11/2023 16:11	4.46	High
3168	20231130C26	30/11/2023 12:11	Softwares	Internet	Quality link not working	Complaint Center (Ram Nagar)	Pahar Ganj	Closed By Site Engineer	30/11/2023 16:11	4.46	High
3169	20231130C27	30/11/2023 12:11	Hardware	Keyboard	Keyboard some keys are not work . B.N.Z . Need to replace on urgent basis. S/n-PG003LEE, Model - 10B3	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Hardware Team	04/12/2023 12:12	95.91	High
3170	20231130C28	30/11/2023 12:11	Softwares	IBM Lotus Notes	Lotus mail issue	Jhilmil Division Gtr	Gt Road	Closed By Helpdesk	30/11/2023 12:11	0	High
3171	20231130C29	30/11/2023 13:11	General Calls	Presentation / VC	Presentation issue in Knowledge centre.	Training And Work Shop, (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	30/11/2023 17:11	4.04	High
3172	20231130C30	30/11/2023 14:11	Softwares	IBM Lotus Notes	Mail Problem	O&M Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	30/11/2023 17:11	3.12	High
3173	20231130C31	30/11/2023 14:11	Softwares	Windows	Windows Problem	O&M Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	30/11/2023 17:11	3.11	High
3174	20231130C32	30/11/2023 14:11	Lan Support	Lan Cable Extension	IP Problem	O&M Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	30/11/2023 17:11	3.11	High
3175	20231130C33	30/11/2023 14:11	Hardware	Printer	Print out problem	O&M Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	30/11/2023 17:11	3.1	High
3176	20231130C34	30/11/2023 14:11	Softwares	Internet	Side Problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	30/11/2023 17:11	3.09	High
3177	20231130C35	30/11/2023 14:11	Telecom	IP Phone	IP Phone Problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	30/11/2023 17:11	3.08	High
3178	20231130C36	30/11/2023 14:11	Softwares	IBM Lotus Notes	Password Problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	30/11/2023 17:11	3.07	High
3179	20231130C37	30/11/2023 14:11	Softwares	Browser	Browser Problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	30/11/2023 17:11	3.07	Medium
3180	20231130C38	30/11/2023 14:11	Lan Support	Lan Cable Replacement	LAN Cable Prboem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Lan Support Team	01/12/2023 11:12	20.92	High
3181	20231130C39	30/11/2023 14:11	Hardware	Hard Disk	Data Backup problm	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	30/11/2023 17:11	3.04	High
3182	20231130C40	30/11/2023 14:11	Softwares	IBM Lotus Notes	Mail ID Problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	30/11/2023 17:11	3.03	High
3183	20231130C41	30/11/2023 14:11	Hardware	Printer	Printer Problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	30/11/2023 17:11	3.03	High
3184	20231130C42	30/11/2023 14:11	Softwares	BYPL Intranet	Link Problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	30/11/2023 17:11	3.02	Medium
3185	20231130C43	30/11/2023 14:11	Softwares	Windows	Data Backup	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	30/11/2023 17:11	3.01	High
3186	20231130C44	30/11/2023 14:11	Hardware	Printer	Printer out problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	30/11/2023 17:11	3.01	High
3187	20231130C45	30/11/2023 14:11	Lan Support	RJ 45 Connector	RJ 45 Connector	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	30/11/2023 17:11	2.99	High
3188	20231130C46	30/11/2023 14:11	Telecom	IP Phone	IP Phone Problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	30/11/2023 17:11	2.99	High
3189	20231130C47	30/11/2023 14:11	Hardware	Printer	Print out problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	30/11/2023 17:11	2.98	High
3190	20231130C48	30/11/2023 14:11	Hardware	Printer	Print out problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	30/11/2023 17:11	2.97	High
3191	20231130C49	30/11/2023 14:11	Hardware	Keyboard	keyboard not working	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	30/11/2023 16:11	1.92	High
3192	20231130C50	30/11/2023 14:11	Softwares	Internet	Safety app not working	O & M Office Vivek Vihar B-Blk	Karkardooma	Closed By Helpdesk	30/11/2023 14:11	0.02	High
3193	20231130C51	30/11/2023 14:11	Hardware	Mouse	mouse pad working	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	30/11/2023 16:11	1.91	High
3194	20231130C52	30/11/2023 14:11	Softwares	Internet	Safety app not open of piyush sharma	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/11/2023 14:11	0	High
3195	20231130C53	30/11/2023 14:11	Softwares	SAP	P92 Problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	30/11/2023 17:11	2.88	High
3196	20231130C54	30/11/2023 14:11	Softwares	IBM Lotus Notes	Mail Password Problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	30/11/2023 17:11	2.88	High
3197	20231130C55	30/11/2023 14:11	Hardware	Printer	Print out problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	30/11/2023 17:11	2.85	High
3198	20231130C56	30/11/2023 14:11	Hardware	Printer	Print out problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	30/11/2023 17:11	2.85	High
3199	20231130C57	30/11/2023 14:11	Softwares	SAP	P96 Problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	30/11/2023 17:11	2.84	High
3200	20231130C58	30/11/2023 14:11	Softwares	IBM Lotus Notes	Mail Problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	30/11/2023 17:11	2.83	High
3201	20231130C59	30/11/2023 14:11	Softwares	IBM Lotus Notes	Mail Problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	30/11/2023 17:11	2.83	High
3202	20231130C60	30/11/2023 14:11	Softwares	Windows	Windows Problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	30/11/2023 17:11	2.81	High
3203	20231130C61	30/11/2023 14:11	Softwares	SAP	P92 Problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	30/11/2023 17:11	2.81	High
3204	20231130C62	30/11/2023 14:11	Softwares	SAP	P96 Problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	30/11/2023 17:11	2.8	High
3205	20231130C63	30/11/2023 14:11	Hardware	Printer	Print out problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	30/11/2023 17:11	2.8	High

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
3206	20231130C64	30/11/2023 14:11	Softwares	Browser	Browser problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	30/11/2023 17:11	2.79	Medium
3207	20231130C65	30/11/2023 14:11	Hardware	Printer	Print out problem	Complaint Office, Gokul Puri	Karawal Nagar	Closed By Site Engineer	30/11/2023 17:11	2.78	High
3208	20231130C66	30/11/2023 14:11	Softwares	IBM Lotus Notes	Mail Problem	Complaint Office, Gokul Puri	Karawal Nagar	Closed By Site Engineer	30/11/2023 17:11	2.77	High
3209	20231130C67	30/11/2023 14:11	Hardware	PC_CPU	In 2nd. floor Orchid Room WIFI is not working	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	30/11/2023 16:11	1.66	High
3210	20231130C68	30/11/2023 14:11	Softwares	IBM Lotus Notes	Account is locked out of Lotus mail ID BypCovid19.Helpdesk	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/11/2023 15:11	0.68	High
3211	20231130C69	30/11/2023 15:11	Softwares	IBM Lotus Notes	mail id termination entry require	Comm1 Office Cbd-111	Karkardooma	Closed By Helpdesk	30/11/2023 15:11	0.13	High
3212	20231130C70	30/11/2023 15:11	Softwares	IBM Lotus Notes	Kindly arrange to unlock lotus mail account of user Narendr Kr Singh/Services/REL/RelianceADA,	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/11/2023 15:11	0.11	High
3213	20231130C71	30/11/2023 15:11	Softwares	IBM Lotus Notes	Please reset the password for Nitin Rajput/Services/REL/RelianceADA,	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/11/2023 15:11	0.1	High
3214	20231130C72	30/11/2023 15:11	Softwares	IBM Lotus Notes	User Rajesh Kannan/REL/RelianceADA has registered the following device with the Traveler server RADAGTRVLR05/SVR/RelianceADA. The device will be unable to sync data until approved by a Traveler Administrator.	18 Block, Geeta Colony O&M Office	Krishna Nagar	Closed By Helpdesk	30/11/2023 15:11	0.06	High
3215	20231130C73	30/11/2023 15:11	Softwares	Domain Password	Reset Domain password	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/11/2023 15:11	0.01	High
3216	20231130C74	30/11/2023 15:11	Hardware	PC_CPU	System Slow issue of Shivank Garg 3rd. floor D Block7612	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Site Engineer	30/11/2023 16:11	0.81	High
3217	20231130C75	30/11/2023 15:11	Hardware	PC_CPU	System slow	Aram Bagh Bm(Comm1), Phg	Pahar Ganj	Closed By Site Engineer	30/11/2023 16:11	1.41	High
3218	20231130C76	30/11/2023 15:11	Hardware	Printer	Printer not working	Aram Bagh Bm(Comm1), Phg	Pahar Ganj	Closed By Site Engineer	30/11/2023 16:11	1.41	High
3219	20231130C77	30/11/2023 15:11	Softwares	Domain Password	Domain password reset	Business Office, Karawal Nagar	Karawal Nagar	Closed By Helpdesk	30/11/2023 15:11	0.03	High
3220	20231130C78	30/11/2023 15:11	Hardware	Printer	print out issue in printer	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/11/2023 15:11	0	High
3221	20231130C79	30/11/2023 16:11	Softwares	IBM Lotus Notes	kindly provide reset password lotus id file because id file deleted mistakenly by user.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/11/2023 16:11	0.08	High
3222	20231130C80	30/11/2023 16:11	Softwares	IBM Lotus Notes	Kindly arrange to reset the mail password of Ramkishan Yadav/REL/RelianceADA,	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/11/2023 16:11	0.06	High
3223	20231130C81	30/11/2023 16:11	Softwares	IBM Lotus Notes	Pls arrange to unlock following mail id Satendersingh Choudhary/Services/REL/RelianceADA,	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/11/2023 16:11	0.06	High
3224	20231130C82	30/11/2023 16:11	Softwares	IBM Lotus Notes	Please unlocked the account for Sanjeev K Kumar/REL/RelianceADA,	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/11/2023 16:11	0.05	High
3225	20231130C83	30/11/2023 16:11	Softwares	IBM Lotus Notes	Please unblock IBM mail id , User ID -Vishakha Ranga/Services/REL/RelianceADA	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/11/2023 16:11	0.04	High
3226	20231130C84	30/11/2023 16:11	Softwares	IBM Lotus Notes	kindly unlock lotus account of Aayush Bansal	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/11/2023 16:11	0.02	High
3227	20231130C85	30/11/2023 16:11	General Calls	Presentation / VC	PPT ISSUE.	O & M Office B-Block, Dilshad Garden, Delhi	Gt Road	Closed By Site Engineer	30/11/2023 17:11	0.97	High
3228	20231130C86	30/11/2023 16:11	Softwares	Ms-Office	OFFICE IS NOT WORKING PROPERLY.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	30/11/2023 17:11	0.96	High
3229	20231130C87	30/11/2023 16:11	Softwares	ESS	ESS ISSUE.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	30/11/2023 17:11	0.86	Medium
3230	20231130C88	30/11/2023 16:11	Hardware	Printer	PAPER JAM IN PRINTER.	33 Kv Grid, G.T.Road Comm1 Bldg	Gt Road	Closed By Site Engineer	30/11/2023 17:11	0.83	High
3231	20231130C89	30/11/2023 16:11	Hardware	Printer	PRINTING ISSUE.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Site Engineer	30/11/2023 17:11	0.82	High
3232	20231130C90	30/11/2023 16:11	Softwares	SAP	SAP ISSUE.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	30/11/2023 17:11	0.86	High
3233	20231130C91	30/11/2023 16:11	Hardware	Printer	PAPER JAM IN PRINTER.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	30/11/2023 17:11	0.8	High
3234	20231130C92	30/11/2023 16:11	Softwares	ESS	ESS IS NOT WORKING.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	30/11/2023 17:11	0.88	Medium
3235	20231130C93	30/11/2023 16:11	Softwares	Domain Password	DESKTOP PASSWORD ISSUE.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	30/11/2023 17:11	0.73	High
3236	20231130C94	30/11/2023 16:11	Hardware	PC_CPU	PC IS FAULTY.	O & M Office B-Block, Dilshad Garden, Delhi	Gt Road	Closed By Site Engineer	30/11/2023 17:11	0.84	High
3237	20231130C95	30/11/2023 16:11	Softwares	IBM Lotus Notes	lotus mail issue	Krishan Nagar Dispensary	Karkardooma	Closed By Site Engineer	30/11/2023 17:11	0.64	High
3238	20231130C96	30/11/2023 16:11	Softwares	Windows	OS issue.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	30/11/2023 17:11	0.74	High
3239	20231130C97	30/11/2023 16:11	Softwares	Browser	CHROME ISSUE	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	30/11/2023 17:11	0.67	Medium
3240	20231130C98	30/11/2023 16:11	Softwares	Domain Password	DESKTOP PASSWORD ISSUE.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	30/11/2023 17:11	0.62	High
3241	20231130C99	30/11/2023 16:11	Softwares	IBM Lotus Notes	MAIL IS NOT WORKING.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	30/11/2023 17:11	0.58	High
3242	20231130C100	30/11/2023 16:11	Softwares	Domain Password	DOMAIN PASSWORDF ISSUE.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Site Engineer	30/11/2023 17:11	0.59	High
3243	20231130C101	30/11/2023 16:11	Hardware	Printer	PRINTING ISSUE.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Site Engineer	30/11/2023 17:11	0.6	High
3244	20231130C102	30/11/2023 16:11	Softwares	SAP	SAP ISSUE.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	30/11/2023 17:11	0.64	High
3245	20231130C103	30/11/2023 16:11	Hardware	Printer	PAPER JAM IN PRINTER.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	30/11/2023 17:11	0.56	High
3246	20231130C104	30/11/2023 16:11	Softwares	Windows	OS ISSUE.	33 Kv Grid, G.T.Road Comm1 Bldg	Gt Road	Closed By Site Engineer	30/11/2023 17:11	0.62	High
3247	20231130C105	30/11/2023 16:11	Softwares	Windows	DOMAIN PROFILE ISSUE.	Mig Office, East Of Loni Road	Nand Nagari	Closed By Site Engineer	30/11/2023 17:11	0.62	High
3248	20231130C106	30/11/2023 16:11	Softwares	IBM Lotus Notes	LOTUS MAIL ISSUE	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	30/11/2023 17:11	0.48	High
3249	20231130C107	30/11/2023 16:11	Hardware	PC_CPU	PC IS NOT WORKING.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	30/11/2023 17:11	0.59	High
3250	20231130C108	30/11/2023 16:11	Softwares	ESS	ESS IS NOT WORKING.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	30/11/2023 17:11	0.51	Medium
3251	20231130C109	30/11/2023 16:11	Softwares	Browser	CHROME ISSUE.	Dwarka Puri Grid	Gt Road	Closed By Site Engineer	30/11/2023 17:11	0.48	Medium
3252	20231130C110	30/11/2023 16:11	Hardware	Scanner	SCANNER IS NOT WORKING.	Dwarka Puri Grid	Gt Road	Closed By Site Engineer	30/11/2023 17:11	0.54	High
3253	20231130C111	30/11/2023 16:11	Hardware	Printer	PRINTING ISSUE.	Disid Grid, Jhilmil	Gt Road	Closed By Site Engineer	30/11/2023 17:11	0.44	High
3254	20231130C112	30/11/2023 16:11	Softwares	Domain Password	DOMAIN PASWOR IS EXPIRED.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	30/11/2023 17:11	0.4	High
3255	20231130C113	30/11/2023 16:11	Softwares	IBM Lotus Notes	LOTUS ID IS LOCKED OUT ISSUE.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Site Engineer	30/11/2023 17:11	0.38	High
3256	20231130C114	30/11/2023 16:11	Hardware	PC_CPU	VGA CABLE INSTALLATION ISSUE.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	05/12/2023 18:12	121.41	High
3257	20231130C115	30/11/2023 16:11	Telecom	IP Phone	Power cable installation issue.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	30/11/2023 17:11	0.42	High
3258	20231130C116	30/11/2023 17:11	Hardware	PC_CPU	req for girish cpu replace assign Nilesh	O&M(D) Office, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Site Engineer	01/12/2023 15:12	22.45	High
3259	20231130C117	30/11/2023 17:11	Hardware	PC_CPU	request for Ism form fill assign Nilesh	Bm (Comm1.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	01/12/2023 15:12	22.42	High
3260	20231130C118	30/11/2023 17:11	Softwares	IBM Lotus Notes	lbn issue assign Nilesh	Comm1. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	01/12/2023 15:12	22.37	High
3261	20231130C119	30/11/2023 17:11	Hardware	PC_CPU	issue gate pass assign Nilesh	Pkt-C, Mvr Ph-II, Delhi	Mayur Vihar	Closed By Site Engineer	01/12/2023 15:12	22.36	High
3262	20231130C120	30/11/2023 17:11	Hardware	Scanner	scanner issue assign Nilesh	Comm1. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	01/12/2023 15:12	22.34	High

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
3263	20231130C121	30/11/2023 17:11	Hardware	PC_CPU	power supply issue assign Nilesh	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	01/12/2023 15:12	22.31	High
3264	20231130C122	30/11/2023 17:11	Hardware	Printer	printer issue assign Nilesh	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	01/12/2023 15:12	22.3	High
3265	20231130C123	30/11/2023 17:11	Hardware	PC_CPU	cpu upgrade assign Nilesh	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	01/12/2023 15:12	22.24	High
3266	20231130C124	30/11/2023 17:11	Softwares	IBM Lotus Notes	ibm issue assign Nilesh	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	01/12/2023 15:12	22.22	High
3267	20231130C125	30/11/2023 18:11	Softwares	IBM Lotus Notes	User Animesh Sah/REL/RelianceADA has registered the following device with the Traveler server RADAGBIS050/SVR/RelianceADA. The device will be unable to sync data until approved by a Traveler Administrator.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/11/2023 18:11	0.77	High
3268	20231130C126	30/11/2023 18:11	Softwares	IBM Lotus Notes	kindly unlock lotus account of Rita Rani/Services/REL/RelianceADA,	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/11/2023 18:11	0.74	High
3269	20231130C127	30/11/2023 18:11	Softwares	IBM Lotus Notes	Engineer has try to configured mail id with below password but same issue is facing by him.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/11/2023 18:11	0.74	High
3270	20231130C128	30/11/2023 18:11	Softwares	IBM Lotus Notes	Pls arrange to unlock following mail ID Vijay Kumari/REL/RelianceADA,	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/11/2023 18:11	0.73	High
3271	20231130C129	30/11/2023 18:11	Softwares	IBM Lotus Notes	kindly digest password of BYPLITSupport MVR3/REL/RelianceADA,	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/11/2023 18:11	0.73	High
3272	20231130C130	30/11/2023 18:11	Softwares	IBM Lotus Notes	kindly unlock lotus account of TeamIR BSES/REL/RelianceADA,	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/11/2023 18:11	0.72	High
3273	20231130C131	30/11/2023 18:11	Softwares	IBM Lotus Notes	please arrange Id file & password as HDD crashed Mahendra Dev/REL/RelianceADA	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/11/2023 18:11	0.71	High
3274	20231130C132	30/11/2023 18:11	Softwares	IBM Lotus Notes	Please unlock IBM mail Id - Email id - Ram B Gautam/Services/REL/RelianceADA	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/11/2023 18:11	0.71	High
3275	20231130C133	30/11/2023 18:11	Softwares	IBM Lotus Notes	Kindly reset password of Abhishek Kumar.Singh@relianceada.com	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/11/2023 18:11	0.7	High
3276	20231130C134	30/11/2023 18:11	Softwares	IBM Lotus Notes	kindly unlock lotus of Joginder K Singh/Services/REL/RelianceADA,	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/11/2023 18:11	0.69	High
3277	20231130C135	30/11/2023 18:11	Softwares	IBM Lotus Notes	PI reset mail id password of Jai K Prakash/REL/RelianceADA,	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/11/2023 18:11	0.69	High
3278	20231130C136	30/11/2023 18:11	Softwares	IBM Lotus Notes	Kindly arrange to provide id file as user lost his data due to hdd crashed Braham Pal/REL/RelianceADA@INFOCOMM	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/11/2023 18:11	0.68	High
3279	20231130C137	30/11/2023 18:11	Softwares	IBM Lotus Notes	Kindly unlock lotus account of Shahid Khan Shahid.Khan@relianceada.com	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/11/2023 18:11	0.66	High
3280	20231130C138	30/11/2023 18:11	Softwares	IBM Lotus Notes	Pls reset mail id password E-mail:-Satyendra Anand/REL/RelianceADA,	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/11/2023 18:11	0.63	High
3281	20231130C139	30/11/2023 18:11	Softwares	IBM Lotus Notes	khem a singh mail id creation	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/11/2023 18:11	0.58	High
3282	20231130C140	30/11/2023 18:11	Softwares	IBM Lotus Notes	bypl onmgrp mail id creation	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/11/2023 18:11	0.57	High
3283	20231130C141	30/11/2023 18:11	Softwares	IBM Lotus Notes	kindly digest lotus id password of Satyendra Anand/REL/RelianceADA,	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/11/2023 18:11	0.56	High
3284	20231130C142	30/11/2023 18:11	Softwares	IBM Lotus Notes	kindly unlock lotus id account of premlata bhardwaj@relianceada.com,	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/11/2023 18:11	0.54	High
3285	20231130C143	30/11/2023 18:11	Softwares	IBM Lotus Notes	kindly provide reset password with lotus id file of Shahid Khan/Services/REL/RelianceADA because id file is deleted mistakenly .	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/11/2023 18:11	0.07	High
3286	20231130C144	30/11/2023 18:11	Softwares	IBM Lotus Notes	wrong password of rashid baraktullah	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/11/2023 18:11	0.06	High
3287	20231130C145	30/11/2023 18:11	Softwares	IBM Lotus Notes	PI provide ID file and password of Arvind Ku Mishra/Services/REL/RelianceADA, Due to PC HDD faulty.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/11/2023 18:11	0.06	High
3288	20231130C146	30/11/2023 18:11	Softwares	IBM Lotus Notes	User Narayan Chayal/REL/RelianceADA has registered the following device with the Traveler server RADAGTRVL050/SVR/RelianceADA. The device will be unable to sync data until approved by a Traveler Administrator.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/11/2023 18:11	0.04	High
3289	20231130C147	30/11/2023 18:11	Softwares	IBM Lotus Notes	Please arrange to unlock the mail id for the user Mr Saudan Singh (Saudan Singh)/REL/RelianceADA,	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/11/2023 18:11	0.02	High
3290	20231130C148	30/11/2023 19:11	Softwares	Ms-Office	ms office issue for sap	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/11/2023 19:11	0.16	High
3291	20231130C149	30/11/2023 19:11	Softwares	SAP	SAP testig exe installation require	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/11/2023 19:11	0.14	High
3292	20231130C150	30/11/2023 19:11	Softwares	SAP	SAP testig exe installation require	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/11/2023 19:11	0.13	High
3293	20231130C151	30/11/2023 19:11	Softwares	SAP	SAP testig exe installation require	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Helpdesk	30/11/2023 19:11	0.11	High
3294	20231130C152	30/11/2023 19:11	Softwares	SAP	SAP testig exe installation require	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/11/2023 19:11	0.1	High
3295	20231130C153	30/11/2023 19:11	Softwares	Adobe Reader	cute pdf require of aqib rehmani	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/11/2023 19:11	0.03	Medium
3296	20231201C1	01/12/2023 09:12	Softwares	SAP	In SAP P96 issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	01/12/2023 09:12	0.01	High
3297	20231201C2	01/12/2023 10:12	Hardware	PC_CPU	system not booting need to win install	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	01/12/2023 17:12	7.58	High
3298	20231201C3	01/12/2023 10:12	Softwares	Ms-Office	need to basic software install	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	01/12/2023 17:12	7.57	High
3299	20231201C4	01/12/2023 10:12	Softwares	Domain Rejoin	need to domain rejoin	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	01/12/2023 17:12	7.55	Medium
3300	20231201C5	01/12/2023 10:12	Softwares	IBM Lotus Notes	Lotus mail issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	01/12/2023 10:12	0.01	High
3301	20231201C6	01/12/2023 10:12	Telecom	IP Phone	network break in telephone at Laxmi Nagar Commercial , need to check LAN Device.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	05/12/2023 12:12	98.27	High
3302	20231201C7	01/12/2023 10:12	Hardware	PC_CPU	System is not working, 2B Finance / 7750.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	01/12/2023 10:12	0.5	High
3303	20231201C8	01/12/2023 10:12	Hardware	Mouse	mouse issue	C-2 Complaint Center	Nand Nagari	Closed By Hardware Team	05/12/2023 10:12	96.08	High
3304	20231201C9	01/12/2023 10:12	Hardware	Laptop	LAPTOP NEED TO REPLACE	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	01/12/2023 16:12	5.94	High
3305	20231201C10	01/12/2023 10:12	Softwares	OS	WINDOW AND SOFTWARE NEED TO INSTALL ISSUED LAPTOP	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	01/12/2023 16:12	5.93	Medium
3306	20231201C11	01/12/2023 10:12	Softwares	OS	DATA REQUIRE FROM OLD LAPTOP	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	01/12/2023 16:12	5.92	Medium
3307	20231201C12	01/12/2023 10:12	Softwares	IBM Lotus Notes	mail Archive Creation	Complaint Center Bg Road	Pahar Ganj	Closed By Site Engineer	01/12/2023 14:12	3.37	High
3308	20231201C13	01/12/2023 10:12	Hardware	Printer	Printer install	Complaint Center Bg Road	Pahar Ganj	Closed By Site Engineer	01/12/2023 14:12	3.36	High
3309	20231201C14	01/12/2023 10:12	Hardware	Mouse	Left button of Mouse is not working (S/R - INA805SJ2)	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	01/12/2023 11:12	0.31	High
3310	20231201C15	01/12/2023 11:12	Hardware	Mouse	LEFT BUTTON OF MOUSE IS NOT WORKING (S/N-INA805SJ0Y)	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	01/12/2023 11:12	0.38	High
3311	20231201C16	01/12/2023 11:12	Lan Support	RJ 45 Connector	2No.s of patch code required	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	01/12/2023 11:12	0.07	High
3312	20231201C17	01/12/2023 11:12	Hardware	Mouse	Mouse not working ,PG02XGVG	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	01/12/2023 13:12	2.01	High

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
3313	20231201C18	01/12/2023 11:12	Hardware	Laptop Battery	battery faulty I450FF0PK0RS	Divn. Office, (Lnr)	Laxmi Nagar	Assign			High
3314	20231201C19	01/12/2023 11:12	Hardware	Laptop	System slow issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	01/12/2023 11:12	0.02	High
3315	20231201C20	01/12/2023 11:12	Hardware	PC CPU	Battery replacement	Aram Bagh Bm(Comm), Phg	Pahar Ganj	Closed By Site Engineer	01/12/2023 14:12	2.42	High
3316	20231201C21	01/12/2023 11:12	Hardware	PC CPU	system slow	Aram Bagh Bm(Comm), Phg	Pahar Ganj	Closed By Site Engineer	01/12/2023 14:12	2.42	High
3317	20231201C22	01/12/2023 11:12	Softwares	Internet	Team BYPL site is not opening	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	01/12/2023 11:12	0.01	High
3318	20231201C23	01/12/2023 11:12	Softwares	Domain Password	Amit domain login issue	Town Hall Business Office	Chandni Chowk	Closed By Helpdesk	01/12/2023 11:12	0.03	High
3319	20231201C24	01/12/2023 11:12	Softwares	IBM Lotus Notes	Lotus mail password issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	01/12/2023 11:12	0.02	High
3320	20231201C25	01/12/2023 11:12	Softwares	IBM Lotus Notes	Sir please unlock IBM mail mail id - Kumarchandan Yadav/REL/RelianceADA,	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	01/12/2023 11:12	0.02	High
3321	20231201C26	01/12/2023 11:12	Softwares	Internet	Byplitsm.bsmsdelhi.com Logging password issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	01/12/2023 11:12	0.01	High
3322	20231201C27	01/12/2023 11:12	Softwares	IBM Lotus Notes	Kindly reset lotus Id password of Ankush Sethi	Gh-II Grid (Ppg-2)	Laxmi Nagar	Closed By Helpdesk	01/12/2023 11:12	0.01	High
3323	20231201C28	01/12/2023 12:12	Softwares	IBM Lotus Notes	Creation of New Archive in Lotus mail	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	01/12/2023 12:12	0	High
3324	20231201C29	01/12/2023 12:12	Softwares	SAP	SAP pdf creation issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	01/12/2023 12:12	0.1	High
3325	20231201C30	01/12/2023 12:12	Softwares	IBM Lotus Notes	kindly reset lotus id password of Pranav Shankar/Services/REL/RelianceADA,	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	01/12/2023 12:12	0.01	High
3326	20231201C31	01/12/2023 14:12	Hardware	Laptop	laptop battery faulty I450	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	01/12/2023 16:12	2.55	High
3327	20231201C32	01/12/2023 14:12	Hardware	PC CPU	RAM require for 3020	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	01/12/2023 16:12	2.53	High
3328	20231201C33	01/12/2023 14:12	Hardware	Printer	Printer installation 3rd. floor A Block	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	01/12/2023 14:12	0.01	High
3329	20231201C34	01/12/2023 14:12	Hardware	PC CPU	System Logging issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	01/12/2023 14:12	0	High
3330	20231201C35	01/12/2023 14:12	Hardware	PC CPU	TFT ABNORMAL COLOUR ISSUE.	Ppg Indl. Area Grid (Ppg-2)	Laxmi Nagar	Closed By Hardware Team	08/12/2023 10:12	163.93	High
3331	20231201C36	01/12/2023 14:12	Lan Support	RJ 45 Connector	RJ45 Connector issue 2nd. floor D Block 7769	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	05/12/2023 12:12	93.78	High
3332	20231201C37	01/12/2023 15:12	Hardware	Printer	Printer issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	01/12/2023 15:12	0	High
3333	20231201C38	01/12/2023 15:12	Hardware	Hard Disk	SSD-22352X803915, pc Dell 3050, HXG42S2, Massage on screen Boot device not found assign to Arpit Rastogi	S/Stn No 5 Enf-2 (Ppg)	Laxmi Nagar	Closed By Hardware Team	01/12/2023 15:12	0.13	High
3334	20231201C39	01/12/2023 15:12	Hardware	PC_CPU	request for cpu replacement assign Nilesh	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	01/12/2023 17:12	1.69	High
3335	20231201C40	01/12/2023 15:12	Softwares	IBM Lotus Notes	chandan pc ibm issue assign Nilesh	66 Kv, Khiripur Grid, Delhi	Mayur Vihar	Closed By Site Engineer	01/12/2023 17:12	1.63	High
3336	20231201C41	01/12/2023 15:12	Hardware	PC_CPU	all software install in new cpu assign Nilesh	O&M(D) Office, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Site Engineer	01/12/2023 17:12	1.6	High
3337	20231201C42	01/12/2023 15:12	Hardware	PC_CPU	data transfer one pc to another pc assign Nilesh	O&M(D) Office, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Site Engineer	01/12/2023 17:12	1.56	High
3338	20231201C43	01/12/2023 16:12	Hardware	Laptop	Laptop working slow need to install ssd	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	01/12/2023 16:12	0.67	High
3339	20231201C44	01/12/2023 16:12	Softwares	IBM Lotus Notes	software installation & need to configure mail id	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	01/12/2023 16:12	0.66	High
3340	20231201C45	01/12/2023 16:12	Softwares	Windows	need to restore data	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	01/12/2023 16:12	0.63	High
3341	20231201C46	01/12/2023 16:12	Hardware	Hard Disk	SSD required	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 CommI Office	Shankar Road	Closed By Hardware Team	01/12/2023 16:12	0.62	High
3342	20231201C47	01/12/2023 16:12	Softwares	Teamviewer	Team viewer issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	01/12/2023 16:12	0.03	Medium
3343	20231201C48	01/12/2023 16:12	Hardware	PC CPU	PC working slow need to upgrade ram	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	01/12/2023 16:12	0.6	High
3344	20231201C49	01/12/2023 16:12	General Calls	Presentation / VC	Meeting in board room	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	01/12/2023 16:12	0.6	High
3345	20231201C50	01/12/2023 16:12	Softwares	Internet	E signer not working	18 Block, Geeta Colony O&M Office	Krishna Nagar	Closed By Hardware Team	01/12/2023 16:12	0.58	High
3346	20231201C51	01/12/2023 16:12	Softwares	Domain Password	Domain password reset	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Helpdesk	01/12/2023 16:12	0	High
3347	20231201C52	01/12/2023 16:12	Hardware	Laptop	Need to replace laptop	Divn. Office, (Lnr)	Laxmi Nagar	Assign			High
3348	20231201C53	01/12/2023 16:12	Networking	Link Down	system network issue assign Nilesh	O&M(D) Office, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Site Engineer	01/12/2023 17:12	1.21	High
3349	20231201C54	01/12/2023 16:12	Hardware	PC_CPU	visit mayur vihar 3 for shiv kumar pc assign Nilesh	CommI. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	01/12/2023 17:12	1.19	High
3350	20231201C55	01/12/2023 16:12	Softwares	Admin Helpdesk	admin account issue assign Nilesh	CommI. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	01/12/2023 17:12	1.17	Medium
3351	20231201C56	01/12/2023 16:12	Softwares	Domain Password	Domain password reset	18-Block, East Patel Nagar, New Delhi-110 005 CommI Office	Patel Nagar	Closed By Helpdesk	01/12/2023 16:12	0.01	High
3352	20231201C57	01/12/2023 16:12	Hardware	Mouse	mouse replacement assign Nilesh	CommI. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	01/12/2023 17:12	1.15	High
3353	20231201C58	01/12/2023 16:12	Softwares	Windows	Install window and Update.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	01/12/2023 17:12	1.12	High
3354	20231201C59	01/12/2023 16:12	Softwares	Adobe Reader	Install Adobe Reader.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	01/12/2023 17:12	1.12	Medium
3355	20231201C60	01/12/2023 16:12	Softwares	Teamviewer	Install Teamviewer.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	01/12/2023 17:12	1.11	Medium
3356	20231201C61	01/12/2023 16:12	Softwares	Browser	Install google chrome.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	01/12/2023 17:12	1.1	Medium
3357	20231201C62	01/12/2023 16:12	Hardware	PC CPU	RAM NEED TO UPGRADE	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	01/12/2023 17:12	0.9	High
3358	20231201C63	01/12/2023 16:12	Softwares	Ms-Office	Office installation issue.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	01/12/2023 17:12	0.45	High
3359	20231201C64	01/12/2023 16:12	Softwares	VPN	VPN configure	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	01/12/2023 17:12	0.01	Medium
3360	20231201C65	01/12/2023 17:12	Softwares	Domain Password	Password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	01/12/2023 17:12	0	High
3361	20231201C66	01/12/2023 17:12	Hardware	Printer	Printer installation	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	01/12/2023 17:12	0	High
3362	20231201C67	01/12/2023 17:12	Telecom	IP Phone	SIP PHONE IS NOT ABLE TO CALLING.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	01/12/2023 17:12	0.42	High
3363	20231201C68	01/12/2023 17:12	Hardware	Printer	PAPER JAM ISSUE.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	01/12/2023 17:12	0.4	High
3364	20231201C69	01/12/2023 17:12	Softwares	IBM Lotus Notes	LOTUS NOTES LOCKED ISSUE.	Training And Work Shop, (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	01/12/2023 17:12	0.37	High
3365	20231201C70	01/12/2023 17:12	Softwares	IBM Lotus Notes	LOTUS PASSWORD ISSUE.	Ppg Indl. Area Grid (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	01/12/2023 17:12	0.35	High
3366	20231201C71	01/12/2023 17:12	Hardware	PC_CPU	Motherboard faulty , All USB Port not working except one. PC S/IN.FC4PH32	C-6, O&M Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Hardware Team	01/12/2023 17:12	0.18	High
3367	20231201C72	01/12/2023 17:12	Hardware	PC_CPU	require for 50 screws for cpu back panel assign hardware team	CommI. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Hardware Team	08/12/2023 10:12	160.55	High
3368	20231201C73	01/12/2023 17:12	Softwares	Domain Password	Domain reset.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	01/12/2023 17:12	0.31	High
3369	20231201C74	01/12/2023 17:12	Softwares	NAS	NAS folder is not accessible.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	01/12/2023 17:12	0.3	Medium
3370	20231201C75	01/12/2023 17:12	Softwares	IBM Lotus Notes	MAil compact issue.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	01/12/2023 17:12	0.29	High



S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time[Total Hours]	Priority
3371	20231201C76	01/12/2023 17:12	Softwares	Domain Password	Domain reset.	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Helpdesk	01/12/2023 17:12	0.27	High
3372	20231201C77	01/12/2023 17:12	Softwares	Domain Password	Domain reset.	Dwarka Puri Grid	Gt Road	Closed By Helpdesk	01/12/2023 17:12	0.26	High
3373	20231201C78	01/12/2023 17:12	Softwares	Domain Password	Domain reset.	Chilla Store, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Helpdesk	01/12/2023 17:12	0.26	High
3374	20231201C79	01/12/2023 17:12	Hardware	Printer	Printer installation of aqib .	S/Stn No 7, O&M, (Ppg)	Laxmi Nagar	Closed By Helpdesk	01/12/2023 17:12	0.25	High
3375	20231201C80	01/12/2023 17:12	Softwares	Domain Password	Domain reset of 41002396 .	33kv Grid, Kamla Market Commf Office	Darya Ganj	Closed By Helpdesk	01/12/2023 17:12	0.23	High
3376	20231201C81	01/12/2023 17:12	Softwares	Domain Password	Reset of 40136757 .	C-6, O&M Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Helpdesk	01/12/2023 17:12	0.23	High
3377	20231201C82	01/12/2023 17:12	Softwares	Internet	IP configuration.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	01/12/2023 17:12	0.21	High
3378	20231201C83	01/12/2023 17:12	Softwares	IBM Lotus Notes	MAil access failure.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	01/12/2023 17:12	0.2	High
3379	20231201C84	01/12/2023 17:12	Softwares	Ms-Office	Word issue.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	01/12/2023 17:12	0.2	High
3380	20231201C85	01/12/2023 17:12	Softwares	Domain Password	Reset as per eng. ravi.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	01/12/2023 17:12	0.19	High
3381	20231201C86	01/12/2023 17:12	Softwares	Domain Password	Reset of 41017177 .	GH-Ii Grid (Ppg-2)	Laxmi Nagar	Closed By Helpdesk	01/12/2023 17:12	0.18	High
3382	20231201C87	01/12/2023 17:12	Softwares	Domain Password	Reset of 41009555.	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Helpdesk	01/12/2023 17:12	0.17	High
3383	20231201C88	01/12/2023 17:12	Softwares	Domain Password	Reset of 41009101 .			Closed By Helpdesk	01/12/2023 17:12	0.16	High
3384	20231201C89	01/12/2023 17:12	Softwares	OS	Temp files remove.	Commf Office Cbd-Iii	Karkardooma	Closed By Helpdesk	01/12/2023 17:12	0.15	Medium
3385	20231201C90	01/12/2023 17:12	Softwares	IBM Lotus Notes	Mail archive folder creation.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	01/12/2023 17:12	0.14	High
3386	20231201C91	01/12/2023 17:12	Softwares	Ms-Office	Excel installation.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	01/12/2023 17:12	0.12	High
3387	20231201C92	01/12/2023 17:12	Softwares	OS	System slow.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	01/12/2023 17:12	0.11	Medium
3388	20231201C93	01/12/2023 17:12	Softwares	Domain Password	Reset by Nilesh.	Bm (Commf.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Helpdesk	01/12/2023 17:12	0.1	High
3389	20231201C94	01/12/2023 17:12	Softwares	Domain Password	Reset by Nilesh.	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Helpdesk	01/12/2023 17:12	0.1	High
3390	20231201C95	01/12/2023 17:12	Softwares	Domain Password	Reset of 41002692 .	33kv Grid, Kamla Market Commf Office	Darya Ganj	Closed By Helpdesk	01/12/2023 17:12	0.09	High
3391	20231201C96	01/12/2023 17:12	Softwares	Domain Password	Reset of 40132569 .	33kv Grid, Kamla Market Commf Office	Darya Ganj	Closed By Helpdesk	01/12/2023 17:12	0.08	High
3392	20231201C97	01/12/2023 17:12	Softwares	IBM Lotus Notes	Mail send/receive issue.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	01/12/2023 17:12	0.07	High
3393	20231201C98	01/12/2023 17:12	Softwares	Internet	Provide guidance for e-mail request.	Kanti Nagar Complaint Centre	Krishna Nagar	Closed By Helpdesk	01/12/2023 17:12	0.05	High
3394	20231201C99	01/12/2023 17:12	Softwares	VPN	Provide guidance fo VPN access.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	01/12/2023 17:12	0.04	Medium
3395	20231201C100	01/12/2023 17:12	Hardware	Printer	Printer installation.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	01/12/2023 17:12	0.03	High
3396	20231201C101	01/12/2023 17:12	Softwares	IBM Lotus Notes	Unread mail should be in red.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	01/12/2023 17:12	0.02	High
3397	20231204C1	04/12/2023 09:12	Softwares	Domain Password	Domain password reset	Aram Bagh Bm(Commf), Phg	Pahar Ganj	Closed By Helpdesk	04/12/2023 09:12	0	High
3398	20231204C2	04/12/2023 09:12	Hardware	Printer	2nd D Finance printer cartridge change	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	04/12/2023 11:12	2.05	High
3399	20231204C3	04/12/2023 09:12	Softwares	Domain Password	Domain password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	04/12/2023 09:12	0	High
3400	20231204C4	04/12/2023 10:12	Softwares	Domain Password	Domain password reset of Ravi venkataraman	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	04/12/2023 10:12	0	High
3401	20231204C5	04/12/2023 10:12	Hardware	Laptop	laptop required	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	04/12/2023 11:12	1.59	High
3402	20231204C6	04/12/2023 10:12	Softwares	IBM Lotus Notes	Software installation & need to restore data	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	04/12/2023 11:12	1.58	High
3403	20231204C7	04/12/2023 10:12	Softwares	SAP	SAP P96 logging issue	Commf Office Cbd-Iii	Karkardooma	Closed By Helpdesk	04/12/2023 10:12	0	High
3404	20231204C8	04/12/2023 10:12	Hardware	Mouse	Mouse not working L906102.4089. Mouse problem Pls assign to Arpit	S/Stn No 5 Enf-2 (Ppg)	Laxmi Nagar	Closed By Hardware Team	08/12/2023 10:12	95.64	High
3405	20231204C9	04/12/2023 10:12	Hardware	PC_CPU	Screen issue in security control room	O & M Office B-Block, Dilshad Garden, Delhi	Gt Road	Closed By Hardware Team	07/12/2023 12:12	74.22	High
3406	20231204C10	04/12/2023 10:12	Hardware	PC_CPU	System setup from 1st to ground floor, reception.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	04/12/2023 11:12	1.07	High
3407	20231204C11	04/12/2023 11:12	Hardware	Mouse	Mouse Faulty Sr No PGBH434, assign to Mr Arpit	Business Office, Karawal Nagar	Karawal Nagar	Closed By Hardware Team	03/01/2024 10:01	719.15	High
3408	20231204C12	04/12/2023 11:12	Softwares	Internet	BYPL site is not opening	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	04/12/2023 11:12	0.01	High
3409	20231204C13	04/12/2023 11:12	Hardware	Printer	Print quality is very poor. Fleet Managment, GF	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	04/12/2023 13:12	1.32	High
3410	20231204C14	04/12/2023 11:12	Softwares	Ms-Office	Office 16 activation Of Mr. Anil Y Singh	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	04/12/2023 12:12	0.29	High
3411	20231204C15	04/12/2023 11:12	Lan Support	Lan Cable Extension	ASSIGN TO LAN TEAM	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	05/12/2023 12:12	24.85	High
3412	20231204C16	04/12/2023 11:12	Hardware	Printer	2nd. floor D Block finance to change printer cartridge	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	04/12/2023 13:12	1.16	High
3413	20231204C17	04/12/2023 11:12	Softwares	Domain Password	Domain password reset of Praveen kumar sharma 41001501	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Helpdesk	04/12/2023 11:12	0.01	High
3414	20231204C18	04/12/2023 11:12	Networking	IP Conflict	Jasmin next to marigold network not working	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	04/12/2023 14:12	2.44	High
3415	20231204C19	04/12/2023 12:12	Softwares	Domain Password	Domain password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	04/12/2023 12:12	0	High
3416	20231204C20	04/12/2023 12:12	Hardware	PC_CPU	pc not working booting issue and slow	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Commf Office	Shankar Road	Closed By Site Engineer	05/12/2023 09:12	21.53	High
3417	20231204C21	04/12/2023 12:12	Hardware	Printer	Printer installation	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	04/12/2023 12:12	0.02	High
3418	20231204C22	04/12/2023 12:12	Hardware	PC_CPU	no display	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	05/12/2023 09:12	21.46	High
3419	20231204C23	04/12/2023 12:12	Softwares	IBM Lotus Notes	lotus accounts locked out	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	05/12/2023 09:12	21.44	High
3420	20231204C24	04/12/2023 12:12	Softwares	IBM Lotus Notes	lotus account locked	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	05/12/2023 09:12	21.42	High
3421	20231204C25	04/12/2023 12:12	Hardware	Laptop	laptop booting issue	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	05/12/2023 09:12	21.41	High
3422	20231204C26	04/12/2023 12:12	Softwares	IBM Lotus Notes	lotus Accounts locked	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	05/12/2023 09:12	21.39	High
3423	20231204C27	04/12/2023 12:12	Hardware	Laptop	Laptop butting issue 2nd. floor C block HR Dept.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	04/12/2023 16:12	3.78	High
3424	20231204C28	04/12/2023 12:12	Softwares	Domain Password	Domain password reset	Ppg Incl. Area Grid (Ppg-2)	Laxmi Nagar	Closed By Helpdesk	04/12/2023 12:12	0	High

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
3425	20231204C29	04/12/2023 13:12	Softwares	Domain Password	Domain password reset	Comm1 Office Cbd-11i	Karkardooma	Closed By Helpdesk	04/12/2023 13:12	0	High
3426	20231204C30	04/12/2023 14:12	Hardware	Printer	Toner quality is very low, SO replace 600 printer, 3C	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	06/12/2023 09:12	43.56	High
3427	20231204C31	04/12/2023 14:12	Softwares	Internet	Internet issue	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Helpdesk	04/12/2023 14:12	0	High
3428	20231204C32	04/12/2023 14:12	Softwares	Internet	I-Smart login issue	Complaint Center (Ram Nagar)	Pahar Ganj	Closed By Site Engineer	04/12/2023 16:12	1.99	High
3429	20231204C33	04/12/2023 15:12	Softwares	Ms-Office	Office 16 activation required	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Comm1 Office	Shankar Road	Closed By Hardware Team	04/12/2023 18:12	3.23	High
3430	20231204C34	04/12/2023 16:12	Hardware	PC_CPU	System slow issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	04/12/2023 16:12	0	High
3431	20231204C35	04/12/2023 16:12	Hardware	Scanner	Scanner issue 2nd. floor A Block PMG Dept.			Closed By Hardware Team	04/12/2023 17:12	0.54	High
3432	20231204C36	04/12/2023 16:12	Softwares	Windows	Windows Fomate.	S/Stn. No. 13, Ppg (Ppg-2)	Laxmi Nagar	Closed By Hardware Team	04/12/2023 17:12	0.41	High
3433	20231204C37	04/12/2023 16:12	Softwares	Adobe Reader	Install Adobe Reader.	S/Stn. No. 13, Ppg (Ppg-2)	Laxmi Nagar	Closed By Hardware Team	04/12/2023 17:12	0.41	Medium
3434	20231204C38	04/12/2023 16:12	Softwares	Antivirus	Install Anti Virus..	S/Stn. No. 13, Ppg (Ppg-2)	Laxmi Nagar	Closed By Hardware Team	04/12/2023 17:12	0.4	Medium
3435	20231204C39	04/12/2023 16:12	Softwares	Browser	Install Google chrome.	S/Stn. No. 13, Ppg (Ppg-2)	Laxmi Nagar	Closed By Hardware Team	04/12/2023 17:12	0.39	Medium
3436	20231204C40	04/12/2023 16:12	Softwares	Drivers	Install LAN Driver.	S/Stn. No. 13, Ppg (Ppg-2)	Laxmi Nagar	Closed By Hardware Team	04/12/2023 17:12	0.38	High
3437	20231204C41	04/12/2023 16:12	Softwares	IBM Lotus Notes	Install IBM lotus.	S/Stn. No. 13, Ppg (Ppg-2)	Laxmi Nagar	Closed By Hardware Team	04/12/2023 17:12	0.38	High
3438	20231204C42	04/12/2023 16:12	Softwares	Ms-Office	Install ms office.	S/Stn. No. 13, Ppg (Ppg-2)	Laxmi Nagar	Closed By Hardware Team	04/12/2023 17:12	0.37	High
3439	20231204C43	04/12/2023 16:12	Softwares	SAP	Install SAP	S/Stn. No. 13, Ppg (Ppg-2)	Laxmi Nagar	Closed By Hardware Team	04/12/2023 17:12	0.37	High
3440	20231204C44	04/12/2023 16:12	Softwares	Teamviewer	Install teamviewer.	S/Stn. No. 13, Ppg (Ppg-2)	Laxmi Nagar	Closed By Hardware Team	04/12/2023 17:12	0.36	Medium
3441	20231204C45	04/12/2023 16:12	Softwares	VPN	Team viewer issue at 1st. floor B Block	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	05/12/2023 17:12	24.2	Medium
3442	20231205C1	05/12/2023 07:12	Hardware	IP Camera	YVR COMM MAIN GATE CCTV NOT WORKING	C-7, Commercial Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Lan Support Team	09/12/2023 13:12	102.02	High
3443	20231205C2	05/12/2023 07:12	Hardware	IP Camera	CC B.G ROAD CCTV NOT WORKING	Complaint Center Bg Road	Pahar Ganj	Closed By Lan Support Team	08/12/2023 09:12	73.87	High
3444	20231205C3	05/12/2023 07:12	Hardware	IP Camera	CC SAINI ENCLAVE CCTV NOT WORKING	Saini Enclave Complaint Centre	Karkardooma	Closed By Lan Support Team	13/12/2023 10:12	195.09	High
3445	20231205C4	05/12/2023 07:12	Hardware	IP Camera	PTZ GAZIPUR BACK CCTV NOT WORKING	Gazipur Store (Ppg-2)	Laxmi Nagar	Closed By Lan Support Team	13/12/2023 10:12	194.96	High
3446	20231205C5	05/12/2023 07:12	Hardware	IP Camera	MULLA COLONY STORE CCTV NOT WORKING PTZ	Mulla Colony Scrap Store, Near Gajipur Police Station	Vasundra Enclave	Closed By Lan Support Team	13/12/2023 10:12	194.95	High
3447	20231205C6	05/12/2023 09:12	Softwares	Domain Password	Domain password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	05/12/2023 09:12	0	High
3448	20231205C7	05/12/2023 09:12	Hardware	Laptop	laptop not working	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	06/12/2023 16:12	31.07	High
3449	20231205C8	05/12/2023 09:12	Softwares	IBM Lotus Notes	user unable to access their mail	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	06/12/2023 16:12	31.06	High
3450	20231205C9	05/12/2023 09:12	Hardware	Printer	PDF file print issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	05/12/2023 09:12	0	High
3451	20231205C10	05/12/2023 10:12	Softwares	Domain Password	Domain password reset	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Helpdesk	05/12/2023 10:12	0	High
3452	20231205C11	05/12/2023 10:12	Hardware	Printer	3rd. floor C Block Legal Printer is not working	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	06/12/2023 10:12	24	High
3453	20231205C12	05/12/2023 10:12	Hardware	Scanner	3rd. floor A Block 9868 scanner issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	05/12/2023 17:12	6.52	High
3454	20231205C13	05/12/2023 10:12	Telecom	IP Phone	Existing Avaya SIP Phone not working. Lan connectivity issue. Need to required Lan team for the same. User :- PRABHUDATTA PUHAN, Location:- Preet Vihar Grid Protection office.	Preet Vihar Grid (Civil, Protection & Mng Office)	Karkardooma	Closed By Lan Support Team	08/12/2023 09:12	70.59	High
3455	20231205C14	05/12/2023 11:12	Hardware	PC_CPU	System slow issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	05/12/2023 11:12	0	High
3456	20231205C15	05/12/2023 11:12	Softwares	Domain Password	Domain password reset	Comm1 Office Cbd-11i	Karkardooma	Closed By Helpdesk	05/12/2023 11:12	0.02	High
3457	20231205C16	05/12/2023 11:12	Hardware	PC_CPU	winar issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	05/12/2023 11:12	0.01	High
3458	20231205C17	05/12/2023 11:12	Hardware	Printer	Printer Paper not pick up /3C	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	05/12/2023 11:12	0.07	High
3459	20231205C18	05/12/2023 11:12	Lan Support	RJ 45 Connector	Lan cable issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	05/12/2023 12:12	1.11	High
3460	20231205C19	05/12/2023 11:12	Telecom	Clip Max	Telephone shifting	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	05/12/2023 12:12	1.07	High
3461	20231205C20	05/12/2023 11:12	Hardware	PC_CPU	System connection at Gnd floor near OD. user Rajesh 7112	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	05/12/2023 17:12	5.3	High
3462	20231205C21	05/12/2023 11:12	Softwares	Domain Password	Domain password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	05/12/2023 11:12	0	High
3463	20231205C22	05/12/2023 12:12	Hardware	PC_CPU	System slow	C Block Office, Dda Flats, Motia Khan, Dgm (O&M), Phg	Pahar Ganj	Closed By Site Engineer	05/12/2023 17:12	5.04	High
3464	20231205C23	05/12/2023 12:12	Hardware	Printer	Printer driver installation.	Surajmal Vihar C & M Store	Karkardooma	Closed By Site Engineer	05/12/2023 16:12	3.84	High
3465	20231205C24	05/12/2023 12:12	Softwares	IBM Lotus Notes	Need to create new Lotus archive.	Surajmal Vihar C & M Store	Karkardooma	Closed By Site Engineer	05/12/2023 16:12	3.82	High
3466	20231205C25	05/12/2023 12:12	Softwares	Teamviewer	Team Bypl site is not open. Need to update Host File.	Surajmal Vihar C & M Store	Karkardooma	Closed By Site Engineer	05/12/2023 16:12	3.81	Medium
3467	20231205C26	05/12/2023 12:12	Softwares	SAP	SAP P92 server not responding need to configure again	Surajmal Vihar C & M Store	Karkardooma	Closed By Site Engineer	05/12/2023 16:12	3.81	High
3468	20231205C27	05/12/2023 12:12	Hardware	Printer	N/W Printer 3015 driver installation.	Surajmal Vihar C & M Store	Karkardooma	Closed By Site Engineer	05/12/2023 16:12	3.8	High
3469	20231205C28	05/12/2023 12:12	Hardware	Printer	N/W Printer 3015 driver installation.	Surajmal Vihar C & M Store	Karkardooma	Closed By Site Engineer	05/12/2023 16:12	3.79	High
3470	20231205C29	05/12/2023 12:12	Hardware	Printer	Print quality is not good. ,Fleet Managmnt, GF	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	05/12/2023 17:12	4.62	High
3471	20231205C30	05/12/2023 12:12	Softwares	GIS	Ltm software not working. Need to upgrade New latest exe file.	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Site Engineer	05/12/2023 16:12	3.77	Medium
3472	20231205C31	05/12/2023 12:12	Softwares	Domain Rejoin	User facing Trust relationship error. Need to rejoin again.	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Site Engineer	05/12/2023 16:12	3.76	Medium
3473	20231205C32	05/12/2023 12:12	Hardware	Scanner	scanner Fujitsu-6130 driver installation.	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Site Engineer	05/12/2023 16:12	3.75	High
3474	20231205C33	05/12/2023 12:12	Softwares	GIS	Landis gear software not working. Need to installed Oracle 12 C.	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Site Engineer	05/12/2023 16:12	3.75	Medium
3475	20231205C34	05/12/2023 12:12	Softwares	Teamviewer	Team Bypl site is not open. Need to update Host File.	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Site Engineer	05/12/2023 16:12	3.74	Medium
3476	20231205C35	05/12/2023 12:12	Hardware	PC_CPU	Network issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	05/12/2023 17:12	4.73	High
3477	20231205C36	05/12/2023 12:12	Softwares	Antivirus	Trend Micro Antivirus need to updated.	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Site Engineer	05/12/2023 16:12	3.73	Medium
3478	20231205C37	05/12/2023 12:12	Hardware	RAM	DDR 2 RAM IS FAULTY KINDLY REPLACE THE SAME . HP/DX-2480/INA91403GK . RAM 2 GB S/R : 4092511-1254055	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Hardware Team	07/12/2023 11:12	47.14	Medium
3479	20231205C38	05/12/2023 12:12	Softwares	SAP	SAP P92 server not responding. Need to reconfigure server entry.	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Site Engineer	05/12/2023 16:12	3.69	High
3480	20231205C39	05/12/2023 12:12	Telecom	IP Phone	Phone not working , GF	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	05/12/2023 12:12	0.09	High
3481	20231205C40	05/12/2023 12:12	Telecom	Clip Max	Phone not working in telephone on behalf of Sumit Kumar G. Meet	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	05/12/2023 17:12	4.49	High
3482	20231205C41	05/12/2023 12:12	Softwares	Windows	System very slow working	Comm1 Office Cbd-11i	Karkardooma	Closed By Site Engineer	05/12/2023 18:12	29.56	High
3483	20231205C42	05/12/2023 12:12	Hardware	PC_CPU	Team viewer is not opening 2nd. floor C Block 7725	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	06/12/2023 10:12	21.68	High
3484	20231205C43	05/12/2023 14:12	Hardware	PC_CPU	5 sata cable faulty assign arpit	Comm1. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Hardware Team	08/12/2023 10:12	67.39	High
3485	20231205C44	05/12/2023 14:12	Hardware	RAM	2 GB ( DDR 2 )RAM IS FAULTY KINDLY REPLACE THE SAME IPC SERIAL NO : HP/2280/INI6380J17, Please Assign to Arpit..	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Hardware Team	03/01/2024 10:01	691.71	Medium
3486	20231205C45	05/12/2023 15:12	Hardware	PC_CPU	Team viewer issue, to join net meeting 2nd. floor C Block	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	05/12/2023 17:12	1.9	High
3487	20231205C46	05/12/2023 15:12	Hardware	PC_CPU	System slow issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	05/12/2023 15:12	0.02	High
3488	20231205C47	05/12/2023 15:12	Softwares	IBM Lotus Notes	Lotus mail incoming mail issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	05/12/2023 15:12	0.01	High
3489	20231205C48	05/12/2023 15:12	Hardware	Mouse	mouse not working	33kv Grid, Kamla Market Comm1 Office	Darya Ganj	Closed By Site Engineer	11/12/2023 11:12	139.62	High

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
3490	20231205C49	05/12/2023 15:12	Softwares	Adobe Reader	Adobe not working	33kv Grid, Kamia Market Commi Office	Darya Ganj	Closed By Site Engineer	11/12/2023 11:12	139.61	Medium
3491	20231205C50	05/12/2023 16:12	Hardware	PC_CPU	cpu setup assign Nilesh	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	05/12/2023 17:12	0.85	High
3492	20231205C51	05/12/2023 16:12	Hardware	PC_CPU	System hanging issue	CommI Office Cbd-III	Karkardooma	Closed By Helpdesk	05/12/2023 16:12	0.02	High
3493	20231205C52	05/12/2023 16:12	Hardware	PC_CPU	Req for Ram installation assign Nilesh	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Site Engineer	05/12/2023 17:12	0.83	High
3494	20231205C53	05/12/2023 16:12	Softwares	Internet	BSES Ismart is not opening	CommI Office Cbd-III	Karkardooma	Closed By Helpdesk	05/12/2023 16:12	0.01	High
3495	20231205C54	05/12/2023 16:12	Softwares	SAP	sap issue assign Nilesh	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Site Engineer	05/12/2023 17:12	0.83	High
3496	20231205C55	05/12/2023 16:12	Hardware	TFT	TFT gate pass assign Nilesh	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Site Engineer	05/12/2023 17:12	0.81	High
3497	20231205C56	05/12/2023 16:12	Networking	Link Down	network issue assign Nilesh	CommI. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	05/12/2023 17:12	0.78	High
3498	20231205C57	05/12/2023 16:12	Networking	IP Conflict	lan cable faulty assign Nilesh	CommI. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	05/12/2023 17:12	0.75	High
3499	20231205C58	05/12/2023 16:12	Softwares	IBM Lotus Notes	mail issue assign Nilesh	CommI. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	05/12/2023 17:12	0.46	High
3500	20231205C59	05/12/2023 16:12	Hardware	Pen Drive	printer issue assign Nilesh	O&M(D) Office, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Site Engineer	05/12/2023 17:12	0.43	Medium
3501	20231205C60	05/12/2023 16:12	Hardware	Laptop	software setup in laptop assign Nilesh	Chilla Store, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Site Engineer	05/12/2023 17:12	0.39	High
3502	20231205C61	05/12/2023 17:12	Hardware	PC_CPU	all software install assign Nilesh	Bm (CommI.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	05/12/2023 17:12	0.35	High
3503	20231205C62	05/12/2023 17:12	Hardware	Printer	sahu sir printer issue assign Nilesh	Anand Lok Complaint Centre,	Mayur Vihar	Closed By Site Engineer	05/12/2023 17:12	0.33	High
3504	20231205C63	05/12/2023 17:12	Hardware	PC_CPU	cpu issue assign Nilesh	CommI. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	05/12/2023 17:12	0.31	High
3505	20231205C64	05/12/2023 17:12	Hardware	PC_CPU	cpu issue assign Nilesh	O&M(D) Office, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Site Engineer	05/12/2023 17:12	0.27	High
3506	20231205C65	05/12/2023 17:12	Hardware	PC_CPU	sata cable faulty assign arpit sir S/n- 9MTKX52	O&M(D) Office, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Hardware Team	08/12/2023 10:12	64.93	High
3507	20231205C66	05/12/2023 17:12	Hardware	PC_CPU	sata cable issue assign arpit sir S/n- INA805SJ3F	CommI. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Hardware Team	08/12/2023 10:12	64.92	High
3508	20231205C67	05/12/2023 18:12	Hardware	Keyboard	keyboard replace.	33 Kv.Substation (Srd Building), Shankar Road, New Delhi-110 060 CommI Office	Shankar Road	Closed By Hardware Team	07/12/2023 12:12	42.51	High
3509	20231205C68	05/12/2023 18:12	Hardware	Mouse	Mouse replace.	33 Kv.Substation (Srd Building), Shankar Road, New Delhi-110 060 CommI Office	Shankar Road	Closed By Hardware Team	07/12/2023 12:12	42.5	High
3510	20231205C69	05/12/2023 18:12	Hardware	Laptop Adapter	Laptop power not on	CommI Office Cbd-III	Karkardooma	Closed By Site Engineer	06/12/2023 18:12	23.8	High
3511	20231205C70	05/12/2023 18:12	Hardware	Printer	Print fed issue.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	06/12/2023 18:12	23.68	High
3512	20231205C71	05/12/2023 18:12	Hardware	Printer	Paper Jam issue.	S/Stn. No. 13, Ppg (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	01/01/2024 11:01	641.49	High
3513	20231205C72	05/12/2023 18:12	Hardware	PC_CPU	PC Installation issue.	S/Stn. No. 13, Ppg (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	06/12/2023 18:12	23.73	High
3514	20231205C73	05/12/2023 18:12	Softwares	Browser	Browser update issue.	S/Stn. No. 13, Ppg (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	06/12/2023 18:12	23.7	Medium
3515	20231205C74	05/12/2023 18:12	Softwares	IBM Lotus Notes	IBM Lotus Notes configuration issue.	S/Stn. No. 13, Ppg (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	06/12/2023 18:12	23.68	High
3516	20231206C1	06/12/2023 09:12	Hardware	Mouse	Mouse left click not working S/ N -F2LXJ03	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	07/12/2023 10:12	24.13	High
3517	20231206C2	06/12/2023 10:12	Telecom	Clip Max	Kindly arrange to shift the extension no 9256 TO Second floor urgently .-pl forward to lan team	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Lan Support Team	09/12/2023 13:12	75.67	High
3518	20231206C3	06/12/2023 10:12	Hardware	Laptop	Laptop is working slow	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	06/12/2023 10:12	0.05	High
3519	20231206C4	06/12/2023 10:12	Hardware	Laptop	Laptop working slow need to install ssd	Miq Office, East Of Loni Road	Nand Nagari	Closed By Hardware Team	06/12/2023 10:12	0.3	High
3520	20231206C5	06/12/2023 10:12	Softwares	IBM Lotus Notes	Software installation	Miq Office, East Of Loni Road	Nand Nagari	Closed By Hardware Team	06/12/2023 10:12	0.3	High
3521	20231206C6	06/12/2023 10:12	Softwares	Windows	Need to restore data	Miq Office, East Of Loni Road	Nand Nagari	Closed By Hardware Team	06/12/2023 10:12	0.29	High
3522	20231206C7	06/12/2023 10:12	Hardware	Laptop	To fillup IT Hardware Requisition form for requirement of Ram in Laptop	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	06/12/2023 10:12	0.01	High
3523	20231206C8	06/12/2023 10:12	Hardware	Printer	Print issue.	S/Stn. No. 13, Ppg (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	06/12/2023 18:12	7.94	High
3524	20231206C9	06/12/2023 10:12	Hardware	Laptop Battery	Laptop battery faulty	CommI Office Cbd-III	Karkardooma	Closed By Hardware Team	06/12/2023 10:12	0.28	High
3525	20231206C10	06/12/2023 10:12	Hardware	Laptop	Laptop LAN faulty need USB LAN	CommI Office Cbd-III	Karkardooma	Closed By Hardware Team	06/12/2023 10:12	0.27	High
3526	20231206C11	06/12/2023 10:12	Hardware	RAM	pc working slow need to upgrade ram	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Hardware Team	06/12/2023 10:12	0.25	Medium
3527	20231206C12	06/12/2023 10:12	Hardware	RAM	pc working slow need to upgrade ram	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Hardware Team	06/12/2023 10:12	0.45	Medium
3528	20231206C13	06/12/2023 10:12	Hardware	RAM	pc working slow need to upgrade ram	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Hardware Team	06/12/2023 10:12	0.44	Medium
3529	20231206C14	06/12/2023 10:12	Hardware	RAM	pc working slow need to upgrade ram	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Hardware Team	06/12/2023 10:12	0.44	Medium
3530	20231206C15	06/12/2023 10:12	Hardware	RAM	pc working slow need to upgrade ram	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Hardware Team	06/12/2023 10:12	0.43	Medium
3531	20231206C16	06/12/2023 10:12	Hardware	RAM	pc working slow need to upgrade ram	Pkt-C, Mvr Ph-I, Delhi	Mayur Vihar	Closed By Hardware Team	06/12/2023 10:12	0.42	Medium
3532	20231206C17	06/12/2023 10:12	Hardware	Laptop	Laptop working slow need to install ssd	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	06/12/2023 10:12	0.41	High
3533	20231206C18	06/12/2023 10:12	Softwares	IBM Lotus Notes	Software installation	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	06/12/2023 10:12	0.4	High
3534	20231206C19	06/12/2023 10:12	Softwares	Windows	need to restore data	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	06/12/2023 10:12	0.4	High
3535	20231206C20	06/12/2023 10:12	Hardware	Laptop	Laptop working slow need to install ssd	CommI Office Cbd-III	Karkardooma	Closed By Hardware Team	06/12/2023 10:12	0.39	High
3536	20231206C21	06/12/2023 10:12	Softwares	Windows	Software installation & data backup	CommI Office Cbd-III	Karkardooma	Closed By Hardware Team	06/12/2023 10:12	0.38	High
3537	20231206C22	06/12/2023 10:12	Hardware	RAM	pc working slow need to upgrade ram	S/Stn No 7, O&M, (Ppg)	Laxmi Nagar	Closed By Hardware Team	06/12/2023 10:12	0.37	Medium
3538	20231206C23	06/12/2023 10:12	Hardware	Hard Disk	Replace HDD from 250 gb to 1 tb	S/Stn No 7, O&M, (Ppg)	Laxmi Nagar	Closed By Hardware Team	06/12/2023 10:12	0.36	High
3539	20231206C24	06/12/2023 10:12	Hardware	RAM	pc working slow need to upgrade ram	S/Stn No 5 Enf-2 (Ppg)	Laxmi Nagar	Closed By Hardware Team	06/12/2023 10:12	0.35	Medium
3540	20231206C25	06/12/2023 10:12	Hardware	RAM	pc working slow need to upgrade ram	S/Stn No 7, O&M, (Ppg)	Laxmi Nagar	Closed By Hardware Team	06/12/2023 10:12	0.34	Medium
3541	20231206C26	06/12/2023 10:12	Telecom	Avaya Digital	phone not working in CEO cell user Vishal	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	08/12/2023 09:12	46.91	High
3542	20231206C27	06/12/2023 10:12	Hardware	Printer	Printer issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	06/12/2023 10:12	0	High
3543	20231206C28	06/12/2023 10:12	Hardware	Printer	2nd. floor D Block finance Cartridge issue in Printer	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	07/12/2023 17:12	30.34	High
3544	20231206C29	06/12/2023 11:12	Hardware	Keyboard	keyboard not working.	Jama Masjid, Complaint Center	Darya Ganj	Closed By Hardware Team	12/12/2023 10:12	142.97	High
3545	20231206C30	06/12/2023 11:12	Hardware	Printer	Cartridge change 2D Finance - 1st printer.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	06/12/2023 11:12	0.63	High
3546	20231206C31	06/12/2023 11:12	Hardware	Mouse	mouse faulty assign arpit sir S/n- P-000A785	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Hardware Team	03/01/2024 10:01	670.81	High
3547	20231206C32	06/12/2023 11:12	Softwares	Domain Rejoin	User facing Trust relationship error. Need to rejoin again.	O & M Office Vivek Vihar B-Blk	Karkardooma	Closed By Site Engineer	06/12/2023 12:12	0.67	Medium
3548	20231206C33	06/12/2023 11:12	Softwares	Teamviewer	Team Bypl site is not open. Need to update Host File.	O & M Office Vivek Vihar B-Blk	Karkardooma	Closed By Site Engineer	06/12/2023 12:12	0.66	Medium
3549	20231206C34	06/12/2023 11:12	Softwares	OMS	OMS not working. Google chrome browser need to update version installation.	O & M Office Vivek Vihar B-Blk	Karkardooma	Closed By Site Engineer	06/12/2023 12:12	0.64	Medium
3550	20231206C35	06/12/2023 11:12	Softwares	Antivirus	Trend Micro Antivirus need to updated.	O & M Office Vivek Vihar B-Blk	Karkardooma	Closed By Site Engineer	06/12/2023 12:12	0.63	Medium
3551	20231206C36	06/12/2023 11:12	Softwares	IBM Lotus Notes	Need to create new lotus mail archive .	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Site Engineer	06/12/2023 12:12	0.62	High
3552	20231206C37	06/12/2023 12:12	Softwares	MSB	MSB not accessible	Cbd-II Grid, Kkd	Karkardooma	Closed By Helpdesk	06/12/2023 12:12	0.07	Medium
3553	20231206C38	06/12/2023 12:12	Telecom	IP Phone	Need to required New Avaya SIP Phone configured .	Preet Vihar Grid (Civil, Protection & Mmg Office)	Karkardooma	Closed By Site Engineer	06/12/2023 12:12	0.58	High
3554	20231206C39	06/12/2023 12:12	Softwares	Antivirus	Trend Micro Antivirus need to updated.	Preet Vihar Grid (Civil, Protection & Mmg Office)	Karkardooma	Closed By Site Engineer	06/12/2023 12:12	0.56	Medium
3555	20231206C40	06/12/2023 12:12	Hardware	Mouse	MOUSE LEFT AND RIGHT CLICK NOT WORKING.SN-HXV82S2	Gandhi Market	Darya Ganj	Closed By Hardware Team	11/12/2023 14:12	122.49	High
3556	20231206C41	06/12/2023 12:12	Hardware	Printer	HP-202 Printer Driver installation.	Vivek Vihar Grid	Karkardooma	Closed By Site Engineer	06/12/2023 12:12	0.55	High

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
3557	20231206C42	06/12/2023 12:12	Telecom	Clip Max	7022 is not working 3rd. floor A Block Phone Dead issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	07/12/2023 13:12	24.56	High
3558	20231206C43	06/12/2023 12:12	Lan Support	Lan Cable Extension	Need to required 5 meter Lan cable for user sitting change . Kindly assign the call to Lan Team for further action.	Preet Vihar Grid (Civil, Protection & Mmg Office)	Karkardooma	Closed By Lan Support Team	09/12/2023 09:12	44.63	High
3559	20231206C44	06/12/2023 12:12	Softwares	OS	OS has been corrupted	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Commf Office	Shankar Road	Closed By Site Engineer	06/12/2023 13:12	0.61	Medium
3560	20231206C45	06/12/2023 12:12	Softwares	OS	OS has been corrupted	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Commf Office	Shankar Road	Closed By Site Engineer	06/12/2023 13:12	0.59	Medium
3561	20231206C46	06/12/2023 12:12	Networking	Link Down	network down in cbd2 hr first floor	Cbd-1 Grid	Karkardooma	Closed By Lan Support Team	08/12/2023 09:12	44.52	High
3562	20231206C47	06/12/2023 12:12	Hardware	RAM	PC working slow need to increase ram	Commf Office Cbd-ii	Karkardooma	Closed By Hardware Team	06/12/2023 15:12	2.41	Medium
3563	20231206C48	06/12/2023 12:12	Hardware	RAM	PC working slow need to increase ram	Commf Office Cbd-iii	Karkardooma	Closed By Hardware Team	06/12/2023 15:12	2.41	Medium
3564	20231206C49	06/12/2023 13:12	Telecom	Telephone Cord	assign to Lan team	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	08/12/2023 09:12	44.08	High
3565	20231206C50	06/12/2023 13:12	Softwares	Teamviewer	password change	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	06/12/2023 15:12	1.97	Medium
3566	20231206C51	06/12/2023 13:12	Telecom	Telephone Cord	assign to lan team	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	08/12/2023 09:12	44.05	High
3567	20231206C52	06/12/2023 13:12	Networking	IP Conflict	sitting change 3b to cabin all system sitting change	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	07/12/2023 10:12	21.29	High
3568	20231206C53	06/12/2023 13:12	Hardware	Printer	issue 30150printer	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	13/12/2023 17:12	172.23	High
3569	20231206C54	06/12/2023 13:12	Lan Support	RJ 45 Connector	assign to lan team lan connectivity to printer	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	08/12/2023 09:12	43.97	High
3570	20231206C55	06/12/2023 13:12	Softwares	OS	os issue	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Commf Office	Shankar Road	Closed By Site Engineer	06/12/2023 17:12	3.92	Medium
3571	20231206C56	06/12/2023 13:12	Softwares	SAP	Sap not working	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Commf Office	Shankar Road	Closed By Site Engineer	06/12/2023 17:12	3.94	High
3572	20231206C57	06/12/2023 13:12	Softwares	IBM Lotus Notes	mails are not received	R-88 A Double Storey S/Stn. Building, R Block, New Rajinder Ngr, Shankar Rd, Delhi (O & M)	Shankar Road	Closed By Site Engineer	06/12/2023 17:12	3.92	High
3573	20231206C58	06/12/2023 13:12	Hardware	Scanner	Scanner not working	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Commf Office	Shankar Road	Closed By Site Engineer	06/12/2023 17:12	3.89	High
3574	20231206C59	06/12/2023 13:12	Hardware	Scanner	Scanner not working	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Commf Office	Shankar Road	Closed By Site Engineer	06/12/2023 17:12	3.85	High
3575	20231206C60	06/12/2023 13:12	Softwares	IBM Lotus Notes	Mail account is locked	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Commf Office	Shankar Road	Closed By Site Engineer	06/12/2023 17:12	3.84	High
3576	20231206C61	06/12/2023 13:12	Softwares	SAP	P92 is not open	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Commf Office	Shankar Road	Closed By Site Engineer	06/12/2023 17:12	3.82	High
3577	20231206C62	06/12/2023 13:12	Hardware	Printer	Printer is not working	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Commf Office	Shankar Road	Closed By Site Engineer	06/12/2023 17:12	3.82	High
3578	20231206C63	06/12/2023 13:12	Hardware	Printer	Unable to print from shared printer	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Commf Office	Shankar Road	Closed By Site Engineer	06/12/2023 17:12	3.76	High
3579	20231206C64	06/12/2023 13:12	Softwares	IBM Lotus Notes	Mail account is locked	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Commf Office	Shankar Road	Closed By Site Engineer	06/12/2023 17:12	3.74	High
3580	20231206C65	06/12/2023 13:12	Softwares	IBM Lotus Notes	mails are not received	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Commf Office	Shankar Road	Closed By Site Engineer	06/12/2023 17:12	3.72	High
3581	20231206C66	06/12/2023 13:12	Softwares	IBM Lotus Notes	mail is not open	Faiz Road	Pahar Ganj	Closed By Site Engineer	06/12/2023 17:12	3.7	High
3582	20231206C67	06/12/2023 13:12	Softwares	SAP	SAP password is not accepted	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Commf Office	Shankar Road	Closed By Site Engineer	06/12/2023 17:12	3.67	High
3583	20231206C68	06/12/2023 14:12	Hardware	PC_CPU	Network issue 2nd. floor B Block Last cabin	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	07/12/2023 17:12	26.53	High
3584	20231206C69	06/12/2023 14:12	Softwares	IBM Lotus Notes	Lotus mail corrupt	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Helpdesk	06/12/2023 15:12	0.08	High
3585	20231206C70	06/12/2023 14:12	Softwares	IBM Lotus Notes	Lotus mail password issue	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Helpdesk	06/12/2023 15:12	0.05	High
3586	20231206C71	06/12/2023 15:12	Softwares	Windows	system is getting hang and team viewer also not working	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	07/12/2023 17:12	26.31	High
3587	20231206C72	06/12/2023 15:12	Hardware	Printer	Print issue	Ppg Indl. Area Grid (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	06/12/2023 18:12	2.98	High
3588	20231206C73	06/12/2023 15:12	Hardware	Laptop	System slow and windows update	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	06/12/2023 15:12	0.01	High
3589	20231206C74	06/12/2023 15:12	Hardware	Printer	Printer issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	06/12/2023 15:12	0	High
3590	20231206C75	06/12/2023 15:12	Hardware	Printer	Printer issue Gnd floor (Vender support cell)9996	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	07/12/2023 10:12	18.75	High
3591	20231206C76	06/12/2023 15:12	Hardware	Mouse	mouse problem 3011132,Deloidz, mouse not working pls assign to Arpit Dastgir	S/Stn No 7, O&M, (Ppg)	Laxmi Nagar	Closed By Hardware Team	08/12/2023 15:12	47.95	High
3592	20231206C77	06/12/2023 15:12	Hardware	PC_CPU	window issue assign Nilesh	Bm (Commf.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	06/12/2023 17:12	1.5	High
3593	20231206C78	06/12/2023 16:12	Hardware	PC_CPU	new cpu setup assign Nilesh	Bm (Commf.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	06/12/2023 17:12	1.46	High
3594	20231206C79	06/12/2023 16:12	Networking	Link Down	amit PC Network issue assign Nilesh	Commf. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	06/12/2023 17:12	1.43	High
3595	20231206C80	06/12/2023 16:12	Softwares	Domain Password	Password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	06/12/2023 16:12	0.01	High
3596	20231206C81	06/12/2023 16:12	Softwares	Domain Password	Password reset of Rajesh	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	06/12/2023 16:12	0	High
3597	20231206C82	06/12/2023 16:12	Hardware	Laptop	no display and power on issue laptop serial number-5D2FLP2	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Hardware Team	03/01/2024 10:01	666.29	High
3598	20231206C83	06/12/2023 16:12	Hardware	Scanner	Cannon scanner installation at Gnd floor Cash Dept.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	06/12/2023 16:12	0	High
3599	20231206C84	06/12/2023 16:12	Hardware	Laptop Battery	REPLACEMENT OF BATTERY	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	06/12/2023 18:12	2.09	High
3600	20231206C85	06/12/2023 17:12	Softwares	Domain Password	Password reset of Sahli Goyal	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	06/12/2023 17:12	0	High
3601	20231206C86	06/12/2023 17:12	Hardware	PC_CPU	cpu issue assign Nilesh	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	08/12/2023 11:12	42.44	High
3602	20231206C87	06/12/2023 17:12	Hardware	PC_CPU	update ims assign Nilesh	Samachar Aptt. Mayur Vihar Ph-I And II, Delhi	Mayur Vihar	Closed By Site Engineer	08/12/2023 11:12	42.41	High
3603	20231206C88	06/12/2023 18:12	Hardware	PC_CPU	PC UPDATION ISSUE.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	07/12/2023 14:12	20.57	High
3604	20231206C89	06/12/2023 18:12	Hardware	PC_CPU	PC UPDATION ISSUE.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	07/12/2023 14:12	20.54	High
3605	20231206C90	06/12/2023 18:12	Hardware	PC_CPU	PC UPDATION ISSUE.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	07/12/2023 14:12	20.53	High
3606	20231206C91	06/12/2023 18:12	Hardware	PC_CPU	PC UPDATION ISSUE.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	07/12/2023 14:12	20.52	High
3607	20231206C92	06/12/2023 18:12	Hardware	PC_CPU	PC UPDATION ISSUE.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	07/12/2023 14:12	20.44	High
3608	20231207C1	07/12/2023 08:12	Hardware	IP Camera	GH-1 STORE CCTV NOT WORKING	GH-I Grid (Ppg)	Laxmi Nagar	Closed By Lan Support Team	08/12/2023 09:12	25.42	High
3609	20231207C2	07/12/2023 08:12	Hardware	IP Camera	CC B.G R560D CCTV NOT WORKING	Complaint Center Bg Road	Pahar Ganj	Closed By Lan Support Team	08/12/2023 09:12	25.41	High
3610	20231207C3	07/12/2023 08:12	Hardware	IP Camera	KKD H/O MERRY GOLD AND CBD GATE-2 CCTV NOT WORKING	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	13/12/2023 09:12	145.72	High
3611	20231207C4	07/12/2023 10:12	Softwares	Domain Password	Domain password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	07/12/2023 10:12	0	High



S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
3612	20231207C5	07/12/2023 10:12	Softwares	OS	OS issue. on behalf of Mukul Verma	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Commf Office	Shankar Road	Closed By Site Engineer	07/12/2023 12:12	2.53	Medium
3613	20231207C6	07/12/2023 10:12	Hardware	Laptop	Laptop is not opening	Shakti Kiran Bldg., Kkd	Karkardooma	On Hold By Hardware Team			High
3614	20231207C7	07/12/2023 10:12	Hardware	Printer	Memory error in printer / vendor support cell	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	07/12/2023 17:12	6.68	High
3615	20231207C8	07/12/2023 10:12	Networking	Link Down	Network not connecting	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	07/12/2023 10:12	0.01	High
3616	20231207C9	07/12/2023 10:12	Networking	Link Down	network not connecting of beerbal meena	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	07/12/2023 10:12	0	High
3617	20231207C10	07/12/2023 10:12	Hardware	PC_CPU	not working	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	07/12/2023 14:12	3.97	High
3618	20231207C11	07/12/2023 10:12	Softwares	Domain Rejoin	needed to domain rejoin	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	07/12/2023 14:12	3.95	Medium
3619	20231207C12	07/12/2023 10:12	Softwares	Windows	needed to old data restored	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	07/12/2023 14:12	3.94	High
3620	20231207C13	07/12/2023 11:12	Softwares	ESS	Ess password reset issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	07/12/2023 11:12	0.01	Medium
3621	20231207C14	07/12/2023 11:12	Softwares	ESS	Ess password reset issue of Umesh mathur	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	07/12/2023 11:12	0	Medium
3622	20231207C15	07/12/2023 11:12	Softwares	IBM Lotus Notes	USER unable to access their mail	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	07/12/2023 14:12	3.68	High
3623	20231207C16	07/12/2023 11:12	Softwares	SAP	sap installation	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	07/12/2023 11:12	0.02	High
3624	20231207C17	07/12/2023 11:12	Softwares	SAP	P92 Logging issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	07/12/2023 11:12	0.01	High
3625	20231207C18	07/12/2023 11:12	Hardware	PC_CPU	system not booting	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	12/12/2023 09:12	118.51	High
3626	20231207C19	07/12/2023 11:12	Softwares	Windows	needed to windows patch update	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	12/12/2023 09:12	118.49	High
3627	20231207C20	07/12/2023 11:12	Hardware	Laptop	laptop need to replace	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	07/12/2023 17:12	6.24	High
3628	20231207C21	07/12/2023 11:12	Softwares	OS	window and software need to install in issued laptop	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	07/12/2023 17:12	6.22	Medium
3629	20231207C22	07/12/2023 11:12	Softwares	OS	data require from old laptop to issued laptop	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	07/12/2023 17:12	6.21	Medium
3630	20231207C23	07/12/2023 11:12	Hardware	PC_CPU	system not working properly	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	07/12/2023 14:12	3.52	High
3631	20231207C24	07/12/2023 11:12	Hardware	PC_CPU	pc not booting properly	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	07/12/2023 14:12	3.5	High
3632	20231207C25	07/12/2023 11:12	Hardware	PC_CPU	pc not getting power on	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Helpdesk	07/12/2023 11:12	0.12	High
3633	20231207C26	07/12/2023 11:12	Softwares	Internet	Request form fill-up of Pawan vishwakarma	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	07/12/2023 11:12	0.02	High
3634	20231207C27	07/12/2023 11:12	Softwares	Adobe Reader	Adobe Issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	07/12/2023 11:12	0.01	Medium
3635	20231207C28	07/12/2023 12:12	Hardware	PC_CPU	Pc not booting , 3A Last row	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	11/12/2023 14:12	98.45	High
3636	20231207C29	07/12/2023 12:12	Softwares	Internet	MSB site is not opening	Preet Vihar Grid (Civil, Protection & Mng Office)	Karkardooma	Closed By Helpdesk	07/12/2023 12:12	0.01	High
3637	20231207C30	07/12/2023 12:12	Softwares	Internet	MSB site password issue	Preet Vihar Grid (Civil, Protection & Mng Office)	Karkardooma	Closed By Helpdesk	07/12/2023 12:12	0	High
3638	20231207C31	07/12/2023 12:12	Lan Support	Lan Cable Replacement	Lan port is not working at 109 room in the SRD office. kindly arrange the LAN team and resolve the issue.pls assign this call to Lan team	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Commf Office	Shankar Road	Closed By Lan Support Team	09/12/2023 13:12	48.8	High
3639	20231207C32	07/12/2023 14:12	Softwares	Domain Password	Domain password reset	Jhilmil Division Gtr	Gt Road	Closed By Helpdesk	07/12/2023 14:12	0	High
3640	20231207C33	07/12/2023 14:12	Softwares	BYPL Intranet	need to submit of firewall request change policy form in itm	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	12/12/2023 09:12	114.92	Medium
3641	20231207C34	07/12/2023 14:12	Softwares	Domain Rejoin	Domain rejoin again	Jhilmil Division Gtr	Gt Road	Closed By Helpdesk	07/12/2023 14:12	0.01	Medium
3642	20231207C35	07/12/2023 14:12	Softwares	Domain Rejoin	Domain rejoin again	Jhilmil Division Gtr	Gt Road	Closed By Helpdesk	07/12/2023 14:12	0.01	Medium
3643	20231207C36	07/12/2023 15:12	Hardware	PC_CPU	System slow issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	07/12/2023 15:12	0.01	High
3644	20231207C37	07/12/2023 16:12	Softwares	IBM Lotus Notes	Lotus mail issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	07/12/2023 17:12	0.14	High
3645	20231207C38	07/12/2023 16:12	Hardware	PC_CPU	laptop require user name - Shivank garg	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	07/12/2023 17:12	0.84	High
3646	20231207C39	07/12/2023 16:12	Softwares	OS	window and software installation user - shivank garg	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	07/12/2023 17:12	0.83	Medium
3647	20231207C40	07/12/2023 16:12	Softwares	OS	data require from old pc to laptop user name - shivank garg	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	07/12/2023 17:12	0.82	Medium
3648	20231207C41	07/12/2023 16:12	Hardware	Printer	Printer HP600 issue 3rd. floor C Block Legal Drept.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	07/12/2023 17:12	0.18	High
3649	20231207C42	07/12/2023 16:12	Softwares	IBM Lotus Notes	Lotus Archive issue	Cbd-li Grid, Kkd	Karkardooma	Closed By Hardware Team	07/12/2023 17:12	0.31	High
3650	20231207C43	07/12/2023 17:12	Hardware	RAM	PC working slow need to install ram	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	07/12/2023 17:12	0.63	Medium
3651	20231207C44	07/12/2023 17:12	Hardware	PC_CPU	Need to replace PC	33 Kv Grid, G.T.Road Commf Bldg	Gt Road	Closed By Hardware Team	07/12/2023 17:12	0.63	High
3652	20231207C45	07/12/2023 17:12	Hardware	RAM	PC working slow need to install ram	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	07/12/2023 17:12	0.62	Medium
3653	20231207C46	07/12/2023 17:12	Hardware	Laptop	Laptop working slow need to install ssd	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	07/12/2023 17:12	0.6	High
3654	20231207C47	07/12/2023 17:12	Hardware	RAM	Laptop working slow need to upgrade ram	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	07/12/2023 17:12	0.59	Medium
3655	20231207C48	07/12/2023 17:12	Softwares	IBM Lotus Notes	MAIL NOT WORKING USER NAME - BUDDHA SAGAR	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	07/12/2023 17:12	0.1	High
3656	20231208C1	08/12/2023 09:12	Softwares	Windows	Password Issue	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	08/12/2023 10:12	0.38	High
3657	20231208C2	08/12/2023 09:12	Softwares	SAP	SAP Issue	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	08/12/2023 10:12	0.38	High
3658	20231208C3	08/12/2023 09:12	Softwares	Windows	Profile Issue	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	08/12/2023 10:12	0.37	High
3659	20231208C4	08/12/2023 09:12	Softwares	SAP	Password Issue	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	08/12/2023 10:12	0.36	High
3660	20231208C5	08/12/2023 09:12	Softwares	Windows	Password issue	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	08/12/2023 10:12	0.36	High
3661	20231208C6	08/12/2023 09:12	Softwares	SAP	SAP Issue	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	08/12/2023 10:12	0.35	High
3662	20231208C7	08/12/2023 09:12	Softwares	IBM Lotus Notes	Mail issue	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	08/12/2023 10:12	0.35	High
3663	20231208C8	08/12/2023 09:12	Softwares	Windows	password problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	08/12/2023 10:12	0.35	High
3664	20231208C9	08/12/2023 09:12	Hardware	Printer	Printer problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	08/12/2023 10:12	0.34	High
3665	20231208C10	08/12/2023 10:12	Softwares	IBM Lotus Notes	Archive issue	O&M Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	08/12/2023 10:12	0.33	High
3666	20231208C11	08/12/2023 10:12	Softwares	IBM Lotus Notes	password issue	O&M Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	08/12/2023 10:12	0.33	High
3667	20231208C12	08/12/2023 10:12	Lan Support	Lan Cable Extension	Network problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	08/12/2023 10:12	0.32	High
3668	20231208C13	08/12/2023 10:12	Softwares	Domain Password	password issue	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	08/12/2023 10:12	0.31	High
3669	20231208C14	08/12/2023 10:12	Telecom	IP Phone	IP Phone problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	08/12/2023 10:12	0.31	High
3670	20231208C15	08/12/2023 10:12	Softwares	Domain Password	password problem	66 Kv, Bhagirathi Grid	Karawal Nagar	Closed By Site Engineer	08/12/2023 10:12	0.3	High
3671	20231208C16	08/12/2023 10:12	Softwares	Internet	internet problem	66 Kv, Bhagirathi Grid	Karawal Nagar	Closed By Site Engineer	08/12/2023 10:12	0.3	High
3672	20231208C17	08/12/2023 10:12	Telecom	IP Phone	ip phone problem	66 Kv, Bhagirathi Grid	Karawal Nagar	Closed By Site Engineer	08/12/2023 10:12	0.29	High
3673	20231208C18	08/12/2023 10:12	Hardware	Printer	print out problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	08/12/2023 10:12	0.27	High
3674	20231208C19	08/12/2023 10:12	Softwares	SAP	SAPPProblem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	08/12/2023 10:12	0.27	High

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
3675	20231208C20	08/12/2023 10:12	Hardware	Printer	print out problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	08/12/2023 10:12	0.26	High
3676	20231208C21	08/12/2023 10:12	Softwares	SAP	SAP Problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	08/12/2023 10:12	0.26	High
3677	20231208C22	08/12/2023 10:12	Softwares	SAP	SAP Problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	08/12/2023 10:12	0.25	High
3678	20231208C23	08/12/2023 10:12	Softwares	IBM Lotus Notes	mail id problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	08/12/2023 10:12	0.24	High
3679	20231208C24	08/12/2023 10:12	Softwares	Ms-Office	MS office problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	08/12/2023 10:12	0.23	High
3680	20231208C25	08/12/2023 10:12	Hardware	Printer	print out problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	08/12/2023 10:12	0.23	High
3681	20231208C26	08/12/2023 10:12	Hardware	Printer	printer problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	08/12/2023 10:12	0.21	High
3682	20231208C27	08/12/2023 10:12	Softwares	SAP	P92 problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	08/12/2023 10:12	0.21	High
3683	20231208C28	08/12/2023 10:12	Hardware	Printer	printer problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	08/12/2023 10:12	0.2	High
3684	20231208C29	08/12/2023 10:12	Softwares	IBM Lotus Notes	mail problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	08/12/2023 10:12	0.2	High
3685	20231208C30	08/12/2023 10:12	Softwares	Browser	browser problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	08/12/2023 10:12	0.19	Medium
3686	20231208C31	08/12/2023 10:12	Softwares	Domain Password	domail password problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	08/12/2023 10:12	0.18	High
3687	20231208C32	08/12/2023 10:12	Hardware	Printer	printer problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	08/12/2023 10:12	0.18	High
3688	20231208C33	08/12/2023 10:12	Telecom	IP Phone	ip phone problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	08/12/2023 10:12	0.17	High
3689	20231208C34	08/12/2023 10:12	Softwares	BYPL Intranet	side problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	08/12/2023 10:12	0.17	Medium
3690	20231208C35	08/12/2023 10:12	Softwares	IBM Lotus Notes	mail problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	08/12/2023 10:12	0.15	High
3691	20231208C36	08/12/2023 10:12	Lan Support	Lan Cable Extension	network problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	08/12/2023 10:12	0.15	High
3692	20231208C37	08/12/2023 10:12	Hardware	Mouse	Mouse cable is damage (S/N-LR7545)	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	08/12/2023 11:12	0.53	High
3693	20231208C38	08/12/2023 10:12	Softwares	IBM Lotus Notes	Mail issue of DBA Support	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	08/12/2023 10:12	0	High
3694	20231208C39	08/12/2023 10:12	Hardware	Printer	Print out issue in Adobe	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	08/12/2023 10:12	0	High
3695	20231208C40	08/12/2023 10:12	Softwares	Teamviewer	TVR. updation	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	08/12/2023 10:12	0.02	Medium
3696	20231208C41	08/12/2023 11:12	Softwares	IBM Lotus Notes	lotus mail not working	Minto Road	Darya Ganj	Closed By Site Engineer	12/12/2023 16:12	100.74	High
3697	20231208C42	08/12/2023 11:12	Softwares	Domain Password	Password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	08/12/2023 11:12	0	High
3698	20231208C43	08/12/2023 12:12	Lan Support	Lan Cable Extension	kindly arrange two lan cable & pallel extension 9256 in pota cabin second floor urgently . Required ; 50 mts	Dvn. Office, (Lnr)	Laxmi Nagar	Closed By Lan Support Team	09/12/2023 13:12	25.7	High
3699	20231208C44	08/12/2023 12:12	Telecom	Telephone Cord	telephone cord is faulty, 2A	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	11/12/2023 10:12	70.2	High
3700	20231208C45	08/12/2023 12:12	General Calls	Presentation / VC	Presentation meeting for kaizen.	Training And Work Shop, (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	08/12/2023 17:12	5.65	High
3701	20231208C46	08/12/2023 12:12	Softwares	Domain Password	Domain password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	08/12/2023 12:12	0	High
3702	20231208C47	08/12/2023 12:12	Softwares	SAP	SAP issue.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	08/12/2023 12:12	0.09	High
3703	20231208C48	08/12/2023 12:12	Softwares	Internet	Internet.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	08/12/2023 12:12	0.04	High
3704	20231208C49	08/12/2023 12:12	Softwares	SAP	p96 SAP issue of Shivank Garg	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	08/12/2023 12:12	0.02	High
3705	20231208C50	08/12/2023 12:12	Hardware	Printer	Printer cartridge replace recently but printer not working / need management	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	11/12/2023 12:12	71.5	High
3706	20231208C51	08/12/2023 12:12	Hardware	RAM	RAM faulty need to replace	OKM Office, Karawal Nagar	Karawal Nagar	Closed By Hardware Team	08/12/2023 15:12	2.94	Medium
3707	20231208C52	08/12/2023 12:12	Hardware	TFT	TFT faulty need to replace	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	08/12/2023 15:12	2.93	High
3708	20231208C53	08/12/2023 12:12	Hardware	Laptop	Need to replace laptop	S/Stn No 4, Energy Audit Scada (Ppg)	Laxmi Nagar	Closed By Hardware Team	08/12/2023 15:12	2.92	High
3709	20231208C54	08/12/2023 12:12	Softwares	IBM Lotus Notes	Software installation	S/Stn No 4, Energy Audit Scada (Ppg)	Laxmi Nagar	Closed By Hardware Team	08/12/2023 15:12	2.92	High
3710	20231208C55	08/12/2023 12:12	Softwares	Windows	Need to restore data	S/Stn No 4, Energy Audit Scada (Ppg)	Laxmi Nagar	Closed By Hardware Team	08/12/2023 15:12	2.91	High
3711	20231208C56	08/12/2023 14:12	Softwares	Domain Password	Domain password reset	Seelam Pur Complaint Centre, Delhi-53	Yamuna Vihar	Closed By Helpdesk	08/12/2023 14:12	0	High
3712	20231208C57	08/12/2023 14:12	Lan Support	Lan Cable Extension	lan cable required for new lan point . 20 meter cable 2 RJ 45 connector	Bm (Comm.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Lan Support Team	12/12/2023 11:12	92.22	High
3713	20231208C58	08/12/2023 15:12	Softwares	Domain Password	Domain password reset	Seelam Pur Complaint Centre, Delhi-53	Yamuna Vihar	Closed By Helpdesk	08/12/2023 15:12	0.01	High
3714	20231208C59	08/12/2023 15:12	Softwares	CAS	Oracal, Cash, Dotnet installation	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	08/12/2023 15:12	0	Medium
3715	20231208C60	08/12/2023 15:12	Hardware	Mouse	Mouse problem JF.L542, dell3020 pls assign to Arpit	S/Stn No 7, O&M, (Ppg)	Laxmi Nagar	Closed By Hardware Team	08/12/2023 15:12	0.33	High
3716	20231208C61	08/12/2023 15:12	Hardware	Keyboard	Keyboard keys are stuck like - N, H , S/ N PG01B14P	Commil Office Cbd-iii	Karkardooma	Closed By Hardware Team	11/12/2023 09:12	66.5	High
3717	20231208C62	08/12/2023 15:12	Hardware	PC, CPU	To fillup IT Hardware form for SSD card	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	08/12/2023 15:12	0	High
3718	20231208C63	08/12/2023 16:12	Hardware	WPS Dongle	USB ETHRNET FAULTY	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	11/12/2023 09:12	65.85	Medium
3719	20231208C64	08/12/2023 16:12	Telecom	IP Phone	IP PHONE FAULTY	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	11/12/2023 09:12	65.84	High
3720	20231208C65	08/12/2023 16:12	Softwares	IBM Lotus Notes	IBM MAIL ISSUE ASSIGN NILESH	13-Block, Trilokpuri,Delhi	Mayur Vihar	Closed By Site Engineer	08/12/2023 17:12	0.94	High
3721	20231208C66	08/12/2023 16:12	Hardware	PC, CPU	USER TRANSFER TO WORK PLEASE SET UP ALL FILE ASSIGN	Samachar Aptt. Mayur Vihar Ph-I And II , Delhi	Mayur Vihar	Closed By Site Engineer	08/12/2023 17:12	0.91	High
3722	20231208C67	08/12/2023 16:12	Hardware	PC, CPU	CPU SPEED ISSUE ASSIGN NILESH	Chilla Store, Near Sadar Appnt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Site Engineer	08/12/2023 17:12	0.89	High
3723	20231208C68	08/12/2023 16:12	Softwares	SAP	IN SAP BSP logging issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	08/12/2023 16:12	0.01	High
3724	20231208C69	08/12/2023 16:12	Hardware	TFT	DISPLAY ISSUE ASSIGN NILESH	13-Block, Trilokpuri,Delhi	Mayur Vihar	Closed By Site Engineer	08/12/2023 17:12	0.86	High
3725	20231208C70	08/12/2023 16:12	Hardware	PC, CPU	CPU ISSUE ASSIGN NILESH	Complaint Center Sub-Stn. No. 4, Mig Housing Flat, Mayur Vihar Ph-ii, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	08/12/2023 17:12	0.82	High
3726	20231208C71	08/12/2023 16:12	Hardware	Printer	PRINTER ISSUE ASSIGN NILESH	Commil. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & ii	Mayur Vihar	Closed By Site Engineer	08/12/2023 17:12	0.79	High
3727	20231208C72	08/12/2023 16:12	Hardware	Laptop	Network issue 2nd. floor B Block Regulatory 7790	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	11/12/2023 09:12	65.42	High
3728	20231208C73	08/12/2023 16:12	Hardware	RAM	Laptop working slow need to upgrade RAM	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	08/12/2023 18:12	1.38	Medium
3729	20231208C74	08/12/2023 16:12	Softwares	Domain Password	Password reset	Minto Road	Darya Ganj	Closed By Helpdesk	08/12/2023 16:12	0.01	High
3730	20231208C75	08/12/2023 16:12	Softwares	Domain Password	Password reset of Vishal Dawara	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	08/12/2023 16:12	0	High
3731	20231208C76	08/12/2023 16:12	Lan Support	Lan Cable Extension	Lan Point not working (Send to Lan team)	18-Block, East Patel Nagar, New Delhi-110 005 Commil Office	Patel Nagar	Closed By Lan Support Team	13/12/2023 09:12	113.13	High
3732	20231208C77	08/12/2023 16:12	Networking	Link Down	Network issue.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	12/12/2023 17:12	96.92	High
3733	20231208C78	08/12/2023 17:12	Hardware	PC, CPU	Power on issue.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	11/12/2023 18:12	73.48	High
3734	20231208C79	08/12/2023 17:12	Softwares	IBM Lotus Notes	Password issue.	S/Stn. No. 13, Ppg (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	11/12/2023 18:12	73.44	High
3735	20231208C80	08/12/2023 17:12	Softwares	Adobe Reader	Adobe reader installation issue.	Ppg Indl. Area Grid (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	11/12/2023 18:12	73.4	Medium
3736	20231208C81	08/12/2023 17:12	Hardware	UPS	Substation 15 UPS is not working.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	12/12/2023 17:12	96.81	High

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
3737	20231208C82	08/12/2023 17:12	Hardware	RAM	System working slow need to upgrade ram	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	08/12/2023 18:12	0.36	Medium
3738	20231208C83	08/12/2023 17:12	Softwares	Domain Rejoin	Need to re-join domain	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	08/12/2023 18:12	0.35	Medium
3739	20231208C84	08/12/2023 17:12	Hardware	TFT	TFT POWER SUPPLY ISSUE ASSIGN ARPIT SIR S/NO- CN-08X6HU-72872-58S-CU1B	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Hardware Team	11/12/2023 09:12	64.21	High
3740	20231208C85	08/12/2023 17:12	Hardware	PC_CPU	Require For 50 Screws For Cpu Back Panel Assign Hardware Team	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	12/12/2023 17:12	96.01	High
3741	20231209C1	09/12/2023 09:12	Hardware	IP Camera	PREET VIHAR GRID CCTV NOT WORKING	Preet Vihar Grid (Civil, Protection & Mng Office)	Karkardooma	Closed By Lan Support Team	13/12/2023 09:12	96.31	High
3742	20231209C2	09/12/2023 09:12	Hardware	IP Camera	KRN COMM GATE_OUTSIDE.CASH.CHD CCTV NOT WORKING	F-15/2, Krishna Nagar, Comml Office	Krishna Nagar	Closed By Lan Support Team	13/12/2023 09:12	96.29	High
3743	20231211C1	11/12/2023 09:12	Softwares	Domain Password	Domain password reset	Store Raighat Power House New Delhi 110002	Darya Ganj	Closed By Helpdesk	11/12/2023 09:12	0.04	High
3744	20231211C2	11/12/2023 09:12	Hardware	Printer	Printer out issue	Kanti Nagar Complaint Centre	Krishna Nagar	Closed By Helpdesk	11/12/2023 09:12	0.02	High
3745	20231211C3	11/12/2023 09:12	Softwares	Windows	Windows update	Kanti Nagar Complaint Centre	Krishna Nagar	Closed By Helpdesk	11/12/2023 09:12	0	High
3746	20231211C4	11/12/2023 10:12	Softwares	Domain Password	Domain password reset	33 Kv.Substation (Srd Building), Shankar Road, New Delhi-110 060 Comml Office	Shankar Road	Closed By Helpdesk	11/12/2023 10:12	0.01	High
3747	20231211C5	11/12/2023 10:12	Hardware	Mouse	mouse problem HXQ42S2,Dell 3050 Pls assign to Arpit	S/Stn No 7, O&M, (Ppg)	Laxmi Nagar	Closed By Hardware Team	03/01/2024 10:01	552.52	High
3748	20231211C6	11/12/2023 10:12	Softwares	SAP	P96 Module configure	Aram Bagh Bm(Comml), Phg	Pahar Ganj	Closed By Site Engineer	11/12/2023 14:12	4.77	High
3749	20231211C7	11/12/2023 10:12	Softwares	Adobe Reader	Nitro pro installation	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	11/12/2023 14:12	3.93	Medium
3750	20231211C8	11/12/2023 10:12	Softwares	SAP	BSP Module not working	Aram Bagh Bm(Comml), Phg	Pahar Ganj	Closed By Site Engineer	11/12/2023 14:12	4.64	High
3751	20231211C9	11/12/2023 10:12	Softwares	Admin Helpdesk	admin helpdesk account issue assign Nilesh	O&M(D) Office, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Site Engineer	11/12/2023 12:12	2.17	Medium
3752	20231211C10	11/12/2023 10:12	Hardware	Printer	printer issue Gnd floor. Fleet	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	11/12/2023 16:12	5.66	High
3753	20231211C11	11/12/2023 10:12	Telecom	IP Phone	Telecome Not working ( Send to Lan team)	18-Block, East Patel Nagar, New Delhi-110 005 Comml Office	Patel Nagar	Closed By Lan Support Team	13/12/2023 09:12	47.08	High
3754	20231211C12	11/12/2023 10:12	Softwares	Domain Password	Domain password reset	33 Kv.Substation (Srd Building), Shankar Road, New Delhi-110 060 Comml Office	Shankar Road	Closed By Helpdesk	11/12/2023 10:12	0	High
3755	20231211C13	11/12/2023 11:12	Softwares	IBM Lotus Notes	Mail is not working	33 Kv.Substation (Srd Building), Shankar Road, New Delhi-110 060 Comml Office	Shankar Road	Closed By Site Engineer	11/12/2023 12:12	0.99	High
3756	20231211C14	11/12/2023 11:12	Hardware	Laptop	Laptop working slow need to upgrade RAM	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	11/12/2023 14:12	3.18	High
3757	20231211C15	11/12/2023 11:12	Softwares	IBM Lotus Notes	Mail is not open	33 Kv.Substation (Srd Building), Shankar Road, New Delhi-110 060 Comml Office	Shankar Road	Closed By Site Engineer	11/12/2023 12:12	0.97	High
3758	20231211C16	11/12/2023 11:12	Softwares	Domain Password	Domain password reset	S/Stn. No. 13, Ppg (Ppg-2)	Laxmi Nagar	Closed By Helpdesk	11/12/2023 11:12	0	High
3759	20231211C17	11/12/2023 11:12	Softwares	IBM Lotus Notes	Mail is not working	33 Kv.Substation (Srd Building), Shankar Road, New Delhi-110 060 Comml Office	Shankar Road	Closed By Site Engineer	11/12/2023 12:12	0.95	High
3760	20231211C18	11/12/2023 11:12	Softwares	IBM Lotus Notes	Mail issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	11/12/2023 11:12	0.01	High
3761	20231211C19	11/12/2023 11:12	Softwares	IBM Lotus Notes	Mail issue of Amit Sharma	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	11/12/2023 11:12	0	High
3762	20231211C20	11/12/2023 11:12	Hardware	Mouse	Mouse left key is not working.PC Sno.PG0044JQ pls assing this call to Mr Arpit	33 Kv.Substation (Srd Building), Shankar Road, New Delhi-110 060 Comml Office	Shankar Road	Closed By Hardware Team	01/02/2024 15:02	1252.1	High
3763	20231211C21	11/12/2023 11:12	Softwares	ESS	ESS is not working	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	11/12/2023 11:12	0	Medium
3764	20231211C22	11/12/2023 11:12	Hardware	Mouse	Mouse is not working due to wire damage.PC Sno.PG00E8KK pls assign this call to Mr Arpit	33 Kv.Substation (Srd Building), Shankar Road, New Delhi-110 060 Comml Office	Shankar Road	Closed By Hardware Team	01/02/2024 15:02	1252.01	High
3765	20231211C23	11/12/2023 11:12	Telecom	IP Phone	IP PHONE IS NOT WORKING.	S/Stn. No. 13, Ppg (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	11/12/2023 18:12	7.19	High
3766	20231211C24	11/12/2023 11:12	Softwares	Adobe Reader	Adobe printing issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	11/12/2023 14:12	2.99	Medium
3767	20231211C25	11/12/2023 11:12	Hardware	Keyboard	Keyboard keys not working like - P , Backspace / CBD 2 Audit	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	11/12/2023 14:12	2.92	High
3768	20231211C26	11/12/2023 11:12	Telecom	Clip Max	9242 dead phone, 2B, audit	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	11/12/2023 13:12	2.04	High
3769	20231211C27	11/12/2023 11:12	Hardware	Keyboard	Keyboard not working	33kv Grid, Kamla Market Comml Office	Darya Ganj	Closed By Hardware Team	12/12/2023 10:12	23.22	High
3770	20231211C28	11/12/2023 11:12	Telecom	IP Phone	IP phone is not working, 2C cabin-1.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	11/12/2023 13:12	1.98	High
3771	20231211C29	11/12/2023 11:12	Hardware	Mouse	mouse not detecting, 2B, 5CD3261CXP	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	11/12/2023 11:12	0.09	High
3772	20231211C30	11/12/2023 11:12	Hardware	Mouse	PG03K58 mouse not working	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	11/12/2023 14:12	2.85	High
3773	20231211C31	11/12/2023 11:12	Telecom	IP Phone	IP phone of GNIIT is not working (7856).	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	13/12/2023 10:12	47.01	High
3774	20231211C32	11/12/2023 11:12	Softwares	Browser	browser issue assign Nilesh	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	11/12/2023 13:12	1.19	Medium
3775	20231211C33	11/12/2023 12:12	Hardware	Printer	Need to replace printer cartridge / 1 B	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	11/12/2023 14:12	2.55	High
3776	20231211C34	11/12/2023 12:12	Hardware	Printer	printer issue assign Nilesh	Samachar Appt. Mayur Vihar Ph-I And II, Delhi	Mayur Vihar	Closed By Site Engineer	11/12/2023 13:12	0.62	High
3777	20231211C35	11/12/2023 12:12	Softwares	SAP	sap issue assign Nilesh	Samachar Appt. Mayur Vihar Ph-I And II, Delhi	Mayur Vihar	Closed By Site Engineer	11/12/2023 13:12	0.61	High
3778	20231211C36	11/12/2023 12:12	Softwares	Ms-Office	ms office software proper not working please re install assign Nilesh	Samachar Appt. Mayur Vihar Ph-I And II, Delhi	Mayur Vihar	Closed By Site Engineer	11/12/2023 13:12	0.59	High
3779	20231211C37	11/12/2023 12:12	Softwares	Windows	Hindi menu is showing on right click on desktop	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	11/12/2023 16:12	3.59	High
3780	20231211C38	11/12/2023 12:12	Softwares	Teamviewer	Team viewer issue 1st. floor B Block 7679	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	12/12/2023 14:12	25.48	Medium
3781	20231211C39	11/12/2023 12:12	Softwares	Windows	Windows update and system slow	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	11/12/2023 12:12	0.02	High
3782	20231211C40	11/12/2023 12:12	Hardware	PC_CPU	hindi font issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	11/12/2023 12:12	0	High
3783	20231211C41	11/12/2023 13:12	Hardware	PC_CPU	Booting issue . Kindly check the smps ; S/N: 24801NA9250FLO	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Hardware Team	05/01/2024 11:01	598.2	High
3784	20231211C42	11/12/2023 13:12	Networking	Link Down	network issue at sadar appt assign Nilesh	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	12/12/2023 11:12	21.61	High
3785	20231211C43	11/12/2023 14:12	Hardware	Keyboard	Keyboard not working CTRL,F,New button not working properly S/N: 24801NA9250FLO	33kv Grid, Kamla Market Comml Office	Darya Ganj	Closed By Hardware Team	12/12/2023 10:12	20.71	High
3786	20231211C44	11/12/2023 14:12	Hardware	Laptop	Laptop required	Shakarpur Grid (Lnr)	Laxmi Nagar	Closed By Hardware Team	11/12/2023 14:12	0.58	High
3787	20231211C45	11/12/2023 14:12	Softwares	IBM Lotus Notes	Software installation	Shakarpur Grid (Lnr)	Laxmi Nagar	Closed By Hardware Team	11/12/2023 14:12	0.57	High
3788	20231211C46	11/12/2023 14:12	Hardware	RAM	Need to upgrade RAM	Gandhi Market Office	Darya Ganj	Closed By Hardware Team	11/12/2023 14:12	0.49	Medium
3789	20231211C47	11/12/2023 14:12	Softwares	Adobe Reader	Install Adobe Reader.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	11/12/2023 16:12	2.14	Medium
3790	20231211C48	11/12/2023 14:12	Softwares	Antivirus	Install anti virus.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	11/12/2023 16:12	2.11	Medium
3791	20231211C49	11/12/2023 14:12	Softwares	BYPL Intranet	install google chrome.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	11/12/2023 16:12	2.1	Medium
3792	20231211C50	11/12/2023 14:12	Softwares	Domain Rejoin	Domain rejoin.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	11/12/2023 16:12	2.1	Medium
3793	20231211C51	11/12/2023 14:12	Softwares	Drivers	Install all Driver.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	11/12/2023 16:12	2.09	High
3794	20231211C52	11/12/2023 14:12	Softwares	IBM Lotus Notes	Install IBM Lotus.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	11/12/2023 16:12	2.07	High
3795	20231211C53	11/12/2023 14:12	Softwares	IBM Lotus Notes	configure IBM Lotus.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	11/12/2023 16:12	2.06	High
3796	20231211C54	11/12/2023 14:12	Softwares	Ms-Office	install ms office.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	11/12/2023 16:12	2.05	High
3797	20231211C55	11/12/2023 14:12	Softwares	SAP	install SAP.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	11/12/2023 16:12	2.04	High
3798	20231211C56	11/12/2023 14:12	Softwares	Teamviewer	Install Teamviewer.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	11/12/2023 16:12	2.04	Medium
3799	20231211C57	11/12/2023 14:12	Softwares	Windows	Windows format.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	11/12/2023 16:12	2.03	High
3800	20231211C58	11/12/2023 15:12	Softwares	Domain Password	Domain password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	11/12/2023 15:12	0	High

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
3801	20231211C59	11/12/2023 15:12	Softwares	Domain Password	Domain password reset	S/Stn No 7, O&M, (Ppg)	Laxmi Nagar	Closed By Helpdesk	11/12/2023 15:12	0.03	High
3802	20231211C60	11/12/2023 15:12	Hardware	PC_CPU	To fillup IT Hardware requisition form for Auditor	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	11/12/2023 15:12	0.01	High
3803	20231211C61	11/12/2023 15:12	Hardware	Scanner	SCANNER REQUIRED	33 Kv.Substation (Srd Building), Shankar Road, New Delhi-110 060 Comml Office	Shankar Road	Closed By Hardware Team	11/12/2023 18:12	2.61	High
3804	20231211C62	11/12/2023 16:12	Hardware	Printer	Printer install	Aram Bagh Bm(Comml), Phg	Pahar Ganj	Closed By Site Engineer	11/12/2023 17:12	1.08	High
3805	20231211C63	11/12/2023 16:12	Hardware	PC_CPU	system slow	Aram Bagh Bm(Comml), Phg	Pahar Ganj	Closed By Site Engineer	11/12/2023 17:12	1.07	High
3806	20231211C64	11/12/2023 16:12	Softwares	Internet	Team Bsas and Ess is not opening	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	11/12/2023 16:12	0.02	High
3807	20231211C65	11/12/2023 16:12	Softwares	Adobe Reader	Adobe issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Site Engineer	11/12/2023 16:12	0.01	Medium
3808	20231211C66	11/12/2023 16:12	Hardware	PC_CPU	req for activate window assign Nilesh	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	12/12/2023 11:12	18.59	High
3809	20231211C67	11/12/2023 17:12	Hardware	Mouse	Mouse left click is not working ,cut paste issue. Kindly arrange to replace the same MIt : LENOVO/4089A34/ L905E3K	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Hardware Team	12/12/2023 10:12	17.23	High
3810	20231212C1	12/12/2023 09:12	Softwares	Domain Password	Password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	12/12/2023 09:12	0.01	High
3811	20231212C2	12/12/2023 09:12	Hardware	PC_CPU	mouse not working	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	13/12/2023 17:12	31.49	High
3812	20231212C3	12/12/2023 09:12	Hardware	PC_CPU	system hang	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	13/12/2023 17:12	31.48	High
3813	20231212C4	12/12/2023 09:12	Softwares	IBM Lotus Notes	mail not working	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	13/12/2023 17:12	31.46	High
3814	20231212C5	12/12/2023 09:12	Hardware	PC_CPU	pc not booting	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	13/12/2023 17:12	31.45	High
3815	20231212C6	12/12/2023 09:12	Softwares	Windows	need to win 10 install	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	13/12/2023 17:12	31.45	High
3816	20231212C7	12/12/2023 09:12	Softwares	Domain Password	Domain password logging issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	12/12/2023 09:12	0.01	High
3817	20231212C8	12/12/2023 09:12	Softwares	Ms-Office	need to basic software install	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	13/12/2023 17:12	31.42	High
3818	20231212C9	12/12/2023 09:12	Softwares	IBM Lotus Notes	Lotus mail issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	12/12/2023 09:12	0.01	High
3819	20231212C10	12/12/2023 09:12	Softwares	IBM Lotus Notes	need to basic software install and mail configure	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	13/12/2023 17:12	31.41	High
3820	20231212C11	12/12/2023 09:12	Softwares	Windows	need to be old data restored	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	13/12/2023 17:12	31.4	High
3821	20231212C12	12/12/2023 09:12	Hardware	Keyboard	keyboard not working properly	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	13/12/2023 17:12	31.35	High
3822	20231212C13	12/12/2023 09:12	Hardware	Printer	Digi Sewa Kendra printer Stucking papers again & again. Too much papers wasting by printer	Aram Bagh Bm(Comml), Phg	Pahar Ganj	Closed By Site Engineer	12/12/2023 11:12	1.52	High
3823	20231212C14	12/12/2023 10:12	Hardware	PC_CPU	system not working	Sub-Divn O&M(Ptn), Kikarwala Chowk, Dev Nagar, New Delhi	Patel Nagar	Closed By Site Engineer	12/12/2023 16:12	5.66	High
3824	20231212C15	12/12/2023 10:12	Hardware	Keyboard	keyboard not working properly C.N.E. Station not working properly C.N.E.	33kv Grid, Kamla Market Comml Office	Darya Ganj	Closed By Hardware Team	12/12/2023 10:12	0.34	High
3825	20231212C16	12/12/2023 10:12	Hardware	PC_CPU	System Intranet and slow issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	12/12/2023 10:12	0	High
3826	20231212C17	12/12/2023 11:12	Networking	Link Down	Link down issue.	Ppg Incl. Area Grid (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	12/12/2023 17:12	6.71	High
3827	20231212C18	12/12/2023 11:12	Hardware	Printer	Print issue.	S/Stn. No. 13, Ppg (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	12/12/2023 17:12	6.68	High
3828	20231212C19	12/12/2023 11:12	Hardware	PC_CPU	PC Power issue.	Ppg Incl. Area Grid (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	12/12/2023 17:12	6.65	High
3829	20231212C20	12/12/2023 11:12	Hardware	Printer	Printer issue 1st. floor A Block 7119	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	13/12/2023 11:12	24.33	High
3830	20231212C21	12/12/2023 11:12	Softwares	Domain Password	Domain password reset of Moin Uddin bs6637	Complaint Center Pp Qtr	Pahar Ganj	Closed By Helpdesk	12/12/2023 11:12	0.01	High
3831	20231212C22	12/12/2023 12:12	Hardware	Printer	Printer issue / CBD 2 HR	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	12/12/2023 12:12	0.05	High
3832	20231212C23	12/12/2023 12:12	Hardware	PC_CPU	System slow issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	12/12/2023 12:12	0.02	High
3833	20231212C24	12/12/2023 12:12	Hardware	PC_CPU	To fillup IT Hardware requisition form for Internet	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	12/12/2023 12:12	0.01	High
3834	20231212C25	12/12/2023 12:12	Hardware	PC_CPU	VGA Cable issue 2nd. floor Covid center (Between C and D Block)	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	12/12/2023 16:12	3.95	High
3835	20231212C26	12/12/2023 14:12	Softwares	Domain Password	Domain password reset of Inr conf room	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Helpdesk	12/12/2023 14:12	0.04	High
3836	20231212C27	12/12/2023 14:12	Softwares	Domain Password	Domain password reset	Jhilmil Division Gtr	Gt Road	Closed By Helpdesk	12/12/2023 14:12	0	High
3837	20231212C28	12/12/2023 14:12	Hardware	Printer	2nd. D Finance Printer No. 2 print out is coming only black in half page	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	12/12/2023 14:12	0.02	High
3838	20231212C29	12/12/2023 14:12	Telecom	Clip Max	assign to lan team	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	13/12/2023 09:12	19.67	High
3839	20231212C30	12/12/2023 14:12	Hardware	PC_CPU	PG004Q7P some key is not working in keyboard pls assign the arpit rastogi	18 Block, Geeta Colony O&M Office	Krishna Nagar	Closed By Hardware Team	03/01/2024 10:01	523.99	High
3840	20231212C31	12/12/2023 14:12	Hardware	Keyboard	66ZG152 some key is not working in keyboard pls assign the arpit rastogi	18 Block, Geeta Colony O&M Office	Krishna Nagar	Closed By Hardware Team	13/12/2023 11:12	20.84	High
3841	20231212C32	12/12/2023 14:12	Hardware	Keyboard	66ZG152 some key is not working in keyboard pls assign the arpit rastogi	18 Block, Geeta Colony O&M Office	Krishna Nagar	Closed By Hardware Team	05/01/2024 10:01	571.91	High
3842	20231212C33	12/12/2023 14:12	Hardware	Keyboard	JJZG152 some key is not working in keyboard pls assign the arpit rastogi	18 Block, Geeta Colony O&M Office	Krishna Nagar	Closed By Hardware Team	05/01/2024 10:01	571.89	High
3843	20231212C34	12/12/2023 14:12	Hardware	Keyboard	BCXH882 some key is not wroking in keyboard pls assign the arpit rastogi	Gandhi Nagar Complaint Centre, 8a Block Geeta Colony	Krishna Nagar	Closed By Hardware Team	05/01/2024 10:01	571.86	High
3844	20231212C35	12/12/2023 14:12	Lan Support	Lan Cable Extension	assign to lan team	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	13/12/2023 09:12	19.07	High
3845	20231212C36	12/12/2023 15:12	Lan Support	Lan Cable Extension	One Lan Point required approx 18m wire ( Send to Lan team)	Sub-Divn O&M(Ptn), Kikarwala Chowk, Dev Nagar, New Delhi	Patel Nagar	Closed By Lan Support Team	19/12/2023 10:12	163.25	High
3846	20231212C37	12/12/2023 15:12	Hardware	Printer	printer not working	Sub-Divn O&M(Ptn), Kikarwala Chowk, Dev Nagar, New Delhi	Patel Nagar	Closed By Site Engineer	12/12/2023 16:12	0.13	High
3847	20231212C38	12/12/2023 15:12	Hardware	Printer	printer not working	Sub-Divn O&M(Ptn), Kikarwala Chowk, Dev Nagar, New Delhi	Patel Nagar	Closed By Site Engineer	12/12/2023 16:12	0.11	High
3848	20231212C39	12/12/2023 16:12	Hardware	Keyboard	Keyboard faulty system s/n :- B1LXJ03(3070) send to arpit	18-Block, East Patel Nagar, New Delhi-110 005 Comml Office	Patel Nagar	Closed By Hardware Team	13/12/2023 11:12	19.06	High
3849	20231212C40	12/12/2023 16:12	Hardware	TFT	req for ITSM assign Nilesh	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	12/12/2023 17:12	1.41	High
3850	20231212C41	12/12/2023 16:12	Softwares	IBM Lotus Notes	lotus issue assign Nilesh	O&M(D) Office, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Site Engineer	12/12/2023 17:12	1.39	High
3851	20231212C42	12/12/2023 16:12	Softwares	IBM Lotus Notes	lotus issue assign Nilesh	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	12/12/2023 17:12	1.33	High
3852	20231212C43	12/12/2023 16:12	Softwares	IBM Lotus Notes	password issue assign Nilesh	O&M(D) Office, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Site Engineer	12/12/2023 17:12	1.29	High
3853	20231212C44	12/12/2023 16:12	Network Hardware	Rack Server	grid visit at chilla assign Nilesh	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	12/12/2023 17:12	1.26	High



S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
3854	20231212C45	12/12/2023 16:12	Lan Support	Lan Cable Replacement	LAN Root cable faulty of Datacenter room (Porta Cabin) IT server rack TO Porta cabin	C-7, Commercial Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Lan Support Team	14/12/2023 10:12	42.48	High
3855	20231212C46	12/12/2023 16:12	Network Hardware	Rack Server	visit grid at samaspur assign Nilesh	Comm. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	12/12/2023 17:12	1.2	High
3856	20231212C47	12/12/2023 16:12	Network Hardware	Rack Server	visit khiripur grid assign Nilesh	Comm. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	12/12/2023 17:12	1.19	High
3857	20231212C48	12/12/2023 17:12	Softwares	IBM Lotus Notes	Lotus mail account is locked out	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Helpdesk	12/12/2023 17:12	0	High
3858	20231212C49	12/12/2023 17:12	Telecom	Clj Max	Testing purpose	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Hardware Team	05/01/2024 18:01	577.06	High
3859	20231212C50	12/12/2023 17:12	Softwares	SAP	SAP ISSUE ASSIGN NILESH	Pkt-C, Mvr Ph-II, Delhi	Mayur Vihar	Closed By Site Engineer	12/12/2023 17:12	0.45	High
3860	20231212C51	12/12/2023 17:12	Softwares	IBM Lotus Notes	req for create archive folder assign Nilesh	Samachar Aptt. Mayur Vihar Ph-I And II , Delhi	Mayur Vihar	Closed By Site Engineer	12/12/2023 17:12	0.43	High
3861	20231212C52	12/12/2023 17:12	Softwares	IBM Lotus Notes	Mail not working	Aram Bagh Bm(Comm), Phg	Pahar Ganj	Closed By Site Engineer	13/12/2023 09:12	16.13	High
3862	20231212C53	12/12/2023 17:12	Hardware	PC_CPU	system slow	Aram Bagh Bm(Comm), Phg	Pahar Ganj	Closed By Site Engineer	13/12/2023 09:12	16.12	High
3863	20231212C54	12/12/2023 17:12	Hardware	Printer	Print Fed issue.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	12/12/2023 17:12	0.35	High
3864	20231212C55	12/12/2023 17:12	Softwares	IBM Lotus Notes	Lotus Notes Locked issue.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	12/12/2023 17:12	0.3	High
3865	20231212C56	12/12/2023 17:12	Hardware	Printer	Print Fed issue.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	12/12/2023 17:12	0.22	High
3866	20231212C57	12/12/2023 17:12	Hardware	TFT	Display issue 2d	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	13/12/2023 12:12	18.98	High
3867	20231212C58	12/12/2023 17:12	Hardware	Laptop	Touch Pad issue.	Ppg Indl. Area Grid (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	12/12/2023 17:12	0.16	High
3868	20231212C59	12/12/2023 17:12	Softwares	VPN	VPN(FORTI CLIENT) CONFIGURATION ISSUE.	Ppg Indl. Area Grid (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	12/12/2023 17:12	0.12	Medium
3869	20231212C60	12/12/2023 17:12	Hardware	Printer	PRINT ISSUE.	(P&E), S/Stn. No 16, (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	12/12/2023 17:12	0.1	High
3870	20231213C1	13/12/2023 09:12	Hardware	Printer	printer not working	Sub-Divn O&M(Ptn), Kikarwala Chowk, Dev Nagar, New Delhi	Patel Nagar	Closed By Site Engineer	13/12/2023 12:12	2.97	High
3871	20231213C2	13/12/2023 09:12	Hardware	PC_CPU	2nd floor D Block 7767 windows update and font , display issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	05/03/2024 16:03	1998.54	High
3872	20231213C3	13/12/2023 10:12	Hardware	Laptop	Network issue 1st. floor B Block	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	18/12/2023 15:12	125.04	High
3873	20231213C4	13/12/2023 10:12	Hardware	Printer	Printer print blur page assign Hardware Team	Anand Lok Complaint Centre,	Mayur Vihar	Closed By Site Engineer	13/12/2023 16:12	6.54	High
3874	20231213C5	13/12/2023 10:12	Hardware	PC_CPU	CPU All USB port are not working except one checked MB faulty (3597- S/N-PGBM334) So kindly assign call to Mr. Arpit	Comm. Office Cbd-III	Karkardooma	Closed By Hardware Team	05/01/2024 10:01	551.86	High
3875	20231213C6	13/12/2023 11:12	Softwares	Domain Password	Domain password reset	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Helpdesk	13/12/2023 11:12	0.14	High
3876	20231213C7	13/12/2023 11:12	Softwares	Domain Password	Domain password reset	F-15/2, Krishna Nagar, Comm. Office	Krishna Nagar	Closed By Helpdesk	13/12/2023 11:12	0.02	High
3877	20231213C8	13/12/2023 11:12	Softwares	Domain Password	Domain password reset	F-15/2, Krishna Nagar, Comm. Office	Krishna Nagar	Closed By Helpdesk	13/12/2023 11:12	0.01	High
3878	20231213C9	13/12/2023 11:12	Softwares	Windows	Microphone issue in meeting softwrae, 3D	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	13/12/2023 17:12	6.11	High
3879	20231213C10	13/12/2023 11:12	Softwares	SAP	in sap p96 issue of shivank garg	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	13/12/2023 11:12	0	High
3880	20231213C11	13/12/2023 11:12	Softwares	Internet	Bsesdelhi.com is not opening	Geeta Colony Complaint Centre, 17 Block	Krishna Nagar	Closed By Helpdesk	13/12/2023 11:12	0	High
3881	20231213C12	13/12/2023 11:12	Hardware	Scanner	3rd. floor A Block Scanner issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	16/12/2023 09:12	70.4	High
3882	20231213C13	13/12/2023 11:12	Hardware	PC_CPU	pc slow issue assign Nilesh	Comm. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	13/12/2023 16:12	5.17	High
3883	20231213C14	13/12/2023 11:12	Networking	Link Down	link down at triokpuri 13 number assign Nilesh	Comm. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	13/12/2023 16:12	5.14	High
3884	20231213C15	13/12/2023 11:12	Softwares	Windows	As per user that desktop data is missing due to temp profile.Sitting : A&B meeting room Contact 9128	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	16/12/2023 09:12	70.06	High
3885	20231213C16	13/12/2023 12:12	Hardware	PC_CPU	L911571-CPU Boardfaulty	Miq Office, East Of Loni Road	Nand Nagari	Closed By Hardware Team	28/12/2023 10:12	358.89	High
3886	20231213C17	13/12/2023 12:12	Hardware	Printer	Print issue.	S/Stn. No. 13, Ppg (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	15/12/2023 18:12	54.06	High
3887	20231213C18	13/12/2023 12:12	General Calls	Presentation / VC	Presentation Issue In Knowledge Centre.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	15/12/2023 18:12	54.01	High
3888	20231213C19	13/12/2023 12:12	Softwares	Domain Password	Domain password reset	18-Block, East Patel Nagar, New Delhi-110 005 Comm. Office	Patel Nagar	Closed By Helpdesk	13/12/2023 12:12	0.02	High
3889	20231213C20	13/12/2023 14:12	Hardware	Mouse	MOUSE NOT WORKING LEFT CLICK NOT WORKING SN-PG010T91			Closed By Hardware Team	13/12/2023 16:12	2.18	High
3890	20231213C21	13/12/2023 14:12	Hardware	Printer	PRINTER NOT DOUBLE SIDE PRINTER NOT WORKING			Closed By Hardware Team	05/03/2024 16:03	1993.95	High
3891	20231213C22	13/12/2023 14:12	Hardware	PC_CPU	lan port not working.pl assign to arpit. s/n : lna9250ftv	Bm (Comm.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Hardware Team	20/12/2023 14:12	168.25	High
3892	20231213C23	13/12/2023 14:12	Hardware	Mouse	Left button of mouse is not working S/N - 9G05042	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	13/12/2023 16:12	1.75	High
3893	20231213C24	13/12/2023 14:12	Hardware	Printer	Printing issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	13/12/2023 14:12	0	High
3894	20231213C25	13/12/2023 15:12	Hardware	Laptop	Laptop hanging issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	13/12/2023 17:12	1.92	High
3895	20231213C26	13/12/2023 16:12	Hardware	Printer	1st. B Block printer issue 9021	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	16/12/2023 09:12	65.77	High
3896	20231213C27	13/12/2023 16:12	Hardware	PC_CPU	cpu issue Nilesh	Comm. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	14/12/2023 10:12	17.77	High
3897	20231213C28	13/12/2023 16:12	Hardware	Printer	Printer Print Blur Page Assign Hardware Team s/no- NCCA119909	Anand Lok Complaint Centre,	Mayur Vihar	Closed By Hardware Team	05/03/2024 16:03	1991.48	High
3898	20231213C29	13/12/2023 16:12	Hardware	Printer	scanner issue assign Nilesh	Comm. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	14/12/2023 10:12	17.73	High
3899	20231213C30	13/12/2023 16:12	Hardware	PC_CPU	cpu ram issue assign Nilesh	Comm. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	14/12/2023 10:12	17.67	High
3900	20231213C31	13/12/2023 17:12	Hardware	Laptop	laptop battery faulty	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	14/12/2023 11:12	18.45	High
3901	20231213C32	13/12/2023 17:12	Hardware	Printer	Unable to print from local printer , 1b second cabin	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	13/12/2023 18:12	0.64	High
3902	20231214C1	14/12/2023 06:12	Hardware	IP Camera	CC B.G ROAD CAMERA NOT WORKING.	Complaint Centre Bg Road	Pahar Ganj	Closed By Lan Support Team	21/12/2023 09:12	170.83	High
3903	20231214C2	14/12/2023 06:12	Hardware	IP Camera	CC C-12 YVR CAMERA NOT WORKING.	C-12, Complain Centre Ghonda, Yamuna Vihar Delhi-53	Yamuna Vihar	Closed By Lan Support Team	19/12/2023 10:12	124.67	High
3904	20231214C3	14/12/2023 06:12	Hardware	IP Camera	CC C-2 NNG CAMERA NOT WORKING.	C-2 Complaint Center	Nand Nagari	Closed By Lan Support Team	19/12/2023 10:12	124.65	High
3905	20231214C4	14/12/2023 06:12	Hardware	IP Camera	CC SAINI ENCLAVE CAMERA NOT WORKING.	Saini Enclave Complaint Centre	Karkardooma	Closed By Lan Support Team	19/12/2023 11:12	124.85	High
3906	20231214C5	14/12/2023 06:12	Hardware	IP Camera	PTZ MULLA COLONY CAMERA NOT WORKING.	Mulla Colony Scrap Store, Near Gajipur Police Station	Vasundra Enclave	Closed By Lan Support Team	14/12/2023 11:12	4.85	High
3907	20231214C6	14/12/2023 06:12	Hardware	IP Camera	PTZ GHAZIPUR BACK CAMERA NOT WORKING.	Gazipur Store (Ppg-2)	Laxmi Nagar	On Hold By Lan Support Team			High
3908	20231214C7	14/12/2023 06:12	Hardware	IP Camera	YVR O&M GATE CAMERA NOT WORKING.	C-8, Store O&M Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Lan Support Team	19/12/2023 10:12	124.56	High
3909	20231214C8	14/12/2023 06:12	Hardware	IP Camera	MVR- 1 O&M CAMERA NOT WORKING.	O&M(D) Office, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Lan Support Team	19/12/2023 10:12	124.54	High
3910	20231214C9	14/12/2023 06:12	Hardware	IP Camera	KKD HO RECEPTION GF,AUDI OUTSIDE,CBD-2 GATE,MERRY GOLD GRD. FLOOR CAMERA NOT WORKING.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	20/12/2023 10:12	148.34	High
3911	20231214C10	14/12/2023 09:12	Softwares	VPN	VPN connectivity issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	14/12/2023 09:12	0	Medium
3912	20231214C11	14/12/2023 09:12	Softwares	Domain Password	Domain password reset	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Helpdesk	14/12/2023 09:12	0.01	High

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
3913	20231214C12	14/12/2023 09:12	Softwares	Domain Rejoin	Domain rejoin	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Helpdesk	14/12/2023 09:12	0	Medium
3914	20231214C13	14/12/2023 09:12	Softwares	Domain Password	Domain password reset	33kv Grid, Kamla Market Comml Office	Darya Ganj	Closed By Helpdesk	14/12/2023 09:12	0	High
3915	20231214C14	14/12/2023 10:12	Hardware	PC_CPU	System slow issue and SAP also	S/Stn No 7 O&M, (Pgg)	Laxmi Nagar	Closed By Helpdesk	14/12/2023 10:12	0.01	High
3916	20231214C15	14/12/2023 10:12	Hardware	Printer	printer cartridge empty	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Assign			High
3917	20231214C16	14/12/2023 10:12	Hardware	PC_CPU	System slow and butting issue 3rd. floor c Block	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	05/03/2024 16:03	1974.16	High
3918	20231214C17	14/12/2023 10:12	Hardware	PC_CPU	Planner is not working kindly arrange to repair the same. S/r : LENOVO/4089A34/L906099	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Hardware Team	02/01/2024 14:01	460.47	High
3919	20231214C18	14/12/2023 10:12	Hardware	Keyboard	keyboard faulty (keys are not working fig. b, j, s/r : LENOVO/4089A34/L906099)	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Hardware Team	06/03/2024 10:03	1991.51	High
3920	20231214C19	14/12/2023 10:12	Hardware	PC_CPU	System slow and icon issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	14/12/2023 10:12	0	High
3921	20231214C20	14/12/2023 10:12	Softwares	Domain Password	Domain password reset of Mukesh Sharma (3050)	Complaint Center Pp Qtr	Pahar Ganj	Closed By Helpdesk	14/12/2023 10:12	0.01	High
3922	20231214C21	14/12/2023 10:12	Lan Support	RJ 45 Connector	RJ -45 connector damage , Need to replace / 2B	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	14/12/2023 10:12	0.16	High
3923	20231214C22	14/12/2023 10:12	Softwares	Domain Password	Domain logging and password issue of Deepak Kumar	Guest House, Shrestha Vihar	Karkardooma	Closed By Helpdesk	14/12/2023 10:12	0	High
3924	20231214C23	14/12/2023 11:12	Lan Support	Lan Cable Extension	lan cable required for new workstation. lan 15 meter rj 45 (2)	Bm (Comml.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Lan Support Team	19/12/2023 10:12	119.79	High
3925	20231214C24	14/12/2023 11:12	Hardware	Laptop	laptop booting issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	14/12/2023 11:12	0.17	High
3926	20231214C25	14/12/2023 11:12	Hardware	Laptop	ssd need to replace my laptop	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	14/12/2023 11:12	0.16	High
3927	20231214C26	14/12/2023 11:12	Softwares	OS	window and software need to install	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	14/12/2023 11:12	0.16	Medium
3928	20231214C27	14/12/2023 11:12	Softwares	OS	data require from old ssd	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	14/12/2023 11:12	0.15	Medium
3929	20231214C28	14/12/2023 11:12	Hardware	Laptop	To fillup IT Hardware requisition form	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	14/12/2023 11:12	0	High
3930	20231214C29	14/12/2023 11:12	Hardware	Keyboard	KEYBOARD FAULTY NEED TO BE REPLACED. PLEASE ASSIGN THIS CALL TO MR. ARPIT SYSTEM S/N- PGBH426	Aram Bagh Bm(Comml), Phg	Pahar Ganj	Closed By Hardware Team	03/01/2024 10:01	478.65	High
3931	20231214C30	14/12/2023 11:12	Hardware	Mouse	MOUSE FAULTY . NEED TO BE REPLACED . PLESAE ASSIGN THIS CALL TO MR.ARPIT SYSTEM S/NO. - PGBH426	Aram Bagh Bm(Comml), Phg	Pahar Ganj	Closed By Hardware Team	03/01/2024 10:01	478.61	High
3932	20231214C31	14/12/2023 11:12	Hardware	Keyboard	KEYBOARD FAULTY, NEED TO BE REPLACED. PLESAE ASSIGN THIS CALL TO MR. ARPIT SYSYTEM S/NO. - PG0044KD	Aram Bagh Bm(Comml), Phg	Pahar Ganj	Closed By Hardware Team	03/01/2024 10:01	478.57	High
3933	20231214C32	14/12/2023 11:12	Hardware	Mouse	MOUSE FAULTY, NEED TO BE REPLACED. PLESAE ASSIGN THIS CALL TO MR. ARPIT SYSYTEM S/NO- PG0044KD	Aram Bagh Bm(Comml), Phg	Pahar Ganj	Closed By Hardware Team	03/01/2024 10:01	478.55	High
3934	20231214C33	14/12/2023 11:12	Hardware	Mouse	MOUSE FAULTY, NEED TO BE REPLACED. PLESAE ASSIGN THIS CALL TO MR. ARPIT SYSYTEM S/NO- L9E3445	C Block Office, Dda Flats, Motia Khan, Dgm (O&M), Phg	Pahar Ganj	Closed By Hardware Team	03/01/2024 10:01	478.5	High
3935	20231214C34	14/12/2023 12:12	Hardware	PC_CPU	System slow issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	14/12/2023 12:12	0.08	High
3936	20231214C35	14/12/2023 12:12	Softwares	Windows	Windows update	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	14/12/2023 12:12	0.07	High
3937	20231214C36	14/12/2023 12:12	Softwares	IBM Lotus Notes	Account is locked out of Lotus mail	Pkt-C, Mvr Ph-II, Delhi	Mayur Vihar	Closed By Helpdesk	14/12/2023 12:12	0.01	High
3938	20231214C37	14/12/2023 13:12	Softwares	Domain Password	Password reset	Aram Bagh Bm(Comml), Phg	Pahar Ganj	Closed By Helpdesk	14/12/2023 13:12	0	High
3939	20231214C38	14/12/2023 14:12	Telecom	IP Phone	issue one Ip phone 6187 req no.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	14/12/2023 15:12	0.85	High
3940	20231214C39	14/12/2023 14:12	Telecom	IP Phone	assign to lan team configure	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	19/12/2023 10:12	116.55	High
3941	20231214C40	14/12/2023 14:12	Telecom	Avaya Digital	telephone line is not working. need LAN team at Dishna Garden commercial	Jhilmil Division Gr	Gt Road	Closed By Lan Support Team	19/12/2023 10:12	116.22	High
3942	20231214C41	14/12/2023 14:12	Softwares	Domain Rejoin	SYSTEM LOGIN ISSUE	Aram Bagh Bm(Comml), Phg	Pahar Ganj	Closed By Site Engineer	14/12/2023 15:12	0.95	Medium
3943	20231214C42	14/12/2023 14:12	Hardware	PC_CPU	system slow	Aram Bagh Bm(Comml), Phg	Pahar Ganj	Closed By Site Engineer	14/12/2023 15:12	0.94	High
3944	20231214C43	14/12/2023 14:12	Hardware	Printer	To change cartridge of Both printers at 3rd. floor A Block C&M dept.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	14/12/2023 16:12	1.62	High
3945	20231214C44	14/12/2023 14:12	Networking	Link Down	network issue at sadar appt assign nilesh	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Site Engineer	14/12/2023 15:12	0.16	High
3946	20231214C45	14/12/2023 14:12	Hardware	PC_CPU	system slow	Complaint Center Bg Road	Pahar Ganj	Closed By Site Engineer	14/12/2023 15:12	0.72	High
3947	20231214C46	14/12/2023 14:12	Hardware	Printer	Printer not working	Complaint Center Bg Road	Pahar Ganj	Closed By Site Engineer	14/12/2023 15:12	0.71	High
3948	20231214C47	14/12/2023 14:12	Networking	Link Down	network cable faulty assign nilesh at BD room	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Site Engineer	14/12/2023 15:12	0.13	High
3949	20231214C48	14/12/2023 15:12	Softwares	Antivirus	antivirus again install assign nilesh	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Site Engineer	14/12/2023 15:12	0.1	Medium
3950	20231214C49	14/12/2023 15:12	Hardware	PC_CPU	Team viewer issue and IP issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	14/12/2023 15:12	0.01	High
3951	20231214C50	14/12/2023 15:12	Hardware	IP Camera	HO CBD2 GATE EXIT AND HO CBD2 GENSET CAMERA NOT WORKING	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	20/12/2023 10:12	139.15	High
3952	20231214C51	14/12/2023 15:12	Softwares	Windows	windows running slow need to re-image it	C-7, Commercial Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Site Engineer	14/12/2023 17:12	1.67	High
3953	20231214C52	14/12/2023 15:12	Hardware	Keyboard	keyboard some keys not working ( S/N : H2QKZL2) SEND TO ARPIT	18-Block, East Patel Nagar, New Delhi-110 005 Comml Office	Patel Nagar	Closed By Hardware Team	20/12/2023 14:12	143.05	High
3954	20231214C53	14/12/2023 16:12	Softwares	Teamviewer	Teamvler not working	Kasturba Nagar Complaint Centre	Karkardooma	Closed By Site Engineer	14/12/2023 17:12	0.95	Medium
3955	20231214C54	14/12/2023 16:12	Softwares	Antivirus	Falcon-Crowdstrike update	18-Block Geeta Colony, Delhi	Krishna Nagar	Closed By Site Engineer	14/12/2023 17:12	0.92	Medium
3956	20231214C55	14/12/2023 16:12	Hardware	Printer	printer not getting command.	Comml Office Cbd-iii	Karkardooma	Closed By Site Engineer	14/12/2023 17:12	0.89	High
3957	20231214C56	14/12/2023 17:12	Softwares	Teamviewer	team viewer is not working	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	16/12/2023 09:12	40.85	Medium
3958	20231215C1	15/12/2023 09:12	Lan Support	Lan Cable Replacement	LAN not working in PLA	Permanent Lok Adalat, Mata Sundri Road	Darya Ganj	Closed By Lan Support Team	19/12/2023 10:12	97.37	High
3959	20231215C2	15/12/2023 09:12	Lan Support	Lan Cable Extension	LAN not working	Gb Pant	Darya Ganj	Closed By Lan Support Team	20/12/2023 10:12	121.18	High
3960	20231215C3	15/12/2023 09:12	Softwares	Internet	IP address configuration / 1A	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	16/12/2023 09:12	24.04	High
3961	20231215C4	15/12/2023 10:12	Hardware	Keyboard	Some keys are not working in Keyboard (S/N-BL2NH32)	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	20/12/2023 14:12	124.74	High
3962	20231215C5	15/12/2023 10:12	Lan Support	Lan Cable Replacement	Whole LAN need to replace at IP estate GRID (ITO) Gandhi market.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	19/12/2023 10:12	96.74	High
3963	20231215C6	15/12/2023 10:12	Hardware	Mouse	Left button of Mouse is not working (S/N -F2LXJ03)	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	15/12/2023 14:12	4.59	High
3964	20231215C7	15/12/2023 10:12	Hardware	Laptop Adapter	Adapter is faulty due to spark , Kindly arrange to replace the same. S/r LENOVO L470/PG0130GR	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Hardware Team	15/12/2023 10:12	0.22	High
3965	20231215C8	15/12/2023 10:12	Softwares	IBM Lotus Notes	Lotus mail opening issue	Preet Vihar Grid (Civil, Protection & Mng Office)	Karkardooma	Closed By Helpdesk	15/12/2023 10:12	0.01	High
3966	20231215C9	15/12/2023 11:12	Hardware	PC_CPU	Hard Disc Problem (CPU Required)	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	18/12/2023 09:12	70.11	High
3967	20231215C10	15/12/2023 11:12	Softwares	OS	Testing.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	15/12/2023 11:12	0.01	Medium
3968	20231215C11	15/12/2023 11:12	Softwares	IBM Lotus Notes	Mail issue of Rizwan Khan	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	15/12/2023 11:12	0.01	High
3969	20231215C12	15/12/2023 11:12	Softwares	IBM Lotus Notes	Mail issue	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Helpdesk	15/12/2023 11:12	0	High
3970	20231215C14	15/12/2023 14:12	Softwares	Domain Password	Domain password reset	Cbd-ii Grid, Kkd	Karkardooma	Closed By Helpdesk	15/12/2023 14:12	0.01	High

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
3971	20231215C15	15/12/2023 14:12	Network Hardware	Rack Server	S/STN -13 Wiring condition issue,Please assign to call lan team.	S/Stn. No. 13, Ppg (Ppg-2)	Laxmi Nagar	Closed By Lan Support Team	19/12/2023 10:12	92.66	High
3972	20231215C16	15/12/2023 14:12	Hardware	PC_CPU	system slow	Aram Bagh Brn(Comm), Phg	Pahar Ganj	Closed By Site Engineer	15/12/2023 15:12	1.36	High
3973	20231215C17	15/12/2023 14:12	Hardware	IP Camera	HO GATE 1 INSIDE CAMERA NOT WORKING	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	19/12/2023 10:12	92.43	High
3974	20231215C18	15/12/2023 15:12	Telecom	Avaya Digital	land line phone not working at recovery room no 104 pls assign the lan team	F-15/2, Krishna Nagar, Comm/Office	Krishna Nagar	Closed By Lan Support Team	21/12/2023 09:12	137.95	High
3975	20231215C19	15/12/2023 15:12	Hardware	Printer	Printer issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	15/12/2023 15:12	0.02	High
3976	20231215C20	15/12/2023 15:12	Softwares	Internet	Team BYPL site is not opening	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	15/12/2023 15:12	0	High
3977	20231215C21	15/12/2023 15:12	Hardware	Laptop	LAPTOP REQUIRE FOR NEW JOINEE	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	15/12/2023 16:12	1.17	High
3978	20231215C22	15/12/2023 15:12	Softwares	OS	WINDOW AND SOFTWARE NEED TO INSTALL IN ISSUED LAPTOP USER NAME - SHUBHAM JAIN	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	15/12/2023 16:12	1.16	Medium
3979	20231215C23	15/12/2023 15:12	Hardware	PC_CPU	Network issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	15/12/2023 15:12	0.01	High
3980	20231215C24	15/12/2023 16:12	Hardware	PC_CPU	MOTHERBOARD FAULTY	Gandhi Market Office	Darya Ganj	Assign			High
3981	20231215C25	15/12/2023 16:12	Hardware	Scanner	scanner not working	C-7, Commercial Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Site Engineer	15/12/2023 17:12	1.04	High
3982	20231215C26	15/12/2023 16:12	Telecom	IP Phone	phone set faulty	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	15/12/2023 17:12	1.12	High
3983	20231215C27	15/12/2023 18:12	Softwares	Antivirus	Antivirus installation issue.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	18/12/2023 12:12	66.7	Medium
3984	20231215C28	15/12/2023 18:12	Softwares	Antivirus	Antivirus installation issue.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	18/12/2023 12:12	66.68	Medium
3985	20231215C29	15/12/2023 18:12	Softwares	Antivirus	Antivirus installation issue.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	18/12/2023 12:12	66.66	Medium
3986	20231215C30	15/12/2023 18:12	Softwares	Antivirus	Antivirus installation issue.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	18/12/2023 12:12	66.65	Medium
3987	20231215C31	15/12/2023 18:12	Softwares	Antivirus	Antivirus installation issue.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	18/12/2023 12:12	66.58	Medium
3988	20231215C32	15/12/2023 18:12	Softwares	Antivirus	Antivirus installation issue.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	18/12/2023 12:12	66.57	Medium
3989	20231215C33	15/12/2023 18:12	Softwares	Antivirus	Antivirus installation issue.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	18/12/2023 12:12	66.56	Medium
3990	20231215C34	15/12/2023 18:12	Softwares	Antivirus	Antivirus installation issue.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	18/12/2023 12:12	66.55	Medium
3991	20231215C35	15/12/2023 18:12	Softwares	Antivirus	Antivirus installation issue.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	18/12/2023 12:12	66.54	Medium
3992	20231215C36	15/12/2023 18:12	Hardware	PC_CPU	No Display issue.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	18/12/2023 12:12	66.56	High
3993	20231215C37	15/12/2023 18:12	Softwares	Domain Password	Log in issue.	S/Stn. No. 02 (Ppg)	Laxmi Nagar	Closed By Site Engineer	18/12/2023 12:12	66.51	High
3994	20231215C38	15/12/2023 18:12	Softwares	Antivirus	Antivirus installation issue.	S/Stn. No. 13, Ppg (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	18/12/2023 12:12	66.49	Medium
3995	20231215C39	15/12/2023 18:12	Softwares	Antivirus	Antivirus installation issue.	Ppg Indl. Area Grid (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	18/12/2023 12:12	66.47	Medium
3996	20231215C40	15/12/2023 18:12	Softwares	Antivirus	Antivirus installation issue.	Ppg Indl. Area Grid (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	18/12/2023 12:12	66.46	Medium
3997	20231215C41	15/12/2023 18:12	Softwares	Antivirus	Antivirus installation issue.	Ppg Indl. Area Grid (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	18/12/2023 12:12	66.42	Medium
3998	20231215C42	15/12/2023 18:12	Softwares	Antivirus	Antivirus installation issue.	Ppg Indl. Area Grid (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	18/12/2023 12:12	66.41	Medium
3999	20231215C43	15/12/2023 18:12	Softwares	Antivirus	Antivirus installation issue.	Ppg Indl. Area Grid (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	18/12/2023 12:12	66.38	Medium
4000	20231215C44	15/12/2023 18:12	Hardware	Printer	Paper jam issue.	S/Stn. No. 13, Ppg (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	01/01/2024 11:01	401.35	High
4001	20231216C1	16/12/2023 10:12	Hardware	PC_CPU	sap install	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	18/12/2023 12:12	50.54	High
4002	20231216C2	16/12/2023 10:12	Hardware	PC_CPU	excel 7 install	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	18/12/2023 12:12	50.52	High
4003	20231216C3	16/12/2023 10:12	Softwares	Adobe Reader	adobe install	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	18/12/2023 12:12	50.5	Medium
4004	20231216C4	16/12/2023 10:12	Softwares	IBM Lotus Notes	mail install	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	18/12/2023 12:12	50.5	High
4005	20231216C5	16/12/2023 10:12	Softwares	Domain Rejoin	domain join	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	18/12/2023 12:12	50.48	Medium
4006	20231216C6	16/12/2023 10:12	Softwares	Antivirus	TM antivirus install	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	18/12/2023 12:12	50.45	Medium
4007	20231216C7	16/12/2023 10:12	Softwares	Browser	google chrome install	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	18/12/2023 12:12	50.44	Medium
4008	20231216C8	16/12/2023 10:12	Softwares	Teamviewer	15 teamviewer install	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	18/12/2023 12:12	50.42	Medium
4009	20231216C9	16/12/2023 10:12	Softwares	Windows	7 window install	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	18/12/2023 12:12	50.4	High
4010	20231216C10	16/12/2023 10:12	Softwares	Domain Password	password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	18/12/2023 12:12	50.39	High
4011	20231216C11	16/12/2023 10:12	Hardware	Hard Disk	ssd install	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	18/12/2023 12:12	50.37	High
4012	20231216C12	16/12/2023 13:12	Softwares	Ms-Office	excel 7 install	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	18/12/2023 12:12	46.89	High
4013	20231216C13	16/12/2023 13:12	Softwares	IBM Lotus Notes	mail install	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	18/12/2023 12:12	46.89	High
4014	20231216C14	16/12/2023 13:12	Softwares	Domain Rejoin	domain join	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	18/12/2023 12:12	46.88	Medium
4015	20231216C15	16/12/2023 13:12	Softwares	SAP	sap install	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	18/12/2023 12:12	46.87	High
4016	20231216C16	16/12/2023 13:12	Softwares	Teamviewer	15 Teamviewer install	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	18/12/2023 12:12	46.86	Medium
4017	20231216C17	16/12/2023 14:12	Softwares	Windows	window 7 install	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	18/12/2023 12:12	46.85	High
4018	20231216C18	16/12/2023 14:12	Softwares	Adobe Reader	8 adobe install	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	18/12/2023 12:12	46.84	Medium
4019	20231216C19	16/12/2023 14:12	Softwares	Antivirus	tm antivirus install	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	18/12/2023 12:12	46.83	Medium
4020	20231216C20	16/12/2023 14:12	Softwares	Browser	google chrome install	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	18/12/2023 12:12	46.82	Medium
4021	20231216C21	16/12/2023 14:12	Hardware	Printer	printer install	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	18/12/2023 12:12	46.77	High
4022	20231216C22	16/12/2023 14:12	Hardware	Printer	peinter install	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	18/12/2023 12:12	46.74	High
4023	20231218C1	18/12/2023 10:12	Hardware	Printer	Cartridge replacement.Last cabin.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	18/12/2023 12:12	2.73	High
4024	20231218C2	18/12/2023 10:12	Hardware	PC_CPU	hdd issue .pl assign to arpit. s/n pg004q7x	Bm (Comm.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Hardware Team	05/01/2024 10:01	432.08	High
4025	20231218C3	18/12/2023 10:12	Softwares	Domain Password	Domain password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	18/12/2023 10:12	0	High
4026	20231218C4	18/12/2023 10:12	Lan Support	Lan Cable Replacement	lan port required for new workstation. pl assign to lan team lan cable 15 meter rj 45 (2)	Bm (Comm.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Lan Support Team	19/12/2023 10:12	24.5	High
4027	20231218C5	18/12/2023 10:12	Hardware	Laptop	To fillup IT Hardware requisition form for replacement of Laptop Battery	Cbd-ii Grid, Kkd	Karkardooma	Closed By Helpdesk	18/12/2023 10:12	0	High
4028	20231218C6	18/12/2023 11:12	Hardware	Printer	Printer offline issue.	S/Stn No 14 Mcc (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	18/12/2023 12:12	1.85	High
4029	20231218C7	18/12/2023 11:12	Hardware	PC_CPU	PC not working	Vigilance Office Prasad Nagar	Patel Nagar	Closed By Site Engineer	18/12/2023 14:12	3.87	High
4030	20231218C8	18/12/2023 11:12	Softwares	Antivirus	Antivirus updation	Vigilance Office Prasad Nagar	Patel Nagar	Closed By Site Engineer	18/12/2023 14:12	3.85	Medium
4031	20231218C10	18/12/2023 11:12	Softwares	Windows	System Working slow of Vinod Yadav	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	18/12/2023 11:12	0	High
4032	20231218C9	18/12/2023 11:12	Hardware	WPS Dongle	WiFi signal is not displaying to consultant ORCHID.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	18/12/2023 15:12	4.02	Medium
4033	20231218C11	18/12/2023 11:12	Hardware	Printer	Network issue in printer 1st. Floor B Block	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	18/12/2023 15:12	4.02	High
4034	20231218C12	18/12/2023 11:12	Softwares	Windows	System Working Slow	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	18/12/2023 11:12	0	High
4035	20231218C13	18/12/2023 11:12	Lan Support	RJ 45 Connector	RJ 45 connector need to change / Vivek vihar B Block	O & M Office Vivek Vihar B-Blk	Karkardooma	Closed By Lan Support Team	20/12/2023 10:12	47.07	High
4036	20231218C14	18/12/2023 11:12	Softwares	IBM Lotus Notes	lotus mail issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	18/12/2023 11:12	0	High
4037	20231218C15	18/12/2023 12:12	Hardware	PC_CPU	System Logging issue 3rd. Floor A Block 9261	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	18/12/2023 12:12	0.65	High
4038	20231218C16	18/12/2023 12:12	Hardware	PC_CPU	Date nad time issue in system of Complaint center	33 Kv Grid, G.T.Road Comm Bldg	Gt Road	Closed By Helpdesk	18/12/2023 12:12	0.01	High
4039	20231218C17	18/12/2023 12:12	Hardware	PC_CPU	System Logging issue of Vipul Sharma Inforcement office	A-Block, Preet Vihar (Lnr)	Laxmi Nagar	Closed By Helpdesk	18/12/2023 12:12	0.01	High
4040	20231218C18	18/12/2023 12:12	Softwares	Domain Password	Domain password issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	18/12/2023 12:12	0.02	High
4041	20231218C19	18/12/2023 12:12	Softwares	Domain Password	Domain password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	18/12/2023 12:12	0	High

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
4042	20231218C20	18/12/2023 12:12	Softwares	Domain Password	Password reset	Comm1 Office Cbd-1ii	Karkardooma	Closed By Helpdesk	18/12/2023 12:12	0.01	High
4043	20231218C21	18/12/2023 12:12	Softwares	Domain Password	Password reset of Neetu Luthra	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	18/12/2023 12:12	0	High
4044	20231218C22	18/12/2023 13:12	Hardware	PC_CPU	system slow	C Block Office, Dda Flats, Motia Khan, Dgm (O&M), Phg	Pahar Ganj	Closed By Site Engineer	18/12/2023 14:12	0.88	High
4045	20231218C23	18/12/2023 13:12	Softwares	IBM Lotus Notes	Mail not working	C Block Office, Dda Flats, Motia Khan, Dgm (O&M), Phg	Pahar Ganj	Closed By Site Engineer	18/12/2023 14:12	0.87	High
4046	20231218C24	18/12/2023 14:12	Hardware	RAM	ram faulty assign arpit sir S/n- L9D0259	Comm1. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & Ii	Mayur Vihar	Closed By Hardware Team	18/12/2023 15:12	1.49	Medium
4047	20231218C25	18/12/2023 14:12	Softwares	Domain Password	Domain password reset	Seelam Pur Complaint Centre, Delhi-53	Yamuna Vihar	Closed By Helpdesk	18/12/2023 14:12	0	High
4048	20231218C26	18/12/2023 14:12	Hardware	TFT	lft faulty black display show assign arpit s/n- CNT00554CD	O&M(D) Office, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Hardware Team	18/12/2023 15:12	1.4	High
4049	20231218C27	18/12/2023 14:12	Softwares	Antivirus	antivirus installation assign Nilesh	Comm1. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & Ii	Mayur Vihar	Closed By Site Engineer	18/12/2023 16:12	1.73	Medium
4050	20231218C28	18/12/2023 14:12	Softwares	Antivirus	antivirus installation assign Nilesh	Comm1. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & Ii	Mayur Vihar	Closed By Site Engineer	18/12/2023 16:12	1.71	Medium
4051	20231218C29	18/12/2023 14:12	Softwares	Antivirus	antivirus installation assign Nilesh	Comm1. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & Ii	Mayur Vihar	Closed By Site Engineer	18/12/2023 16:12	1.7	Medium
4052	20231218C30	18/12/2023 14:12	Softwares	Antivirus	antivirus installation assign Nilesh	Comm1. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & Ii	Mayur Vihar	Closed By Site Engineer	18/12/2023 16:12	1.68	Medium
4053	20231218C31	18/12/2023 14:12	Softwares	Antivirus	antivirus installation assign Nilesh	Comm1. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & Ii	Mayur Vihar	Closed By Site Engineer	18/12/2023 16:12	1.65	Medium
4054	20231218C32	18/12/2023 14:12	Softwares	Antivirus	antivirus installation assign Nilesh	Comm1. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & Ii	Mayur Vihar	Closed By Site Engineer	18/12/2023 16:12	1.63	Medium
4055	20231218C33	18/12/2023 14:12	Networking	Link Down	network issue assign Nilesh	Comm1. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & Ii	Mayur Vihar	Closed By Site Engineer	18/12/2023 16:12	1.63	High
4056	20231218C34	18/12/2023 14:12	Softwares	Admin Helpdesk	ADMIN HELPDESK PASSWORD ISSUE ASSIGN NILESH	O&M(D) Office, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Site Engineer	18/12/2023 16:12	1.48	Medium
4057	20231218C35	18/12/2023 14:12	Softwares	IBM Lotus Notes	IBM ISSUE ASSIGN NILESH	13-Block,Trilokpuri,Delhi	Mayur Vihar	Closed By Site Engineer	18/12/2023 16:12	1.46	High
4058	20231218C36	18/12/2023 14:12	Hardware	TFT	TFT ISSUE ASSIGN NILESH	O&M(D) Office, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Site Engineer	18/12/2023 16:12	1.45	High
4059	20231218C37	18/12/2023 14:12	Softwares	IBM Lotus Notes	Lotus mail not opening issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	18/12/2023 14:12	0.01	High
4060	20231218C38	18/12/2023 15:12	Softwares	IBM Lotus Notes	Lotus mail incoming issue	Mig Office, East Of Loni Road	Nand Nagari	Closed By Helpdesk	18/12/2023 15:12	0	High
4061	20231218C39	18/12/2023 16:12	Hardware	Printer	req for printer installation in umesh cpu assign Nilesh	Comm1. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & Ii	Mayur Vihar	Closed By Site Engineer	19/12/2023 15:12	23.43	High
4062	20231218C40	18/12/2023 16:12	Hardware	Mouse	mouse wire is damaged. PC Sno PG00QLSH pls assign this call to Mr Arpit	33 Kv.Substation (Srd Building), Shankar Road, New Delhi-110 060 Comm1 Office	Shankar Road	Closed By Hardware Team	20/12/2023 16:12	48.02	High
4063	20231218C41	18/12/2023 16:12	Hardware	Laptop	Touchpad is not working well.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	18/12/2023 18:12	1.56	High
4064	20231218C42	18/12/2023 16:12	Hardware	Laptop	Touchpad is not working well	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Hardware Team	03/01/2024 10:01	377.14	High
4065	20231218C43	18/12/2023 18:12	Lan Support	Lan Cable Replacement	LAn point not working	Kasturba Nagar Complaint Centre	Karkardooma	Closed By Lan Support Team	20/12/2023 10:12	40.48	High
4066	20231218C44	18/12/2023 18:12	Softwares	Antivirus	Anti virus upgrde falcon due to system slow work	Kasturba Nagar Complaint Centre	Karkardooma	Closed By Site Engineer	19/12/2023 17:12	23.23	Medium
4067	20231218C45	18/12/2023 18:12	Softwares	Windows	Window restart issue & win recovery error issue	Comm1 Office Cbd-1ii	Karkardooma	Closed By Site Engineer	19/12/2023 17:12	23.21	High
4068	20231218C46	18/12/2023 18:12	Softwares	Antivirus	Anti virus upgrade Falcon due to system slow work.	Comm1 Office Cbd-1ii	Karkardooma	Closed By Site Engineer	19/12/2023 17:12	23.17	Medium
4069	20231218C47	18/12/2023 18:12	Hardware	Laptop	Print Screen key is not working well	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Hardware Team	10/01/2024 15:01	549.53	High
4070	20231218C48	18/12/2023 18:12	Hardware	PC_CPU	PC HANGING ISSUE.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	20/12/2023 11:12	41.36	High
4071	20231218C49	18/12/2023 18:12	Hardware	Printer	PRINTER INSTALLATION ISSUE.	S/Stn No 14 Micc (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	20/12/2023 11:12	41.28	High
4072	20231219C1	19/12/2023 07:12	Hardware	IP Camera	CC MUKHIYA MKT KWN CAMERA NOT WORKING	Complaint Office, Sonia Vihar	Karawal Nagar	Closed By Lan Support Team	20/12/2023 10:12	27.33	High
4073	20231219C2	19/12/2023 07:12	Hardware	IP Camera	GMT GATE1 CAMERA NOT WORKING	Gandhi Market Office	Darya Ganj	Closed By Lan Support Team	20/12/2023 10:12	26.99	High
4074	20231219C3	19/12/2023 07:12	Hardware	IP Camera	YVR COMM MAIN GATE CAMERA NOT WORKING	C-7, Commercial Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Lan Support Team	21/12/2023 09:12	49.27	High
4075	20231219C4	19/12/2023 07:12	Hardware	IP Camera	MVR-1 O&M CAMERA NOT WORKING	O&M(D) Office, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Lan Support Team	21/12/2023 09:12	49.25	High
4076	20231219C5	19/12/2023 10:12	Softwares	Domain Password	Domain password reset	Comm1 Office Cbd-1ii	Karkardooma	Closed By Helpdesk	19/12/2023 10:12	0	High
4077	20231219C6	19/12/2023 10:12	Hardware	Mouse	Mouse has been physically damaged.Sno 9P1NH32 pls assign this call to Mr Arpit	33 Kv.Substation (Srd Building), Shankar Road, New Delhi-110 060 Comm1 Office	Shankar Road	Closed By Hardware Team	20/12/2023 16:12	29.83	High
4078	20231219C7	19/12/2023 11:12	Hardware	PC_CPU	Network issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	19/12/2023 11:12	0	High
4079	20231219C8	19/12/2023 11:12	Softwares	Domain Password	Domain password reset	Comm1. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & Ii	Mayur Vihar	Closed By Helpdesk	19/12/2023 11:12	0	High
4080	20231219C9	19/12/2023 11:12	Softwares	CAS	CAS exe not open.....	33 Kv.Substation (Srd Building), Shankar Road, New Delhi-110 060 Comm1 Office	Shankar Road	Closed By Site Engineer	19/12/2023 11:12	0.31	Medium
4081	20231219C10	19/12/2023 11:12	Softwares	SAP	unable to print from SAP	33 Kv.Substation (Srd Building), Shankar Road, New Delhi-110 060 Comm1 Office	Shankar Road	Closed By Site Engineer	19/12/2023 11:12	0.3	High
4082	20231219C11	19/12/2023 11:12	Softwares	SAP	unable to print from SAP	33 Kv.Substation (Srd Building), Shankar Road, New Delhi-110 060 Comm1 Office	Shankar Road	Closed By Site Engineer	19/12/2023 11:12	0.29	High
4083	20231219C12	19/12/2023 11:12	Softwares	SAP	unable to print from SAP	33 Kv.Substation (Srd Building), Shankar Road, New Delhi-110 060 Comm1 Office	Shankar Road	Closed By Site Engineer	19/12/2023 11:12	0.27	High
4084	20231219C13	19/12/2023 11:12	Softwares	SAP	unable to print from SAP	33 Kv.Substation (Srd Building), Shankar Road, New Delhi-110 060 Comm1 Office	Shankar Road	Closed By Site Engineer	19/12/2023 11:12	0.25	High
4085	20231219C14	19/12/2023 11:12	Hardware	Mouse	mouse not working	33 Kv Grid, Preet Vihar (Lnr)	Laxmi Nagar	Closed By Hardware Team	20/12/2023 14:12	27.49	High
4086	20231219C15	19/12/2023 11:12	Softwares	Windows	Pc working very slow, 2C Admin	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	26/12/2023 17:12	173.71	High
4087	20231219C16	19/12/2023 11:12	Softwares	IBM Lotus Notes	mail password is expired	33 Kv.Substation (Srd Building), Shankar Road, New Delhi-110 060 Comm1 Office	Shankar Road	Closed By Site Engineer	19/12/2023 11:12	0.16	High
4088	20231219C17	19/12/2023 11:12	Hardware	Printer	Toner replacement of 3a ,2nd printer	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	21/12/2023 11:12	47.46	High
4089	20231219C18	19/12/2023 11:12	Hardware	PC_CPU	naveen kumar system setup	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	19/12/2023 14:12	2.34	High
4090	20231219C19	19/12/2023 11:12	Lan Support	RJ 45 Connector	Lan cable faulty	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	20/12/2023 10:12	22.83	High
4091	20231219C20	19/12/2023 12:12	Hardware	PC_CPU	System Logging issue Gnd. floor Audit Dept.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	19/12/2023 14:12	2.12	High
4092	20231219C21	19/12/2023 12:12	Hardware	Keyboard	SWITCH BOARD KEY NOT WORKING PLEASE ASSIGN AN IT SIR	Chilla Store, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Hardware Team	26/12/2023 15:12	171.37	High



S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
4093	20231219C22	19/12/2023 12:12	Softwares	IBM Lotus Notes	Lotus mail incoming issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	19/12/2023 12:12	0	High
4094	20231219C23	19/12/2023 13:12	Hardware	Keyboard	Keyboard both shift not working SN-1BJL542	Store Rajghat Power House New Delhi 110002	Darya Ganj	Closed By Hardware Team	06/03/2024 10:03	1868.83	High
4095	20231219C24	19/12/2023 13:12	Lan Support	Lan Cable Extension	kashmere gate frtu not responding , kindly check, log by Nitin Scada	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Lan Support Team	21/12/2023 09:12	43.7	High
4096	20231219C25	19/12/2023 14:12	Hardware	TFT	request for cpu replacement in BD room assign Nilesh	Comm. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	19/12/2023 16:12	1.91	High
4097	20231219C26	19/12/2023 14:12	Softwares	SAP	bsp issue assign Nilesh	Chilla Store, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Site Engineer	19/12/2023 16:12	1.89	High
4098	20231219C27	19/12/2023 14:12	Hardware	TFT	request for TFT replacement assign Nilesh	O&M(D) Office, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Site Engineer	19/12/2023 16:12	1.86	High
4099	20231219C28	19/12/2023 14:12	Lan Support	Lan Cable Replacement	assign to lan team	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	20/12/2023 10:12	19.98	High
4100	20231219C29	19/12/2023 15:12	Networking	Link Down	link down at 13 block trilokpuri assign Nilesh	Comm. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	19/12/2023 16:12	1.57	High
4101	20231219C30	19/12/2023 15:12	Hardware	Laptop	Laptop not booting	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	19/12/2023 16:12	1.47	High
4102	20231219C31	19/12/2023 15:12	Hardware	PC CPU	New desktop required for Mr. Nikhil Kansal	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	19/12/2023 16:12	1.43	High
4103	20231219C32	19/12/2023 15:12	Server	User Creation	Domain user creation for Mr. Nikhil Kansal	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	19/12/2023 16:12	1.41	High
4104	20231219C33	19/12/2023 15:12	Hardware	PC CPU	New desktop required for Mr. Deepak Kumar	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	19/12/2023 16:12	1.39	High
4105	20231219C34	19/12/2023 15:12	Server	User Creation	Domain user creation for Mr. Deepak Kumar	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	19/12/2023 16:12	1.38	High
4106	20231219C35	19/12/2023 15:12	Hardware	PC CPU	New desktop required for Mr. Prateek Ravi	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	19/12/2023 16:12	1.37	High
4107	20231219C36	19/12/2023 15:12	Server	User Creation	Domain user creation for Mr. Prateek Ravi	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	19/12/2023 16:12	1.36	High
4108	20231219C37	19/12/2023 15:12	Server	User Creation	Domain user creation for Mr. Pulkit Chopra	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	19/12/2023 16:12	1.35	High
4109	20231219C38	19/12/2023 15:12	Hardware	PC CPU	New desktop required for Mr. Pulkit Chopra	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	19/12/2023 16:12	1.34	High
4110	20231219C39	19/12/2023 15:12	Hardware	PC CPU	New desktop required for Mr. Ritik Singh	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	19/12/2023 16:12	1.34	High
4111	20231219C40	19/12/2023 15:12	Server	User Creation	Domain user creation for Mr. Ritik Singh	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	19/12/2023 16:12	1.33	High
4112	20231219C41	19/12/2023 15:12	Server	User Creation	Domain user creation for Mr. Vipin Gupta	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	19/12/2023 16:12	1.3	High
4113	20231219C42	19/12/2023 15:12	Hardware	PC CPU	New desktop required for Mr. Vipin Gupta	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	19/12/2023 16:12	1.29	High
4114	20231219C43	19/12/2023 15:12	Hardware	PC CPU	New desktop required for Mr. Yatharth Bajaj	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	19/12/2023 16:12	1.2	High
4115	20231219C44	19/12/2023 15:12	Server	User Creation	Domain user creation for Mr. Yatharth Bajaj	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	19/12/2023 16:12	1.16	High
4116	20231219C45	19/12/2023 15:12	Server	User Creation	Domain user creation for Mr. Himanshu Mishra	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	19/12/2023 16:12	1.15	High
4117	20231219C46	19/12/2023 15:12	Hardware	PC CPU	Domain user creation for Mr. Nikhil Kansal	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	19/12/2023 16:12	1.14	High
4118	20231219C47	19/12/2023 15:12	Softwares	Domain Password	login issue assign Nilesh	Comm. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	19/12/2023 16:12	0.73	High
4119	20231219C48	19/12/2023 15:12	Hardware	Laptop	laptop faulty	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Hardware Team	19/12/2023 17:12	1.83	High
4120	20231219C49	19/12/2023 15:12	Softwares	OS	windows and software need to install	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Hardware Team	19/12/2023 17:12	1.83	Medium
4121	20231219C50	19/12/2023 15:12	Softwares	OS	data require from old laptop	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Hardware Team	19/12/2023 17:12	1.81	Medium
4122	20231219C51	19/12/2023 15:12	Hardware	PC CPU	hang up cpu assign Nilesh	Pkt-C, Mvr Ph-II, Delhi	Mayur Vihar	Closed By Site Engineer	19/12/2023 16:12	0.7	High
4123	20231219C52	19/12/2023 16:12	Softwares	Internet	Crom installation	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	19/12/2023 16:12	0.02	High
4124	20231219C53	19/12/2023 16:12	Softwares	Internet	Windows patches update	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	19/12/2023 16:12	0	High
4125	20231219C54	19/12/2023 16:12	Hardware	Laptop	To fillup IT Hardware requisition form for Laptop	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	19/12/2023 16:12	0.01	High
4126	20231219C55	19/12/2023 17:12	Softwares	IBM Lotus Notes	Lotus mail password forget.	Comm. Office Cbd-III	Karkardooma	Closed By Site Engineer	19/12/2023 18:12	1.41	High
4127	20231219C56	19/12/2023 17:12	Softwares	IBM Lotus Notes	lotus mail pasword forget	Kasturba Nagar Complaint Centre	Karkardooma	Closed By Site Engineer	19/12/2023 18:12	1.38	High
4128	20231219C57	19/12/2023 17:12	Hardware	Mouse	Mouse not working Mouse cover open (8123 S/N-L9Z3106) so kindly assign call to Mr. arpit	Kasturba Nagar Complaint Centre	Karkardooma	Closed By Hardware Team	05/01/2024 10:01	400.68	High
4129	20231220C1	20/12/2023 06:12	Hardware	IP Camera	HR KASTURBA NAGAR-1 CAMERA NOT WORKING	Kasturba Nagar Complaint Centre	Karkardooma	Closed By Lan Support Team	20/12/2023 10:12	3.87	High
4130	20231220C2	20/12/2023 06:12	Hardware	IP Camera	KRN COMM OUTSIDE CAMERA NOT WORKING	F-15/2, Krishna Nagar, Comm. Office	Krishna Nagar	Closed By Lan Support Team	20/12/2023 10:12	3.81	High
4131	20231220C3	20/12/2023 10:12	Softwares	Domain Rejoin	System Logging issue and Domain rejoin	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	20/12/2023 10:12	0.01	Medium
4132	20231220C4	20/12/2023 10:12	Softwares	Domain Password	Domain password reset of Aashi Verma	Comm. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Helpdesk	20/12/2023 10:12	0	High
4133	20231220C5	20/12/2023 11:12	Hardware	Printer	Printer cartridge change 2nd. floor A Block PMG Dept.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	20/12/2023 12:12	0.84	High
4134	20231220C6	20/12/2023 12:12	Lan Support	Lan Cable Replacement	Network not working properly, 2B	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	26/12/2023 17:12	149.12	High
4135	20231220C7	20/12/2023 12:12	Hardware	PC CPU	System butting issue 2nd floor A Block	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	26/12/2023 17:12	148.45	High
4136	20231220C8	20/12/2023 14:12	Hardware	IP Camera	WEBCAM QHM500-8LM-07 FAULTY.PL ASSIGN THIS CALL TO Mr. ARPIT	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Comm. Office	Shankar Road	Closed By Hardware Team	26/12/2023 10:12	139.98	High
4137	20231220C9	20/12/2023 14:12	Hardware	Mouse	Mouse Problem 9N0PX52, dell 3020,Pls Assign to Arpit	S/Str No 4, Energy Audit Scada (Pgg)	Laxmi Nagar	Closed By Hardware Team	03/01/2024 09:01	331.49	High
4138	20231220C10	20/12/2023 14:12	Hardware	Keyboard	Keyboard problem 9N0PX52, Dell 3020 Assign to Arpit	S/Str No 4, Energy Audit Scada (Pgg)	Laxmi Nagar	Closed By Hardware Team	03/01/2024 09:01	331.47	High
4139	20231220C11	20/12/2023 14:12	Lan Support	Lan Cable Replacement	assign to lan team	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	27/12/2023 10:12	163.34	High
4140	20231220C12	20/12/2023 15:12	Hardware	Laptop	Laptop butting issue 2nd. floor C Block	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	26/12/2023 17:12	145.58	High
4141	20231220C13	20/12/2023 15:12	Hardware	PC CPU	TV not working	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	20/12/2023 18:12	2.24	High
4142	20231220C14	20/12/2023 15:12	Softwares	Windows	Webex not working	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	20/12/2023 18:12	2.23	High
4143	20231220C15	20/12/2023 15:12	Softwares	Adobe Reader	Nitro pdf activation	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	20/12/2023 18:12	2.2	Medium
4144	20231220C16	20/12/2023 15:12	Softwares	Windows	windows running very slow	Noor-E-Lahy Grid	Yamuna Vihar	Closed By Site Engineer	20/12/2023 17:12	1.26	High
4145	20231220C17	20/12/2023 15:12	Softwares	Domain Password	Domain password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	20/12/2023 15:12	0.01	High
4146	20231220C18	20/12/2023 15:12	Hardware	Printer	error 49.23 in printer	C-7, Commercial Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Site Engineer	20/12/2023 17:12	1.23	High
4147	20231220C19	20/12/2023 16:12	Softwares	CAS	cas not working	C-7, Commercial Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Site Engineer	20/12/2023 17:12	1.21	Medium
4148	20231220C20	20/12/2023 16:12	Softwares	IBM Lotus Notes	mail archive not working	C-7, Commercial Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Site Engineer	20/12/2023 17:12	1.19	High
4149	20231220C21	20/12/2023 16:12	General Calls	Presentation / VC	Auditorium testing	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	20/12/2023 18:12	2	High
4150	20231220C22	20/12/2023 16:12	Hardware	PC CPU	not display	C-7, Commercial Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Site Engineer	20/12/2023 17:12	1.16	High
4151	20231220C23	20/12/2023 16:12	Hardware	PC CPU	Mother board issue(S/N - 98JB152)	Shahdara Store L-Block, Dilshad Garden	GI Road	Closed By Hardware Team	20/12/2023 16:12	0.12	High
4152	20231220C24	20/12/2023 16:12	Lan Support	RJ 45 Connector	Kindly arrange to replace the connector RJ45 Urgently .	Lig Complaint Centre, East Of Loni Road	Nand Nagari	Closed By Lan Support Team	26/12/2023 09:12	137.26	High
4153	20231220C25	20/12/2023 16:12	Softwares	IBM Lotus Notes	Mail unlocked issue	Comm. Office Cbd-II	Karkardooma	Closed By Site Engineer	21/12/2023 15:12	23.26	High
4154	20231220C26	20/12/2023 17:12	Hardware	Hard Disk	500 GB HARD DISK FAULTY. NEED TO BE REPLACE. System S/No.-PG00D2TR Please assign this call to Mr. Arpit	C Block Office, Dda Flats, Motia Khan, Dgm (O&M), Phg	Pahar Ganj	Closed By Hardware Team	03/01/2024 09:01	328.64	High

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
4155	20231220C27	20/12/2023 18:12	Softwares	Antivirus	Antivirus installation issue.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	21/12/2023 11:12	17.24	Medium
4156	20231220C28	20/12/2023 18:12	Softwares	Antivirus	Antivirus installation issue.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	21/12/2023 11:12	17.22	Medium
4157	20231220C29	20/12/2023 18:12	Softwares	Antivirus	Antivirus installation issue.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	21/12/2023 11:12	17.21	Medium
4158	20231220C30	20/12/2023 18:12	Softwares	Antivirus	Antivirus installation issue.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	21/12/2023 11:12	17.2	Medium
4159	20231220C31	20/12/2023 18:12	Hardware	Laptop	Laptop Damage issue.	S/Stn. No. 02 (Ppg)	Laxmi Nagar	Closed By Site Engineer	21/12/2023 11:12	17.2	High
4160	20231220C32	20/12/2023 18:12	Softwares	IBM Lotus Notes	Lotus Account locked issue.	Ppg Indl. Area Grid (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	21/12/2023 11:12	17.15	High
4161	20231220C33	20/12/2023 18:12	Hardware	PC_CPU	PC REQUIRED FOR STATUTORY AUDITOR	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	21/12/2023 12:12	17.96	High
4162	20231220C34	20/12/2023 18:12	Server	User Creation	DOMAIN USER CREATION	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	21/12/2023 12:12	17.95	High
4163	20231220C35	20/12/2023 18:12	Hardware	PC_CPU	NEED TO REPLACE PC WITH LAPTOP	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	21/12/2023 12:12	17.94	High
4164	20231220C36	20/12/2023 18:12	Softwares	Ms-Office	SOFTWARE INSTALLATION	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	21/12/2023 12:12	17.92	High
4165	20231220C37	20/12/2023 18:12	Softwares	Windows	Need to transfer data from old pc	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	21/12/2023 12:12	17.91	High
4166	20231221C1	21/12/2023 09:12	Softwares	IBM Lotus Notes	Attachment open issue in Lotus mail	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Helpdesk	21/12/2023 09:12	0	High
4167	20231221C2	21/12/2023 10:12	Hardware	Mouse	Mouse Clicks not working	Vigilance Office Prasad Nagar	Patel Nagar	Assign			High
4168	20231221C3	21/12/2023 10:12	Hardware	Keyboard	some keys not working (keyboard faulty) send to arpit	O&M (Ptn), 10-B, Rajindra Place, New Delhi-110 008 (Patel Auto)	Patel Nagar	Closed By Hardware Team	03/01/2024 09:01	311.74	High
4169	20231221C4	21/12/2023 10:12	Hardware	Keyboard	some keys not working system S/N:- H29MZL2 – keyboard faulty ( send to arpit)	O&M (Ptn), 10-B, Rajindra Place, New Delhi-110 008 (Patel Auto)	Patel Nagar	Closed By Hardware Team	03/01/2024 09:01	311.66	High
4170	20231221C5	21/12/2023 10:12	Hardware	Mouse	Clicks not working ( mouse issue ) S/N :- 7PT7152 send to arpit	Vigilance Office Prasad Nagar	Patel Nagar	Closed By Hardware Team	03/01/2024 09:01	311.56	High
4171	20231221C6	21/12/2023 10:12	Hardware	PC_CPU	PC booting failure, GF Audit.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	21/12/2023 11:12	0.94	High
4172	20231221C7	21/12/2023 10:12	Softwares	Domain Password	Domain password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	21/12/2023 10:12	0.15	High
4173	20231221C8	21/12/2023 10:12	Hardware	Printer	Printer installation	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	21/12/2023 10:12	0.02	High
4174	20231221C9	21/12/2023 10:12	Hardware	Scanner	scanner installation	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	21/12/2023 10:12	0.01	High
4175	20231221C10	21/12/2023 10:12	Networking	Network Breaks	network issue	Aram Bagh Bm(Comm), Phg	Pahar Ganj	Closed By Site Engineer	21/12/2023 14:12	4.31	High
4176	20231221C11	21/12/2023 10:12	Hardware	Mouse	mouse faulty right key not working please assign arpit sir S?no-B9T1T72	Comm. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Hardware Team	26/12/2023 15:12	125.01	High
4177	20231221C12	21/12/2023 10:12	Hardware	Mouse	YOGENDRA mouse faulty left key not working assign arpit s/n-JDUL542	Comm. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Hardware Team	22/12/2023 14:12	27.16	High
4178	20231221C13	21/12/2023 10:12	Hardware	Mouse	mouse cable detection problem assign arpit sir s/no- 1N1NH32	Comm. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Hardware Team	26/12/2023 15:12	124.87	High
4179	20231221C14	21/12/2023 11:12	Hardware	Laptop	Laptop keyboard not responding, enter button not working all times open	Kasturba Nagar Complaint Centre	Karkardooma	Closed By Hardware Team	22/12/2023 11:12	24.48	High
4180	20231221C15	21/12/2023 11:12	Hardware	Mouse	Mouse faulty , left and right click not working PC S/N.PG00QLSP pls assign this call to Mr. Arpit	Seelam Pur Complaint Centre, Delhi-53	Yamuna Vihar	Closed By Hardware Team	01/02/2024 15:02	1011.8	High
4181	20231221C16	21/12/2023 11:12	Hardware	Mouse	issue in mouse moving and scrolling issue. pl assing to arpit. s/n: BCW6T72	Mulla Colony Scrap Store, Near Gajipur Police Station	Vasundra Enclave	Closed By Hardware Team	21/12/2023 15:12	4.05	High
4182	20231221C17	21/12/2023 11:12	Hardware	Keyboard	some keys not working & issue in mouse scroll. pl assing to arpit. s/n : CG1RH32	Bm (Comm.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Hardware Team	03/01/2024 09:01	310.05	High
4183	20231221C18	21/12/2023 11:12	Networking	Network Breaks	wi-fi issue assign Nilesh	Pkt-C, Mvr Ph-II, Delhi	Mayur Vihar	Closed By Site Engineer	21/12/2023 13:12	1.26	High
4184	20231221C19	21/12/2023 11:12	Hardware	PC_CPU	cpu speed issue assign Nilesh	Comm. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	21/12/2023 13:12	1.22	High
4185	20231221C20	21/12/2023 11:12	Hardware	Printer	printer cartilage issue assign Nilesh	Comm. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	21/12/2023 13:12	1.21	High
4186	20231221C21	21/12/2023 12:12	Hardware	Printer	Network issue in printer	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	21/12/2023 12:12	0.01	High
4187	20231221C22	21/12/2023 12:12	Hardware	Laptop Adapter	Laptop battery need to replace	Gandhi Market	Darya Ganj	Closed By Hardware Team	21/12/2023 13:12	1.62	High
4188	20231221C23	21/12/2023 12:12	Softwares	Domain Password	Domain password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	21/12/2023 12:12	0	High
4189	20231221C24	21/12/2023 14:12	Lan Support	RJ 45 Connector	Network not working , 2b	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	22/12/2023 10:12	20.47	High
4190	20231221C25	21/12/2023 14:12	Hardware	PC_CPU	System button issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	26/12/2023 17:12	122.53	High
4191	20231221C26	21/12/2023 14:12	Softwares	IBM Lotus Notes	IBM Lotus Notes not working properly	Minto Road	Darya Ganj	Assign			High
4192	20231221C27	21/12/2023 15:12	Hardware	Printer	3rd. floor C Block Printer issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	21/12/2023 18:12	3.1	High
4193	20231221C28	21/12/2023 16:12	Softwares	Domain Password	Domain password reset of Deepti bajaj	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Helpdesk	21/12/2023 16:12	0	High
4194	20231221C29	21/12/2023 16:12	Lan Support	RJ 45 Connector	RJ45 Connector faulty	Seelam Pur Complaint Centre, Delhi-53	Yamuna Vihar	Closed By Lan Support Team	26/12/2023 09:12	112.98	High
4195	20231221C30	21/12/2023 16:12	Hardware	Printer	printer not working	C-8, Store O&M Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Site Engineer	22/12/2023 09:12	16.92	High
4196	20231221C31	21/12/2023 16:12	Hardware	PC_CPU	system not booting up	Shastrapark	Yamuna Vihar	Closed By Site Engineer	22/12/2023 09:12	16.88	High
4197	20231221C32	21/12/2023 16:12	Softwares	Browser	http://gsdl.org.in/pdm_sop_final/Login.aspx this site not working assign Nilesh	O&M(D) Office, Near Sadar Appnt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Site Engineer	22/12/2023 11:12	18.42	Medium
4198	20231221C33	21/12/2023 16:12	Softwares	Domain Password	domain issue assign Nilesh	Comm. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	22/12/2023 11:12	18.39	High
4199	20231221C34	21/12/2023 17:12	Hardware	Keyboard	special characters are not working (PGEK970), GF	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	22/12/2023 17:12	24.81	High
4200	20231221C35	21/12/2023 17:12	Hardware	Laptop	Laptop keypad not working	Kasturba Nagar Complaint Centre	Karkardooma	Closed By Site Engineer	22/12/2023 12:12	18.47	High
4201	20231221C36	21/12/2023 17:12	Hardware	Printer	Printer not getting command	Comm. Office Cbd-III	Karkardooma	Closed By Site Engineer	22/12/2023 12:12	18.45	High
4202	20231221C37	21/12/2023 17:12	Lan Support	Lan Cable Replacement	Kindly arrange to replace the lan cable urgently . 4 mts cable . Room no 107	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Lan Support Team	26/12/2023 09:12	111.89	High
4203	20231221C38	21/12/2023 17:12	Hardware	Printer	Print issue.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	27/12/2023 10:12	137	High
4204	20231221C39	21/12/2023 17:12	Softwares	IBM Lotus Notes	Mail not received	Comm. Office Cbd-II	Karkardooma	Closed By Site Engineer	22/12/2023 12:12	18.35	High
4205	20231222C1	22/12/2023 07:12	Hardware	IP Camera	CCK COMM ENTRY CAMERA NOT WORKING	Town Hall Business Office	Chandni Chowk	Closed By Lan Support Team	26/12/2023 09:12	97.99	High
4206	20231222C2	22/12/2023 09:12	Hardware	Laptop	Network issue 1st. floor B Block 9477	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	22/12/2023 11:12	2.03	High
4207	20231222C3	22/12/2023 10:12	Hardware	Printer	Printer showing off line 1st. B 9021	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	22/12/2023 10:12	0.3	High
4208	20231222C4	22/12/2023 10:12	Softwares	Internet	To fillup form in byplism for creation of folder in Nas	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	22/12/2023 10:12	0	High
4209	20231222C5	22/12/2023 10:12	Hardware	PC_CPU	motherboard faulty PG00X13R	Mig Office, East Of Loni Road	Nand Nagari	Closed By Hardware Team	01/02/2024 15:02	988.78	High
4210	20231222C6	22/12/2023 10:12	Softwares	SAP	PG6 installation	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	22/12/2023 15:12	5.23	High
4211	20231222C7	22/12/2023 10:12	Hardware	TFT	TFT FAULTY serial no VK452655	Commercial Office, Nng	Nand Nagari	Closed By Hardware Team	22/12/2023 11:12	0.87	High
4212	20231222C8	22/12/2023 10:12	Softwares	Internet	Internet is not working	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	22/12/2023 10:12	0.01	High
4213	20231222C9	22/12/2023 10:12	Hardware	Mouse	mouse not working issue in click.pl assign to arpit. s/n : 67ZG152	Bm (Comm.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Hardware Team	03/01/2024 09:01	286.91	High

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
4214	20231222C10	22/12/2023 11:12	Softwares	Antivirus	require antivirus report assign Nilesh	Comm. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	22/12/2023 13:12	1.84	Medium
4215	20231222C11	22/12/2023 11:12	Telecom	Clip Max	Phone shifting from Location to Another 7113 (3rd. floor A Block)	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	26/12/2023 09:12	94.42	High
4216	20231222C12	22/12/2023 11:12	Hardware	PC_CPU	Network issue 3rd. floor A Block	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	25/12/2023 14:12	74.91	High
4217	20231222C13	22/12/2023 11:12	Lan Support	Lan Cable Replacement	LAN point not working at room no. 106 Please assign this call to LAN Team	Aram Bagh Bm(Comm), Phg	Pahar Ganj	Closed By Lan Support Team	27/12/2023 10:12	118.87	High
4218	20231222C14	22/12/2023 11:12	Softwares	Teamviewer	ipmsg install assign Nilesh	Pkt-C, Mvr Ph-II, Delhi	Mayur Vihar	Closed By Site Engineer	22/12/2023 13:12	1.52	Medium
4219	20231222C15	22/12/2023 11:12	Hardware	Printer	Printer is offline, Last cabin.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	22/12/2023 15:12	3.57	High
4220	20231222C16	22/12/2023 11:12	Softwares	IBM Lotus Notes	mail need to install and configure in my laptop	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	22/12/2023 14:12	2.92	High
4221	20231222C17	22/12/2023 11:12	Hardware	PC_CPU	system password not accessible ,login issue	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	22/12/2023 15:12	3.18	High
4222	20231222C18	22/12/2023 11:12	Hardware	Laptop	needed to laptop bios update and windows also	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	22/12/2023 15:12	3.14	High
4223	20231222C19	22/12/2023 12:12	Softwares	IBM Lotus Notes	Account is locked out of Lotus mail	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	22/12/2023 12:12	0	High
4224	20231222C20	22/12/2023 12:12	Lan Support	Lan Cable Extension	Network cable extension	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	26/12/2023 09:12	92.77	High
4225	20231222C21	22/12/2023 12:12	Hardware	Printer	printer issue assign Nilesh	Comm. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	22/12/2023 13:12	0.95	High
4226	20231222C22	22/12/2023 12:12	Hardware	TFT	TFT Power issue ..pl check	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	27/12/2023 10:12	117.14	High
4227	20231222C23	22/12/2023 12:12	Lan Support	Lan Cable Replacement	Please replace the cable from ip phone ..	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	27/12/2023 10:12	117.06	High
4228	20231222C24	22/12/2023 13:12	Softwares	SAP	sap not working properly	S/Stn No 5 Enf-2 (Ppg)	Laxmi Nagar	Closed By Site Engineer	22/12/2023 16:12	3.66	High
4229	20231222C25	22/12/2023 13:12	Softwares	IBM Lotus Notes	41019523 CHANDAN KUMAR (data do not show in IT samapr ibm mail issue assign Nilesh)	Comm. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	22/12/2023 13:12	0.8	High
4230	20231222C26	22/12/2023 13:12	Softwares	OS	window update requir	S/Stn No 5 Enf-2 (Ppg)	Laxmi Nagar	Closed By Site Engineer	22/12/2023 16:12	3.64	Medium
4231	20231222C27	22/12/2023 13:12	Hardware	PC_CPU	Motherboard faulty , beep sound coming checked with another working RAM PC S/N.PG00QLSP pls assign this call to Mr. Arpit	Seelam Pur Complaint Centre, Delhi-53	Yamuna Vihar	Closed By Hardware Team	05/01/2024 10:01	333.2	High
4232	20231222C28	22/12/2023 13:12	Softwares	Domain Password	Domain password reset	Town Hall	Chandni Chowk	Closed By Helpdesk	22/12/2023 13:12	0	High
4233	20231222C29	22/12/2023 13:12	Hardware	Printer	printer issue assign Nilesh	Anand Lok Complaint Centre,	Mayur Vihar	Closed By Site Engineer	26/12/2023 10:12	92.55	High
4234	20231222C30	22/12/2023 13:12	Telecom	IP Phone	IP PHONE SETUP	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	22/12/2023 15:12	1.37	High
4235	20231222C31	22/12/2023 13:12	Hardware	Printer	printer issue assign Nilesh	Comm. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	26/12/2023 10:12	92.53	High
4236	20231222C32	22/12/2023 13:12	Networking	IP Conflict	room 107 and 108 network issue assign Nilesh	Comm. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	26/12/2023 10:12	92.51	High
4237	20231222C33	22/12/2023 13:12	Lan Support	Lan Cable Replacement	ASSIGN TO LAN TEAM NEED LAN CABLE	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	26/12/2023 09:12	91.82	High
4238	20231222C34	22/12/2023 14:12	Hardware	Printer	Print issue.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	22/12/2023 17:12	3.43	High
4239	20231222C35	22/12/2023 14:12	Softwares	Antivirus	Antivirus installation issue.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	22/12/2023 17:12	3.4	Medium
4240	20231222C36	22/12/2023 14:12	Telecom	IP Phone	IP Phone shifting issue.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	22/12/2023 17:12	3.34	High
4241	20231222C37	22/12/2023 14:12	Hardware	PC_CPU	Ram Replacement issue.	Ppg Indl. Area Grid (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	22/12/2023 17:12	3.3	High
4242	20231222C38	22/12/2023 14:12	Hardware	UPS	UPS is not working.	Training And Work Shop, (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	26/12/2023 11:12	93.29	High
4243	20231222C39	22/12/2023 14:12	Softwares	NAS	Please install the NAS UPLOADER 10.125.117.199	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	22/12/2023 16:12	2.03	Medium
4244	20231222C40	22/12/2023 14:12	Hardware	Laptop	LAPTOP BATTERY FAULTY USER NAME - ASHISH KUMAR	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	22/12/2023 17:12	2.57	High
4245	20231222C41	22/12/2023 14:12	Hardware	Mouse	Right & Left click is not working properly.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Hardware Team	28/12/2023 09:12	138.61	High
4246	20231222C42	22/12/2023 14:12	General Calls	Presentation / VC	IT Support Assistance in board room urgent basis	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	26/12/2023 10:12	91.22	High
4247	20231222C43	22/12/2023 14:12	Hardware	PC_CPU	Network issue at workshop	Ppg Indl. Area Grid (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	22/12/2023 17:12	2.43	High
4248	20231222C44	22/12/2023 15:12	Hardware	PC_CPU	PC CPU NOT WORKING ON TOWER BOARD TABLETOP GENERAL	O & M Office B-Block, Dilshad Garden, Delhi	Gt Road	Closed By Hardware Team	28/12/2023 10:12	139.7	High
4249	20231222C45	22/12/2023 15:12	Hardware	Mouse	Left button of Mouse is not working (S/N - PGEK970)	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	22/12/2023 17:12	2.32	High
4250	20231222C46	22/12/2023 15:12	Hardware	Hard Disk	Window booting issue . Please check the CPU.	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	22/12/2023 17:12	1.9	High
4251	20231222C47	22/12/2023 15:12	Softwares	IBM Lotus Notes	Archive is not working , Pl check urgently.	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	22/12/2023 17:12	1.88	High
4252	20231222C48	22/12/2023 16:12	Hardware	Laptop	Laptop hanging issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	25/12/2023 09:12	65.04	High
4253	20231222C49	22/12/2023 16:12	Softwares	IBM Lotus Notes	lotus mail issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	22/12/2023 16:12	0.04	High
4254	20231222C50	22/12/2023 16:12	Softwares	SAP	in SAP P96 issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	22/12/2023 16:12	0	High
4255	20231222C51	22/12/2023 17:12	Hardware	Laptop	LAPTOP CHARGER NOT WORKING	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	27/12/2023 09:12	112.82	High
4256	20231226C1	26/12/2023 08:12	Hardware	IP Camera	STORE CHILLA MAIN GATE CCTV NOT WORKING	Chilla Store, Near Sadar Appnt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Lan Support Team	27/12/2023 10:12	26.29	High
4257	20231226C2	26/12/2023 08:12	Hardware	IP Camera	PPG TRF WORKSHOP-1 CCTV NOT WORKING	Training And Work Shop, (Ppg-2)	Laxmi Nagar	Closed By Lan Support Team	27/12/2023 10:12	26.23	High
4258	20231226C3	26/12/2023 08:12	Hardware	IP Camera	STORE SHAHDARA GATE CCTV NOT WORKING	Shahdara Store L-Block, Dilshad Garden	Gt Road	Closed By Lan Support Team	27/12/2023 10:12	26.22	High
4259	20231226C4	26/12/2023 08:12	Hardware	IP Camera	CC MUKHIYA MARKET KWN CCTV NOT WORKING	Complaint Office, Karawal Nagar	Karawal Nagar	Closed By Lan Support Team	26/12/2023 09:12	1.5	High
4260	20231226C5	26/12/2023 08:12	Hardware	IP Camera	CC B.G ROAD CCTV NOT WORKING	Complaint Center Bg Road	Pahar Ganj	Closed By Lan Support Team	26/12/2023 09:12	1.47	High
4261	20231226C6	26/12/2023 08:12	Hardware	IP Camera	H/O CANTEEN CCTV NOT WORKING	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	27/12/2023 10:12	26.48	High
4262	20231226C7	26/12/2023 08:12	Hardware	IP Camera	PTZ MULLA COLONY CCTV NOT WORKING	Mulla Colony Scrap Store, Near Gajipur Police Station	Vasundra Enclave	On Hold By Lan Support Team			High
4263	20231226C8	26/12/2023 08:12	Hardware	IP Camera	PTZ GAZIPUR CCTV NOT WORKING	Gazipur Store (Ppg-2)	Laxmi Nagar	Closed By Lan Support Team	29/12/2023 11:12	74.8	High
4264	20231226C9	26/12/2023 08:12	Hardware	IP Camera	CCK COMM ENTRY CCTV NOT WORKING	Town Hall Business Office	Chandni Chowk	On Hold By Lan Support Team			High
4265	20231226C10	26/12/2023 08:12	Hardware	IP Camera	GMT GATE -1 CCTV NOT WORKING	Gandhi Market Office	Darya Ganj	Closed By Lan Support Team	29/12/2023 11:12	74.75	High
4266	20231226C11	26/12/2023 08:12	Hardware	IP Camera	KRN COMM OUTSIDE CCTV NOT WORKING	F-15/2, Krishna Nagar, Comm Office	Krishna Nagar	Closed By Lan Support Team	27/12/2023 10:12	26.34	High
4267	20231226C12	26/12/2023 08:12	Hardware	IP Camera	HR GROUND FLOOR OUTSIDE,CBD-2 GATE.MERRY GOLD.CANTEEN SITTING CCTV NOT WORKING	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	27/12/2023 10:12	26.31	High
4268	20231226C13	26/12/2023 08:12	Softwares	Domain Password	Domain password reset of Santosh kumar(SF5809)	18-Block, East Patel Nagar, New Delhi-110 005 Comm Office	Patel Nagar	Closed By Helpdesk	26/12/2023 08:12	0.01	High
4269	20231226C14	26/12/2023 09:12	Hardware	Keyboard	Some of the keyboard keys are not working (38JB152).	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	26/12/2023 11:12	1.23	High
4270	20231226C15	26/12/2023 10:12	Softwares	Domain Password	Domain password reset of Deepali Sharma (05152514)	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Helpdesk	26/12/2023 10:12	0	High
4271	20231226C16	26/12/2023 10:12	Softwares	IBM Lotus Notes	user unable to access mail	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	26/12/2023 15:12	5.86	High
4272	20231226C17	26/12/2023 10:12	Softwares	IBM Lotus Notes	user unable to access archive	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	26/12/2023 15:12	5.73	High
4273	20231226C18	26/12/2023 10:12	Softwares	IBM Lotus Notes	Kindly unlock lotus account of Mahesh.Bhati@relianceada.com	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	26/12/2023 10:12	0.67	High

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
4274	20231226C19	26/12/2023 10:12	Softwares	IBM Lotus Notes	Kindly reset lotus Id password of Ravi Twari	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	26/12/2023 10:12	0.66	High
4275	20231226C20	26/12/2023 10:12	Softwares	IBM Lotus Notes	kindly unlock lotus account of Sagar Das/Services/REL/RelianceADA,	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	26/12/2023 10:12	0.64	High
4276	20231226C21	26/12/2023 10:12	Hardware	Printer	Paper is getting jam frequently.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	26/12/2023 11:12	1.36	High
4277	20231226C22	26/12/2023 10:12	Softwares	IBM Lotus Notes	kindly provide lotus id file of Neeraj Roy/Services/REL/RelianceADA with reset password due to hdd crashed.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	26/12/2023 10:12	0.6	High
4278	20231226C23	26/12/2023 10:12	Softwares	IBM Lotus Notes	Pls arrange to reset password of following user Sangam Patel/REL/RelianceADA,	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	26/12/2023 10:12	0.56	High
4279	20231226C24	26/12/2023 10:12	Softwares	IBM Lotus Notes	User accounts locked	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	26/12/2023 15:12	5.61	High
4280	20231226C25	26/12/2023 10:12	Hardware	Laptop Adapter	laptop issue assign Nilesh	Comm. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	26/12/2023 11:12	1.34	High
4281	20231226C26	26/12/2023 10:12	Softwares	SAP	sap issue assign Nilesh	Comm. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	26/12/2023 11:12	1.32	High
4282	20231226C27	26/12/2023 10:12	Softwares	Domain Password	Domain password reset of Manju M Rani(19225)	Guest House, Shrestha Vihar	Karkardooma	Closed By Helpdesk	26/12/2023 10:12	0	High
4283	20231226C28	26/12/2023 10:12	Hardware	Keyboard	Some of the keys are not working (B9RM882).	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	26/12/2023 11:12	0.63	High
4284	20231226C29	26/12/2023 10:12	Softwares	Domain Password	Password reset	Paiwala O & M Office	Chandni Chowk	Closed By Helpdesk	26/12/2023 10:12	0.12	High
4285	20231226C30	26/12/2023 10:12	Softwares	IBM Lotus Notes	Device access request for Mukesh K Tyagi/REL/RelianceADA on Traveler server RADAGTRVLR05/SVR/RelianceADA.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	26/12/2023 10:12	0.27	High
4286	20231226C31	26/12/2023 10:12	Softwares	IBM Lotus Notes	Please unlocked the account for Aquib Malik/REL/RelianceADA,	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	26/12/2023 10:12	0.2	High
4287	20231226C32	26/12/2023 10:12	Softwares	Domain Password	Password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	26/12/2023 10:12	0.03	High
4288	20231226C33	26/12/2023 10:12	Softwares	IBM Lotus Notes	Mail issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	26/12/2023 10:12	0.01	High
4289	20231226C34	26/12/2023 10:12	Hardware	Printer	Printer catridge replace require	Cbd-ii Grid, Kkd	Karkardooma	Closed By Hardware Team	29/12/2023 09:12	71.16	High
4290	20231226C35	26/12/2023 10:12	Softwares	IBM Lotus Notes	Shobhit R Srivastava/REL/RelianceADA mail id creation	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	26/12/2023 10:12	0.11	High
4291	20231226C36	26/12/2023 10:12	Softwares	IBM Lotus Notes	new id for Nishant Prakash/REL/RelianceADA	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	26/12/2023 10:12	0.11	High
4292	20231226C37	26/12/2023 10:12	Softwares	IBM Lotus Notes	Deepak U Kumar/REL/RelianceADA mail id creation	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	26/12/2023 10:12	0.1	High
4293	20231226C38	26/12/2023 10:12	Softwares	IBM Lotus Notes	Deepak U Kumar/REL/RelianceADA mail id creation	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	26/12/2023 10:12	0.04	High
4294	20231226C39	26/12/2023 10:12	Softwares	IBM Lotus Notes	User Name : Himanshu K Mishra/REL/RelianceADA mail id creation	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	26/12/2023 10:12	0.03	High
4295	20231226C40	26/12/2023 10:12	Softwares	IBM Lotus Notes	mail id creation of User Name : Abhinav Raj/REL/RelianceADA	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	26/12/2023 10:12	0.02	High
4296	20231226C41	26/12/2023 10:12	Telecom	Clip Max	to mnp telephone request form to transfer name in mont jangra Extd. 2224	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	26/12/2023 10:12	0.02	High
4297	20231226C42	26/12/2023 10:12	Hardware	Printer	Papper stuck in printer near Jasmin Cabin (7048)9013520557	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	26/12/2023 11:12	0.34	High
4298	20231226C43	26/12/2023 11:12	Softwares	IBM Lotus Notes	kindly unlock lotus account of Amit K Dahiya/REL/RelianceADA	Preet Vihar Grid (Civil, Protection & Mmg Office)	Karkardooma	Closed By Helpdesk	26/12/2023 11:12	0.35	High
4299	20231226C44	26/12/2023 11:12	Hardware	Scanner	csanner issue of c&m neara salim ahmed, 9868	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	26/12/2023 17:12	5.83	High
4300	20231226C45	26/12/2023 11:12	Softwares	IBM Lotus Notes	user unable to access their mail .	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	26/12/2023 15:12	4.37	High
4301	20231226C46	26/12/2023 11:12	Softwares	IBM Lotus Notes	User Name : Ashutosh A Pandey/REL/RelianceADA mail id creation	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	26/12/2023 11:12	0.12	High
4302	20231226C47	26/12/2023 11:12	Hardware	PC_CPU	window updation issue assign Nilesh	Comm. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	26/12/2023 14:12	2.37	High
4303	20231226C48	26/12/2023 11:12	Softwares	IBM Lotus Notes	User Name : Ritik Singh/REL/RelianceADA mail id cretion	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	26/12/2023 11:12	0.01	High
4304	20231226C49	26/12/2023 12:12	Hardware	Laptop	laptop not start	Commil Office Cbd-iii	Karkardooma	Closed By Site Engineer	26/12/2023 16:12	4.35	High
4305	20231226C50	26/12/2023 12:12	Softwares	IBM Lotus Notes	Mails are not coming due to ip change .. PI check	Shakarpur Grid (Lnr)	Laxmi Nagar	Closed By Site Engineer	01/01/2024 17:01	149	High
4306	20231226C51	26/12/2023 12:12	Softwares	IBM Lotus Notes	Lotus mail corrupt	Preet Vihar Grid (Civil, Protection & Mmg Office)	Karkardooma	Closed By Helpdesk	26/12/2023 12:12	0	High
4307	20231226C52	26/12/2023 12:12	General Calls	Presentation / VC	quality Circle meeting.	Training And Work Shop, (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	27/12/2023 10:12	21.95	High
4308	20231226C53	26/12/2023 12:12	Softwares	IBM Lotus Notes	Lotus password is not working . PI reset the id password	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	01/01/2024 17:01	148.7	High
4309	20231226C54	26/12/2023 12:12	Hardware	PC_CPU	System update issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	26/12/2023 12:12	0	High
4310	20231226C55	26/12/2023 12:12	Softwares	IBM Lotus Notes	Due mobile device change Mail mobility is not working . Kindly arrange to activate the same on my device .	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	26/12/2023 15:12	2.7	High
4311	20231226C56	26/12/2023 13:12	Softwares	IBM Lotus Notes	Mail is very slow due to window update , PI arrange to update the same .	A-Block, Preet Vihar (Lnr)	Laxmi Nagar	Closed By Site Engineer	26/12/2023 15:12	2.48	High
4312	20231226C57	26/12/2023 13:12	Hardware	Printer	Printer papper jam issue 1st. floor B Block	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	28/12/2023 10:12	44.79	High
4313	20231226C58	26/12/2023 13:12	Hardware	Printer	Printer not working	Complaint Center (Ram Nagar)	Pahar Ganj	Closed By Site Engineer	26/12/2023 15:12	1.56	High
4314	20231226C59	26/12/2023 13:12	Softwares	SAP	P92 login issue	Complaint Center (Ram Nagar)	Pahar Ganj	Closed By Site Engineer	26/12/2023 15:12	1.55	High
4315	20231226C60	26/12/2023 14:12	Hardware	Mouse	ISSUE GATE PASS ASSIGN NILESH	Comm. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	26/12/2023 16:12	2.03	High
4316	20231226C61	26/12/2023 14:12	Softwares	IBM Lotus Notes	Mail Login issue	Aram Bagh Brn(Commil), Phg	Pahar Ganj	Closed By Site Engineer	26/12/2023 15:12	1.35	High
4317	20231226C62	26/12/2023 14:12	Hardware	Printer	Printer not working	Aram Bagh Brn(Commil), Phg	Pahar Ganj	Closed By Site Engineer	26/12/2023 15:12	1.35	High
4318	20231226C63	26/12/2023 14:12	Hardware	Printer	req for connetc printer assign Nilesh	13-Block, Trilokpuri, Delhi	Mayur Vihar	Closed By Site Engineer	26/12/2023 16:12	1.88	High
4319	20231226C64	26/12/2023 14:12	Softwares	IBM Lotus Notes	ibmi mail lock assign Nilesh	13-Block, Trilokpuri, Delhi	Mayur Vihar	Closed By Site Engineer	26/12/2023 16:12	1.87	High
4320	20231226C65	26/12/2023 14:12	Hardware	TFT	issue gate pass assign Nilesh	O&M(D) Office, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Site Engineer	26/12/2023 16:12	1.85	High
4321	20231226C66	26/12/2023 14:12	Softwares	IBM Lotus Notes	The mail closes while it is opened	R-88 A Double Storey S/Stn. Building, R Block, New Rajinder Ngr, Shankar Rd, Delhi (O & M)	Shankar Road	Closed By Site Engineer	26/12/2023 17:12	2.85	High
4322	20231226C67	26/12/2023 14:12	Hardware	Keyboard	Keyboard some keys are not working(window key & C)Pc sno 2P1NH32.this call assign to Mr Arpit	R-88 A Double Storey S/Stn. Building, R Block, New Rajinder Ngr, Shankar Rd, Delhi (O & M)	Shankar Road	Closed By Hardware Team	01/02/2024 15:02	888.86	High



S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time[Total Hours]	Priority
4323	20231226C68	26/12/2023 14:12	Hardware	PC_CPU	booting problem	33 Kv.Substation (Srd Building), Shankar Road, New Delhi-110 060 Comml Office	Shankar Road	Closed By Site Engineer	26/12/2023 17:12	2.74	High
4324	20231226C69	26/12/2023 15:12	Hardware	Printer	Papper jam issue in printer	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	26/12/2023 17:12	1.96	High
4325	20231226C70	26/12/2023 15:12	Softwares	Domain Password	Domain password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	26/12/2023 15:12	0.02	High
4326	20231226C71	26/12/2023 15:12	Lan Support	Lan Cable Replacement	15 Meter Lan cable & 2 Nos I/O requirement for ground floor canteen.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	27/12/2023 10:12	19.13	High
4327	20231226C72	26/12/2023 15:12	Softwares	VPN	VPN reset.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	26/12/2023 16:12	0.62	Medium
4328	20231226C73	26/12/2023 15:12	Hardware	Printer	Printer install.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	26/12/2023 16:12	0.61	High
4329	20231226C74	26/12/2023 15:12	Softwares	Domain Password	Domain reset.	Rajghat Store	Darya Ganj	Closed By Helpdesk	26/12/2023 16:12	0.59	High
4330	20231226C75	26/12/2023 15:12	Hardware	Laptop	Laptop slow.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	26/12/2023 16:12	0.55	High
4331	20231226C76	26/12/2023 15:12	Softwares	Domain Password	Domain reset.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	26/12/2023 16:12	0.54	High
4332	20231226C77	26/12/2023 15:12	Softwares	IBM Lotus Notes	Lotus a/c locked of himanshu kumar.	Complaint Office, Sonia Vihar	Karawal Nagar	Closed By Helpdesk	26/12/2023 16:12	0.52	High
4333	20231226C78	26/12/2023 15:12	Softwares	OS	Temp files remove due to PC slow.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	26/12/2023 16:12	0.5	Medium
4334	20231226C79	26/12/2023 15:12	Softwares	Domain Password	Reset of sf6907.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	26/12/2023 16:12	0.48	High
4335	20231226C80	26/12/2023 15:12	Softwares	Domain Password	Reset of rishikesh varshne as per Nilesh.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	26/12/2023 16:12	0.47	High
4336	20231226C81	26/12/2023 15:12	Softwares	Domain Password	Reset of YVR O&M.	Business Office, Karawal Nagar	Karawal Nagar	Closed By Helpdesk	26/12/2023 16:12	0.45	High
4337	20231226C82	26/12/2023 15:12	Softwares	Domain Password	Domain reset.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	26/12/2023 16:12	0.43	High
4338	20231226C83	26/12/2023 15:12	Hardware	PC_CPU	speed issue in rohit system assign Nilesh	Anand Lok Complaint Centre,	Mayur Vihar	Closed By Site Engineer	27/12/2023 12:12	20.44	High
4339	20231226C84	26/12/2023 15:12	Softwares	SAP	Sap logon is not visible.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	26/12/2023 16:12	0.41	High
4340	20231226C85	26/12/2023 15:12	Softwares	IBM Lotus Notes	Lotus location creation.	Mig Office, East Of Loni Road	Nand Nagari	Closed By Helpdesk	26/12/2023 16:12	0.39	High
4341	20231226C86	26/12/2023 15:12	Hardware	PC_CPU	System login failure - guide to restart the system.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	26/12/2023 16:12	0.37	High
4342	20231226C87	26/12/2023 15:12	Softwares	SAP	BSP installation of aqib rahamani.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	26/12/2023 16:12	0.36	High
4343	20231226C88	26/12/2023 15:12	Softwares	Admin Helpdesk	guide for admin helpdesk registration.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	26/12/2023 16:12	0.34	Medium
4344	20231226C89	26/12/2023 15:12	Softwares	Domain Password	Reset of 41017427.	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Helpdesk	26/12/2023 16:12	0.33	High
4345	20231226C90	26/12/2023 15:12	Softwares	Domain Password	Reset of 41000031.	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Helpdesk	26/12/2023 16:12	0.32	High
4346	20231226C91	26/12/2023 16:12	Softwares	Internet	telephone request raised.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	26/12/2023 16:12	0.31	High
4347	20231226C92	26/12/2023 16:12	Softwares	Domain Password	Domain reset.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	26/12/2023 16:12	0.3	High
4348	20231226C93	26/12/2023 16:12	Softwares	Domain Password	Reset of 41019659.	Business Office, Karawal Nagar	Karawal Nagar	Closed By Helpdesk	26/12/2023 16:12	0.28	High
4349	20231226C94	26/12/2023 16:12	Softwares	IBM Lotus Notes	A/C locked of ashok joshia.	Business Office, Karawal Nagar	Karawal Nagar	Closed By Helpdesk	26/12/2023 16:12	0.27	High
4350	20231226C95	26/12/2023 16:12	Softwares	Internet	I Smart access failure.	C-6, O&M Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Helpdesk	26/12/2023 16:12	0.26	High
4351	20231226C96	26/12/2023 16:12	Softwares	Domain Password	Reset of 41017880.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Helpdesk	26/12/2023 16:12	0.24	High
4352	20231226C97	26/12/2023 16:12	Softwares	Internet	Internet issue	Kanti Nagar Complaint Centre	Krishna Nagar	Closed By Helpdesk	26/12/2023 16:12	0	High
4353	20231226C98	26/12/2023 16:12	Softwares	OS	Laptop slow.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	26/12/2023 16:12	0.22	Medium
4354	20231226C99	26/12/2023 16:12	Softwares	IBM Lotus Notes	Mail issue.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	26/12/2023 16:12	0.21	High
4355	20231226C100	26/12/2023 16:12	Softwares	Domain Password	Domain reset.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	26/12/2023 16:12	0.2	High
4356	20231226C101	26/12/2023 16:12	Softwares	IBM Lotus Notes	quota in mail.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	26/12/2023 16:12	0.19	High
4357	20231226C102	26/12/2023 16:12	Softwares	OS	System slow.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	26/12/2023 16:12	0.18	Medium
4358	20231226C103	26/12/2023 16:12	Softwares	Domain Password	Reset of rahul sharma.	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Helpdesk	26/12/2023 16:12	0.17	High
4359	20231226C104	26/12/2023 16:12	Softwares	VPN	guide for vpn connectivity.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	26/12/2023 16:12	0.15	Medium
4360	20231226C105	26/12/2023 16:12	Softwares	Domain Password	Temp files remove.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	26/12/2023 16:12	0.13	High
4361	20231226C106	26/12/2023 16:12	Softwares	NAS	nas is not accessible.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	26/12/2023 16:12	0.12	Medium
4362	20231226C107	26/12/2023 16:12	Softwares	OS	Domain reset.	Comml Office Cbd-ii	Karkardooma	Closed By Helpdesk	26/12/2023 16:12	0.1	Medium
4363	20231226C108	26/12/2023 16:12	Softwares	SAP	sap window large issue.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	26/12/2023 16:12	0.06	High
4364	20231226C109	26/12/2023 16:12	Softwares	Domain Password	Domain reset.	Comml Office Cbd-ii	Karkardooma	Closed By Helpdesk	26/12/2023 16:12	0.03	High
4365	20231226C110	26/12/2023 16:12	Lan Support	RJ 45 Connector	Gnd floor canteen camera is not working.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	27/12/2023 10:12	18.26	High
4366	20231226C111	26/12/2023 16:12	Telecom	Avaya Digital	land line phone not working pls assign the lan team 01141249234	F-15/2, Krishna Nagar, Comml Office	Krishna Nagar	Closed By Lan Support Team	28/12/2023 09:12	40.82	High
4367	20231226C112	26/12/2023 16:12	Softwares	IBM Lotus Notes	Mail not coming.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	26/12/2023 17:12	0.7	High
4368	20231226C113	26/12/2023 16:12	Hardware	Printer	Printer install.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	26/12/2023 17:12	0.68	High
4369	20231226C114	26/12/2023 16:12	Hardware	Scanner	Scanner installation.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	26/12/2023 17:12	0.67	High
4370	20231226C115	26/12/2023 16:12	Softwares	VPN	Fortclient configure.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	26/12/2023 17:12	0.63	Medium
4371	20231226C116	26/12/2023 16:12	Softwares	IBM Lotus Notes	VIJAY MAIL HAS BEEN LOCK ASSIGN NILESH	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	27/12/2023 12:12	19.43	High
4372	20231226C117	26/12/2023 16:12	Softwares	Internet	Proxy settings reset.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	26/12/2023 17:12	0.58	High
4373	20231226C118	26/12/2023 16:12	Softwares	ESS	ESS password reset.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	26/12/2023 17:12	0.57	Medium
4374	20231226C119	26/12/2023 17:12	Hardware	Printer	DSS Printer not working	Comml Office Cbd-ii	Karkardooma	Closed By Site Engineer	26/12/2023 18:12	1.76	High
4375	20231226C120	26/12/2023 17:12	Hardware	Printer	Printer install.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	26/12/2023 17:12	0.48	High
4376	20231226C121	26/12/2023 17:12	Softwares	OS	BIOS update.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	26/12/2023 17:12	0.47	Medium
4377	20231226C122	26/12/2023 17:12	Softwares	Internet	IP configure.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	26/12/2023 17:12	0.46	High
4378	20231226C123	26/12/2023 17:12	Softwares	IBM Lotus Notes	what to do in lotus quota issue.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	26/12/2023 17:12	0.45	High

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
4379	20231226C124	26/12/2023 17:12	Softwares	IBM Lotus Notes	Webmail password reset.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	26/12/2023 17:12	0.43	High
4380	20231226C125	26/12/2023 17:12	Hardware	Printer	Legal Printer HP 3030 not working page stuck when printing & image not clear	Comm1 Office Cbd-111	Karkardooma	Closed By Site Engineer	26/12/2023 18:12	1.71	High
4381	20231226C126	26/12/2023 17:12	Hardware	PC_CPU	PC/TFT serial no. notedown.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	26/12/2023 17:12	0.4	High
4382	20231226C127	26/12/2023 17:12	Softwares	Domain Password	Domain reset.	33 Grid Sub./Station Delhi Gate New Delhi 110002	Darya Ganj	Closed By Helpdesk	26/12/2023 17:12	0.37	High
4383	20231226C128	26/12/2023 17:12	Softwares	IBM Lotus Notes	Mail archive creation.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	26/12/2023 17:12	0.34	High
4384	20231226C129	26/12/2023 17:12	Softwares	Internet	IP config in laptop.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	26/12/2023 17:12	0.33	High
4385	20231226C130	26/12/2023 17:12	Softwares	IBM Lotus Notes	Mail password issue.	Preet Vihar Grid (Civil, Protection & Mng Office)	Karkardooma	Closed By Helpdesk	26/12/2023 17:12	0.31	High
4386	20231226C131	26/12/2023 17:12	Softwares	IBM Lotus Notes	Mail quota issue.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	26/12/2023 17:12	0.3	High
4387	20231226C132	26/12/2023 17:12	Softwares	Domain Password	Domain reset of 41003008 .	Surajmal Vihar C & M Store	Karkardooma	Closed By Helpdesk	26/12/2023 17:12	0.29	High
4388	20231226C133	26/12/2023 17:12	Softwares	Domain Password	Reset of 41017278.	Surajmal Vihar C & M Store	Karkardooma	Closed By Helpdesk	26/12/2023 17:12	0.26	High
4389	20231226C134	26/12/2023 17:12	Softwares	Domain Password	Dom reset.	Comm1 Office Cbd-111	Karkardooma	Closed By Helpdesk	26/12/2023 17:12	0.24	High
4390	20231226C135	26/12/2023 17:12	Softwares	Domain Password	Domain reset.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	26/12/2023 17:12	0.21	High
4391	20231226C136	26/12/2023 17:12	Softwares	VPN	VPN reset of ashish SAP okhla.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	26/12/2023 17:12	0.19	Medium
4392	20231226C137	26/12/2023 17:12	Softwares	IBM Lotus Notes	Mail not responding.	Complaint Office, Sonia Vihar	Karawal Nagar	Closed By Helpdesk	26/12/2023 17:12	0.17	High
4393	20231226C138	26/12/2023 17:12	Softwares	SAP	SAP p96 not working	Comm1 Office Cbd-111	Karkardooma	Closed By Site Engineer	26/12/2023 18:12	1.44	High
4394	20231226C139	26/12/2023 17:12	Softwares	VPN	VPN login failure.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	26/12/2023 17:12	0.15	Medium
4395	20231226C140	26/12/2023 17:12	Softwares	OS	Domain reset.	C-12, Complain Centre Ghonda, Yamuna Vihar Delhi-53	Yamuna Vihar	Closed By Helpdesk	26/12/2023 17:12	0.13	Medium
4396	20231226C141	26/12/2023 17:12	Softwares	Domain Password	Domain reset.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	26/12/2023 17:12	0.11	High
4397	20231226C142	26/12/2023 17:12	Softwares	Domain Password	Reset of ravi tyagi as per nish.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	26/12/2023 17:12	0.1	High
4398	20231226C143	26/12/2023 17:12	Softwares	Domain Password	Reset of fw003835 .	C-7, Commercial Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Helpdesk	26/12/2023 17:12	0.09	High
4399	20231226C144	26/12/2023 17:12	Softwares	IBM Lotus Notes	Unable to login Lotus id . Kindly arrange to check the same.	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	27/12/2023 10:12	16.46	High
4400	20231227C1	27/12/2023 08:12	Hardware	IP Camera	MVR-1 O&M CCTV NOT WORKING	O&M(D) Office, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Lan Support Team	29/12/2023 11:12	50.43	High
4401	20231227C2	27/12/2023 08:12	Hardware	IP Camera	TVR COMMUNICATOR, CASH REVENUE AND PARKING CCTV NOT WORKING	C-7, Commercial Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Lan Support Team	28/12/2023 09:12	24.58	High
4402	20231227C3	27/12/2023 09:12	Lan Support	Lan Cable Extension	Lan Point not working ( Send to LAN team)	18-Block, East Patel Nagar, New Delhi-110 005 Comm1 Office	Patel Nagar	Closed By Lan Support Team	28/12/2023 09:12	23.37	High
4403	20231227C4	27/12/2023 09:12	Hardware	Laptop	Laptop Logging issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	27/12/2023 15:12	5.43	High
4404	20231227C5	27/12/2023 09:12	Softwares	IBM Lotus Notes	Lotus mail opening issue	Comm1 Office Cbd-111	Karkardooma	Closed By Helpdesk	27/12/2023 09:12	0	High
4405	20231227C6	27/12/2023 10:12	Softwares	SAP	SAP P96 not open	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	27/12/2023 10:12	0	High
4406	20231227C7	27/12/2023 10:12	Softwares	Adobe Reader	Adobe issue in system(Audit Dept. CBD-2 Gnd. floor)	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	27/12/2023 17:12	7.35	Medium
4407	20231227C8	27/12/2023 10:12	Hardware	TFT	Colour blurring on TFT(V1179447),pls assign this call to Mr. Arif	Complaint Center, Chappervala	Shankar Road	Closed By Hardware Team	27/12/2023 17:12	7.2	High
4408	20231227C9	27/12/2023 10:12	Softwares	Domain Password	Domain password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	27/12/2023 10:12	0.01	High
4409	20231227C10	27/12/2023 10:12	Hardware	Printer	Printer issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	27/12/2023 10:12	0.01	High
4410	20231227C11	27/12/2023 10:12	Softwares	IBM Lotus Notes	lotus mail issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	27/12/2023 10:12	0	High
4411	20231227C12	27/12/2023 11:12	Networking	IP Conflict	Network not working , 1A	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	27/12/2023 12:12	1.51	High
4412	20231227C13	27/12/2023 11:12	Networking	Link Down	Link down issue.	Ppg Indl. Area Grid (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	28/12/2023 13:12	26.27	High
4413	20231227C14	27/12/2023 11:12	Hardware	Mouse	left bottom faulty please mouse replace s/no-JDIL542	Pkt-C, Mvr Ph-II, Delhi	Mayur Vihar	Closed By Hardware Team	03/01/2024 09:01	165.87	High
4414	20231227C15	27/12/2023 11:12	Hardware	Scanner	scanning issue	Bm (Comm1.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	27/12/2023 14:12	2.61	High
4415	20231227C16	27/12/2023 11:12	Lan Support	RJ 45 Connector	connector replacement	Bm (Comm1.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	27/12/2023 14:12	2.6	High
4416	20231227C17	27/12/2023 11:12	Hardware	PC_CPU	booting issue	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	27/12/2023 14:12	2.59	High
4417	20231227C18	27/12/2023 11:12	Softwares	Domain Rejoin	login issue	Bm (Comm1.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	27/12/2023 14:12	2.58	Medium
4418	20231227C19	27/12/2023 11:12	Telecom	IP Phone	connector faulty	Bm (Comm1.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	27/12/2023 14:12	2.56	High
4419	20231227C20	27/12/2023 11:12	Hardware	PC_CPU	pc installation	Bm (Comm1.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	27/12/2023 14:12	2.54	High
4420	20231227C21	27/12/2023 12:12	Lan Support	RJ 45 Connector	connector faulty	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	27/12/2023 14:12	2.53	High
4421	20231227C22	27/12/2023 12:12	Hardware	Printer	printer not working connector issue	Mulla Colony Scrap Store, Near Gajipur Police Station	Vasundra Enclave	Closed By Site Engineer	27/12/2023 14:12	2.52	High
4422	20231227C23	27/12/2023 12:12	Hardware	Printer	ip issue in printer	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	27/12/2023 14:12	2.5	High
4423	20231227C24	27/12/2023 12:12	Softwares	ESS	ess login issue	Bm (Comm1.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	27/12/2023 14:12	2.49	Medium
4424	20231227C25	27/12/2023 12:12	Softwares	Browser	crm not working	Bm (Comm1.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	27/12/2023 14:12	2.48	Medium
4425	20231227C26	27/12/2023 12:12	Hardware	PC_CPU	cpu is very slow assign nilesh	Pkt-C, Mvr Ph-II, Delhi	Mayur Vihar	Closed By Site Engineer	27/12/2023 12:12	0.13	High
4426	20231227C27	27/12/2023 12:12	Hardware	Keyboard	Some keys are not working kindly arrange to replace and assign to arpit	Fountain Grid	Chandni Chowk	Closed By Hardware Team	28/12/2023 09:12	21.25	High
4427	20231227C28	27/12/2023 12:12	Hardware	Printer	Printer issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	27/12/2023 12:12	0	High
4428	20231227C29	27/12/2023 12:12	Softwares	IBM Lotus Notes	ibm password issue assign nilesh	Comm1. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	27/12/2023 13:12	1.52	High
4429	20231227C30	27/12/2023 12:12	Lan Support	RJ 45 Connector	Request to Change RJ 45 Connector.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	28/12/2023 09:12	20.56	High
4430	20231227C31	27/12/2023 12:12	Hardware	Laptop	LAPTOP BODY DAMAGE	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	27/12/2023 15:12	2.5	High

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
4431	20231227C32	27/12/2023 12:12	Hardware	Laptop	LAPTOP IS WORKING VERY SLOW	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	27/12/2023 15:12	2.49	High
4432	20231227C33	27/12/2023 12:12	Softwares	Ms-Office	Ms office hang issue , 3A	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	27/12/2023 17:12	5.01	High
4433	20231227C34	27/12/2023 12:12	Softwares	Drivers	LAPTOP WORKING VERY SLOW	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	27/12/2023 15:12	2.45	High
4434	20231227C35	27/12/2023 14:12	Softwares	Ms-Office	WPS office not working	Hauz Quzi, Complaint Center	Darya Ganj	Closed By Site Engineer	28/12/2023 10:12	20.13	High
4435	20231227C36	27/12/2023 14:12	Softwares	NAS	share folder access issue	Bm (Comm.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	28/12/2023 10:12	19.57	Medium
4436	20231227C37	27/12/2023 14:12	Hardware	Scanner	scanner software issue	Bm (Comm.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	28/12/2023 10:12	19.56	High
4437	20231227C38	27/12/2023 14:12	Softwares	CAS	PDS dumping issue	Bm (Comm.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	28/12/2023 10:12	19.55	Medium
4438	20231227C39	27/12/2023 14:12	Softwares	IBM Lotus Notes	mail issue assign nilesh	O&M(D) Office, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Site Engineer	28/12/2023 16:12	25.46	High
4439	20231227C40	27/12/2023 14:12	Hardware	UPS	visit sadar appt for ups issue	Comm. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Site Engineer	28/12/2023 16:12	25.29	High
4440	20231227C41	27/12/2023 15:12	Hardware	Laptop	Replacement of Broken laptop.	Training And Work Shop, (Pgg-2)	Laxmi Nagar	Closed By Hardware Team	01/02/2024 14:02	863.68	High
4441	20231227C42	27/12/2023 15:12	Softwares	SAP	P96 Logging issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	27/12/2023 15:12	0.01	High
4442	20231227C43	27/12/2023 15:12	Hardware	Printer	Legal printer is not working, paper jam issue again & again.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	28/12/2023 09:12	17.81	High
4443	20231227C44	27/12/2023 16:12	Lan Support	Lan Cable Replacement	Room no 102, & 103 civil work is going on, need a LAN team on urgent basis.	Business Office, Karawal Nagar	Karawal Nagar	On Hold By Lan Support Team			High
4444	20231227C45	27/12/2023 16:12	Hardware	Mouse	mouse not working pls assign the arpit rastogi right click issue JJZG152	18 Block, Geeta Colony O&M Office	Krishna Nagar	Closed By Hardware Team	28/12/2023 09:12	16.66	High
4445	20231227C46	27/12/2023 17:12	Hardware	Laptop Adapter	laptop serial no-cmwbv2 and adapter serial no cn-OMGJN9-LOC0991G-64BD-A08 PLEASE ASSIGNE TOO ARPIT	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Hardware Team	28/12/2023 09:12	15.74	High
4446	20231228C1	28/12/2023 07:12	Hardware	IP Camera	CC B-BLK LNR CCTV NOT WORKING	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Lan Support Team	29/12/2023 11:12	27.04	High
4447	20231228C2	28/12/2023 08:12	Hardware	IP Camera	H/O GATE-1 INSIDE CCTV NOT WORKING	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	28/12/2023 09:12	1.22	High
4448	20231228C3	28/12/2023 09:12	Softwares	Internet	System slow issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	28/12/2023 09:12	0.02	High
4449	20231228C4	28/12/2023 09:12	Hardware	PC_CPU	Windows update	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	28/12/2023 09:12	0.01	High
4450	20231228C5	28/12/2023 09:12	Softwares	Domain Password	Domain password reset	Mig Office, East Of Loni Road	Nand Nagari	Closed By Helpdesk	28/12/2023 09:12	0.02	High
4451	20231228C6	28/12/2023 09:12	Hardware	Laptop	Laptop logging issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	28/12/2023 15:12	5.81	High
4452	20231228C7	28/12/2023 10:12	Hardware	Printer	Printer Lining issue	Cbd-ii Grid, Kkd	Karkardooma	Closed By Hardware Team	29/12/2023 09:12	23.81	High
4453	20231228C8	28/12/2023 10:12	Hardware	Keyboard	keyboard some keys not working serial no PGBM332--	Shahdara Store L-Block, Dishad Garden	GI Road	Closed By Hardware Team	03/01/2024 09:01	143.59	High
4454	20231228C9	28/12/2023 10:12	Softwares	IBM Lotus Notes	mail issue	Mig Office, East Of Loni Road	Nand Nagari	Closed By Site Engineer	28/12/2023 11:12	1.57	High
4455	20231228C10	28/12/2023 10:12	Softwares	IBM Lotus Notes	mail issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Site Engineer	28/12/2023 11:12	1.57	High
4456	20231228C11	28/12/2023 10:12	Hardware	TFT	tft issue	Commercial Office, Nng	Nand Nagari	Closed By Hardware Team	29/12/2023 15:12	29.72	High
4457	20231228C12	28/12/2023 10:12	Hardware	Printer	print issue	Commercial Office, Nng	Nand Nagari	Closed By Site Engineer	29/12/2023 12:12	25.99	High
4458	20231228C13	28/12/2023 10:12	Hardware	Printer	printer issue	Commercial Office, Nng	Nand Nagari	Closed By Site Engineer	28/12/2023 11:12	1.54	High
4459	20231228C14	28/12/2023 10:12	Hardware	Printer	Both printers of finance are not working.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	28/12/2023 15:12	5.73	High
4460	20231228C15	28/12/2023 10:12	Lan Support	Lan Cable Replacement	LAN Cable faulty pls assign this call to LAN TEAM	C-6, O&M Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Lan Support Team	02/01/2024 11:01	120.54	High
4461	20231228C16	28/12/2023 10:12	Hardware	Laptop	Laptop logging issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	28/12/2023 12:12	25.41	High
4462	20231228C17	28/12/2023 10:12	Lan Support	Lan Cable Replacement	lan point faulty pl assign to lan team.	18 Block, Geeta Colony O&M Office	Krishna Nagar	Closed By Lan Support Team	01/01/2024 09:01	94.46	High
4463	20231228C18	28/12/2023 11:12	Hardware	Laptop Adapter	Existing I-430 laptop adopter not working. No Power issue Kindly replace Asap. S/no- PG-26623 Model-LENOVO-L430/2466-CV8. Please assign the call to Arpit for further action.	Preet Vihar Grid (Civil, Protection & Mng Office)	Karkardooma	Closed By Hardware Team	29/12/2023 16:12	28.97	High
4464	20231228C19	28/12/2023 11:12	Hardware	PC_CPU	System Power on issue	Aram Bagh Bm(Comm), Phg	Pahar Ganj	Closed By Site Engineer	28/12/2023 11:12	0.2	High
4465	20231228C20	28/12/2023 11:12	Softwares	IBM Lotus Notes	Mail send receive issue	Aram Bagh Bm(Comm), Phg	Pahar Ganj	Closed By Site Engineer	28/12/2023 11:12	0.19	High
4466	20231228C21	28/12/2023 11:12	Hardware	Printer	unable to take print	Aram Bagh Bm(Comm), Phg	Pahar Ganj	Closed By Site Engineer	28/12/2023 11:12	0.19	High
4467	20231228C22	28/12/2023 11:12	Softwares	SAP	BSP Login issue	Aram Bagh Bm(Comm), Phg	Pahar Ganj	Closed By Site Engineer	28/12/2023 11:12	0.18	High
4468	20231228C23	28/12/2023 11:12	Hardware	Mouse	Left button of Mouse is not working (S/N - PG00E8K7)	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	29/12/2023 15:12	28.24	High
4469	20231228C24	28/12/2023 12:12	Hardware	Printer	Printer installation 1108	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	28/12/2023 12:12	0.21	High
4470	20231228C25	28/12/2023 12:12	Hardware	Mouse	Mouse left click issue (PG01zsmz).	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	29/12/2023 15:12	27.45	High
4471	20231228C26	28/12/2023 12:12	Softwares	IBM Lotus Notes	Mail login issue	C Block Office, Dda Flats, Motia Khan, Dgm (O&M), Phg	Pahar Ganj	Closed By Site Engineer	28/12/2023 15:12	3.26	High
4472	20231228C27	28/12/2023 12:12	Hardware	Printer	Printer install	C Block Office, Dda Flats, Motia Khan, Dgm (O&M), Phg	Pahar Ganj	Closed By Site Engineer	28/12/2023 15:12	3.25	High
4473	20231228C28	28/12/2023 12:12	Hardware	Mouse	The mouse left key is not working properly.PC Sno.L9EE107 pls assign this call to Mr. Arpit	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Comm. Office	Shankar Road	Closed By Hardware Team	20/02/2024 12:02	1296.33	High
4474	20231228C29	28/12/2023 13:12	Hardware	PC_CPU	System slow	C Block Office, Dda Flats, Motia Khan, Dgm (O&M), Phg	Pahar Ganj	Closed By Site Engineer	28/12/2023 15:12	2.33	High
4475	20231228C30	28/12/2023 13:12	Softwares	SAP	BSP LOGIN issue	C Block Office, Dda Flats, Motia Khan, Dgm (O&M), Phg	Pahar Ganj	Closed By Site Engineer	28/12/2023 15:12	2.32	High
4476	20231228C31	28/12/2023 13:12	Hardware	PC_CPU	Fill the form for Require the PC for Audit Work	S/Stn. No. 15, Goc And Kcc Department (Pgg-2)	Laxmi Nagar	Closed By Site Engineer	29/12/2023 12:12	22.66	High
4477	20231228C32	28/12/2023 14:12	Softwares	IBM Lotus Notes	Account is locked out of Baljit Singh in Lotus mail ID	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	28/12/2023 14:12	0.01	High
4478	20231228C33	28/12/2023 14:12	Hardware	PC_CPU	System installation	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	29/12/2023 09:12	19.02	High
4479	20231228C34	28/12/2023 15:12	Softwares	IBM Lotus Notes	Mail issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	28/12/2023 15:12	0.01	High
4480	20231228C35	28/12/2023 15:12	Softwares	IBM Lotus Notes	Mail issue of shubham kumar	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	28/12/2023 15:12	0	High
4481	20231228C36	28/12/2023 15:12	Hardware	PC_CPU	System slow	Aram Bagh Bm(Comm), Phg	Pahar Ganj	Closed By Site Engineer	28/12/2023 15:12	0.43	High
4482	20231228C37	28/12/2023 15:12	Softwares	IBM Lotus Notes	Mail not working	Aram Bagh Bm(Comm), Phg	Pahar Ganj	Closed By Site Engineer	28/12/2023 15:12	0.42	High
4483	20231228C38	28/12/2023 15:12	Hardware	Laptop	Wifi issue in Laptop	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	28/12/2023 15:12	0.23	High
4484	20231228C39	28/12/2023 15:12	Hardware	Keyboard	some keys are not working so pls replace it ...for no. Good DRV ...pls assign to Arpit	Fountain Grid	Chandni Chowk	Closed By Hardware Team	29/12/2023 15:12	24.21	High
4485	20231228C40	28/12/2023 15:12	Hardware	PC_CPU	cpu power issue assign nilesh	Comm. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Site Engineer	28/12/2023 17:12	1.71	High
4486	20231228C41	28/12/2023 15:12	Networking	Link Down	network issue at 13 block trilokpuri assign nilesh	Comm. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Site Engineer	28/12/2023 17:12	1.69	High
4487	20231228C42	28/12/2023 15:12	Hardware	UPS	ups issue at sadar app assign nilesh	Comm. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Site Engineer	28/12/2023 17:12	1.67	High
4488	20231228C43	28/12/2023 15:12	Hardware	Laptop	laptop wifi issue visit pocket c mayur vihar assign nilesh	Pkt-C, Mvr Ph-II, Delhi	Mayur Vihar	Closed By Site Engineer	28/12/2023 17:12	1.65	High

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
4489	20231228C44	28/12/2023 15:12	Hardware	PC_CPU	cpu speed issue assign nilesh	Pkt-C, Mvr Ph-I, Delhi	Mayur Vihar	Closed By Site Engineer	28/12/2023 17:12	1.63	High
4490	20231228C45	28/12/2023 15:12	Networking	Link Down	network issue assign nilesh	Comml. Office, Lsc Mkt Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Site Engineer	28/12/2023 17:12	1.61	High
4491	20231228C46	28/12/2023 16:12	Hardware	Printer	Paper jam issue again & again.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	29/12/2023 12:12	19.87	High
4492	20231228C47	28/12/2023 16:12	Hardware	Laptop	Laptop display issue (S/N-5TTFZ32)	66 Kv, Khiripur Grid, Delhi	Mayur Vihar	Closed By Hardware Team	29/12/2023 15:12	23.54	High
4493	20231228C48	28/12/2023 16:12	Softwares	SAP	SAP Patch 10 update of Bhawna chauhan	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	28/12/2023 16:12	0.01	High
4494	20231228C49	28/12/2023 16:12	Softwares	IBM Lotus Notes	Mail issue of Santosh Srivasta	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	28/12/2023 16:12	0	High
4495	20231228C50	28/12/2023 16:12	Softwares	IBM Lotus Notes	Mail Archive issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	28/12/2023 16:12	0	High
4496	20231228C51	28/12/2023 16:12	Hardware	Printer	Printer issue of himanshu aggarwal	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	28/12/2023 16:12	0.01	High
4497	20231228C52	28/12/2023 16:12	Hardware	Printer	Printer issue of Sunil jain	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	28/12/2023 16:12	0	High
4498	20231228C53	28/12/2023 16:12	Softwares	Internet	IP address issue of Mayur jain	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	28/12/2023 16:12	0	High
4499	20231228C54	28/12/2023 16:12	Hardware	Printer	paper jam in printer	33 Kv Grid, G.T.Road Comml Bldg	Gt Road	Closed By Site Engineer	28/12/2023 17:12	0.63	High
4500	20231228C55	28/12/2023 16:12	Softwares	Adobe Reader	adobe issue.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	28/12/2023 17:12	0.63	Medium
4501	20231228C56	28/12/2023 16:12	Softwares	Antivirus	antivirus issue.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	28/12/2023 17:12	0.67	Medium
4502	20231228C57	28/12/2023 16:12	Softwares	Adobe Reader	adobe issue.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	28/12/2023 17:12	0.59	Medium
4503	20231228C58	28/12/2023 16:12	Hardware	Printer	printer is not working.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	28/12/2023 17:12	0.67	High
4504	20231228C59	28/12/2023 16:12	Softwares	Domain Password	domain password is expired.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	28/12/2023 17:12	0.57	High
4505	20231228C60	28/12/2023 16:12	Hardware	Laptop	DISPLAY ISSUE ASSIGN ARPIT SIR S/NO- 5TTFZ32	66 Kv, Khiripur Grid, Delhi	Mayur Vihar	Closed By Hardware Team	05/01/2024 10:01	185.78	High
4506	20231228C61	28/12/2023 16:12	Softwares	SAP	SAP is not working.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	28/12/2023 17:12	0.64	High
4507	20231228C62	28/12/2023 16:12	Softwares	Admin Helpdesk	admin portal is not working.	33 Kv Grid, G.T.Road Comml Bldg	Gt Road	Closed By Site Engineer	28/12/2023 17:12	0.64	Medium
4508	20231228C63	28/12/2023 16:12	Softwares	Domain Password	desktop password is not working.	Dwarka Puri Grid	Gt Road	Closed By Site Engineer	28/12/2023 17:12	0.6	High
4509	20231228C64	28/12/2023 16:12	Softwares	IBM Lotus Notes	lotus id is not working.	33 Kv Grid, G.T.Road Comml Bldg	Gt Road	Closed By Site Engineer	28/12/2023 17:12	0.55	High
4510	20231228C65	28/12/2023 16:12	Hardware	Printer	light print issue.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	28/12/2023 17:12	0.53	High
4511	20231228C66	28/12/2023 16:12	Softwares	Antivirus	antivirus issue.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	28/12/2023 17:12	0.53	Medium
4512	20231228C67	28/12/2023 16:12	Hardware	PC_CPU	CPU POWER ISSUE.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	28/12/2023 17:12	0.55	High
4513	20231228C68	28/12/2023 16:12	Hardware	Mouse	MOUSE IS FAULTY.	O & M Office B-Block, Dishad Garden, Delhi	Gt Road	Closed By Site Engineer	28/12/2023 17:12	0.51	High
4514	20231228C69	28/12/2023 16:12	Networking	IP Conflict	PC NETWORK IS NOT WORKING.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	28/12/2023 17:12	0.48	High
4515	20231228C70	28/12/2023 16:12	Softwares	IBM Lotus Notes	LOTUS ISSUE.	33 Kv Grid, G.T.Road Comml Bldg	Gt Road	Closed By Site Engineer	28/12/2023 17:12	0.46	High
4516	20231228C71	28/12/2023 16:12	Hardware	Printer	PAPER JAM IN PRINTER.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	28/12/2023 17:12	0.39	High
4517	20231228C72	28/12/2023 16:12	Hardware	Printer	LIGHT PRINT ISSUE IN PRINTER.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	28/12/2023 17:12	0.43	High
4518	20231228C73	28/12/2023 16:12	Softwares	CAS	CAS IS VERY SLOW.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	28/12/2023 17:12	0.42	Medium
4519	20231228C74	28/12/2023 16:12	Hardware	Printer	Printing issue of Rajiv Tyagi	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	28/12/2023 16:12	0	High
4520	20231228C75	28/12/2023 16:12	Softwares	CAS	CAS IS NOT WORKING.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	28/12/2023 17:12	0.41	Medium
4521	20231228C76	28/12/2023 16:12	Softwares	Domain Password	DOMAIN PASSWORD ISSUE.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	28/12/2023 17:12	0.39	High
4522	20231228C77	28/12/2023 16:12	Softwares	Windows	SYSTEM IS WORKING VERY SLOW.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	28/12/2023 17:12	0.46	High
4523	20231228C78	28/12/2023 16:12	Hardware	Printer	PRINTER IS NOT WORKING.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	28/12/2023 17:12	0.42	High
4524	20231228C79	28/12/2023 16:12	Softwares	IBM Lotus Notes	Mail issue of Ravindra Yadav	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	28/12/2023 16:12	0	High
4525	20231228C80	28/12/2023 16:12	Softwares	ESS	ESS issue of Ravi Tomar	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	28/12/2023 16:12	0.08	Medium
4526	20231228C81	28/12/2023 16:12	Softwares	Adobe Reader	Adobe issue of Nareesh joshi	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	28/12/2023 16:12	0.07	Medium
4527	20231228C82	28/12/2023 16:12	Softwares	IBM Lotus Notes	Mail issue of Shuchita power	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	28/12/2023 16:12	0.06	High
4528	20231228C83	28/12/2023 16:12	Softwares	IBM Lotus Notes	Mail issue of Azad pandey	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	28/12/2023 16:12	0.05	High
4529	20231228C84	28/12/2023 16:12	Softwares	IBM Lotus Notes	Mail issue of Vivek bhatnagar	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	28/12/2023 16:12	0.04	High
4530	20231228C85	28/12/2023 16:12	Softwares	Adobe Reader	PDF file issue of shail shandu	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	28/12/2023 16:12	0.03	Medium
4531	20231228C86	28/12/2023 16:12	Softwares	Windows	PC working Slow	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	28/12/2023 16:12	0.01	High
4532	20231228C87	28/12/2023 16:12	Softwares	Windows	PC working slow	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	28/12/2023 16:12	0	High
4533	20231228C88	28/12/2023 17:12	Softwares	IBM Lotus Notes	ibm mail starting issue assign nilesh	Comml. Office, Lsc Mkt Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Site Engineer	29/12/2023 10:12	17.07	High
4534	20231228C89	28/12/2023 17:12	Softwares	Windows	Hindi font install	Cgrf, Lal Bldg, Kkd (I/C Kkd Grid)	Karkardooma	Closed By Helpdesk	28/12/2023 17:12	0	High
4535	20231229C1	29/12/2023 08:12	Hardware	IP Camera	GH-1 STORE GATE CCTV NOT WORKING	GH-1 Grid (Pgg)	Laxmi Nagar	Closed By Lan Support Team	01/01/2024 09:01	72.59	High
4536	20231229C2	29/12/2023 09:12	Softwares	Domain Password	Domain password reset	Bm (Comml.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Helpdesk	29/12/2023 09:12	0.03	High
4537	20231229C3	29/12/2023 09:12	Hardware	Printer	Printer issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	29/12/2023 09:12	0	High
4538	20231229C4	29/12/2023 10:12	Softwares	SAP	BSP logging issue in SAP	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	29/12/2023 10:12	0	High
4539	20231229C5	29/12/2023 10:12	Hardware	Keyboard	Keyboard some keys are not working (o.t.d etc).PC sno BBZG152 pls assign this call to mr arpit	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Comml Office	Shankar Road	Closed By Hardware Team	29/12/2023 15:12	4.85	High
4540	20231229C6	29/12/2023 11:12	Hardware	Printer	Papper jam in printer 3rd. floor C Block	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	29/12/2023 12:12	0.99	High
4541	20231229C7	29/12/2023 11:12	Hardware	Scanner	Scanner installation	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	29/12/2023 17:12	6.74	High
4542	20231229C8	29/12/2023 11:12	Hardware	Printer	papper jam in printer 3rd. floor C Block	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	29/12/2023 12:12	1.2	High
4543	20231229C9	29/12/2023 11:12	Softwares	IBM Lotus Notes	Mail font issue	Aram Bagh Bm(Comml), Phg	Pahar Ganj	Closed By Site Engineer	29/12/2023 11:12	0.66	High
4544	20231229C10	29/12/2023 11:12	Hardware	Printer	Printer not working	Aram Bagh Bm(Comml), Phg	Pahar Ganj	Closed By Site Engineer	29/12/2023 11:12	0.65	High
4545	20231229C11	29/12/2023 11:12	Softwares	OS	Windows 7 install	C Block Office, Dda Flats, Motia Khan, Dgm (O&M), Phg	Pahar Ganj	Closed By Site Engineer	29/12/2023 11:12	0.61	Medium
4546	20231229C12	29/12/2023 11:12	Softwares	IBM Lotus Notes	Mail install	C Block Office, Dda Flats, Motia Khan, Dgm (O&M), Phg	Pahar Ganj	Closed By Site Engineer	29/12/2023 11:12	0.61	High
4547	20231229C13	29/12/2023 11:12	Softwares	SAP	Sap install	C Block Office, Dda Flats, Motia Khan, Dgm (O&M), Phg	Pahar Ganj	Closed By Site Engineer	29/12/2023 11:12	0.6	High
4548	20231229C14	29/12/2023 11:12	Softwares	Browser	google chrome install	C Block Office, Dda Flats, Motia Khan, Dgm (O&M), Phg	Pahar Ganj	Closed By Site Engineer	29/12/2023 11:12	0.6	Medium
4549	20231229C15	29/12/2023 11:12	Softwares	Ms-Office	MS office install	C Block Office, Dda Flats, Motia Khan, Dgm (O&M), Phg	Pahar Ganj	Closed By Site Engineer	29/12/2023 11:12	0.58	High
4550	20231229C16	29/12/2023 11:12	Softwares	Adobe Reader	adobe reader install	C Block Office, Dda Flats, Motia Khan, Dgm (O&M), Phg	Pahar Ganj	Closed By Site Engineer	29/12/2023 11:12	0.58	Medium



S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
4551	20231229C17	29/12/2023 11:12	Hardware	Printer	Printer install	C Block Office, Dda Flats, Motia Khan, Dgm (O&M), Phg	Pahar Ganj	Closed By Site Engineer	29/12/2023 11:12	0.57	High
4552	20231229C18	29/12/2023 11:12	Hardware	Printer	Printer install	C Block Office, Dda Flats, Motia Khan, Dgm (O&M), Phg	Pahar Ganj	Closed By Site Engineer	29/12/2023 14:12	3.45	High
4553	20231229C19	29/12/2023 11:12	Softwares	IBM Lotus Notes	mail account locked	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	03/01/2024 11:01	120.41	High
4554	20231229C20	29/12/2023 11:12	Softwares	Windows	need to old data restore	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	03/01/2024 11:01	120.38	High
4555	20231229C21	29/12/2023 11:12	Hardware	PC_CPU	pc booting issue	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Comml Office	Shankar Road	Closed By Site Engineer	03/01/2024 11:01	120.21	High
4556	20231229C22	29/12/2023 11:12	Softwares	Internet	System slow issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	29/12/2023 11:12	0.05	High
4557	20231229C23	29/12/2023 11:12	Hardware	Printer	Printer issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	29/12/2023 12:12	0.32	High
4558	20231229C24	29/12/2023 12:12	Softwares	Windows	Windows update.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	01/01/2024 11:01	71.28	High
4559	20231229C25	29/12/2023 12:12	Softwares	IBM Lotus Notes	mail issue	Shahdara Store L-Block, Dilshad Garden	Gt Road	Assign			High
4560	20231229C26	29/12/2023 12:12	Softwares	Adobe Reader	adobe reader issue	Shahdara Store L-Block, Dilshad Garden	Gt Road	Assign			Medium
4561	20231229C27	29/12/2023 12:12	Softwares	Ms-Office	office issue	Shahdara Store L-Block, Dilshad Garden	Gt Road	Assign			High
4562	20231229C28	29/12/2023 12:12	Hardware	Printer	now wokring fine	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	29/12/2023 17:12	5.65	High
4563	20231229C29	29/12/2023 12:12	Hardware	Laptop	Laptop IP Configuraton issue.	Ppg Indl. Area Grid (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	29/12/2023 15:12	2.76	High
4564	20231229C30	29/12/2023 12:12	Hardware	Printer	Printer installation	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	29/12/2023 12:12	0	High
4565	20231229C31	29/12/2023 12:12	Hardware	Mouse	Left button of Mouse is not working (S/N-B9Q7T72)	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	29/12/2023 15:12	3.16	High
4566	20231229C32	29/12/2023 12:12	Telecom	IP Phone	adapter serial no-18TL186007DY power cable faulty please replace call assingne to Arpit	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Hardware Team	03/01/2024 09:01	116.84	High
4567	20231229C33	29/12/2023 12:12	Softwares	SAP	In SAP BSP logging issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	29/12/2023 12:12	0	High
4568	20231229C34	29/12/2023 13:12	Softwares	Domain Password	Domain password reset	13-Block, Trilokpuri,Delhi	Mayur Vihar	Closed By Helpdesk	29/12/2023 13:12	0	High
4569	20231229C35	29/12/2023 13:12	Softwares	Domain Password	Domain password reset	33kv Grid, Kamla Market Comml Office	Darya Ganj	Closed By Helpdesk	29/12/2023 13:12	0.01	High
4570	20231229C36	29/12/2023 13:12	Networking	Link Down	network issue assign Nilesh	Pkt-C, Mvr Ph-II, Delhi	Mayur Vihar	Closed By Site Engineer	29/12/2023 16:12	2.93	High
4571	20231229C37	29/12/2023 13:12	Hardware	PC_CPU	cpu setup and install all software assign Nilesh	13-Block, Trilokpuri,Delhi	Mayur Vihar	Closed By Site Engineer	29/12/2023 16:12	2.91	High
4572	20231229C38	29/12/2023 13:12	Hardware	Printer	page setup issue in printer assign Nilesh	Pkt-C, Mvr Ph-II, Delhi	Mayur Vihar	Closed By Site Engineer	29/12/2023 16:12	2.83	High
4573	20231229C39	29/12/2023 13:12	Hardware	Mouse	mouse issue assign Nilesh	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	29/12/2023 16:12	2.81	High
4574	20231229C40	29/12/2023 13:12	Hardware	Mouse	mouse issue assign Nilesh	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	29/12/2023 16:12	2.81	High
4575	20231229C41	29/12/2023 13:12	Lan Support	Lan Cable Extension	Required New LAN point at room no 14 Gandhi market	Gandhi Market Office	Darya Ganj	Closed By Lan Support Team	02/01/2024 11:01	93.12	High
4576	20231229C42	29/12/2023 15:12	Hardware	PC_CPU	P.C shifting from one quibical to other one	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	29/12/2023 18:12	2.77	High
4577	20231229C43	29/12/2023 15:12	Softwares	IBM Lotus Notes	lotus mail not working	O&M (Ptn), 10-B, Rajindra Place, New Delhi-110 008 (Patel Auto)	Patel Nagar	Closed By Site Engineer	02/01/2024 10:01	91.1	High
4578	20231229C44	29/12/2023 15:12	Softwares	IBM Lotus Notes	archive issue.	O & M Office B-Block, Dilshad Garden, Delhi	Gt Road	Closed By Site Engineer	29/12/2023 17:12	1.7	High
4579	20231229C45	29/12/2023 15:12	Softwares	ESS	ess is not working.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	29/12/2023 17:12	1.6	Medium
4580	20231229C46	29/12/2023 15:12	Hardware	Printer	printer is faulty.	33 Kv Grid, G.T.Road Comml Bldg	Gt Road	Closed By Site Engineer	29/12/2023 17:12	1.51	High
4581	20231229C47	29/12/2023 15:12	Softwares	SAP	SAP p92 is not working.	33 Kv Grid, G.T.Road Comml Bldg	Gt Road	Closed By Site Engineer	29/12/2023 17:12	1.59	High
4582	20231229C48	29/12/2023 15:12	Softwares	IBM Lotus Notes	lotus issue.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	29/12/2023 17:12	1.53	High
4583	20231229C49	29/12/2023 15:12	Softwares	Domain Password	desktop password issue.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	29/12/2023 17:12	1.54	High
4584	20231229C50	29/12/2023 15:12	Softwares	Antivirus	antivirus issue.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	29/12/2023 17:12	1.48	Medium
4585	20231229C51	29/12/2023 16:12	Softwares	ESS	ess is not working.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	29/12/2023 17:12	1.32	Medium
4586	20231229C52	29/12/2023 16:12	Networking	IP Conflict	laptop network is not working.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	29/12/2023 17:12	1.27	High
4587	20231229C53	29/12/2023 16:12	Softwares	Domain Password	domain password issue.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	29/12/2023 17:12	1.25	High
4588	20231229C54	29/12/2023 16:12	Softwares	Antivirus	antivirus issue.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	29/12/2023 17:12	1.21	Medium
4589	20231229C55	29/12/2023 16:12	Softwares	Antivirus	antivirus issue.,	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	29/12/2023 17:12	1.19	Medium
4590	20231229C56	29/12/2023 16:12	Softwares	IBM Lotus Notes	lotus issue.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	29/12/2023 17:12	1.2	High
4591	20231229C57	29/12/2023 16:12	Hardware	Printer	printing issue.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	29/12/2023 17:12	1.15	High
4592	20231229C58	29/12/2023 16:12	Softwares	Antivirus	antivirus issue.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	29/12/2023 17:12	1.16	Medium
4593	20231229C59	29/12/2023 16:12	Softwares	Domain Password	domain password issue/.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	29/12/2023 17:12	1.17	High
4594	20231229C60	29/12/2023 16:12	Softwares	IBM Lotus Notes	archive issue.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	29/12/2023 17:12	1.13	High
4595	20231229C61	29/12/2023 16:12	Softwares	IBM Lotus Notes	lotus mail id is not working.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	29/12/2023 17:12	1.14	High
4596	20231229C62	29/12/2023 16:12	Hardware	Printer	printing issue.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	29/12/2023 17:12	1.09	High
4597	20231229C63	29/12/2023 16:12	Softwares	Ms-Office	office issue.	33 Kv Grid, G.T.Road Comml Bldg	Gt Road	Closed By Site Engineer	29/12/2023 17:12	1.17	High
4598	20231229C64	29/12/2023 16:12	Softwares	IBM Lotus Notes	lotus id password issue.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	29/12/2023 17:12	1.1	High
4599	20231229C65	29/12/2023 16:12	Softwares	IBM Lotus Notes	lotus id password issue.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	29/12/2023 17:12	1.09	High
4600	20231229C66	29/12/2023 16:12	Softwares	Windows	winnows OS issue.	E&F Complaint Centre	Gt Road	Closed By Site Engineer	29/12/2023 17:12	1.12	High
4601	20231229C67	29/12/2023 16:12	Networking	IP Conflict	PC network issue.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	29/12/2023 17:12	1.06	High
4602	20231229C68	29/12/2023 16:12	Hardware	Printer	printing issue.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	29/12/2023 17:12	1	High
4603	20231229C69	29/12/2023 16:12	Softwares	Domain Password	Domain password reset	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Helpdesk	29/12/2023 16:12	0	High
4604	20231229C70	29/12/2023 16:12	Softwares	IBM Lotus Notes	lotus issue.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	29/12/2023 17:12	0.61	High
4605	20231229C71	29/12/2023 16:12	Softwares	IBM Lotus Notes	lotus mail id issue.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	29/12/2023 17:12	0.6	High
4606	20231229C72	29/12/2023 16:12	Softwares	Antivirus	antivirus issue.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	29/12/2023 17:12	0.58	Medium
4607	20231229C73	29/12/2023 16:12	Softwares	Antivirus	antivirus issue.	Dwarka Puri Grid	Gt Road	Closed By Site Engineer	29/12/2023 17:12	0.57	Medium
4608	20231229C74	29/12/2023 16:12	Softwares	Antivirus	antivirus issue.	Dwarka Puri Grid	Gt Road	Closed By Site Engineer	29/12/2023 17:12	0.53	Medium
4609	20231229C75	29/12/2023 16:12	Networking	IP Conflict	laptop network issue.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	29/12/2023 17:12	0.54	High

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time[Total Hours]	Priority
4610	20231229C76	29/12/2023 16:12	Softwares	IBM Lotus Notes	archive issue.	Dwarka Puri Grid	Gt Road	Closed By Site Engineer	29/12/2023 17:12	0.49	High
4611	20231229C77	29/12/2023 16:12	Hardware	Printer	printing issue.	Dwarka Puri Grid	Gt Road	Closed By Site Engineer	29/12/2023 17:12	0.45	High
4612	20231229C78	29/12/2023 16:12	Hardware	Printer	printing issue.	Dsdcid Grid, Jhilmil	Gt Road	Closed By Site Engineer	29/12/2023 17:12	0.44	High
4613	20231229C79	29/12/2023 16:12	Hardware	Printer	printing issue.	Dsdcid Grid, Jhilmil	Gt Road	Closed By Site Engineer	29/12/2023 17:12	0.42	High
4614	20231229C80	29/12/2023 16:12	Softwares	Antivirus	antivirus issue.	Shahdara Store L-Block, Dilshad Garden	Gt Road	Closed By Site Engineer	29/12/2023 17:12	0.42	Medium
4615	20231229C81	29/12/2023 16:12	Softwares	Antivirus	antivirus issue.	Shahdara Store L-Block, Dilshad Garden	Gt Road	Closed By Site Engineer	29/12/2023 17:12	0.39	Medium
4616	20231229C83	29/12/2023 16:12	Hardware	Printer	printing issue.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	29/12/2023 17:12	0.35	High
4617	20231229C82	29/12/2023 16:12	Hardware	Laptop	LAPTOP RE-START ISSUE	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	29/12/2023 17:12	0.6	High
4618	20231229C84	29/12/2023 17:12	Softwares	Domain Password	Domain password reset	Comml Office Cbd-iii	Karkardooma	Closed By Helpdesk	29/12/2023 17:12	0	High
4619	20231229C85	29/12/2023 17:12	Hardware	PC_CPU	beep sound is coming from server cpu assign Nilesh	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Site Engineer	29/12/2023 17:12	0.51	High
4620	20231229C86	29/12/2023 17:12	Softwares	Domain Password	Domain password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	29/12/2023 17:12	0	High
4621	20231229C87	29/12/2023 17:12	Softwares	Domain Password	Domain reset of 40137250 .	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Helpdesk	29/12/2023 18:12	0.2	High
4622	20231229C88	29/12/2023 17:12	Softwares	Domain Password	Domain reset.	Shahdara Store L-Block, Dilshad Garden	Gt Road	Closed By Helpdesk	29/12/2023 18:12	0.19	High
4623	20231229C89	29/12/2023 17:12	Softwares	IBM Lotus Notes	Lotus archive issue.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	29/12/2023 18:12	0.18	High
4624	20231229C90	29/12/2023 17:12	Softwares	OS	C drive full issue.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	29/12/2023 18:12	0.17	Medium
4625	20231229C91	29/12/2023 17:12	Softwares	Internet	MSB link is not access in a chrome.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	29/12/2023 18:12	0.16	High
4626	20231229C92	29/12/2023 17:12	Softwares	Domain Password	Domain reset.	Mig Office, East Of Loni Road	Nand Nagari	Closed By Helpdesk	29/12/2023 18:12	0.16	High
4627	20231229C93	29/12/2023 17:12	Softwares	Domain Password	Reset of 41001479 .	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Helpdesk	29/12/2023 18:12	0.14	High
4628	20231229C94	29/12/2023 17:12	Softwares	Domain Password	Reset of pepird144 .	33kv Grid, Kamla Market Comml Office	Darya Ganj	Closed By Helpdesk	29/12/2023 18:12	0.13	High
4629	20231229C95	29/12/2023 17:12	Softwares	IBM Lotus Notes	Lotus mail quota issue.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	29/12/2023 18:12	0.12	High
4630	20231229C96	29/12/2023 17:12	Softwares	OS	Temp files remove due to slow performnace.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	29/12/2023 18:12	0.11	Medium
4631	20231229C97	29/12/2023 17:12	Softwares	IBM Lotus Notes	Lotus mail password update.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	29/12/2023 18:12	0.09	High
4632	20231229C98	29/12/2023 17:12	Softwares	IBM Lotus Notes	Abhinav Raj/REL/RelianceADA lotus travlir access require	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	29/12/2023 18:12	0.14	High
4633	20231229C99	29/12/2023 18:12	Softwares	IBM Lotus Notes	Ashutosh A Pandey/REL/RelianceADA lotus traveller access require	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	29/12/2023 18:12	0.13	High
4634	20231229C100	29/12/2023 18:12	Softwares	IBM Lotus Notes	Mail receive issue.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	29/12/2023 18:12	0.06	High
4635	20231229C101	29/12/2023 18:12	Softwares	IBM Lotus Notes	lotus traveller access require Himanshu K Mishra/REL/RelianceADA	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	29/12/2023 18:12	0.12	High
4636	20231229C102	29/12/2023 18:12	Softwares	IBM Lotus Notes	lotus traveller access require Mukul Jaiswal/REL/RelianceADA	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	29/12/2023 18:12	0.11	High
4637	20231229C103	29/12/2023 18:12	Softwares	SAP	SAP BSP Iogon reinstall.	Preet Vihar Grid (Civil, Protection & Mmg Office)	Karkardooma	Closed By Helpdesk	29/12/2023 18:12	0.05	High
4638	20231229C104	29/12/2023 18:12	Softwares	IBM Lotus Notes	lotus traveller access require Nikhil Kansal/REL/RelianceADA	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	29/12/2023 18:12	0.1	High
4639	20231229C105	29/12/2023 18:12	Softwares	Domain Password	Domain reset.	Complaint Office, Sonia Vihar	Karawal Nagar	Closed By Helpdesk	29/12/2023 18:12	0.03	High
4640	20231229C106	29/12/2023 18:12	Softwares	IBM Lotus Notes	lotus traveller access require Deepak U Kumar/REL/RelianceADA	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	29/12/2023 18:12	0.09	High
4641	20231229C107	29/12/2023 18:12	Softwares	IBM Lotus Notes	lotus traveller access require Nishant Prakash/REL/RelianceADA	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	29/12/2023 18:12	0.08	High
4642	20231229C108	29/12/2023 18:12	Softwares	IBM Lotus Notes	lotus traveller access require Prateek Ravi/REL/RelianceADA	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	29/12/2023 18:12	0.08	High
4643	20231229C109	29/12/2023 18:12	Hardware	Printer	Printer install.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	29/12/2023 18:12	0.02	High
4644	20231229C110	29/12/2023 18:12	Softwares	IBM Lotus Notes	lotus traveller access require Pulkit Chopra/REL/RelianceADA	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	29/12/2023 18:12	0.07	High
4645	20231229C111	29/12/2023 18:12	Softwares	IBM Lotus Notes	lotus traveller access require Pulkit Chopra/REL/RelianceADA	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	29/12/2023 18:12	0.07	High
4646	20231229C112	29/12/2023 18:12	Softwares	IBM Lotus Notes	lotus traveller access require Ritik Singh/REL/RelianceADA	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	29/12/2023 18:12	0.06	High
4647	20231229C113	29/12/2023 18:12	Softwares	IBM Lotus Notes	lotus traveller access require Shobhit R Srivastava/REL/RelianceADA	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	29/12/2023 18:12	0.05	High
4648	20231229C114	29/12/2023 18:12	Softwares	IBM Lotus Notes	lotus traveller access require Vipin Gupta/REL/RelianceADA	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	29/12/2023 18:12	0.04	High
4649	20231229C115	29/12/2023 18:12	Softwares	IBM Lotus Notes	lotus traveller access require Yatharth Bajaj/REL/RelianceADA	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	29/12/2023 18:12	0.03	High
4650	20231229C116	29/12/2023 18:12	Softwares	IBM Lotus Notes	lotus traveller access require Yatharth Bajaj/REL/RelianceADA	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	29/12/2023 18:12	0.03	High
4651	20231229C117	29/12/2023 18:12	Hardware	Printer	IT printer install.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	29/12/2023 18:12	0.02	High
4652	20231229C118	29/12/2023 18:12	Softwares	IBM Lotus Notes	kindly reset lotus id password of Anurag Sahu/REL/RelianceADA,	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	29/12/2023 18:12	0.73	High
4653	20231229C119	29/12/2023 18:12	Softwares	IBM Lotus Notes	Kindly Unlock user mail ID-Arvind B Kumar/Services/REL/RelianceADA.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	29/12/2023 18:12	0.73	High
4654	20231229C120	29/12/2023 18:12	Softwares	IBM Lotus Notes	PI unlock the mail account shivam m kumar.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	29/12/2023 18:12	0.72	High
4655	20231229C121	29/12/2023 18:12	Hardware	Printer	IT printer install in muskan team member.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	29/12/2023 18:12	0.01	High
4656	20231229C122	29/12/2023 18:12	Softwares	IBM Lotus Notes	User lotus mail id - Ved Pal/REL/RelianceADA locked. Kindly unlock on urgent basis.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	29/12/2023 18:12	0.71	High
4657	20231229C123	29/12/2023 18:12	Softwares	IBM Lotus Notes	Please reset IBM mail password User Name - Sanjay kumar Email - Sanjay C Kumar/REL/RelianceADA,	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	29/12/2023 18:12	0.7	High
4658	20231229C124	29/12/2023 18:12	Softwares	IBM Lotus Notes	PI unlock the mail account. Bhaskar Rao/REL/RelianceADA,	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	29/12/2023 18:12	0.69	High

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
4659	20231229C125	29/12/2023 18:12	Softwares	IBM Lotus Notes	Kindly arrange to unlock the mail account of Sanjay Sharma/REL/RelianceADA,	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	29/12/2023 18:12	0.68	High
4660	20231229C126	29/12/2023 18:12	Softwares	IBM Lotus Notes	Kindly unlock lotus account of Pawan k yadav	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	29/12/2023 18:12	0.67	High
4661	20231229C127	29/12/2023 18:12	Softwares	IBM Lotus Notes	User mail account has been locked due to password expired. Kindly arrange to unlock it. Please see attached screen shot. Mail ID:-KARAMVEER.KUMAR.SINGH@RELIANCEADA.COM	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	29/12/2023 18:12	0.66	High
4662	20231229C128	29/12/2023 18:12	Softwares	IBM Lotus Notes	User system crashed please send new ID file password . Pankaj kumar EMP No :- 41000439 pankaj.ka.kumar@relianceada.com	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	29/12/2023 18:12	0.66	High
4663	20231229C129	29/12/2023 18:12	Softwares	IBM Lotus Notes	Kindly unlock lotus account of Rahul.R.Singh@relianceada.com	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	29/12/2023 18:12	0.65	High
4664	20231229C130	29/12/2023 18:12	Softwares	IBM Lotus Notes	Kindly Unlock user mail Id-Ravindrakumar Kumar/Services/REL/RelianceADA,	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	29/12/2023 18:12	0.64	High
4665	20231229C131	29/12/2023 18:12	Softwares	IBM Lotus Notes	kindly schedule the bulk mail around 5.30pm today and CDAP entry has been done.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	29/12/2023 18:12	0.64	High
4666	20231229C132	29/12/2023 18:12	Softwares	Windows	Kindly verify and provide onboarding for contractor employee mentioned in trailing mail. SR.NO NAME E.NO LOCATION 1 Bhawna Chauhan DSYS3872	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	29/12/2023 18:12	0.13	High
4667	20231229C133	29/12/2023 18:12	Softwares	IBM Lotus Notes	Kindly reset lotus Id password of Ankush.Sethi@relianceada.com	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	29/12/2023 18:12	0.1	High
4668	20231229C134	29/12/2023 18:12	Softwares	IBM Lotus Notes	Please unlock IBM mail mail id - Kumarchandan Yadav/REL/RelianceADA,	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	29/12/2023 18:12	0.09	High
4669	20231229C135	29/12/2023 18:12	Softwares	IBM Lotus Notes	kindly reset lotus id password of Pranav Shankar/Services/REL/RelianceADA,	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	29/12/2023 18:12	0.08	High
4670	20231229C136	29/12/2023 18:12	Softwares	IBM Lotus Notes	Kindly resolve the lotus account locked issue for Vinita Ojha/REL/RelianceADA,	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	29/12/2023 18:12	0.08	High
4671	20231229C137	29/12/2023 18:12	Softwares	IBM Lotus Notes	User Anil Ds Kumar/REL/RelianceADA has registered the following device with the Traveler server RADAGBIS050/SVR/RelianceADA. The device will be unable to sync data until approved by a Traveler Administrator.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	29/12/2023 18:12	0.08	High
4672	20231229C138	29/12/2023 18:12	Softwares	IBM Lotus Notes	Please reset the password of lotus mail id Mohd Nizam/REL/RelianceADA,	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	29/12/2023 18:12	0.06	High
4673	20231229C139	29/12/2023 18:12	Softwares	IBM Lotus Notes	kindly provide lotus traveller server name of Vishal Acharya/REL/RelianceADA,	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	29/12/2023 18:12	0.03	High
4674	20231230C1	30/12/2023 08:12	Hardware	IP Camera	CC ST-13 MADHU VIHAR CCTV NOT WORKING	S/Stn. No. 13, Ppg (Ppg-2)	Laxmi Nagar	Closed By Lan Support Team	03/01/2024 10:01	97.33	High
4675	20231231C1	31/12/2023 09:12	Hardware	IP Camera	YVR O&M GATE AND ROOM CCTV NOT WORKING	C-6, O&M Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Lan Support Team	03/01/2024 10:01	72.2	High
4676	20231231C2	31/12/2023 09:12	Hardware	IP Camera	PTZ MULLA COLONY CCTV NOT WORKING	Mulla Colony Scrap Store, Near Gajipur Police Station	Vasundra Enclave	On Hold By Lan Support Team			High
4677	20231231C3	31/12/2023 09:12	Hardware	IP Camera	PTZ RMU PPG CCTV NOT WORKING	Ppg Indl. Area Grid (Ppg-2)	Laxmi Nagar	Closed By Lan Support Team	03/01/2024 10:01	72.1	High
4678	20240101C1	01/01/2024 09:01	Softwares	IBM Lotus Notes	Certificate has expired in Lotus mail	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	01/01/2024 10:01	1.13	High
4679	20240101C2	01/01/2024 09:01	Hardware	PC_CPU	Network issue 2nd. floor D Block	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	01/01/2024 11:01	1.45	High
4680	20240101C3	01/01/2024 10:01	Hardware	PC_CPU	Network issue 3rd. floor D Block PMO Dept.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	01/01/2024 10:01	0.57	High
4681	20240101C4	01/01/2024 10:01	Hardware	PC_CPU	system slow	Complaint Center Bg Road	Pahar Ganj	Closed By Site Engineer	01/01/2024 11:01	0.53	High
4682	20240101C5	01/01/2024 10:01	Hardware	Printer	Printer not working	Complaint Center Bg Road	Pahar Ganj	Closed By Site Engineer	01/01/2024 11:01	0.5	High
4683	20240101C6	01/01/2024 10:01	Hardware	Printer	printer is offline / CS.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	02/01/2024 12:01	25.22	High
4684	20240101C7	01/01/2024 11:01	Softwares	Internet	Internet site opening issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	01/01/2024 11:01	0.02	High
4685	20240101C8	01/01/2024 11:01	Softwares	Domain Password	Domain password reset	Store Rajghat Power House New Delhi 110002	Darya Ganj	Closed By Helpdesk	01/01/2024 11:01	0	High
4686	20240101C9	01/01/2024 12:01	Softwares	IBM Lotus Notes	Archive issue in Lotus mail	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	01/01/2024 12:01	0.01	High
4687	20240101C11	01/01/2024 12:01	Hardware	PC_CPU	HEAD PHONE SERIAL NO -009150003280167 IS NOT WORKING Please Assign this call to Arpit	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Hardware Team	01/01/2024 12:01	0.47	High
4688	20240101C12	01/01/2024 12:01	Hardware	Printer	printer not working.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	01/01/2024 17:01	4.83	High
4689	20240101C13	01/01/2024 12:01	Hardware	Keyboard	some keys not working ( S/N :- PGBM350) Send to arpit	18-Block, East Patel Nagar, New Delhi-110 005 Comm1 Office	Patel Nagar	Closed By Hardware Team	03/01/2024 09:01	45.09	High
4690	20240101C14	01/01/2024 12:01	Softwares	Domain Password	Domain password reset	S/Stn. No. 9, Admin Store (Ppg)	Laxmi Nagar	Closed By Helpdesk	01/01/2024 12:01	0.02	High
4691	20240101C15	01/01/2024 12:01	Softwares	IBM Lotus Notes	Account is locked out of Lotus mail	S/Stn. No. 9, Admin Store (Ppg)	Laxmi Nagar	Closed By Helpdesk	01/01/2024 12:01	0	High
4692	20240101C16	01/01/2024 12:01	Hardware	Mouse	Clicks not working Mouse faulty (S/N:- HXQ22S2) send to arpit	O&M (Ptn), 10-B, Rajindra Place, New Delhi-110 008 (Patel Auto)	Patel Nagar	Closed By Hardware Team	03/01/2024 09:01	44.89	High
4693	20240101C17	01/01/2024 13:01	Hardware	Keyboard	some keys not working ( S/N :- DOLXJ03) send to arpit	O&M (Ptn), 10-B, Rajindra Place, New Delhi-110 008 (Patel Auto)	Patel Nagar	Closed By Hardware Team	03/01/2024 09:01	44.5	High
4694	20240101C18	01/01/2024 14:01	Softwares	IBM Lotus Notes	Lotus mail password is not accepting	Pkt-C, Mvr Ph-II, Delhi	Mayur Vihar	Closed By Helpdesk	01/01/2024 14:01	0	High
4695	20240101C19	01/01/2024 14:01	Softwares	IBM Lotus Notes	ibm mail setup assign Nilesh	13-Block,Trilokpuri,Delhi	Mayur Vihar	Closed By Site Engineer	01/01/2024 17:01	3.52	High
4696	20240101C20	01/01/2024 14:01	Hardware	Scanner	request for scanner copy assign Nilesh	Comm1. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	01/01/2024 17:01	3.5	High
4697	20240101C21	01/01/2024 14:01	Softwares	Domain Password	reset domain password assign Nilesh	Comm1. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	01/01/2024 17:01	3.5	High
4698	20240101C22	01/01/2024 14:01	Softwares	Domain Password	Domain password reset	O & M Office Vivek Vihar B-Blk	Karkardooma	Closed By Helpdesk	01/01/2024 14:01	0.01	High
4699	20240101C23	01/01/2024 14:01	Softwares	IBM Lotus Notes	Account is locked out of Lotus mail	Preet Vihar Grid (Civil, Protection & Mng Office)	Karkardooma	Closed By Helpdesk	01/01/2024 14:01	0.3	High
4700	20240101C24	01/01/2024 15:01	Softwares	Domain Password	Domain password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	01/01/2024 15:01	0.01	High
4701	20240101C25	01/01/2024 15:01	Hardware	Laptop	Laptop Power button not on	Kasturba Nagar Complaint Centre	Karkardooma	Closed By Site Engineer	01/01/2024 17:01	2.43	High
4702	20240101C26	01/01/2024 15:01	Softwares	OS	CAPS lock disable issue in a laptop.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	02/01/2024 16:01	25.22	Medium
4703	20240101C27	01/01/2024 15:01	Hardware	TFT	White display issue in TFT.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	02/01/2024 12:01	20.31	High
4704	20240101C28	01/01/2024 15:01	Hardware	Laptop	laptop working slow need to install ssd	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Hardware Team	01/01/2024 17:01	1.56	High
4705	20240101C29	01/01/2024 15:01	Softwares	Ms-Office	Software installation	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Hardware Team	01/01/2024 17:01	1.56	High
4706	20240101C30	01/01/2024 15:01	Hardware	Laptop Adapter	adapter faulty need to replace	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Hardware Team	01/01/2024 17:01	1.55	High

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
4707	20240101C31	01/01/2024 15:01	Hardware	Laptop	laptop working slow need to replace	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	01/01/2024 17:01	1.53	High
4708	20240101C32	01/01/2024 15:01	Softwares	Ms-Office	Software installation	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	01/01/2024 17:01	1.52	High
4709	20240101C33	01/01/2024 15:01	Softwares	Windows	Need to restore data	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	01/01/2024 17:01	1.52	High
4710	20240101C34	01/01/2024 15:01	Hardware	PC_CPU	Webcam faulty need to replace	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Hardware Team	01/01/2024 17:01	1.48	High
4711	20240101C35	01/01/2024 15:01	Hardware	Mouse	Mouse faulty need to replace	33 Kv.Substation (Srd Building), Shankar Road, New Delhi-110 060 Commf Office	Shankar Road	Closed By Hardware Team	01/01/2024 17:01	1.47	High
4712	20240101C36	01/01/2024 16:01	Hardware	TFT	fff faulty need to replace	Paivalan O & M Office	Chandni Chowk	Closed By Hardware Team	01/01/2024 17:01	1.42	High
4713	20240101C37	01/01/2024 16:01	Hardware	PC_CPU	Window Booting issue.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Hardware Team	03/01/2024 10:01	42.33	High
4714	20240101C38	01/01/2024 16:01	Hardware	Scanner	Scanner installation issue.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	01/01/2024 17:01	0.88	High
4715	20240101C39	01/01/2024 16:01	Hardware	UPS	UPS is not working.	S/Stn No 14 Mlcc (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	03/01/2024 14:01	46.51	High
4716	20240101C40	01/01/2024 16:01	Hardware	PC_CPU	IP issue in system	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	01/01/2024 16:01	0.05	High
4717	20240101C41	01/01/2024 16:01	Networking	Network Breaks	Lan Connectivity issue.	Ppg Indl. Area Grid (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	01/01/2024 17:01	0.76	High
4718	20240101C42	01/01/2024 16:01	Hardware	PC_CPU	System issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	02/01/2024 16:01	24.3	High
4719	20240101C43	01/01/2024 16:01	Softwares	Browser	Google Chrome installation issue.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	01/01/2024 17:01	0.62	Medium
4720	20240101C44	01/01/2024 16:01	Hardware	Keyboard	issue in mouse scrolling .pl assing to arpit. s/n :67ZG152	Bm (Comm.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Hardware Team	03/01/2024 09:01	41.15	High
4721	20240101C45	01/01/2024 16:01	Hardware	Printer	printing issue in printer	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	01/01/2024 16:01	0.01	High
4722	20240101C46	01/01/2024 16:01	Softwares	Adobe Reader	Adobe reader issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	02/01/2024 16:01	23.83	Medium
4723	20240101C47	01/01/2024 17:01	Softwares	Domain Password	Domain password reset	Preet Vihar Grid (Civil, Protection & Mng Office)	Karkardooma	Closed By Helpdesk	02/01/2024 17:01	0	High
4724	20240101C48	01/01/2024 17:01	Softwares	IBM Lotus Notes	Mobile application is not working , Kindly arrange to configure the same .	Shakarpur Grid (Lnr)	Laxmi Nagar	Closed By Site Engineer	03/01/2024 17:01	48.47	High
4725	20240101C49	01/01/2024 17:01	Softwares	IBM Lotus Notes	Lotus mail is not getting open due to error while loding ...	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	03/01/2024 17:01	48.44	High
4726	20240101C50	01/01/2024 17:01	Softwares	ESS	DTM Link and ess portal is not working .. Pl check ..	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	03/01/2024 17:01	48.4	Medium
4727	20240101C51	01/01/2024 17:01	Softwares	Admin Helpdesk	admin help issue assign Nilesh	Commf. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	02/01/2024 12:01	18.49	Medium
4728	20240101C52	01/01/2024 17:01	Hardware	Scanner	scanner not working assign Nilesh	Commf. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	02/01/2024 12:01	18.43	High
4729	20240101C53	01/01/2024 17:01	Hardware	Printer	req for usage page report assign Nilesh	Commf. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	02/01/2024 12:01	18.4	High
4730	20240102C1	02/01/2024 03:01	Hardware	IP Camera	CC MUKHIYA MKT CAMERA NOT WORKING.	Complaint Office, Karawal Nagar	Karawal Nagar	Closed By Lan Support Team	03/01/2024 10:01	30.82	High
4731	20240102C2	02/01/2024 03:01	Hardware	IP Camera	CC C-2 NNG CAMERA NOT WORKING.	C-2 Complaint Center	Nand Nagari	Closed By Lan Support Team	03/01/2024 10:01	30.81	High
4732	20240102C3	02/01/2024 03:01	Hardware	IP Camera	HO CBD-2 GATE EXIT CAMERA NOT WORKING.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	03/01/2024 14:01	35.53	High
4733	20240102C4	02/01/2024 03:01	Hardware	IP Camera	GMT GATE 1CAMERA NOT WORKING.	Gandhi Market Office	Darya Ganj	On Hold By Lan Support Team			High
4734	20240102C5	02/01/2024 03:01	Hardware	IP Camera	YVR COMM MAIN GATE CAMERA NOT WORKING.	C-7, Commercial Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Lan Support Team	03/01/2024 10:01	30.62	High
4735	20240102C6	02/01/2024 03:01	Hardware	IP Camera	MVR 1 O&M CAMERA NOT WORKING.	Commf. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	On Hold By Lan Support Team			High
4736	20240102C7	02/01/2024 09:01	Softwares	Domain Password	Domain password reset	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Helpdesk	02/01/2024 09:01	0	High
4737	20240102C8	02/01/2024 09:01	Hardware	Printer	Printer showing off line	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	02/01/2024 10:01	0.3	High
4738	20240102C9	02/01/2024 10:01	Softwares	Domain Password	Domain password reset	Complaint Center Pp Qtr	Pahar Ganj	Closed By Helpdesk	02/01/2024 10:01	0.01	High
4739	20240102C10	02/01/2024 10:01	Softwares	Domain Password	login issue	Bm (Comm.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	02/01/2024 10:01	0.45	High
4740	20240102C11	02/01/2024 10:01	Hardware	Printer	printer paper jam issue	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	02/01/2024 10:01	0.44	High
4741	20240102C12	02/01/2024 10:01	Hardware	Scanner	scanner installation	Bm (Comm.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	02/01/2024 10:01	0.43	High
4742	20240102C13	02/01/2024 10:01	Hardware	Printer	printer not working	Bm (Comm.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	02/01/2024 10:01	0.42	High
4743	20240102C14	02/01/2024 10:01	Softwares	SAP	pdf not working in sap	Bm (Comm.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	02/01/2024 10:01	0.42	High
4744	20240102C15	02/01/2024 10:01	Softwares	Windows	lab report application not working properly	Bm (Comm.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	02/01/2024 10:01	0.4	High
4745	20240102C16	02/01/2024 10:01	Softwares	SAP	analyser not working	Bm (Comm.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	02/01/2024 10:01	0.39	High
4746	20240102C17	02/01/2024 10:01	Hardware	All In One Desktop	webcam not working	Bm (Comm.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	02/01/2024 10:01	0.39	Medium
4747	20240102C18	02/01/2024 10:01	Lan Support	RJ 45 Connector	connector faulty	Bm (Comm.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	02/01/2024 10:01	0.38	High
4748	20240102C19	02/01/2024 10:01	Hardware	Laptop	Charging issue	Ppg Indl. Area Grid (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	08/01/2024 13:01	147	High
4749	20240102C20	02/01/2024 10:01	Hardware	Laptop	Charging is not performing (DELI latitude 3400) Legal.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	02/01/2024 11:01	0.69	High
4750	20240102C21	02/01/2024 10:01	Hardware	Laptop	In Laptop Sound issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	05/03/2024 16:03	1518.06	High
4751	20240102C22	02/01/2024 10:01	Hardware	Mouse	Mouse clicks not working ( S/N :- H2QKZLZ) send to arpit	18-Block, East Patel Nagar, New Delhi-110 005 Commf Office	Patel Nagar	Closed By Hardware Team	02/01/2024 11:01	0.64	High
4752	20240102C23	02/01/2024 10:01	Softwares	IBM Lotus Notes	Mail login issue	Aram Bagh Bm(Commf), Phg	Pahar Ganj	Closed By Site Engineer	02/01/2024 12:01	2.47	High
4753	20240102C24	02/01/2024 10:01	Softwares	Internet	SEWA KENDRA ACESS issue	Aram Bagh Bm(Commf), Phg	Pahar Ganj	Closed By Site Engineer	02/01/2024 12:01	2.46	High
4754	20240102C25	02/01/2024 10:01	Hardware	PC_CPU	System slow issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	02/01/2024 12:01	1.53	High
4755	20240102C26	02/01/2024 10:01	Hardware	PC_CPU	pc not getting power on	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	03/01/2024 11:01	25.01	High
4756	20240102C27	02/01/2024 10:01	Softwares	IBM Lotus Notes	lotus account locked	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	03/01/2024 11:01	25.01	High
4757	20240102C28	02/01/2024 10:01	Hardware	Laptop	laptop not working	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	03/01/2024 11:01	24.99	High
4758	20240102C29	02/01/2024 10:01	Softwares	Windows	remote desk top access issue	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	03/01/2024 11:01	24.98	High
4759	20240102C30	02/01/2024 10:01	Softwares	IBM Lotus Notes	Lotus mail issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	02/01/2024 10:01	0	High
4760	20240102C31	02/01/2024 10:01	Hardware	PC_CPU	pc hang on desktop and booting issue	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	03/01/2024 11:01	24.94	High



S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
4761	20240102C32	02/01/2024 10:01	Softwares	SAP	SAP Login issue	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	03/01/2024 11:01	24.92	High
4762	20240102C33	02/01/2024 11:01	Hardware	PC_CPU	NO Display Motherboard Faulty. Need to replaced/Repaired. S/n-PG0044J Model-10GQA052IH.	Preet Vihar Grid (Civil, Protection & Mmg Office)	Karkardooma	Closed By Hardware Team	02/01/2024 11:01	0.42	High
4763	20240102C34	02/01/2024 11:01	Softwares	Internet	Internet issue some site is not working .	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	02/01/2024 11:01	0.49	High
4764	20240102C35	02/01/2024 11:01	Softwares	Internet	Internet issue some site is not working .	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	02/01/2024 11:01	0.49	High
4765	20240102C36	02/01/2024 11:01	Softwares	Domain Password	Password reset	Preet Vihar Grid (Civil, Protection & Mmg Office)	Karkardooma	Closed By Helpdesk	02/01/2024 11:01	0.01	High
4766	20240102C37	02/01/2024 11:01	Softwares	Domain Password	Password reset of naval kishore	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	02/01/2024 11:01	0	High
4767	20240102C38	02/01/2024 11:01	Softwares	Domain Password	Password reset of Sahil Siddiqui	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	02/01/2024 11:01	0	High
4768	20240102C39	02/01/2024 11:01	Softwares	IBM Lotus Notes	Mail id lock	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	02/01/2024 11:01	0.03	High
4769	20240102C40	02/01/2024 11:01	Softwares	SAP	SAP P92 ICON IS NOT SHOWING IN SAP.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	02/01/2024 13:01	2.21	High
4770	20240102C41	02/01/2024 11:01	Hardware	Mouse	Left button of Mouse is not working (S/N-PG03SKW3)	Shakti Kiran Bldg., Kkd	Karkardooma	Rejected By Hardware Team			High
4771	20240102C42	02/01/2024 11:01	Softwares	IBM Lotus Notes	Mail id lock of pawan verma	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	02/01/2024 11:01	0	High
4772	20240102C43	02/01/2024 11:01	Hardware	Printer	Printer installation	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	02/01/2024 11:01	0.01	High
4773	20240102C44	02/01/2024 11:01	Softwares	IBM Lotus Notes	mail not working	F-15/2, Krishna Nagar, Comm1 Office	Krishna Nagar	Closed By Site Engineer	02/01/2024 12:01	0.93	High
4774	20240102C45	02/01/2024 11:01	Hardware	Mouse	mouse not working	F-15/2, Krishna Nagar, Comm1 Office	Krishna Nagar	Closed By Site Engineer	02/01/2024 12:01	0.74	High
4775	20240102C46	02/01/2024 11:01	Softwares	Internet	Bsosedlhi.com site is not opening	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	02/01/2024 11:01	0.01	High
4776	20240102C47	02/01/2024 11:01	Hardware	PC_CPU	cpu not start.	Comm1 Office Cbd-1ii	Karkardooma	Closed By Site Engineer	04/01/2024 18:01	54.41	High
4777	20240102C48	02/01/2024 11:01	Hardware	Laptop	Laptop LAN port not connecting / 3B	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	03/01/2024 09:01	21.55	High
4778	20240102C49	02/01/2024 11:01	Softwares	IBM Lotus Notes	Lotus mail not open need to configure ID file.	Preet Vihar Grid (Civil, Protection & Mmg Office)	Karkardooma	Closed By Site Engineer	02/01/2024 12:01	0.71	High
4779	20240102C50	02/01/2024 12:01	Softwares	Browser	Team Bypl site is not open.	Preet Vihar Grid (Civil, Protection & Mmg Office)	Karkardooma	Closed By Site Engineer	02/01/2024 12:01	0.68	Medium
4780	20240102C51	02/01/2024 12:01	Softwares	Domain Password	User facing Trust relationship error. Need to rejoin again	Preet Vihar Grid (Civil, Protection & Mmg Office)	Karkardooma	Closed By Site Engineer	02/01/2024 12:01	0.65	High
4781	20240102C52	02/01/2024 12:01	Softwares	IBM Lotus Notes	Lotus mail not open need to configure ID file in another system.	Preet Vihar Grid (Civil, Protection & Mmg Office)	Karkardooma	Closed By Site Engineer	02/01/2024 12:01	0.62	High
4782	20240102C53	02/01/2024 12:01	Softwares	OS	Need a IT engineer in CFO cabin.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	02/01/2024 17:01	5.1	Medium
4783	20240102C54	02/01/2024 12:01	Softwares	Teamviewer	Need to upgrade 15 Team viewer installed.	Preet Vihar Grid (Civil, Protection & Mmg Office)	Karkardooma	Closed By Site Engineer	02/01/2024 12:01	0.61	Medium
4784	20240102C55	02/01/2024 12:01	Softwares	Domain Rejoin	User facing Trust relationship error. Need to rejoin again.	Preet Vihar Grid (Civil, Protection & Mmg Office)	Karkardooma	Closed By Site Engineer	02/01/2024 12:01	0.6	Medium
4785	20240102C56	02/01/2024 12:01	Softwares	Antivirus	Trend micro remove and installation of Crowd strike antivirus.	Preet Vihar Grid (Civil, Protection & Mmg Office)	Karkardooma	Closed By Site Engineer	02/01/2024 12:01	0.57	Medium
4786	20240102C57	02/01/2024 12:01	Softwares	Adobe Reader	Install Adobe Reader.	O & M Office B-Block, Dilshad Garden, Delhi	Gt Road	Closed By Hardware Team	02/01/2024 16:01	4.4	Medium
4787	20240102C58	02/01/2024 12:01	Softwares	Antivirus	Install Anti Virus	O & M Office B-Block, Dilshad Garden, Delhi	Gt Road	Closed By Hardware Team	02/01/2024 16:01	4.39	Medium
4788	20240102C59	02/01/2024 12:01	Softwares	Antivirus	Trend micro remove and installation of Crowd strike antivirus.	Preet Vihar Grid (Civil, Protection & Mmg Office)	Karkardooma	Closed By Site Engineer	02/01/2024 12:01	0.55	Medium
4789	20240102C60	02/01/2024 12:01	Softwares	IBM Lotus Notes	Install IBM notes	O & M Office B-Block, Dilshad Garden, Delhi	Gt Road	Closed By Hardware Team	02/01/2024 16:01	4.38	High
4790	20240102C61	02/01/2024 12:01	Softwares	Ms-Office	Install ms office.	O & M Office B-Block, Dilshad Garden, Delhi	Gt Road	Closed By Hardware Team	02/01/2024 16:01	4.38	High
4791	20240102C62	02/01/2024 12:01	Softwares	Teamviewer	Install Teamviewer.	O & M Office B-Block, Dilshad Garden, Delhi	Gt Road	Closed By Hardware Team	02/01/2024 16:01	4.37	Medium
4792	20240102C63	02/01/2024 12:01	Softwares	SAP	Install SAP	O & M Office B-Block, Dilshad Garden, Delhi	Gt Road	Closed By Hardware Team	02/01/2024 16:01	4.37	High
4793	20240102C64	02/01/2024 12:01	Softwares	Windows	window format.	O & M Office B-Block, Dilshad Garden, Delhi	Gt Road	Closed By Hardware Team	02/01/2024 16:01	4.37	High
4794	20240102C65	02/01/2024 12:01	Networking	Link Down	network issue at 13 block trilokpuri assign Nilesh	Comm1. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & Ii	Mayur Vihar	Closed By Site Engineer	02/01/2024 12:01	0.74	High
4795	20240102C66	02/01/2024 12:01	Hardware	PC_CPU	issue gate pass assign Nilesh	Comm1. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & Ii	Mayur Vihar	Closed By Site Engineer	02/01/2024 12:01	0.72	High
4796	20240102C67	02/01/2024 12:01	Hardware	UPS	issue gate pass assign Nilesh	Comm1. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & Ii	Mayur Vihar	Closed By Site Engineer	02/01/2024 12:01	0.7	High
4797	20240102C68	02/01/2024 12:01	Softwares	IBM Lotus Notes	ibm mail issue assign Nilesh	Comm1. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & Ii	Mayur Vihar	Closed By Site Engineer	02/01/2024 12:01	0.66	High
4798	20240102C69	02/01/2024 12:01	Hardware	Keyboard	keyboard faulty some key not working assign arpit s/n-Jdl542	Pkt-C, Mvr Ph-II, Delhi	Mayur Vihar	Closed By Hardware Team	03/01/2024 09:01	21.37	High
4799	20240102C70	02/01/2024 12:01	Softwares	GIS	Landis gear software not working. Need to installed Oracle 12 C.	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Site Engineer	02/01/2024 12:01	0.43	Medium
4800	20240102C71	02/01/2024 12:01	Softwares	Internet	Internet issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	02/01/2024 12:01	0.03	High
4801	20240102C72	02/01/2024 12:01	Hardware	PC_CPU	System slow issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	02/01/2024 12:01	0.02	High
4802	20240102C73	02/01/2024 12:01	Softwares	Domain Password	Domain password reset	Mig Office, East Of Loni Road	Nand Nagari	Closed By Helpdesk	02/01/2024 12:01	0.01	High
4803	20240102C74	02/01/2024 12:01	Hardware	Mouse	mouse faulty left key not working assign arpit s/n- B9JN882	Pkt-C, Mvr Ph-II, Delhi	Mayur Vihar	Closed By Hardware Team	03/01/2024 09:01	21.33	High
4804	20240102C75	02/01/2024 12:01	Hardware	Keyboard	hard disk crash	F-15/2, Krishna Nagar, Comm1 Office	Krishna Nagar	Closed By Site Engineer	02/01/2024 12:01	0.24	High
4805	20240102C76	02/01/2024 12:01	Softwares	IBM Lotus Notes	archive issue	18 Block, Geeta Colony O&M Office	Krishna Nagar	Closed By Site Engineer	02/01/2024 12:01	0.23	High
4806	20240102C77	02/01/2024 12:01	Hardware	Printer	Printer install.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	02/01/2024 16:01	4.37	High
4807	20240102C78	02/01/2024 12:01	Softwares	IBM Lotus Notes	archive issue	18 Block, Geeta Colony O&M Office	Krishna Nagar	Closed By Site Engineer	02/01/2024 12:01	0.21	High
4808	20240102C79	02/01/2024 12:01	Telecom	Avaya Digital	telecom set wire faultily	F-15/2, Krishna Nagar, Comm1 Office	Krishna Nagar	Closed By Site Engineer	02/01/2024 12:01	0.18	High
4809	20240102C80	02/01/2024 12:01	Softwares	IBM Lotus Notes	id file issue	18-Block Geeta Colony, Delhi	Krishna Nagar	Closed By Site Engineer	02/01/2024 12:01	0.16	High
4810	20240102C81	02/01/2024 12:01	Hardware	Scanner	Scanner not pickup the paper \ 2B	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	02/01/2024 16:01	4.08	High
4811	20240102C82	02/01/2024 12:01	Softwares	Adobe Reader	Adobe issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	02/01/2024 12:01	0.02	Medium
4812	20240102C83	02/01/2024 12:01	Hardware	Laptop	Laptop slow issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	02/01/2024 12:01	0	High
4813	20240102C84	02/01/2024 12:01	Softwares	Drivers	graphics drivers issue	Mulla Colony Scrap Store, Near Gajipur Police Station	Vasundra Enclave	Closed By Site Engineer	02/01/2024 15:01	2.07	High
4814	20240102C85	02/01/2024 12:01	Telecom	IP Phone	ip phone login issue	Bm (Comm1.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	02/01/2024 15:01	2.06	High
4815	20240102C86	02/01/2024 12:01	Softwares	Windows	orm application not working	Bm (Comm1.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	02/01/2024 15:01	2.04	High
4816	20240102C87	02/01/2024 12:01	Hardware	PC_CPU	beep sound issue while booting cpu	Mulla Colony Scrap Store, Near Gajipur Police Station	Vasundra Enclave	Closed By Site Engineer	02/01/2024 15:01	2.03	High
4817	20240102C88	02/01/2024 12:01	Softwares	Ms-Office	issue in excel file	Complain Center, Sub-Stn. No. 3, Mayur Vihar Ph-1ii, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	02/01/2024 15:01	2.02	High
4818	20240102C89	02/01/2024 13:01	Softwares	ESS	ess login issue	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	02/01/2024 15:01	2.01	Medium

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
4819	20240102C90	02/01/2024 13:01	Hardware	All In One Desktop	pds dumping issue	Bm (Comml.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	02/01/2024 15:01	2.01	Medium
4820	20240102C91	02/01/2024 13:01	Hardware	All In One Desktop	pds dumping issue	Bm (Comml.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	02/01/2024 15:01	2.01	Medium
4821	20240102C92	02/01/2024 13:01	Hardware	Printer	paper jam issue	Bm (Comml.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	02/01/2024 15:01	2	High
4822	20240102C93	02/01/2024 13:01	Hardware	TFT	tft power cord issue	Mulla Colony Scrap Store, Near Gajipur Police Station	Vasundra Enclave	Closed By Site Engineer	02/01/2024 15:01	1.99	High
4823	20240102C94	02/01/2024 13:01	Softwares	Domain Rejoin	trust relationship error	Bm (Comml.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	02/01/2024 15:01	1.98	Medium
4824	20240102C95	02/01/2024 13:01	Softwares	Browser	dss application not working	Bm (Comml.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	02/01/2024 15:01	1.95	Medium
4825	20240102C96	02/01/2024 13:01	Softwares	Browser	dss application not working	Bm (Comml.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	02/01/2024 15:01	1.95	Medium
4826	20240102C97	02/01/2024 13:01	Softwares	Domain Password	issue in mail archive	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	02/01/2024 15:01	1.94	High
4827	20240102C98	02/01/2024 14:01	Hardware	Laptop	2 LAPTOP REQUIRE FOR 5S	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	02/01/2024 17:01	3	High
4828	20240102C99	02/01/2024 14:01	Hardware	Laptop	WINDOW AND SOFTWARE NEED TO INSTALL	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	02/01/2024 17:01	2.99	High
4829	20240102C100	02/01/2024 14:01	Hardware	Pen Drive	2 PEN DRIVE REQUIRE FOR 5S	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	02/01/2024 17:01	2.99	Medium
4830	20240102C101	02/01/2024 14:01	Hardware	PC CPU	2 HDMI CONVERTER REQUIRE FOR 5S	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	02/01/2024 17:01	2.98	High
4831	20240102C102	02/01/2024 14:01	Hardware	PC CPU	1 HDMI CABLE REQUIRE FOR 5S	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	02/01/2024 17:01	2.98	High
4832	20240102C103	02/01/2024 14:01	Hardware	Mouse	2 MOUSE REQUIRE FOR 5S	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	02/01/2024 17:01	2.97	High
4833	20240102C104	02/01/2024 14:01	Softwares	IBM Lotus Notes	archive issue in mail	Bm (Comml.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	02/01/2024 15:01	0.61	High
4834	20240102C105	02/01/2024 14:01	Hardware	Laptop	LAPTOP ADAPTER FAULTY	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	02/01/2024 17:01	2.46	High
4835	20240102C106	02/01/2024 14:01	Hardware	TFT	To fillup IT Hardware requisition form for TFT	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	02/01/2024 14:01	0.01	High
4836	20240102C107	02/01/2024 14:01	Softwares	IBM Lotus Notes	mail not working	18-Block, East Patel Nagar, New Delhi-110 005 Comml Office	Patel Nagar	Closed By Site Engineer	02/01/2024 16:01	1.44	High
4837	20240102C108	02/01/2024 14:01	Softwares	IBM Lotus Notes	mail not working	18-Block, East Patel Nagar, New Delhi-110 005 Comml Office	Patel Nagar	Closed By Site Engineer	02/01/2024 16:01	1.42	High
4838	20240102C109	02/01/2024 14:01	Hardware	Mouse	Left button of Mouse is not working (S/N-H27LZL2)	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	02/01/2024 15:01	0.07	High
4839	20240102C110	02/01/2024 15:01	Hardware	Printer	print issue	Lig Complaint Center, East Of Loni Road	Nand Nagari	Assign			High
4840	20240102C111	02/01/2024 15:01	Softwares	VPN	VPN issue in Laptop	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	02/01/2024 17:01	1.85	Medium
4841	20240102C112	02/01/2024 15:01	Softwares	Domain Password	user account lock assign Nilesh	Pkt-C, Mvr Ph-II, Delhi	Mayur Vihar	Closed By Site Engineer	03/01/2024 11:01	19.28	High
4842	20240102C113	02/01/2024 15:01	Hardware	Printer	printer setup assign Nilesh	13-Block, Trilokpuri,Delhi	Mayur Vihar	Closed By Site Engineer	03/01/2024 11:01	19.76	High
4843	20240102C114	02/01/2024 16:01	Hardware	Printer	Printer is not working, Safety.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	02/01/2024 16:01	0.57	High
4844	20240102C115	02/01/2024 16:01	Hardware	Laptop	working files gets automatically closed and laptop gets restart	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	04/01/2024 10:01	41.98	High
4845	20240102C116	02/01/2024 17:01	Hardware	Printer	Printer installation	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	03/01/2024 10:01	17.48	High
4846	20240102C117	02/01/2024 17:01	Hardware	Laptop	IP ASSIGN ISSUE.	Training And Work Shop, (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	02/01/2024 17:01	0.04	High
4847	20240102C118	02/01/2024 17:01	Hardware	PC CPU	USB DISABLE ISSUE.	Training And Work Shop, (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	02/01/2024 18:01	1.4	High
4848	20240102C119	02/01/2024 17:01	Hardware	TFT	TFT FAULTY ( AMIT SINGLA )	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Hardware Team	02/01/2024 18:01	1.28	High
4849	20240102C120	02/01/2024 17:01	Hardware	Laptop	LAN PORT FAULTY, USB LAN REQUIRED	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	02/01/2024 18:01	1.26	High
4850	20240102C121	02/01/2024 17:01	Hardware	Laptop	PC required for audit	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Hardware Team	02/01/2024 18:01	1.19	High
4851	20240102C122	02/01/2024 17:01	Hardware	Laptop	laptop not working need to replace	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	02/01/2024 18:01	1.18	High
4852	20240102C123	02/01/2024 17:01	Softwares	Ms-Office	Software installation	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	02/01/2024 18:01	1.17	High
4853	20240102C124	02/01/2024 17:01	Softwares	Windows	Need to restore data	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	02/01/2024 18:01	1.17	High
4854	20240103C1	03/01/2024 09:01	Hardware	PC CPU	Network issue Karkarduma Grid , Gate No.-2	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	03/01/2024 11:01	1.74	High
4855	20240103C2	03/01/2024 09:01	Softwares	Domain Password	Domain password reset	Gandhi Nagar Complaint Centre, 8a Block Geeta Colony	Krishna Nagar	Closed By Helpdesk	03/01/2024 09:01	0.01	High
4856	20240103C3	03/01/2024 10:01	Softwares	Domain Password	Domain password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	03/01/2024 10:01	0	High
4857	20240103C4	03/01/2024 10:01	Hardware	Printer	Printer getting noise / 2b	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	03/01/2024 11:01	0.45	High
4858	20240103C5	03/01/2024 10:01	Hardware	Printer	Printer tonner change 3B HP3015	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	03/01/2024 11:01	0.41	High
4859	20240103C6	03/01/2024 10:01	Softwares	MSB	MSB issue to open it	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	03/01/2024 10:01	0	Medium
4860	20240103C7	03/01/2024 10:01	Softwares	Admin Helpdesk	Admin help desk login issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	03/01/2024 10:01	0	Medium
4861	20240103C8	03/01/2024 11:01	Hardware	PC CPU	ALL USB PORT NOT WORKING.	Aram Bagh Bm(Comml), Phg	Pahar Ganj	Closed By Hardware Team	04/01/2024 17:01	30.7	High
4862	20240103C9	03/01/2024 11:01	Hardware	Scanner	Cable replacement of scanner as per RA.VI.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	03/01/2024 13:01	2.35	High
4863	20240103C10	03/01/2024 11:01	Networking	Link Down	jio link down at 13 block trilokpuri assign Nilesh	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	03/01/2024 17:01	6.07	High
4864	20240103C11	03/01/2024 11:01	Lan Support	RJ 45 Connector	Network issue in kkd grid	Cbd-II Grid, Kkd	Karkardooma	Closed By Lan Support Team	03/01/2024 12:01	1.02	High
4865	20240103C12	03/01/2024 11:01	Hardware	PC CPU	System booting issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	04/01/2024 14:01	26.81	High
4866	20240103C13	03/01/2024 11:01	Softwares	SAP	uploading issue in sap	Bm (Comml.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	04/01/2024 10:01	22.19	High
4867	20240103C14	03/01/2024 11:01	Softwares	Drivers	graphics issue	Bm (Comml.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	04/01/2024 10:01	22.17	High
4868	20240103C15	03/01/2024 12:01	Hardware	Printer	printer ip issue	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	04/01/2024 10:01	22.13	High
4869	20240103C16	03/01/2024 12:01	Softwares	Windows	pc working slow	Bm (Comml.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	04/01/2024 10:01	22.11	High
4870	20240103C17	03/01/2024 12:01	Softwares	ESS	payslip not opening in ess	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	04/01/2024 10:01	22.1	Medium
4871	20240103C18	03/01/2024 12:01	Lan Support	RJ 45 Connector	issue in connector	Bm (Comml.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	04/01/2024 10:01	22.09	High
4872	20240103C19	03/01/2024 12:01	Softwares	Domain Rejoin	trust relationship error	Bm (Comml.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	04/01/2024 10:01	22.08	Medium
4873	20240103C20	03/01/2024 12:01	Softwares	Domain Password	Domain password reset of Nitin kumar	33kv Grid, Kamla Market Comml Office	Darya Ganj	Closed By Helpdesk	03/01/2024 12:01	0.02	High
4874	20240103C21	03/01/2024 12:01	Softwares	Domain Password	Domain password reset	Comml Office Cbd-II	Karkardooma	Closed By Helpdesk	03/01/2024 12:01	0.04	High
4875	20240103C22	03/01/2024 12:01	Softwares	Domain Password	change sap and system password assign Nilesh	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	03/01/2024 17:01	4.94	High

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
4876	20240103C23	03/01/2024 12:01	Hardware	PC_CPU	update chipset driver for keyboard assign Nilesh	Pkt-C, Mvr Ph-II, Delhi	Mayur Vihar	Closed By Site Engineer	03/01/2024 17:01	4.9	High
4877	20240103C24	03/01/2024 12:01	Hardware	Laptop	laptop usb access and lenovo simple application show error assign Nilesh	Pkt-C, Mvr Ph-II, Delhi	Mayur Vihar	Closed By Site Engineer	03/01/2024 17:01	4.88	High
4878	20240103C25	03/01/2024 12:01	Hardware	Printer	need to printer driver install	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	04/01/2024 14:01	25.51	High
4879	20240103C26	03/01/2024 13:01	Hardware	Mouse	Mouse Faulty Left button Not Working Assign Arpit S/N- B9jn882	Pkt-C, Mvr Ph-II, Delhi	Mayur Vihar	Closed By Hardware Team	01/02/2024 14:02	696.96	High
4880	20240103C27	03/01/2024 13:01	Hardware	TFT	TFT Faulty Lining showing on screen .Please assign this to Mr. Arpit pc s/n. 77WVDV2 TFT S/N.CN-0223YY-FC00-8CR-A7DU	Enfo. Meter Store Shastri Park Grid, Delhi-53	Yamuna Vihar	Closed By Hardware Team	04/01/2024 09:01	20.44	High
4881	20240103C28	03/01/2024 13:01	Hardware	TFT	TFT Faulty white screen pls assign this call to Mr. arpit PC S/N.PG010T8D TFT S/N.CNT915900K	C-7, Commercial Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Hardware Team	04/01/2024 09:01	20.39	High
4882	20240103C29	03/01/2024 13:01	Networking	Link Down	network isolate at anand lok assign Nilesh	CommI. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	03/01/2024 17:01	3.66	High
4883	20240103C30	03/01/2024 13:01	Softwares	IBM Lotus Notes	MAIL ISSUE ASSIGN NILESH	O&M(D) Office, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Site Engineer	03/01/2024 17:01	3.56	High
4884	20240103C31	03/01/2024 14:01	Hardware	Laptop	To give network connectivity for one day 3 floor A Block	Ppg Indl. Area Grid (Ppg-2)	Laxmi Nagar	Closed By Hardware Team	04/01/2024 14:01	24.08	High
4885	20240103C32	03/01/2024 14:01	Hardware	Keyboard	Keyboard Key C,V,B,N is not working.	Training And Work Shop, (Ppg-2)	Laxmi Nagar	Closed By Hardware Team	04/01/2024 09:01	19.02	High
4886	20240103C33	03/01/2024 14:01	Hardware	Mouse	Mouse is not working.	(P&E), S/Stn. No 16, (Ppg-2)	Laxmi Nagar	Closed By Hardware Team	01/02/2024 14:02	695.42	High
4887	20240103C34	03/01/2024 14:01	Hardware	Printer	Print fed issue.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	03/01/2024 16:01	1.51	High
4888	20240103C35	03/01/2024 14:01	Hardware	Mouse	Mouse is not working.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Hardware Team	01/02/2024 14:02	695.35	High
4889	20240103C36	03/01/2024 14:01	Softwares	SAP	SAP P92 Configuration issue.	S/Stn. No. 13, Ppg (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	03/01/2024 16:01	1.52	High
4890	20240103C37	03/01/2024 14:01	Softwares	IBM Lotus Notes	Disk Qouta Error issue.	Training And Work Shop, (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	03/01/2024 16:01	1.42	High
4891	20240103C38	03/01/2024 14:01	Softwares	Windows	File is not able to download.	Training And Work Shop, (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	03/01/2024 16:01	1.4	High
4892	20240103C39	03/01/2024 15:01	Softwares	Domain Password	Password reset nitin kumar	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	03/01/2024 15:01	0	High
4893	20240103C40	03/01/2024 15:01	Hardware	Laptop Battery	NO Battery backup . please replace it Laptop S/N.PF-0KTQ1R	C-6, O&M Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Hardware Team	04/01/2024 10:01	18.94	High
4894	20240103C41	03/01/2024 16:01	Softwares	Domain Password	Password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	03/01/2024 16:01	0.01	High
4895	20240103C42	03/01/2024 16:01	Softwares	Domain Password	Password reset of Anshu Verma	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	03/01/2024 16:01	0	High
4896	20240103C43	03/01/2024 16:01	Hardware	Laptop	Battery Drain in 2 Minutes Only.	Ppg Indl. Area Grid (Ppg-2)	Laxmi Nagar	Closed By Hardware Team	04/01/2024 10:01	17.88	High
4897	20240103C44	03/01/2024 16:01	Hardware	Laptop	Help of User for Fill the form of Laptop Address Updation issue & Telephone Updation issue.	Ppg Indl. Area Grid (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	03/01/2024 16:01	0.14	High
4898	20240103C45	03/01/2024 16:01	Hardware	Printer	Printer issue to take print out	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	03/01/2024 16:01	0.01	High
4899	20240103C46	03/01/2024 16:01	Softwares	Domain Password	Domain login issue	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	03/01/2024 17:01	1.21	High
4900	20240103C47	03/01/2024 16:01	Hardware	Printer	Printer issue in C&M DEPT.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	04/01/2024 14:01	22.14	High
4901	20240103C48	03/01/2024 16:01	Softwares	IBM Lotus Notes	Mail inbox data time issue is coming , Pl arrange to check the same .	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	04/01/2024 17:01	25.07	High
4902	20240103C49	03/01/2024 16:01	Softwares	OS	window reg file is missing . Kindly check ...	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	04/01/2024 17:01	25.03	Medium
4903	20240103C50	03/01/2024 16:01	Hardware	Printer	Printer is not working . Kindly check the same .	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	04/01/2024 17:01	24.92	High
4904	20240103C51	03/01/2024 16:01	General Calls	Presentation / VC	VC in board room	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	03/01/2024 18:01	1.4	High
4905	20240103C52	03/01/2024 16:01	General Calls	Presentation / VC	VC in board room ( Vishal Bhimrajka )	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	03/01/2024 18:01	1.38	High
4906	20240103C53	03/01/2024 16:01	Hardware	PC_CPU	PC faulty need to replace	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Hardware Team	03/01/2024 18:01	1.36	High
4907	20240103C54	03/01/2024 16:01	Softwares	Ms-Office	Software installation	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Hardware Team	03/01/2024 18:01	1.36	High
4908	20240103C55	03/01/2024 16:01	Hardware	Laptop	No power in laptop	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	03/01/2024 18:01	1.33	High
4909	20240103C56	03/01/2024 16:01	General Calls	Presentation / VC	VC testing	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	03/01/2024 18:01	1.32	High
4910	20240103C57	03/01/2024 17:01	Softwares	IBM Lotus Notes	Mail and other online portal not working due to network, 2a	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	04/01/2024 14:01	21.5	High
4911	20240103C58	03/01/2024 17:01	Softwares	Windows	Need to install windows 10	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	03/01/2024 18:01	1.09	High
4912	20240103C59	03/01/2024 17:01	Softwares	Ms-Office	Software installation	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	03/01/2024 18:01	1.09	High
4913	20240103C60	03/01/2024 17:01	Softwares	Windows	Need to restore data	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	03/01/2024 18:01	1.08	High
4914	20240103C61	03/01/2024 17:01	Softwares	IBM Lotus Notes	Lotus mail issue of Shubham jain and creation of Archive also	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	03/01/2024 17:01	0	High
4915	20240103C62	03/01/2024 17:01	Softwares	Ms-Office	ms office issue	F-15/2, Krishna Nagar, CommI Office	Krishna Nagar	Closed By Site Engineer	03/01/2024 18:01	0.89	High
4916	20240103C63	03/01/2024 17:01	Softwares	SAP	sap issue	18 Block, Geeta Colony O&M Office	Krishna Nagar	Closed By Site Engineer	03/01/2024 18:01	0.87	High
4917	20240103C64	03/01/2024 17:01	Softwares	OMS	sap issue	18 Block, Geeta Colony O&M Office	Krishna Nagar	Closed By Site Engineer	03/01/2024 18:01	0.86	Medium
4918	20240103C65	03/01/2024 17:01	Softwares	SAP	sap issue	F-15/2, Krishna Nagar, CommI Office	Krishna Nagar	Closed By Site Engineer	03/01/2024 18:01	0.85	High
4919	20240103C66	03/01/2024 17:01	Softwares	Ms-Office	lotus issue	18 Block, Geeta Colony O&M Office	Krishna Nagar	Closed By Site Engineer	03/01/2024 18:01	0.83	High
4920	20240103C67	03/01/2024 17:01	Softwares	ESS	ess issue	Kalash Nagar Grid	Krishna Nagar	Closed By Site Engineer	03/01/2024 18:01	0.81	Medium
4921	20240103C68	03/01/2024 17:01	Softwares	IBM Lotus Notes	ims password issue	18-Block Geeta Colony, Delhi	Krishna Nagar	Closed By Site Engineer	03/01/2024 18:01	0.78	High
4922	20240103C69	03/01/2024 17:01	Hardware	PC_CPU	cpu issue	F-15/2, Krishna Nagar, CommI Office	Krishna Nagar	Closed By Site Engineer	03/01/2024 18:01	0.77	High
4923	20240104C1	04/01/2024 10:01	Softwares	Admin Helpdesk	PDF file not open	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	04/01/2024 10:01	0.01	Medium
4924	20240104C2	04/01/2024 10:01	Softwares	Admin Helpdesk	PDF file issue of Karan singh	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	04/01/2024 10:01	0	Medium
4925	20240104C3	04/01/2024 10:01	Hardware	Scanner	Scanner folder issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	04/01/2024 10:01	0.01	High
4926	20240104C4	04/01/2024 10:01	Softwares	Internet	Some site is not opening	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	04/01/2024 10:01	0	High
4927	20240104C5	04/01/2024 10:01	Hardware	Printer	printer paper jam	Bm (CommI.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	04/01/2024 16:01	6.58	High
4928	20240104C6	04/01/2024 10:01	Hardware	Scanner	scanner appliaction not working	Mulla Colony Scrap Store, Near Gajipur Police Station	Vasundra Enclave	Closed By Site Engineer	04/01/2024 16:01	6.56	High
4929	20240104C7	04/01/2024 10:01	Lan Support	RJ 45 Connector	Network issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	04/01/2024 12:01	2.32	High
4930	20240104C8	04/01/2024 10:01	Hardware	Printer	printer not working	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	04/01/2024 14:01	3.57	High
4931	20240104C9	04/01/2024 10:01	Softwares	IBM Lotus Notes	lotus mal accounts locked from server	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	04/01/2024 14:01	3.52	High
4932	20240104C10	04/01/2024 10:01	Softwares	Windows	Windows update	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	04/01/2024 10:01	0	High
4933	20240104C11	04/01/2024 10:01	Lan Support	RJ 45 Connector	Network issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	04/01/2024 12:01	1.95	High

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
4934	20240104C12	04/01/2024 10:01	Telecom	Telephone Cord	Tel. Cord not working voice disturbance issue	S/Stn No 7, O&M, (Ppg)	Laxmi Nagar	Closed By Hardware Team	04/01/2024 14:01	3.91	High
4935	20240104C13	04/01/2024 10:01	Telecom	Telephone Cord	Tele. cord not working voice disturbance issue	CommI Office Cbd-ii	Karkardooma	Closed By Hardware Team	04/01/2024 14:01	3.88	High
4936	20240104C14	04/01/2024 11:01	Hardware	Keyboard	KEYBOARD AND MOUSE FAULTY , wire damaged PC S/N- PG003LF3 pls assign this call to Mr. arpit	C-6, O&M Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Hardware Team	04/01/2024 17:01	6.64	High
4937	20240104C15	04/01/2024 11:01	Softwares	IBM Lotus Notes	mail accounts locked from server	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 CommI Office	Shankar Road	Closed By Site Engineer	04/01/2024 14:01	2.88	High
4938	20240104C16	04/01/2024 11:01	Softwares	SAP	SAP LOGGIN ISSUE , PL CHECK ....	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	04/01/2024 17:01	6.19	High
4939	20240104C17	04/01/2024 11:01	Softwares	IBM Lotus Notes	PLEASE CREATE LOTUS ARCHIVE ..	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	04/01/2024 17:01	6.17	High
4940	20240104C18	04/01/2024 11:01	Hardware	Printer	New laptop issue so installed both printer driver.	CommI Office Cbd-ii	Karkardooma	Closed By Site Engineer	04/01/2024 16:01	5.39	High
4941	20240104C19	04/01/2024 11:01	Softwares	IBM Lotus Notes	Not working properly	Minto Road	Darya Ganj	Closed By Site Engineer	08/01/2024 16:01	100.88	High
4942	20240104C20	04/01/2024 11:01	Hardware	Mouse	Mouse left click not working dragging issue so kindly assign call to Mr. Arpit (IBM 9637 S/N-L9CT909)	CommI Office Cbd-ii	Karkardooma	Closed By Hardware Team	04/01/2024 17:01	6.03	High
4943	20240104C21	04/01/2024 11:01	Telecom	Telephone Cord	telephone not working	F-15/2, Krishna Nagar, CommI Office	Krishna Nagar	Closed By Hardware Team	04/01/2024 13:01	1.2	High
4944	20240104C22	04/01/2024 11:01	Softwares	IBM Lotus Notes	mail not working	Aram Bagh Bm(CommI), Phg	Pahar Ganj	Closed By Site Engineer	04/01/2024 13:01	1.13	High
4945	20240104C23	04/01/2024 11:01	Hardware	Printer	Printer install	Aram Bagh Bm(CommI), Phg	Pahar Ganj	Closed By Site Engineer	04/01/2024 13:01	1.12	High
4946	20240104C24	04/01/2024 12:01	Hardware	Keyboard	Keyboard both Enter button not working so kindly assign call to mr. Arpit.(8434 S/N-L9E080)	CommI Office Cbd-ii	Karkardooma	Closed By Hardware Team	01/02/2024 14:02	674.52	High
4947	20240104C25	04/01/2024 12:01	Hardware	Printer	Half page printing issue in colour printer . GF	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	04/01/2024 12:01	0.14	High
4948	20240104C26	04/01/2024 12:01	Hardware	Mouse	Due to mouse wire faulty unable to work, Kindly arrange to replace the Mouse DELL3020MT/4KZG152, Pl assign to arpit for replacement .	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Hardware Team	01/02/2024 14:02	674.58	High
4949	20240104C27	04/01/2024 12:01	Hardware	PC CPU	Network issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	04/01/2024 14:01	2.2	High
4950	20240104C28	04/01/2024 12:01	Hardware	Printer	After Duplex Print Command Paper Jam issue persist Again & Again.	Training And Work Shop, (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	06/02/2024 12:02	792.08	High
4951	20240104C29	04/01/2024 12:01	Softwares	Windows	pc not starting	Bm (CommI) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	04/01/2024 16:01	4.45	High
4952	20240104C30	04/01/2024 12:01	Softwares	Domain Password	pc not login	Bm (CommI) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	04/01/2024 16:01	4.39	High
4953	20240104C31	04/01/2024 12:01	Hardware	Mouse	MOUSE CLICKS NOT WORKING (S/N-7PT7152) SEND to arpit	Vigilance Office Prasad Nagar	Patel Nagar	Closed By Site Engineer	09/01/2024 14:01	121.96	High
4954	20240104C32	04/01/2024 12:01	Softwares	Windows	Laptop Windows Booting issue. Need to restore point of OS.	Preet Vihar Grid (Civil, Protection & Mng Office)	Karkardooma	Closed By Site Engineer	04/01/2024 14:01	1.61	High
4955	20240104C33	04/01/2024 12:01	Softwares	IBM Lotus Notes	mail account lock of rajiv ranjan	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	04/01/2024 16:01	4.25	High
4956	20240104C34	04/01/2024 12:01	Softwares	IBM Lotus Notes	mail not working	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	04/01/2024 16:01	4.24	High
4957	20240104C35	04/01/2024 12:01	Hardware	Mouse	mouse faulty , wire damaged PC S/N. PG003LF3 pls assign this call to arpit	C-6, O&M Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Hardware Team	04/01/2024 17:01	4.95	High
4958	20240104C36	04/01/2024 12:01	Hardware	Keyboard	Help of User For Fill The Form of Replacement of Wireless Keyboard.	Training And Work Shop, (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	08/01/2024 13:01	96.29	High
4959	20240104C37	04/01/2024 13:01	Softwares	IBM Lotus Notes	mail accounts locked from server	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	04/01/2024 15:01	2.71	High
4960	20240104C38	04/01/2024 13:01	Softwares	IBM Lotus Notes	user unable to access mail	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	04/01/2024 15:01	2.69	High
4961	20240104C39	04/01/2024 13:01	Softwares	IBM Lotus Notes	mail accounts locked from server	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	04/01/2024 15:01	2.67	High
4962	20240104C40	04/01/2024 13:01	Softwares	SAP	Patch updation	C Block Office, Dda Flats, Motia Khan, Dgm (O&M), Phg	Pahar Ganj	Closed By Site Engineer	04/01/2024 14:01	0.95	High
4963	20240104C41	04/01/2024 13:01	Softwares	Internet	Window activate	C Block Office, Dda Flats, Motia Khan, Dgm (O&M), Phg	Pahar Ganj	Closed By Site Engineer	04/01/2024 14:01	0.94	High
4964	20240104C42	04/01/2024 14:01	Network Hardware	Panel	visit KHICRIPUR GRID for Gird report	CommI. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & ii	Mayur Vihar	Closed By Site Engineer	04/01/2024 16:01	2.09	High
4965	20240104C43	04/01/2024 14:01	Network Hardware	Panel	visit Samsapur Grid for Report	CommI. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & ii	Mayur Vihar	Closed By Site Engineer	04/01/2024 16:01	2.07	High
4966	20240104C44	04/01/2024 14:01	Network Hardware	Panel	visit CHILLA GRID for report assign Nilesh	CommI. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & ii	Mayur Vihar	Closed By Site Engineer	04/01/2024 16:01	2.04	High
4967	20240104C45	04/01/2024 14:01	Networking	Link Down	13 Block Trilokpuri CC network is isolated. kindly check do the FLT. assign Nilesh	CommI. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & ii	Mayur Vihar	Closed By Site Engineer	04/01/2024 16:01	2.03	High
4968	20240104C46	04/01/2024 14:01	Network Hardware	Switch	visit all sites forKindly provide the count of 24 Port Switches ( Cisco and Huawei ) installed at your division. Kindly provide an updated sheet with count and model of the switches. assign Nilesh	CommI. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & ii	Mayur Vihar	Closed By Site Engineer	24/01/2024 17:01	483.65	High
4969	20240104C47	04/01/2024 14:01	Softwares	ESS	change ESS password assign Nilesh	CommI. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & ii	Mayur Vihar	Closed By Site Engineer	04/01/2024 16:01	1.98	Medium
4970	20240104C48	04/01/2024 14:01	Softwares	IBM Lotus Notes	user unable to access archive folder	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	04/01/2024 15:01	1.71	High
4971	20240104C49	04/01/2024 14:01	Hardware	Laptop	Network issue some site is not opening	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	04/01/2024 14:01	0.03	High
4972	20240104C50	04/01/2024 14:01	Softwares	Internet	Internet slow issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	04/01/2024 14:01	0	High
4973	20240104C51	04/01/2024 14:01	Lan Support	Lan Cable Replacement	Lan Point not working at ROOM No 109 Please assign this call to LAN Team	Aram Bagh Bm(CommI), Phg	Pahar Ganj	Closed By Lan Support Team	08/01/2024 10:01	91.65	High
4974	20240104C52	04/01/2024 15:01	Softwares	IBM Lotus Notes	Lotus mail is not working due to archive issue .Pl arrange to check the same.	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	04/01/2024 17:01	2.45	High
4975	20240104C53	04/01/2024 15:01	Hardware	Printer	printer lan not working	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	04/01/2024 16:01	1.75	High
4976	20240104C54	04/01/2024 15:01	Softwares	ESS	Ess link creation on book mark . Please save	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	04/01/2024 17:01	2.36	Medium
4977	20240104C55	04/01/2024 15:01	Softwares	Windows	profile login issue	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	04/01/2024 16:01	1.74	High
4978	20240104C56	04/01/2024 15:01	Softwares	Browser	dss application not open	Bm (CommI) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	04/01/2024 16:01	1.72	Medium
4979	20240104C57	04/01/2024 15:01	Telecom	IP Phone	phone not work	Bm (CommI) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	04/01/2024 16:01	1.7	High
4980	20240104C58	04/01/2024 15:01	Hardware	Scanner	scanner not working	Bm (CommI) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	04/01/2024 16:01	1.69	High
4981	20240104C59	04/01/2024 15:01	Softwares	Domain Password	Domain password reset	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Helpdesk	04/01/2024 15:01	0.04	High
4982	20240104C60	04/01/2024 16:01	Networking	Link Down	link down please assign Nilesh	13-Block,Trilokpuri,Delhi	Mayur Vihar	Closed By Site Engineer	05/01/2024 10:01	18.83	High



S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
4983	20240104C61	04/01/2024 16:01	Hardware	Keyboard	some keys not working (keyboard faulty) S/N :- PGBM350 send to arpit	18-Block, East Patel Nagar, New Delhi-110 005 Commf Office	Patel Nagar	Assign			High
4984	20240104C62	04/01/2024 16:01	Hardware	Mouse	Clicks not working ( PG00E8KG) send to arpit	18-Block, East Patel Nagar, New Delhi-110 005 Commf Office	Patel Nagar	Closed By Site Engineer	09/01/2024 14:01	118.13	High
4985	20240104C63	04/01/2024 16:01	Softwares	Domain Rejoin	domain issue assign nilesh	O&M(D) Office, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Site Engineer	05/01/2024 10:01	18.48	Medium
4986	20240104C64	04/01/2024 16:01	Lan Support	RJ 45 Connector	need to be RJ 45 Connector and 20 Meter lan cable please assign to lan support	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Commf Office	Shankar Road	Closed By Lan Support Team	08/01/2024 10:01	89.54	High
4987	20240104C65	04/01/2024 16:01	Softwares	Domain Password	user unable to login	Seelam Pur Complaint Centre, Delhi-53	Yamuna Vihar	Closed By Site Engineer	05/01/2024 14:01	21.26	High
4988	20240104C66	04/01/2024 17:01	Softwares	IBM Lotus Notes	Lotus mail not start.	Commf Office Cbd-ii	Karkardooma	Closed By Site Engineer	04/01/2024 18:01	1.18	High
4989	20240104C67	04/01/2024 17:01	Softwares	IBM Lotus Notes	lotus quota mail issue	Commf Office Cbd-iii	Karkardooma	Closed By Site Engineer	04/01/2024 18:01	0.94	High
4990	20240104C68	04/01/2024 17:01	Hardware	Laptop	Laptop faulty	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Hardware Team	04/01/2024 18:01	0.93	High
4991	20240104C69	04/01/2024 17:01	Softwares	Ms-Office	Software installation	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Hardware Team	04/01/2024 18:01	0.89	High
4992	20240104C70	04/01/2024 17:01	Hardware	TFT	TFT faulty	O&M (Ptn), 10-B. Rajindra Place, New Delhi-110 008 (Patel Auto)	Patel Nagar	Closed By Hardware Team	04/01/2024 18:01	0.87	High
4993	20240104C71	04/01/2024 17:01	Hardware	Laptop Battery	Laptop battery faulty	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	04/01/2024 18:01	0.86	High
4994	20240104C72	04/01/2024 17:01	Hardware	TFT	TFT faulty	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	04/01/2024 18:01	0.85	High
4995	20240104C73	04/01/2024 17:01	Hardware	PC_CPU	PC REQUIRED FOR AASHI VERMA	Commf. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & ii	Mayur Vihar	Closed By Hardware Team	04/01/2024 18:01	0.83	High
4996	20240104C74	04/01/2024 17:01	General Calls	Presentation / VC	vc testing	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	04/01/2024 18:01	0.82	High
4997	20240104C75	04/01/2024 17:01	Hardware	Laptop	Laptop working slow need to install ssd	Commf Office Cbd-iii	Karkardooma	Closed By Hardware Team	04/01/2024 18:01	0.8	High
4998	20240104C76	04/01/2024 17:01	Telecom	IP Phone	Telephone not working ( CEO Cell )	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	04/01/2024 18:01	0.64	High
4999	20240104C77	04/01/2024 17:01	Hardware	PC_CPU	cpu not start hard disk not found error	Commf Office Cbd-iii	Karkardooma	Closed By Site Engineer	04/01/2024 18:01	0.53	High
5000	20240105C1	05/01/2024 03:01	Hardware	IP Camera	CCK O&M GATE CAMERA NOT WORKING.	Paiwalan O & M Office	Chandni Chowk	Closed By Lan Support Team	09/01/2024 09:01	101.72	High
5001	20240105C2	05/01/2024 03:01	Hardware	IP Camera	CC SAINI ENCLAVE CAMERA NOT WORKING.	Saini Enclave Complaint Centre	Karkardooma	Closed By Lan Support Team	08/01/2024 10:01	78.36	High
5002	20240105C3	05/01/2024 03:01	Hardware	IP Camera	KRN COMM OUTSIDE CAMERA NOT WORKING.	F-15/2, Krishna Nagar, Commf Office	Krishna Nagar	Closed By Lan Support Team	08/01/2024 10:01	78.33	High
5003	20240105C4	05/01/2024 04:01	Hardware	IP Camera	YVR COMM CHD CAMERA NOT WORKING.	C-7, Commercial Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Lan Support Team	08/01/2024 10:01	78.31	High
5004	20240105C5	05/01/2024 09:01	Telecom	IP Phone	Telecom issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	08/01/2024 17:01	80.75	High
5005	20240105C6	05/01/2024 09:01	Hardware	Laptop	call need to log with HP, laptop under warranty sn- 5cg9221byx	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	05/01/2024 11:01	1.22	High
5006	20240105C7	05/01/2024 09:01	Hardware	Laptop	call need to log with HP, laptop under warranty sn- 5CG921B07	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	05/01/2024 11:01	1.21	High
5007	20240105C8	05/01/2024 09:01	Hardware	Laptop	call need to log with HP, laptop under warranty sn- 5CG921B53W	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	05/01/2024 11:01	1.21	High
5008	20240105C9	05/01/2024 09:01	Hardware	Laptop	call need to log with HP, laptop under warranty sn- 5CG921B444	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	05/01/2024 11:01	1.2	High
5009	20240105C10	05/01/2024 09:01	Hardware	Laptop	call need to log with HP, laptop under warranty sn- 5CG9219XNF	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	05/01/2024 11:01	1.15	High
5010	20240105C11	05/01/2024 09:01	Hardware	Laptop	call need to log with HP, laptop under warranty sn- 5CG1394FY3	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	05/01/2024 11:01	1.12	High
5011	20240105C12	05/01/2024 10:01	Hardware	PC_CPU	ALL USB Port not working of CPU at C.No.-109 . It need to be repair. Please assign this call to Mr. Arpit System S.No.- PGBM369	Aram Bagh Bm(Commf), Phg	Pahar Ganj	Closed By Hardware Team	02/02/2024 14:02	676.39	High
5012	20240105C13	05/01/2024 10:01	Telecom	IP Phone	1st. floor B Block Lily conference room Phone issue 7518 is not working	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	08/01/2024 10:01	72.12	High
5013	20240105C14	05/01/2024 10:01	Telecom	IP Phone	Gnd. floor Carnation conference room Phone issue 9098 is not working	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	08/01/2024 10:01	72.09	High
5014	20240105C15	05/01/2024 10:01	Hardware	Scanner	HP scanjet 200 FLATBED Scanner not working s/n. CN31HA1249 pls assign this call to Mr. ARPIT	C-6, O&M Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Hardware Team	05/01/2024 11:01	1.59	High
5015	20240105C16	05/01/2024 10:01	Hardware	Keyboard	Existing Keyboard Mostly keys are very Hard Pressed. Need to required keyboard replacement for the same. Please assign the call to Arpit. S/no-PG00Q44R. Model- 10GQA052IH	Saini Enclave Complaint Centre	Karkardooma	Closed By Hardware Team	05/03/2024 17:03	1447.1	High
5016	20240105C17	05/01/2024 10:01	Hardware	Mouse	User facing of Mouse Right Click not working. Need to replace . Please assign the call to Arpit. S/no-PG00Q44R. Model-10GQA052IH	Saini Enclave Complaint Centre	Karkardooma	Closed By Hardware Team	05/03/2024 17:03	1447.07	High
5017	20240105C18	05/01/2024 10:01	Softwares	Antivirus	Trend micro remove and installation of Crowd strike antivirus.	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Site Engineer	05/01/2024 11:01	0.55	Medium
5018	20240105C19	05/01/2024 10:01	Softwares	Antivirus	Trend micro remove and installation of Crowd strike antivirus.	Preet Vihar Grid (Civil, Protection & Mmg Office)	Karkardooma	Closed By Site Engineer	05/01/2024 11:01	0.54	Medium
5019	20240105C20	05/01/2024 10:01	Softwares	IBM Lotus Notes	Lotus mail issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	05/01/2024 10:01	0.01	High
5020	20240105C21	05/01/2024 10:01	Hardware	PC_CPU	pc hang on desktop not booting	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	05/01/2024 18:01	7.9	High
5021	20240105C22	05/01/2024 10:01	Softwares	Windows	need to be win 10 install	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	05/01/2024 18:01	7.89	High
5022	20240105C23	05/01/2024 10:01	Softwares	IBM Lotus Notes	need to be lotus install and mail configure	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	05/01/2024 18:01	7.88	High
5023	20240105C24	05/01/2024 10:01	Softwares	Domain Rejoin	need to be domain rejoin	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	05/01/2024 18:01	7.87	Medium
5024	20240105C25	05/01/2024 10:01	Softwares	Drivers	need to be drivers install and basic software also install	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	05/01/2024 18:01	7.88	High
5025	20240105C26	05/01/2024 10:01	Hardware	Laptop	laptop booting issue	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	05/01/2024 18:01	7.82	High
5026	20240105C27	05/01/2024 10:01	Softwares	IBM Lotus Notes	Lotus mail not open need to configure ID file.	Preet Vihar Grid (Civil, Protection & Mmg Office)	Karkardooma	Closed By Site Engineer	05/01/2024 11:01	0.32	High
5027	20240105C28	05/01/2024 10:01	Softwares	GIS	Ltm software not working. Need to upgrade New latest exe file .	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Site Engineer	05/01/2024 11:01	0.29	Medium
5028	20240105C29	05/01/2024 10:01	Softwares	Teamviewer	Need to upgrade 15 Team viewer installed.	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Site Engineer	05/01/2024 11:01	0.27	Medium
5029	20240105C30	05/01/2024 10:01	Hardware	Printer	Printer is showing off line	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	05/01/2024 12:01	2.13	High
5030	20240105C31	05/01/2024 10:01	Network Hardware	Router	router lan cable faulty at 13 block trilokpuri please assign nilesh	Commf. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & ii	Mayur Vihar	Closed By Site Engineer	05/01/2024 12:01	1.8	High
5031	20240105C32	05/01/2024 10:01	Hardware	Laptop Adapter	power issue assign nilesh	Commf. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & ii	Mayur Vihar	Closed By Site Engineer	05/01/2024 12:01	1.78	High
5032	20240105C33	05/01/2024 11:01	Softwares	Internet	internet problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	05/01/2024 12:01	0.45	High
5033	20240105C34	05/01/2024 11:01	Hardware	Printer	print out problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	05/01/2024 12:01	0.45	High
5034	20240105C35	05/01/2024 11:01	Softwares	IBM Lotus Notes	Archive problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	05/01/2024 12:01	0.44	High
5035	20240105C36	05/01/2024 11:01	Softwares	SAP	P92 Problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	05/01/2024 12:01	0.44	High
5036	20240105C37	05/01/2024 11:01	Softwares	Ms-Office	MS Office problem	66 Kv, Bhagirathi Grid	Karawal Nagar	Closed By Site Engineer	05/01/2024 12:01	0.43	High
5037	20240105C38	05/01/2024 11:01	Telecom	IP Phone	IP Phone problem	66 Kv, Bhagirathi Grid	Karawal Nagar	Closed By Site Engineer	05/01/2024 12:01	0.42	High
5038	20240105C39	05/01/2024 11:01	Softwares	SAP	P 92 Problem	66 Kv, Bhagirathi Grid	Karawal Nagar	Closed By Site Engineer	05/01/2024 12:01	0.42	High
5039	20240105C40	05/01/2024 11:01	Softwares	IBM Lotus Notes	Archive Problem	66 Kv, Bhagirathi Grid	Karawal Nagar	Closed By Site Engineer	05/01/2024 12:01	0.42	High
5040	20240105C41	05/01/2024 11:01	Hardware	Scanner	Power problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	05/01/2024 12:01	0.41	High

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
5041	20240105C42	05/01/2024 11:01	Hardware	Printer	Print out problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	05/01/2024 12:01	0.4	High
5042	20240105C43	05/01/2024 11:01	Softwares	IBM Lotus Notes	ID Problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	05/01/2024 12:01	0.4	High
5043	20240105C44	05/01/2024 11:01	Hardware	Mouse	Mouse Problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	05/01/2024 12:01	0.39	High
5044	20240105C45	05/01/2024 11:01	Hardware	Keyboard	Keyboard problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	05/01/2024 12:01	0.39	High
5045	20240105C46	05/01/2024 11:01	Softwares	IBM Lotus Notes	Mail Problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	05/01/2024 12:01	0.38	High
5046	20240105C47	05/01/2024 11:01	Telecom	IP Phone	IP Phone Problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	05/01/2024 12:01	0.38	High
5047	20240105C48	05/01/2024 11:01	Softwares	IBM Lotus Notes	Mail Problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	05/01/2024 12:01	0.37	High
5048	20240105C49	05/01/2024 11:01	Hardware	TFT	TFT Problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	05/01/2024 12:01	0.37	High
5049	20240105C50	05/01/2024 11:01	Softwares	IBM Lotus Notes	Mail Problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	05/01/2024 12:01	0.36	High
5050	20240105C51	05/01/2024 11:01	Softwares	BYPL Intranet	Link problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	05/01/2024 12:01	0.36	Medium
5051	20240105C52	05/01/2024 11:01	Softwares	EDMS	Link problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	05/01/2024 12:01	0.35	Medium
5052	20240105C53	05/01/2024 11:01	Lan Support	RJ 45 Connector	RJ 45 Problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	05/01/2024 12:01	0.35	High
5053	20240105C54	05/01/2024 11:01	Hardware	Printer	Print out problem	66 Kv, Bhagirathi Grid	Karawal Nagar	Closed By Site Engineer	05/01/2024 12:01	0.34	High
5054	20240105C55	05/01/2024 11:01	Softwares	IBM Lotus Notes	mail Problem	66 Kv, Bhagirathi Grid	Karawal Nagar	Closed By Site Engineer	05/01/2024 12:01	0.33	High
5055	20240105C56	05/01/2024 11:01	Softwares	BYPL Intranet	BYPL Intranet problem	66 Kv, Bhagirathi Grid	Karawal Nagar	Closed By Site Engineer	05/01/2024 12:01	0.33	Medium
5056	20240105C57	05/01/2024 11:01	Softwares	IBM Lotus Notes	Mail Problem	66 Kv, Bhagirathi Grid	Karawal Nagar	Closed By Site Engineer	05/01/2024 12:01	0.32	High
5057	20240105C58	05/01/2024 11:01	Softwares	IBM Lotus Notes	Archive problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	05/01/2024 12:01	0.32	High
5058	20240105C59	05/01/2024 11:01	Softwares	SAP	P92 problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	05/01/2024 12:01	0.31	High
5059	20240105C60	05/01/2024 11:01	Softwares	Antivirus	Anti virus problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	05/01/2024 12:01	0.31	Medium
5060	20240105C61	05/01/2024 11:01	Softwares	Teamviewer	TV Problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	05/01/2024 12:01	0.3	Medium
5061	20240105C62	05/01/2024 11:01	Softwares	IBM Lotus Notes	ID Locked	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	05/01/2024 12:01	0.3	High
5062	20240105C63	05/01/2024 11:01	Hardware	Printer	Noise is coming from printer	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	08/01/2024 12:01	72.96	High
5063	20240105C64	05/01/2024 11:01	Lan Support	Lan Cable Extension	LAN Cable Problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	05/01/2024 12:01	0.29	High
5064	20240105C65	05/01/2024 11:01	Softwares	IBM Lotus Notes	Mail Problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	05/01/2024 12:01	0.29	High
5065	20240105C66	05/01/2024 11:01	Hardware	Printer	Print out problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	05/01/2024 12:01	0.28	High
5066	20240105C67	05/01/2024 11:01	Softwares	SAP	P92 Problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	05/01/2024 12:01	0.28	High
5067	20240105C68	05/01/2024 11:01	Softwares	Ms-Office	office problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	05/01/2024 12:01	0.27	High
5068	20240105C69	05/01/2024 11:01	Hardware	Printer	Printer installation	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	05/01/2024 11:01	0	High
5069	20240105C70	05/01/2024 12:01	Softwares	IBM Lotus Notes	Mail replication issue.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	05/01/2024 12:01	0.7	High
5070	20240105C71	05/01/2024 12:01	Hardware	Printer	printer network issue assign Nilesh	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	05/01/2024 15:01	3.57	High
5071	20240105C72	05/01/2024 12:01	Hardware	Printer	printer issue assign Nilesh	Anand Lok Complaint Centre,	Mayur Vihar	Closed By Site Engineer	05/01/2024 15:01	3.16	High
5072	20240105C73	05/01/2024 12:01	Hardware	IP Phone Adapter	ip phone issue assign Nilesh	Pkt-C, Mvr Ph-II, Delhi	Mayur Vihar	Closed By Site Engineer	05/01/2024 15:01	3.12	High
5073	20240105C74	05/01/2024 12:01	Networking	Link Down	network issue assign Nilesh	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	05/01/2024 15:01	3.1	High
5074	20240105C75	05/01/2024 13:01	Hardware	Printer	printer not working	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	05/01/2024 15:01	2.03	High
5075	20240105C76	05/01/2024 13:01	Hardware	Printer	printer not working	Bm (Comml.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	05/01/2024 15:01	2.02	High
5076	20240105C77	05/01/2024 13:01	Softwares	Browser	internet not working	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	05/01/2024 15:01	2.01	Medium
5077	20240105C78	05/01/2024 13:01	Hardware	Printer	printer cartridge issue	Bm (Comml.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	05/01/2024 15:01	1.99	High
5078	20240105C79	05/01/2024 13:01	Hardware	Mouse	issue in mouse scrolling. pl assign to arpit. s/n: DBYG152	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Hardware Team	05/01/2024 15:01	2.66	High
5079	20240105C80	05/01/2024 13:01	Hardware	All In One Desktop	pds detecting issue	Bm (Comml.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	05/01/2024 15:01	1.86	Medium
5080	20240105C81	05/01/2024 13:01	Lan Support	RJ 45 Connector	network not working	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	05/01/2024 15:01	1.86	High
5081	20240105C82	05/01/2024 13:01	Hardware	Scanner	scanning issue	Bm (Comml.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	05/01/2024 15:01	1.83	High
5082	20240105C83	05/01/2024 13:01	Softwares	ESS	ess login issue	Bm (Comml.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	05/01/2024 15:01	1.81	Medium
5083	20240105C84	05/01/2024 14:01	Hardware	Printer	printer not working	C-7, Commercial Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Site Engineer	05/01/2024 16:01	2.12	High
5084	20240105C85	05/01/2024 14:01	Hardware	Keyboard	numeric one 1 key not working	C-7, Commercial Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Site Engineer	05/01/2024 16:01	2.1	High
5085	20240105C86	05/01/2024 14:01	Softwares	Windows	window not booting up properly	C-6, O&M Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Site Engineer	05/01/2024 16:01	2.09	High
5086	20240105C87	05/01/2024 14:01	Softwares	IBM Lotus Notes	mail account locked	Seelam Pur Complaint Centre, Delhi-53	Yamuna Vihar	Closed By Site Engineer	05/01/2024 16:01	2.06	High
5087	20240105C88	05/01/2024 14:01	Telecom	Avaya Digital	network require for fax machine, last cabin 2A	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	08/01/2024 12:01	70.36	High
5088	20240105C89	05/01/2024 14:01	Hardware	PC_CPU	Pc is working very slow at the time of booting. Mail and other softwrae launch taking time , 2A last cabin	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	05/01/2024 15:01	1.29	High
5089	20240105C90	05/01/2024 14:01	Lan Support	Lan Cable Replacement	Existing Lan cable faulty Need cross indication on network. Need to required Lan engineer. Please assign the call to Lan Team. User:- Jyotsana Rajput	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Lan Support Team	09/01/2024 09:01	90.98	High
5090	20240105C91	05/01/2024 14:01	Lan Support	Lan Cable Replacement	Existing Lan cable faulty Need cross indication on network. Need to required Lan engineer. Please assign the call to Lan Team. User:- Jyotsana Rajput.	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Lan Support Team	09/01/2024 09:01	90.98	High
5091	20240105C92	05/01/2024 14:01	Hardware	Printer	Printer install	Aram Bagh Bm(Comml), Phg	Pahar Ganj	Closed By Site Engineer	05/01/2024 16:01	1.6	High
5092	20240105C93	05/01/2024 14:01	Softwares	SAP	SAP P92 login issue	Aram Bagh Bm(Comml), Phg	Pahar Ganj	Closed By Site Engineer	05/01/2024 16:01	1.59	High
5093	20240105C94	05/01/2024 14:01	Hardware	Printer	Printer not connecting / GF	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	09/01/2024 14:01	95.96	High
5094	20240105C95	05/01/2024 15:01	Hardware	Mouse	mouse not working issue in right click pl assign to arpit. s/n:DJ1RH32	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Hardware Team	11/02/2024 14:02	647.52	High
5095	20240105C96	05/01/2024 15:01	Hardware	Mouse	MOUSE REQUIRE WITH LAPTOP PLS ASSING TO ARPIT	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	08/01/2024 14:01	71.46	High
5096	20240105C97	05/01/2024 16:01	Hardware	Printer	Printer installation	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	05/01/2024 16:01	0.03	High

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time[Total Hours]	Priority
5097	20240105C98	05/01/2024 16:01	Hardware	Printer	Printer installation	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	05/01/2024 16:01	0	High
5098	20240105C99	05/01/2024 16:01	Hardware	Keyboard	keyboard not working PG010T8S	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	05/01/2024 16:01	0.03	High
5099	20240105C100	05/01/2024 17:01	Hardware	PC CPU	laptop require agaist desktop	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	05/01/2024 17:01	0.48	High
5100	20240105C101	05/01/2024 17:01	Softwares	OS	window and software need to install in issued laptop	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	05/01/2024 17:01	0.47	Medium
5101	20240105C102	05/01/2024 17:01	Softwares	OS	data require from desktop to laptop	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	05/01/2024 17:01	0.46	Medium
5102	20240105C103	05/01/2024 17:01	Hardware	Mouse	mouse faulty assign to arpit	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Hardware Team	05/01/2024 18:01	0.79	High
5103	20240105C104	05/01/2024 17:01	Hardware	Mouse	mouse faulty assign to arpit	33 Kv.Substation (Srd Building), Shankar Road, New Delhi-110 060 Comml Office	Shankar Road	Closed By Hardware Team	05/01/2024 18:01	0.77	High
5104	20240105C105	05/01/2024 17:01	Hardware	Scanner	scanner software issue assign nilesh	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	05/01/2024 17:01	0.05	High
5105	20240105C106	05/01/2024 17:01	Softwares	IBM Lotus Notes	ibm mail issue assign	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	08/01/2024 10:01	65.48	High
5106	20240106C1	06/01/2024 12:01	Softwares	Domain Password	reset of cac621.	Mig Office, East Of Loni Road	Nand Nagari	Closed By Helpdesk	06/01/2024 16:01	3.4	High
5107	20240106C2	06/01/2024 12:01	Softwares	IBM Lotus Notes	lotus archive creation.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	06/01/2024 16:01	3.38	High
5108	20240106C3	06/01/2024 12:01	Softwares	Domain Password	Domain reset of manoj pandey.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	06/01/2024 16:01	3.35	High
5109	20240106C4	06/01/2024 12:01	Hardware	Printer	CS printer diagnosis.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	06/01/2024 16:01	3.33	High
5110	20240106C5	06/01/2024 12:01	Softwares	IBM Lotus Notes	Lotus ID file remap.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	06/01/2024 16:01	3.28	High
5111	20240106C6	06/01/2024 12:01	Softwares	IBM Lotus Notes	Want to know the mail server.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	06/01/2024 16:01	3.27	High
5112	20240106C7	06/01/2024 12:01	Softwares	Domain Password	Reset of 3546.	S/Stn No 7, O&M, (Ppg)	Laxmi Nagar	Closed By Helpdesk	06/01/2024 16:01	3.26	High
5113	20240106C8	06/01/2024 12:01	Softwares	Domain Password	Reset of 41006592 .	S/Stn No 7, O&M, (Ppg)	Laxmi Nagar	Closed By Helpdesk	06/01/2024 16:01	3.25	High
5114	20240106C9	06/01/2024 12:01	Softwares	Domain Password	Domain reset.	Town Hall Business Office	Chandni Chowk	Closed By Helpdesk	06/01/2024 16:01	3.24	High
5115	20240106C10	06/01/2024 12:01	Hardware	Printer	Print command cancel of 1A printer.	33 Kv.Substation (Srd Building), Shankar Road, New Delhi-110 060 Comml Office	Shankar Road	Closed By Helpdesk	06/01/2024 16:01	3.23	High
5116	20240106C11	06/01/2024 12:01	Hardware	Printer	Print command cancel of 1B printer.	33 Kv.Substation (Srd Building), Shankar Road, New Delhi-110 060 Comml Office	Shankar Road	Closed By Helpdesk	06/01/2024 16:01	3.22	High
5117	20240106C12	06/01/2024 12:01	Softwares	OS	window update is showing.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	06/01/2024 16:01	3.2	Medium
5118	20240106C13	06/01/2024 12:01	Softwares	IBM Lotus Notes	lotus archive create.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	06/01/2024 16:01	3.13	High
5119	20240106C14	06/01/2024 13:01	Softwares	Internet	itsm login send to server.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	06/01/2024 16:01	2.77	High
5120	20240106C15	06/01/2024 13:01	Softwares	IBM Lotus Notes	Lotus mail pasword issue of another ID.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	06/01/2024 16:01	2.76	High
5121	20240106C16	06/01/2024 13:01	Softwares	IBM Lotus Notes	Lotus archive create.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	06/01/2024 16:01	2.75	High
5122	20240106C17	06/01/2024 13:01	Softwares	Domain Password	Reset of 903010153 as per nilesh.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	06/01/2024 16:01	2.74	High
5123	20240106C18	06/01/2024 13:01	Softwares	VPN	VPN issue.	Preet Vihar Grid (Civil, Protection & Mmg Office)	Karkardooma	Closed By Helpdesk	06/01/2024 16:01	2.73	Medium
5124	20240106C19	06/01/2024 13:01	Softwares	Domain Password	Reset of 40136375 .	C-6, O&M Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Helpdesk	06/01/2024 16:01	2.72	High
5125	20240106C20	06/01/2024 13:01	Networking	Link Down	Network issue.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	06/01/2024 16:01	2.7	High
5126	20240106C21	06/01/2024 13:01	Softwares	Domain Password	Dom reatet of himanshu sharma.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	06/01/2024 16:01	2.67	High
5127	20240106C22	06/01/2024 13:01	Softwares	OS	User profile load issue.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	06/01/2024 16:01	2.66	Medium
5128	20240106C23	06/01/2024 13:01	Hardware	Printer	IT priter install.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	06/01/2024 16:01	2.65	High
5129	20240106C24	06/01/2024 15:01	Softwares	Internet	msb link not access in chrome	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	06/01/2024 16:01	0.23	High
5130	20240106C25	06/01/2024 15:01	Softwares	Domain Password	Reset of 42185045.	33 Kv Grid, G.T.Road Comml Bldg	Gt Road	Closed By Helpdesk	06/01/2024 16:01	0.22	High
5131	20240106C26	06/01/2024 15:01	Hardware	Printer	printer install c&m both.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	06/01/2024 16:01	0.21	High
5132	20240106C27	06/01/2024 15:01	Softwares	IBM Lotus Notes	Mail request raised.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	06/01/2024 16:01	0.18	High
5133	20240106C28	06/01/2024 15:01	Hardware	Laptop	Laptop form fill up of sachin singh.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	06/01/2024 16:01	0.17	High
5134	20240106C29	06/01/2024 15:01	Softwares	IBM Lotus Notes	Lotus archive map.	O & M Office B-Block, Dilshad Garden, Delhi	Gt Road	Closed By Helpdesk	06/01/2024 16:01	0.15	High
5135	20240106C30	06/01/2024 15:01	Softwares	Internet	Internet proxy reset.	O & M Office B-Block, Dilshad Garden, Delhi	Gt Road	Closed By Helpdesk	06/01/2024 16:01	0.15	High
5136	20240106C31	06/01/2024 15:01	Softwares	Internet	google chrome install.	O & M Office B-Block, Dilshad Garden, Delhi	Gt Road	Closed By Helpdesk	06/01/2024 16:01	0.14	High
5137	20240106C32	06/01/2024 15:01	Softwares	Domain Password	Domain reset as per mrs. gagan.	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Helpdesk	06/01/2024 16:01	0.13	High
5138	20240106C33	06/01/2024 15:01	Softwares	Domain Password	Domain reset.	Egg Market	Laxmi Nagar	Closed By Helpdesk	06/01/2024 16:01	0.1	High
5139	20240106C34	06/01/2024 15:01	Softwares	Domain Password	Reset of 40137587 .	S/Stn No 6 Complaint Centre, Ppg, Mandawali (Ppg)	Laxmi Nagar	Closed By Helpdesk	06/01/2024 16:01	0.09	High
5140	20240106C35	06/01/2024 15:01	Softwares	Domain Password	Reset of dsys3305 .	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Helpdesk	06/01/2024 16:01	0.07	High
5141	20240106C36	06/01/2024 15:01	Softwares	Ms-Office	excel files access issue due to pdf extension.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	06/01/2024 16:01	0.06	High
5142	20240106C37	06/01/2024 15:01	Softwares	Domain Password	Reset of 3011130 .	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Helpdesk	06/01/2024 16:01	0.05	High
5143	20240106C38	06/01/2024 15:01	Softwares	VPN	VPN connect issue.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	06/01/2024 16:01	0.04	Medium
5144	20240106C39	06/01/2024 15:01	Hardware	Printer	Printer installation.	Preet Vihar Grid (Civil, Protection & Mmg Office)	Karkardooma	Closed By Helpdesk	06/01/2024 16:01	0.03	High
5145	20240108C1	08/01/2024 09:01	Softwares	IBM Lotus Notes	SOME ISSUE IN MAIL USER NAME - KIRTI VASIST (CEO CELL)	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	08/01/2024 11:01	1.49	High
5146	20240108C2	08/01/2024 10:01	Hardware	Keyboard	Keyboard Some Keys Are Not Working(CAPS Key & 1)Pc Sno 2p1nh32. This Call Assign To Mr Arpit	R-88 A Double Storey S/Stn. Building, R Block, New Rajinder Ngr, Shankar Rd, Delhi (O & M)	Shankar Road	Closed By Hardware Team	02/02/2024 14:02	604.16	High
5147	20240108C3	08/01/2024 10:01	Softwares	Domain Password	Domain password reset	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Helpdesk	08/01/2024 10:01	0	High
5148	20240108C4	08/01/2024 10:01	Networking	IP Conflict	IP conflict issue / 9019.	Ppg Indl. Area Grid (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	08/01/2024 13:01	2.95	High
5149	20240108C5	08/01/2024 10:01	Hardware	Keyboard	Keyboard Keys Are Not Working(M)Pc Sno BBZG152.This Call Assign To Mr Arpit	33 Kv.Substation (Srd Building), Shankar Road, New Delhi-110 060 Comml Office	Shankar Road	Closed By Hardware Team	02/02/2024 14:02	604.08	High

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
5150	20240108C6	08/01/2024 10:01	Softwares	IBM Lotus Notes	Mail Send receive issue	Aram Bagh Brn(Comm), Phg	Pahar Ganj	Closed By Site Engineer	08/01/2024 12:01	1.62	High
5151	20240108C7	08/01/2024 10:01	Hardware	Printer	Unable to take print	Aram Bagh Brn(Comm), Phg	Pahar Ganj	Closed By Site Engineer	08/01/2024 12:01	1.6	High
5152	20240108C8	08/01/2024 10:01	Hardware	Mouse	Mouse is not working properly,PC Sno BBZG152 this call assign to Mr. Arpit	33 Kv.Substation (Srd Building), Shankar Road, New Delhi-110 060 Comm1 Office	Shankar Road	Closed By Hardware Team	08/01/2024 14:01	4.21	High
5153	20240108C9	08/01/2024 10:01	Networking	Link Down	LAN Point not connecting 2 floor orchid	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	08/01/2024 11:01	0.49	High
5154	20240108C10	08/01/2024 10:01	Softwares	Internet	Internet issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	08/01/2024 10:01	0	High
5155	20240108C11	08/01/2024 10:01	Softwares	IBM Lotus Notes	Mail is not working	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	08/01/2024 12:01	1.46	High
5156	20240108C12	08/01/2024 10:01	Softwares	IBM Lotus Notes	Account is locked out of Lotus mail	Cbd-li Grid, Kkd	Karkardooma	Closed By Helpdesk	08/01/2024 10:01	0	High
5157	20240108C13	08/01/2024 10:01	Softwares	Domain Password	Password reset of ravinder kumar	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	08/01/2024 10:01	0	High
5158	20240108C14	08/01/2024 10:01	Softwares	SAP	in SAP BSP logging issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	08/01/2024 10:01	0	High
5159	20240108C15	08/01/2024 10:01	Hardware	Printer	Printer issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	08/01/2024 11:01	0.02	High
5160	20240108C16	08/01/2024 11:01	Hardware	PC_CPU	cpu issue assign Nilesh	Comm1. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Site Engineer	08/01/2024 15:01	4.97	High
5161	20240108C17	08/01/2024 11:01	Networking	Link Down	IP configuration required / GF HR	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	08/01/2024 12:01	1.38	High
5162	20240108C18	08/01/2024 11:01	Hardware	Printer	printer needs repair	Mig Office, East Of Loni Road	Nand Nagari	Closed By Site Engineer	12/01/2024 12:01	97.16	High
5163	20240108C19	08/01/2024 11:01	Hardware	UPS	battery pick up at CBD3 assign Nilesh	Comm1. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Site Engineer	08/01/2024 15:01	4.31	High
5164	20240108C20	08/01/2024 11:01	Hardware	PC_CPU	need to be a cpu set for new jinee Anil kumar	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	08/01/2024 17:01	5.7	High
5165	20240108C21	08/01/2024 11:01	Softwares	Windows	needed to be win 10 install	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	08/01/2024 17:01	5.69	High
5166	20240108C22	08/01/2024 11:01	Softwares	Teamviewer	need to basic software install	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	08/01/2024 17:01	5.68	Medium
5167	20240108C23	08/01/2024 11:01	Softwares	IBM Lotus Notes	sanish rawat mail file locked	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	08/01/2024 13:01	1.32	High
5168	20240108C24	08/01/2024 11:01	Hardware	Printer	printer not working	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	08/01/2024 13:01	1.34	High
5169	20240108C25	08/01/2024 11:01	Hardware	Printer	Paper jam in Printer , GF	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	08/01/2024 12:01	0.88	High
5170	20240108C26	08/01/2024 11:01	Lan Support	Lan Cable Extension	Kindly arrange to provide new lan point in cmg urgently.	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Lan Support Team	10/01/2024 09:01	45.18	High
5171	20240108C27	08/01/2024 11:01	Softwares	Windows	Laptop is working very slow , not able to take printout.2A	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	09/01/2024 09:01	21.78	High
5172	20240108C28	08/01/2024 11:01	Networking	IP Conflict	ip conflict issue is coming in system . PI check the same .	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	08/01/2024 17:01	5.94	High
5173	20240108C29	08/01/2024 11:01	Softwares	IBM Lotus Notes	Mail is not getting open , pi check the same .	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Lan Support Team	10/01/2024 09:01	45.1	High
5174	20240108C30	08/01/2024 12:01	Hardware	Printer	printer not working	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	08/01/2024 13:01	1.13	High
5175	20240108C31	08/01/2024 12:01	Hardware	PC_CPU	system booting issue	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	08/01/2024 13:01	1.08	High
5176	20240108C32	08/01/2024 12:01	Hardware	Mouse	scroll not working , S/n: PG03SKW3	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	08/01/2024 14:01	2.39	High
5177	20240108C33	08/01/2024 12:01	Hardware	PC_CPU	system shifting assign Nilesh	Comm1. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Site Engineer	08/01/2024 15:01	3.55	High
5178	20240108C34	08/01/2024 12:01	Telecom	Clip Max	Extension 9257 is not working , kindly arrange to visit the same .	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Lan Support Team	10/01/2024 09:01	44.62	High
5179	20240108C35	08/01/2024 12:01	Hardware	UPS	visit sadar apartment regarding ups	Comm1. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Site Engineer	08/01/2024 15:01	3.52	High
5180	20240108C36	08/01/2024 12:01	Hardware	Printer	Low tonner issue , PI arrange to provide new tonner for the same .	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	08/01/2024 17:01	5.37	High
5181	20240108C37	08/01/2024 12:01	Lan Support	Lan Cable Replacement	lan cable faulty at mayur vihar commercial assign lan team	Comm1. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Lan Support Team	10/01/2024 09:01	44.55	High
5182	20240108C38	08/01/2024 12:01	Softwares	Windows	windows update	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	08/01/2024 12:01	0.01	High
5183	20240108C39	08/01/2024 12:01	Softwares	Ms-Office	office installation	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	08/01/2024 12:01	0	High
5184	20240108C40	08/01/2024 12:01	Lan Support	Lan Cable Extension	KINDLY PROVIDE LAN PORT FOR START FAX MACHINE	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	09/01/2024 14:01	25.92	High
5185	20240108C41	08/01/2024 12:01	Hardware	PC_CPU	system reboot problem	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	08/01/2024 13:01	0.39	High
5186	20240108C42	08/01/2024 12:01	Softwares	Windows	need to old data restore	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	08/01/2024 13:01	0.37	High
5187	20240108C43	08/01/2024 12:01	Softwares	Domain Rejoin	needed to domain rejoin	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	08/01/2024 13:01	0.34	Medium
5188	20240108C44	08/01/2024 12:01	Hardware	PC_CPU	system pc not booting	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	08/01/2024 13:01	0.34	High
5189	20240108C45	08/01/2024 12:01	Softwares	IBM Lotus Notes	user unable to access lotus accounts	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	08/01/2024 13:01	0.33	High
5190	20240108C46	08/01/2024 12:01	Hardware	PC_CPU	system pc poor performances , working vert slow	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	08/01/2024 13:01	0.32	High
5191	20240108C47	08/01/2024 13:01	Hardware	PC_CPU	not getting power on	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	08/01/2024 17:01	4.25	High
5192	20240108C48	08/01/2024 13:01	Softwares	IBM Lotus Notes	mail not working	Bm (Comm1.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	08/01/2024 15:01	2.28	High
5193	20240108C49	08/01/2024 13:01	Hardware	Printer	paper jamm in printer	Bm (Comm1.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	08/01/2024 15:01	2.27	High
5194	20240108C50	08/01/2024 13:01	Softwares	VPN	vpn not working	Mulla Colony Scrap Store, Near Gajipur Police Station	Vasundra Enclave	Closed By Site Engineer	08/01/2024 15:01	2.26	Medium
5195	20240108C51	08/01/2024 13:01	Softwares	IBM Lotus Notes	mail sending issue	Bm (Comm1.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	08/01/2024 15:01	2.24	High
5196	20240108C52	08/01/2024 13:01	Softwares	SAP	report not showing in analyswer	Bm (Comm1.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	08/01/2024 15:01	2.23	High
5197	20240108C53	08/01/2024 13:01	Softwares	Windows	windows starting issue	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	08/01/2024 15:01	2.22	High
5198	20240108C54	08/01/2024 13:01	Lan Support	RJ 45 Connector	connector faulty	Bm (Comm1.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	08/01/2024 15:01	2.21	High
5199	20240108C55	08/01/2024 13:01	Softwares	Domain Password	password issue	Bm (Comm1.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	08/01/2024 15:01	2.2	High



S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
5200	20240108C56	08/01/2024 14:01	Softwares	Domain Password	Domain password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	08/01/2024 14:01	0.01	High
5201	20240108C57	08/01/2024 14:01	Softwares	IBM Lotus Notes	Mail reinstall	Aram Bagh Brn(Comm), Phg	Pahar Ganj	Closed By Site Engineer	08/01/2024 16:01	1.77	High
5202	20240108C58	08/01/2024 14:01	Hardware	PC_CPU	system slow	Aram Bagh Brn(Comm), Phg	Pahar Ganj	Closed By Site Engineer	08/01/2024 16:01	1.76	High
5203	20240108C59	08/01/2024 15:01	Softwares	SAP	sap issue	F-15/2, Krishna Nagar, Commf Office	Krishna Nagar	Closed By Site Engineer	08/01/2024 17:01	1.7	High
5204	20240108C60	08/01/2024 15:01	Softwares	Ms-Office	ms office not working	18 Block, Geeta Colony O&M Office	Krishna Nagar	Closed By Site Engineer	08/01/2024 17:01	1.72	High
5205	20240108C61	08/01/2024 15:01	Softwares	IBM Lotus Notes	archive issue	18 Block, Geeta Colony O&M Office	Krishna Nagar	Closed By Site Engineer	08/01/2024 17:01	1.7	High
5206	20240108C62	08/01/2024 15:01	Softwares	SAP	sap issue	18 Block, Geeta Colony O&M Office	Krishna Nagar	Closed By Site Engineer	08/01/2024 17:01	1.68	High
5207	20240108C63	08/01/2024 16:01	Softwares	SAP	sap password rest	18 Block, Geeta Colony O&M Office	Krishna Nagar	Closed By Site Engineer	08/01/2024 17:01	1.67	High
5208	20240108C64	08/01/2024 16:01	Networking	Link Down	LINK DOWN AT COMMERCIAL ASSIGN NILESH	Commf. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Site Engineer	08/01/2024 16:01	0.9	High
5209	20240108C65	08/01/2024 16:01	Hardware	Printer	Printer issue	F-15/2, Krishna Nagar, Commf Office	Krishna Nagar	Closed By Site Engineer	08/01/2024 17:01	1.67	High
5210	20240108C66	08/01/2024 16:01	Softwares	SAP	sap password reset	F-15/2, Krishna Nagar, Commf Office	Krishna Nagar	Closed By Site Engineer	08/01/2024 17:01	1.64	High
5211	20240108C67	08/01/2024 16:01	Hardware	Printer	printer not working	F-15/2, Krishna Nagar, Commf Office	Krishna Nagar	Closed By Site Engineer	08/01/2024 17:01	1.63	High
5212	20240108C68	08/01/2024 16:01	Softwares	SAP	sap password reset	F-15/2, Krishna Nagar, Commf Office	Krishna Nagar	Closed By Site Engineer	08/01/2024 17:01	1.62	High
5213	20240108C69	08/01/2024 16:01	Networking	Link Down	LINK DOWN ASSIGN NILESH	Commf. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Site Engineer	08/01/2024 16:01	0.85	High
5214	20240108C70	08/01/2024 16:01	Softwares	IBM Lotus Notes	Kindly arrange to create new archive folder in lotus notes .	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	08/01/2024 17:01	1.63	High
5215	20240108C71	08/01/2024 16:01	Hardware	PC_CPU	System slow issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	08/01/2024 16:01	0.01	High
5216	20240108C72	08/01/2024 16:01	Hardware	UPS	ups issue assign nilesh	Commf. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Site Engineer	09/01/2024 12:01	20.05	High
5217	20240108C73	08/01/2024 16:01	Hardware	Mouse	Mouse not working	Hauz Quzi, Complaint Center	Darya Ganj	Closed By Site Engineer	09/01/2024 15:01	22.93	High
5218	20240108C74	08/01/2024 16:01	Softwares	Adobe Reader	Adobe Not working	Hauz Quzi, Complaint Center	Darya Ganj	Closed By Site Engineer	09/01/2024 15:01	22.93	Medium
5219	20240108C75	08/01/2024 16:01	Lan Support	RJ 45 Connector	Lan wire not working	Jama Masjid, Complaint Center	Darya Ganj	Closed By Site Engineer	09/01/2024 15:01	22.9	High
5220	20240108C76	08/01/2024 16:01	Hardware	Printer	printer not working	33kv Grid, Kamla Market Commf Office	Darya Ganj	Closed By Site Engineer	09/01/2024 15:01	22.89	High
5221	20240108C77	08/01/2024 16:01	Softwares	IBM Lotus Notes	Mail not working	33kv Grid, Kamla Market Commf Office	Darya Ganj	Closed By Site Engineer	09/01/2024 15:01	22.87	High
5222	20240108C78	08/01/2024 16:01	Hardware	Printer	Printer not working	33kv Grid, Kamla Market Commf Office	Darya Ganj	Closed By Site Engineer	09/01/2024 15:01	22.85	High
5223	20240108C79	08/01/2024 16:01	Hardware	Scanner	Scanner not working	33kv Grid, Kamla Market Commf Office	Darya Ganj	Closed By Site Engineer	09/01/2024 15:01	22.84	High
5224	20240108C80	08/01/2024 16:01	Softwares	IBM Lotus Notes	ibm mail issue assign nilesh	Samachar Aptt. Mayur Vihar Ph-I And li , Delhi	Mayur Vihar	Closed By Site Engineer	09/01/2024 12:01	19.83	High
5225	20240108C81	08/01/2024 16:01	Softwares	IBM Lotus Notes	ibm mail issue assign nilesh	Complaint Center Sub-Stn. No. 4, Mig Housing Flat, Mayur Vihar Ph-III, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	09/01/2024 12:01	19.82	High
5226	20240108C82	08/01/2024 17:01	Hardware	Printer	Paper Jam issue.	S/Stn. No. 15, Goc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	09/01/2024 13:01	20.01	High
5227	20240108C83	08/01/2024 17:01	Hardware	Printer	Print feed issue.	S/Stn. No. 15, Goc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	09/01/2024 13:01	19.98	High
5228	20240108C84	08/01/2024 17:01	Hardware	Printer	Printer installation issue.	S/Stn. No. 15, Goc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	09/01/2024 13:01	19.95	High
5229	20240108C85	08/01/2024 17:01	Hardware	Printer	Print feed issue.	S/Stn. No. 15, Goc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	09/01/2024 13:01	19.93	High
5230	20240108C86	08/01/2024 17:01	Softwares	SAP	SAP Installation & Configuration issue.	S/Stn. No. 15, Goc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	09/01/2024 13:01	19.9	High
5231	20240108C87	08/01/2024 17:01	Softwares	IBM Lotus Notes	Lotus Notes Configuration issue.	(P&E), S/Stn. No 16, (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	09/01/2024 12:01	19.42	High
5232	20240108C88	08/01/2024 17:01	Softwares	ESS	ess password issue assign nilesh	13-Block, Trilokpuri,Delhi	Mayur Vihar	Closed By Site Engineer	09/01/2024 12:01	19.12	Medium
5233	20240109C1	09/01/2024 09:01	Hardware	IP Camera	CC B-BLK LNR CCTV NOT WORKING	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Lan Support Team	10/01/2024 09:01	23.99	High
5234	20240109C2	09/01/2024 09:01	Hardware	IP Camera	CC SAINI ENCLAVE CCTV NOT WORKING	Saini Inclave Complaint Centre	Karkardooma	Closed By Lan Support Team	10/01/2024 09:01	23.98	High
5235	20240109C3	09/01/2024 09:01	Hardware	IP Camera	CC YVR C-12 CCTV NOT WORKING	C-12, Complain Centre Ghonda, Yamuna Vihar Delhi-53	Yamuna Vihar	Closed By Lan Support Team	10/01/2024 09:01	23.96	High
5236	20240109C4	09/01/2024 09:01	Hardware	IP Camera	PTZ GAZIPUR BACK CCTV NOT WORKING	Gazipur Store (Ppg-2)	Laxmi Nagar	Closed By Lan Support Team	05/03/2024 15:03	1350.07	High
5237	20240109C5	09/01/2024 09:01	Hardware	IP Camera	CC MUKHIYA MARKET CCTV NOT WORKING	Complaint Office, Karawal Nagar	Karawal Nagar	Closed By Lan Support Team	11/01/2024 09:01	48.48	High
5238	20240109C6	09/01/2024 09:01	Hardware	IP Camera	PTZ MULLA COLONY CCTV NOT WORKING	Mulla Colony Scrap Store, Near Gajipur Police Station	Vasundra Enclave	Closed By Lan Support Team	05/03/2024 15:03	1350.04	High
5239	20240109C7	09/01/2024 09:01	Hardware	IP Camera	YVR COMM CHD CCTV NOT WORKING	C-7, Commercial Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Lan Support Team	10/01/2024 09:01	23.71	High
5240	20240109C8	09/01/2024 09:01	Hardware	IP Camera	O&M MVR-1 CCTV NOT WORKING	O&M(D) Office, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Lan Support Team	10/01/2024 09:01	23.69	High
5241	20240109C9	09/01/2024 09:01	Hardware	IP Camera	SRD COMM ENTRY CCTV NOT WORKING	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Commf Office	Shankar Road	Closed By Lan Support Team	11/01/2024 09:01	48.25	High
5242	20240109C10	09/01/2024 09:01	Hardware	IP Camera	CCK COMM ENTRY CCTV NOT WORKING	Town Hall Business Office	Chandni Chowk	Closed By Lan Support Team	11/01/2024 09:01	48.23	High
5243	20240109C11	09/01/2024 09:01	Hardware	IP Camera	GMT GATE -1 CCT V NOT WORKING	Gandhi Market Office	Darya Ganj	Closed By Lan Support Team	11/01/2024 09:01	48.22	High
5244	20240109C12	09/01/2024 09:01	Hardware	PC_CPU	System Logging issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	09/01/2024 10:01	0.51	High
5245	20240109C13	09/01/2024 09:01	Softwares	Domain Password	Domain password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	09/01/2024 09:01	0	High
5246	20240109C14	09/01/2024 09:01	Softwares	IBM Lotus Notes	Lotus mail issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	09/01/2024 09:01	0	High
5247	20240109C15	09/01/2024 10:01	Softwares	Domain Rejoin	Pc 80LXJ03 require in domain and configure mail id file.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	09/01/2024 17:01	7.11	Medium
5248	20240109C16	09/01/2024 10:01	Softwares	Browser	Zoom app is not working	Complaint Center, Chappewala	Shankar Road	Closed By Site Engineer	09/01/2024 10:01	0.56	Medium
5249	20240109C17	09/01/2024 10:01	Softwares	Browser	Zoom app is not working	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Commf Office	Shankar Road	Closed By Site Engineer	09/01/2024 10:01	0.53	Medium
5250	20240109C18	09/01/2024 10:01	Softwares	Ms-Office	wps office installation	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Commf Office	Shankar Road	Closed By Helpdesk	09/01/2024 10:01	0	High
5251	20240109C19	09/01/2024 10:01	Softwares	IBM Lotus Notes	mail is not working	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	09/01/2024 11:01	0.65	High
5252	20240109C20	09/01/2024 10:01	Softwares	IBM Lotus Notes	mail is not working	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Commf Office	Shankar Road	Closed By Site Engineer	09/01/2024 11:01	0.63	High
5253	20240109C21	09/01/2024 10:01	Hardware	PC_CPU	System logging issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	09/01/2024 10:01	0	High
5254	20240109C22	09/01/2024 10:01	Hardware	Printer	printer hp 410 not working	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	09/01/2024 12:01	1.55	High
5255	20240109C23	09/01/2024 11:01	Telecom	IP Phone	Telephone is not functioning - call received from (9917).	Kasturba Nagar Complaint Centre	Karkardooma	Closed By Helpdesk	09/01/2024 11:01	0.41	High
5256	20240109C24	09/01/2024 11:01	Telecom	IP Phone	Telephone is not functioning (9130)	Kasturba Nagar Complaint Centre	Karkardooma	Closed By Site Engineer	10/01/2024 14:01	27.63	High
5257	20240109C25	09/01/2024 11:01	Softwares	Windows	need to old data transfer from old pc	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	09/01/2024 12:01	1.17	High
5258	20240109C26	09/01/2024 11:01	Hardware	Keyboard	Keyboard key s & Shift key is not working.	Ppg Indl. Area Grid (Ppg-2)	Laxmi Nagar	Closed By Hardware Team	02/02/2024 14:02	579.03	High
5259	20240109C27	09/01/2024 11:01	Hardware	PC_CPU	System slow	Aram Bagh Brn(Comm), Phg	Pahar Ganj	Closed By Site Engineer	09/01/2024 12:01	0.69	High
5260	20240109C28	09/01/2024 11:01	Softwares	Cute PDF	CUTE Pdf install	Aram Bagh Brn(Comm), Phg	Pahar Ganj	Closed By Site Engineer	09/01/2024 12:01	0.69	Medium

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
5261	20240109C29	09/01/2024 11:01	Networking	Link Down	Network down - discussed with RAVI (DC Team).	Comm1 Office Cbd-ii	Karkardooma	Closed By Site Engineer	10/01/2024 14:01	27.29	High
5262	20240109C30	09/01/2024 11:01	Hardware	Laptop	Laptop LENOVO E490( SN-PG01W7DJ) not working properly key pad issue after some time work Pls Assign To Arpit	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Hardware Team	09/01/2024 17:01	5.57	High
5263	20240109C31	09/01/2024 12:01	Softwares	Ms-Office	Office 16 installation on PC of Mr. Vineet Vohra	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	09/01/2024 14:01	2.55	High
5264	20240109C32	09/01/2024 12:01	General Calls	Presentation / VC	Meeting in CEO sir room	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	09/01/2024 14:01	2.55	High
5265	20240109C33	09/01/2024 12:01	Networking	VPN Connectivity	WIFI connecting issue / 1A	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	12/01/2024 12:01	71.95	Medium
5266	20240109C34	09/01/2024 12:01	Softwares	Windows	DERC team access require network connectivity , Jasmin, GF	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	09/01/2024 12:01	0.22	High
5267	20240109C35	09/01/2024 12:01	Hardware	Printer	printer issue assign Nilesh	Comm1. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	09/01/2024 15:01	2.79	High
5268	20240109C36	09/01/2024 12:01	Networking	IP Conflict	IP address configure in pc	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	09/01/2024 12:01	0.44	High
5269	20240109C37	09/01/2024 12:01	Hardware	Printer	install printer	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	09/01/2024 12:01	0.43	High
5270	20240109C38	09/01/2024 12:01	Softwares	SAP	sap icon install	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	09/01/2024 12:01	0.41	High
5271	20240109C39	09/01/2024 12:01	Hardware	Printer	print issue assign Nilesh	O&M(D) Office, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Site Engineer	09/01/2024 15:01	2.7	High
5272	20240109C40	09/01/2024 12:01	Hardware	Scanner	scanner issue assign Nilesh	O&M(D) Office, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Site Engineer	09/01/2024 15:01	2.68	High
5273	20240109C41	09/01/2024 12:01	Hardware	UPS	visit sadar apartment regarding ups	Comm1. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	09/01/2024 15:01	2.66	High
5274	20240109C42	09/01/2024 12:01	Lan Support	Lan Cable Replacement	Required 1.5 metre and 3 meter lan patch cable please provide	Comm1. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Cancel			High
5275	20240109C43	09/01/2024 12:01	Lan Support	Lan Cable Extension	Required 3 cable 1.5 Metre And 3 Meter Lan Patch Cable Please Provide	Comm1. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Lan Support Team	10/01/2024 09:01	20.37	High
5276	20240109C44	09/01/2024 12:01	Softwares	Domain Password	Domain password reset of Ganpati ranjan	Guest House, Shrestha Vihar	Karkardooma	Closed By Helpdesk	09/01/2024 12:01	0.01	High
5277	20240109C45	09/01/2024 13:01	Hardware	Printer	printer issue	18-Block, East Patel Nagar, New Delhi-110 005 Comm1 Office	Patel Nagar	Closed By Site Engineer	09/01/2024 14:01	1.51	High
5278	20240109C46	09/01/2024 13:01	Softwares	Domain Password	Domain password reset	Minto Road	Darya Ganj	Closed By Helpdesk	09/01/2024 13:01	0.01	High
5279	20240109C47	09/01/2024 13:01	Softwares	VPN	vpn issue	Minto Road	Darya Ganj	Closed By Helpdesk	09/01/2024 13:01	0	Medium
5280	20240109C48	09/01/2024 15:01	Hardware	PC_CPU	System booting issue	Cbd-Ii Grid, Kkd	Karkardooma	Closed By Hardware Team	10/01/2024 12:01	21.06	High
5281	20240109C49	09/01/2024 15:01	Softwares	Internet	Sharing link not open	Complaint Center (Ram Nagar)	Pahar Ganj	Closed By Site Engineer	09/01/2024 16:01	0.81	High
5282	20240109C50	09/01/2024 15:01	Hardware	PC_CPU	system slow	Complaint Center (Ram Nagar)	Pahar Ganj	Closed By Site Engineer	09/01/2024 16:01	0.81	High
5283	20240109C51	09/01/2024 15:01	Softwares	Windows	IP Conflict issue , Pl check the system .	Shakarpur Grid (Lnr)	Laxmi Nagar	Closed By Site Engineer	10/01/2024 10:01	19.14	High
5284	20240109C52	09/01/2024 15:01	Hardware	Printer	kindly arrange to install printer urgent.	Shakarpur Grid (Lnr)	Laxmi Nagar	Closed By Site Engineer	10/01/2024 10:01	19.09	High
5285	20240109C53	09/01/2024 15:01	Softwares	Windows	window password is not working , Pl change .	Shakarpur Grid (Lnr)	Laxmi Nagar	Closed By Site Engineer	10/01/2024 10:01	19.06	High
5286	20240109C54	09/01/2024 15:01	Hardware	PC_CPU	Kindly install the cpu ..	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	10/01/2024 10:01	19.01	High
5287	20240109C55	09/01/2024 15:01	Hardware	Printer	Please connect the printer urgently.	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	10/01/2024 10:01	18.98	High
5288	20240109C56	09/01/2024 15:01	Softwares	IBM Lotus Notes	lotus mail is not working , Please check	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	10/01/2024 10:01	18.94	High
5289	20240109C57	09/01/2024 15:01	Softwares	IBM Lotus Notes	Lotus mail creation	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	09/01/2024 15:01	0.02	High
5290	20240109C58	09/01/2024 15:01	Softwares	IBM Lotus Notes	Archive creation in Lotus mail	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	09/01/2024 15:01	0	High
5291	20240109C59	09/01/2024 15:01	Telecom	IP Phone	ip phone lan connector faulty	Bm (Comm1.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	10/01/2024 16:01	24.8	High
5292	20240109C60	09/01/2024 15:01	Softwares	IBM Lotus Notes	archive issue in lotus	Bm (Comm1.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	10/01/2024 16:01	24.78	High
5293	20240109C61	09/01/2024 15:01	Hardware	Scanner	scanner application stop working	Bm (Comm1.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	10/01/2024 16:01	24.77	High
5294	20240109C62	09/01/2024 15:01	Hardware	Printer	paper jam in printer	Bm (Comm1.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	10/01/2024 16:01	24.74	High
5295	20240109C63	09/01/2024 15:01	Softwares	GIS	gis application not working	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	10/01/2024 16:01	24.73	Medium
5296	20240109C64	09/01/2024 15:01	Softwares	Windows	windows corrupt	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	10/01/2024 16:01	24.7	High
5297	20240109C65	09/01/2024 15:01	Softwares	Admin Helpdesk	admin helpdesk not logging	Mulla Colony Scrap Store, Near Gajipur Police Station	Vasundra Enclave	Closed By Site Engineer	10/01/2024 16:01	24.68	Medium
5298	20240109C66	09/01/2024 15:01	Softwares	Windows	Need to reset domain password	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	09/01/2024 17:01	1.58	High
5299	20240109C67	09/01/2024 16:01	Hardware	Printer	paper jam in printer	C-7, Commercial Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Site Engineer	09/01/2024 17:01	1.41	High
5300	20240109C68	09/01/2024 16:01	Hardware	Printer	printer cartridge need to replace	C-7, Commercial Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Site Engineer	09/01/2024 17:01	1.39	High
5301	20240109C69	09/01/2024 16:01	Hardware	Printer	paper jam in printer	C-7, Commercial Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Site Engineer	09/01/2024 17:01	1.24	High
5302	20240109C70	09/01/2024 16:01	Hardware	Laptop	Laptop replacement	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	09/01/2024 17:01	0.65	High
5303	20240109C71	09/01/2024 16:01	Softwares	Ms-Office	Software installation & need to configure mail id & domain	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	09/01/2024 17:01	0.64	High
5304	20240109C72	09/01/2024 16:01	Softwares	Windows	NEED TO RESTORE DATA	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	09/01/2024 17:01	0.62	High
5305	20240109C73	09/01/2024 16:01	Hardware	PC_CPU	headphone faulty need to replace	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Comm1 Office	Shankar Road	Closed By Hardware Team	09/01/2024 17:01	0.52	High
5306	20240109C74	09/01/2024 16:01	Hardware	UPS	ups issue at commercial	Comm1. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	09/01/2024 17:01	0.29	High
5307	20240109C75	09/01/2024 17:01	Hardware	Printer	Printer cartridge change	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	10/01/2024 10:01	16.96	High
5308	20240109C76	09/01/2024 17:01	Hardware	Printer	Light printing need to change cartridge / GF	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	11/01/2024 12:01	42.86	High
5309	20240109C77	09/01/2024 17:01	Hardware	Laptop	Laptop not booting	Saini Enclave Complaint Centre	Karkardooma	Closed By Hardware Team	09/01/2024 17:01	0.22	High
5310	20240109C78	09/01/2024 17:01	Hardware	Printer	Printer issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	09/01/2024 17:01	0.01	High
5311	20240109C79	09/01/2024 17:01	Softwares	IBM Lotus Notes	ibm issue assign Nilesh	5-Block,Trilok Puri Dispensary, Delhi	Mayur Vihar	Closed By Site Engineer	10/01/2024 12:01	19.56	High
5312	20240109C80	09/01/2024 17:01	Hardware	PC_CPU	cpu speed slow assign Nilesh	Samachar Aptt. Mayur Vihar Ph-I And II , Delhi	Mayur Vihar	Closed By Site Engineer	10/01/2024 12:01	19.55	High
5313	20240109C81	09/01/2024 17:01	Hardware	Mouse	Mouse not working ,PG0044KS,LENOVO/10B3A02NH, MOUSE problem Pls assign to Arpit	S/Stn No 5 Enf-2 (Ppg)	Laxmi Nagar	Closed By Hardware Team	01/02/2024 15:02	549.48	High
5314	20240110C1	10/01/2024 08:01	Hardware	IP Camera	store gh-1 gate cctv not working	GH-I Grid (Ppg)	Laxmi Nagar	Closed By Lan Support Team	11/01/2024 09:01	24.87	High
5315	20240110C2	10/01/2024 08:01	Hardware	IP Camera	cck o&m gate cctv not working	Paiwalan O & M Office	Chandni Chowk	Closed By Lan Support Team	11/01/2024 09:01	24.86	High
5316	20240110C3	10/01/2024 09:01	Hardware	Hard Disk	PTN COMM GATE CCTV NOT WORKING	18-Block, East Patel Nagar, New Delhi-110 005 Comm1 Office	Patel Nagar	Closed By Lan Support Team	11/01/2024 09:01	24.54	High
5317	20240110C4	10/01/2024 09:01	Softwares	IBM Lotus Notes	no fresh mail coming in inbox	Sashtri Park	Yamuna Vihar	Closed By Site Engineer	10/01/2024 11:01	1.74	High

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
5318	20240110C5	10/01/2024 10:01	Softwares	Domain Password	domain password locked	C-6, O&M Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Site Engineer	10/01/2024 11:01	1.5	High
5319	20240110C6	10/01/2024 10:01	Softwares	IBM Lotus Notes	Mail account is locked	33 Kv.Substation (Srd Building), Shankar Road, New Delhi-110 060 Comml Office	Shankar Road	Closed By Site Engineer	11/01/2024 12:01	26.43	High
5320	20240110C7	10/01/2024 10:01	Hardware	PC_CPU	System booting issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	10/01/2024 12:01	1.49	High
5321	20240110C8	10/01/2024 10:01	Hardware	Keyboard	Keyboard Right Key 0,2,5,8/, is not working.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Hardware Team	25/01/2024 12:01	361.59	High
5322	20240110C9	10/01/2024 10:01	Hardware	Printer	Print out problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	10/01/2024 10:01	0.2	High
5323	20240110C10	10/01/2024 10:01	Softwares	IBM Lotus Notes	Mail Problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	10/01/2024 10:01	0.19	High
5324	20240110C11	10/01/2024 10:01	Hardware	Printer	Print out problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	10/01/2024 10:01	0.18	High
5325	20240110C12	10/01/2024 10:01	Softwares	Cute PDF	PDF problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	10/01/2024 10:01	0.18	Medium
5326	20240110C13	10/01/2024 10:01	Softwares	SAP	P92 Problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	10/01/2024 10:01	0.17	High
5327	20240110C14	10/01/2024 10:01	Hardware	Printer	Printer Problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	10/01/2024 10:01	0.17	High
5328	20240110C15	10/01/2024 10:01	Softwares	SAP	P92 Problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	10/01/2024 10:01	0.16	High
5329	20240110C16	10/01/2024 10:01	Softwares	Ms-Office	Office Problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	10/01/2024 10:01	0.16	High
5330	20240110C17	10/01/2024 10:01	Hardware	Printer	Print out problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	10/01/2024 10:01	0.15	High
5331	20240110C18	10/01/2024 10:01	Softwares	IBM Lotus Notes	mail problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	10/01/2024 10:01	0.15	High
5332	20240110C19	10/01/2024 10:01	Softwares	Internet	internet problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	10/01/2024 10:01	0.14	High
5333	20240110C20	10/01/2024 10:01	Telecom	IP Phone	ip phone power problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	10/01/2024 10:01	0.14	High
5334	20240110C21	10/01/2024 10:01	Softwares	Adobe Reader	Reader problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	10/01/2024 10:01	0.13	Medium
5335	20240110C22	10/01/2024 10:01	Hardware	Printer	print out problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	10/01/2024 10:01	0.13	High
5336	20240110C23	10/01/2024 10:01	Softwares	IBM Lotus Notes	mail password problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	10/01/2024 10:01	0.12	High
5337	20240110C24	10/01/2024 10:01	Telecom	IP Phone	ip phone problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	10/01/2024 10:01	0.12	High
5338	20240110C25	10/01/2024 10:01	Networking	Link Down	Link problem	Complaint Office, Sonia Vihar	Karawal Nagar	Closed By Site Engineer	10/01/2024 10:01	0.1	High
5339	20240110C26	10/01/2024 10:01	Lan Support	Lan Cable Extension	LAN Cable problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	10/01/2024 10:01	0.09	High
5340	20240110C27	10/01/2024 10:01	Softwares	SAP	P92 Problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	10/01/2024 10:01	0.08	High
5341	20240110C28	10/01/2024 10:01	Softwares	IBM Lotus Notes	password problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	10/01/2024 10:01	0.08	High
5342	20240110C29	10/01/2024 10:01	Softwares	Domain Password	Password reset	Complaint Office, Sonia Vihar	Karawal Nagar	Closed By Helpdesk	10/01/2024 11:01	0.04	High
5343	20240110C30	10/01/2024 11:01	Softwares	Domain Password	Password reset of Sadab Rizvi	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	10/01/2024 11:01	0.02	High
5344	20240110C31	10/01/2024 11:01	Softwares	Adobe Reader	PDF file issue Of Ramesh Singh	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	10/01/2024 11:01	0.02	Medium
5345	20240110C32	10/01/2024 11:01	Softwares	ESS	ESS issue Of Vinod Yadav	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	10/01/2024 11:01	0.01	Medium
5346	20240110C33	10/01/2024 11:01	Softwares	IBM Lotus Notes	Mail Issue Of Ramesh Nimoria	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	10/01/2024 11:01	0	High
5347	20240110C34	10/01/2024 11:01	Hardware	Printer	Printer installation	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	10/01/2024 11:01	0.03	High
5348	20240110C35	10/01/2024 11:01	Softwares	Domain Password	Password reset	Complaint Office, Sonia Vihar	Karawal Nagar	Closed By Helpdesk	10/01/2024 11:01	0	High
5349	20240110C36	10/01/2024 11:01	Softwares	Internet	Some sites are not opening	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	10/01/2024 11:01	0.01	High
5350	20240110C37	10/01/2024 11:01	Hardware	PC_CPU	booting issue	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	10/01/2024 12:01	1.64	High
5351	20240110C38	10/01/2024 11:01	Hardware	PC_CPU	pc not getting power on	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	10/01/2024 12:01	1.65	High
5352	20240110C39	10/01/2024 11:01	Softwares	Domain Rejoin	need to be profile create and rejoin	33 Kv.Substation (Srd Building), Shankar Road, New Delhi-110 060 Comml Office	Shankar Road	Closed By Site Engineer	10/01/2024 12:01	1.61	Medium
5353	20240110C40	10/01/2024 11:01	Hardware	Scanner	Scanner issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	10/01/2024 12:01	0.65	High
5354	20240110C41	10/01/2024 11:01	Hardware	PC_CPU	System shifting and make to connect it	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	10/01/2024 14:01	3.27	High
5355	20240110C42	10/01/2024 11:01	Telecom	IP Phone	no network in IP Phone	C-7, Commercial Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Site Engineer	17/01/2024 12:01	168.32	High
5356	20240110C43	10/01/2024 11:01	Hardware	Printer	printer not getting command	Comml Office Cbd-Iii	Karkardooma	Closed By Site Engineer	11/01/2024 10:01	23.16	High
5357	20240110C44	10/01/2024 11:01	Softwares	IBM Lotus Notes	lotus accounts locked	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	10/01/2024 12:01	1.03	High
5358	20240110C45	10/01/2024 11:01	Hardware	PC_CPU	user facing voice disturbance when join zoom meeting	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	10/01/2024 12:01	1.02	High
5359	20240110C46	10/01/2024 11:01	Hardware	Mouse	Mouse not working. It need to be replace. Please assign this call to Mr. Arpit System S.No.- L9E3445	C Block Office, Dda Flats, Motia Khan, Dgm (O&M), Phg	Pahar Ganj	Closed By Hardware Team	11/01/2024 17:01	29.25	High
5360	20240110C47	10/01/2024 11:01	Hardware	Keyboard	Keyboard not working. It need to be replace. Please assign this call to Mr. Arpit System S.No.- L9E3445	C Block Office, Dda Flats, Motia Khan, Dgm (O&M), Phg	Pahar Ganj	Closed By Hardware Team	11/01/2024 17:01	29.22	High
5361	20240110C48	10/01/2024 11:01	Hardware	Mouse	Mouse not working. It need to be replace. Please assign this call to Mr. Arpit System S.No.- PG0044KD	Aram Bagh Bm(Comml), Phg	Pahar Ganj	Closed By Hardware Team	11/01/2024 17:01	29.21	High
5362	20240110C49	10/01/2024 11:01	Hardware	Keyboard	Keyboard not working. It need to be replace. Please assign this call to Mr. Arpit System S.No.- PG0044KD	Aram Bagh Bm(Comml), Phg	Pahar Ganj	Closed By Hardware Team	11/01/2024 17:01	29.19	High
5363	20240110C50	10/01/2024 11:01	Softwares	Ms-Office	Finding issue in excel file	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	10/01/2024 11:01	0	High
5364	20240110C51	10/01/2024 12:01	Hardware	Mouse	Mouse not working. It need to be replace. Please assign this call to Mr. Arpit System S.No.- PGBH426	Aram Bagh Bm(Comml), Phg	Pahar Ganj	Closed By Hardware Team	11/01/2024 17:01	29.15	High
5365	20240110C52	10/01/2024 12:01	Hardware	Laptop	CALL NEED TO LOG WIHT HP UNDER WARRANTY S/N-5CG1394FY3	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	10/01/2024 17:01	5.9	High
5366	20240110C53	10/01/2024 12:01	Hardware	Laptop	CALL NEED TO LOG WIHT HP UNDER WARRANTY S/N-5CG9219ZJB	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	10/01/2024 17:01	5.89	High
5367	20240110C54	10/01/2024 12:01	Hardware	PC_CPU	PC installation, Library Room.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	10/01/2024 17:01	5.83	High
5368	20240110C55	10/01/2024 12:01	Hardware	Printer	Papper jam issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	10/01/2024 17:01	4.56	High
5369	20240110C56	10/01/2024 12:01	Softwares	IBM Lotus Notes	Mail Access issue	Complaint Center Pp Qtr	Pahar Ganj	Closed By Site Engineer	10/01/2024 14:01	2.01	High
5370	20240110C57	10/01/2024 12:01	Hardware	PC_CPU	system slow	Complaint Center Pp Qtr	Pahar Ganj	Closed By Site Engineer	10/01/2024 14:01	1.98	High
5371	20240110C58	10/01/2024 12:01	Softwares	IBM Lotus Notes	Account is locked of BYPLcstraine3	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	10/01/2024 13:01	1.26	High
5372	20240110C59	10/01/2024 12:01	Hardware	PC_CPU	cpu setup in BD room assign Nilesh	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	10/01/2024 16:01	3.28	High
5373	20240110C60	10/01/2024 12:01	Hardware	PC_CPU	aashi cpu setup in room 107 assign Nilesh	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	10/01/2024 16:01	3.24	High
5374	20240110C61	10/01/2024 14:01	Hardware	Keyboard	Keyboard Alt key is not working.PC Sno 5CZG152 This call assign to Mr. Arpit	33 Kv.Substation (Srd Building), Shankar Road, New Delhi-110 060 Comml Office	Shankar Road	Closed By Hardware Team	02/02/2024 14:02	552.37	High
5375	20240110C62	10/01/2024 14:01	Softwares	Internet	Zoom meeting connecting issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	10/01/2024 14:01	0.03	High
5376	20240110C63	10/01/2024 14:01	Softwares	Internet	Zoom meeting issue of Rajeev Kumar	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	10/01/2024 14:01	0.02	High

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
5377	20240110C64	10/01/2024 14:01	Lan Support	Lan Cable Replacement	Lan cable attach (Library Room).	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	12/01/2024 10:01	44.25	High
5378	20240110C65	10/01/2024 14:01	Hardware	RAM	ram issue	18 Block, Geeta Colony O&M Office	Krishna Nagar	Closed By Site Engineer	11/01/2024 12:01	21.64	Medium
5379	20240110C66	10/01/2024 14:01	Hardware	Mouse	mouse not working, priter not working	18 Block, Geeta Colony O&M Office	Krishna Nagar	Closed By Site Engineer	11/01/2024 12:01	21.47	High
5380	20240110C67	10/01/2024 14:01	Hardware	Printer	epson printer not working	Gagan Vihar Complaint Centre & Cash Office	Krishna Nagar	Closed By Site Engineer	11/01/2024 12:01	21.44	High
5381	20240110C68	10/01/2024 14:01	Softwares	Antivirus	antivirus update	Gagan Vihar Complaint Centre & Cash Office	Krishna Nagar	Closed By Site Engineer	11/01/2024 12:01	21.43	Medium
5382	20240110C69	10/01/2024 14:01	Hardware	Printer	printer not working	F-15/2, Krishna Nagar, Comml Office	Krishna Nagar	Closed By Site Engineer	11/01/2024 12:01	21.41	High
5383	20240110C70	10/01/2024 14:01	Softwares	SAP	sap password reset	F-15/2, Krishna Nagar, Comml Office	Krishna Nagar	Closed By Site Engineer	11/01/2024 12:01	21.39	High
5384	20240110C71	10/01/2024 14:01	Hardware	PC_CPU	slow isusse	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Site Engineer	10/01/2024 16:01	1.33	High
5385	20240110C72	10/01/2024 14:01	Networking	Link Down	network issue	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Site Engineer	10/01/2024 16:01	1.31	High
5386	20240110C73	10/01/2024 14:01	Hardware	Keyboard	keyboard install	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	10/01/2024 16:01	1.2	High
5387	20240110C74	10/01/2024 14:01	Hardware	Mouse	mouse install	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	10/01/2024 16:01	1.19	High
5388	20240110C75	10/01/2024 14:01	Hardware	Printer	printer not working	F-15/2, Krishna Nagar, Comml Office	Krishna Nagar	Closed By Site Engineer	11/01/2024 12:01	21.21	High
5389	20240110C76	10/01/2024 14:01	Hardware	Printer	Printer not working	F-15/2, Krishna Nagar, Comml Office	Krishna Nagar	Closed By Site Engineer	11/01/2024 12:01	21.2	High
5390	20240110C77	10/01/2024 14:01	Softwares	SAP	Sap password reset	F-15/2, Krishna Nagar, Comml Office	Krishna Nagar	Closed By Site Engineer	11/01/2024 11:01	21.12	High
5391	20240110C78	10/01/2024 14:01	Networking	IP Conflict	network cable in connecting	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	10/01/2024 16:01	1.13	High
5392	20240110C79	10/01/2024 15:01	Softwares	SAP	sap for required for id Creation.	Divn. Office, (Lnr)	Laxmi Nagar	Rejected By Site Engineer			High
5393	20240110C80	10/01/2024 15:01	Networking	Link Down	Network not accessible / 2A	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	10/01/2024 16:01	0.76	High
5394	20240110C81	10/01/2024 15:01	Softwares	OS	Split window icon require	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	11/01/2024 10:01	18.7	Medium
5395	20240110C82	10/01/2024 15:01	Softwares	Ms-Office	MS OFFICE REQUIRED	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	11/01/2024 10:01	18.49	High
5396	20240110C83	10/01/2024 15:01	Hardware	Mouse	LEFT KEY IS NOT WORKING	P.D.Vihar Zonal Office (Lnr)	Laxmi Nagar	Closed By Hardware Team	02/02/2024 14:02	550.73	High
5397	20240110C84	10/01/2024 15:01	Softwares	Ms-Office	Need to install office 16	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	10/01/2024 18:01	2.27	High
5398	20240110C85	10/01/2024 15:01	Lan Support	RJ 45 Connector	Port hanging issue / 2a	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	12/01/2024 10:01	42.55	High
5399	20240110C86	10/01/2024 15:01	Networking	Network Breaks	Network issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	10/01/2024 15:01	0	High
5400	20240110C87	10/01/2024 16:01	Hardware	PC_CPU	cpu setup assign Nilesh	O&M(D) Office, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Site Engineer	11/01/2024 14:01	22.06	High
5401	20240110C88	10/01/2024 16:01	Hardware	Printer	Paper jam in printer / 3A	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	11/01/2024 17:01	24.69	High
5402	20240110C89	10/01/2024 16:01	Softwares	OS	C drive full issue.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	10/01/2024 17:01	0.59	Medium
5403	20240110C90	10/01/2024 16:01	Softwares	Domain Password	Domain reset.	Cbd-li Grid, Kkd	Karkardooma	Closed By Helpdesk	10/01/2024 17:01	0.58	High
5404	20240110C91	10/01/2024 16:01	Networking	Link Down	network issue.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	10/01/2024 17:01	0.56	High
5405	20240110C92	10/01/2024 16:01	Softwares	IBM Lotus Notes	lotus mail password issue.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	10/01/2024 17:01	0.55	High
5406	20240110C93	10/01/2024 16:01	Softwares	Domain Password	Domain reset as per vikas.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	10/01/2024 17:01	0.53	High
5407	20240110C94	10/01/2024 16:01	Softwares	OS	OS performance slow.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	10/01/2024 17:01	0.52	Medium
5408	20240110C95	10/01/2024 16:01	Softwares	Internet	Zoom meeting need to join.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	10/01/2024 17:01	0.5	High
5409	20240110C96	10/01/2024 16:01	Softwares	OS	Make lptop restart & update.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	10/01/2024 17:01	0.48	Medium
5410	20240110C97	10/01/2024 16:01	Hardware	Laptop	laptop not charging	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	10/01/2024 18:01	1.4	High
5411	20240110C98	10/01/2024 16:01	Server	User Creation	Usb rights mail to server admin.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	10/01/2024 17:01	0.44	High
5412	20240110C99	10/01/2024 16:01	Softwares	Domain Password	Reset of 41008978.	C-12, Complain Centre Ghonda, Yamuna Vihar Delhi-53	Yamuna Vihar	Closed By Helpdesk	10/01/2024 17:01	0.42	High
5413	20240110C100	10/01/2024 16:01	Softwares	OS	Reset of 41019628 .	C-12, Complain Centre Ghonda, Yamuna Vihar Delhi-53	Yamuna Vihar	Closed By Helpdesk	10/01/2024 17:01	0.41	Medium
5414	20240110C101	10/01/2024 16:01	Softwares	OS	Reset of 40133786.	Complaint Center Sub-Stn. No. 4, Mig Housing Flat, Mayur Vihar Ph-ii, Delhi-110 096	Vasundra Enclave	Closed By Helpdesk	10/01/2024 17:01	0.38	Medium
5415	20240110C102	10/01/2024 16:01	Softwares	Internet	MSB link not access in chrome.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	10/01/2024 17:01	0.36	High
5416	20240110C103	10/01/2024 16:01	General Calls	Presentation / VC	Barclay device testing in ceo sir room	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	10/01/2024 18:01	1.3	High
5417	20240110C104	10/01/2024 16:01	Softwares	NAS	NAS is not accessible of user jaya rathi.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	10/01/2024 17:01	0.3	Medium
5418	20240110C105	10/01/2024 16:01	Softwares	VPN	vpn setting reconfigure.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	10/01/2024 17:01	0.29	Medium
5419	20240110C106	10/01/2024 16:01	Softwares	Domain Password	Domain reset.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	10/01/2024 17:01	0.27	High
5420	20240110C107	10/01/2024 16:01	Softwares	Domain Password	Reset of 41011315 .	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Helpdesk	10/01/2024 17:01	0.25	High
5421	20240110C108	10/01/2024 16:01	Softwares	Domain Password	Domain reset.	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Helpdesk	10/01/2024 17:01	0.25	High
5422	20240110C109	10/01/2024 16:01	Softwares	IBM Lotus Notes	Lotus quota isuse.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	10/01/2024 17:01	0.24	High
5423	20240110C110	10/01/2024 16:01	Softwares	OS	OS login issue.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	10/01/2024 17:01	0.22	Medium
5424	20240110C111	10/01/2024 16:01	Softwares	IBM Lotus Notes	lotus password reset.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	10/01/2024 17:01	0.18	High
5425	20240110C112	10/01/2024 16:01	Softwares	Ms-Office	Excell opening issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	10/01/2024 16:01	0.03	High
5426	20240110C113	10/01/2024 16:01	Softwares	OS	font issue in word.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	10/01/2024 17:01	0.17	Medium
5427	20240110C114	10/01/2024 16:01	Softwares	VPN	Server issue in VPN.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	10/01/2024 17:01	0.16	Medium
5428	20240110C115	10/01/2024 16:01	Hardware	PC_CPU	System slow issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	10/01/2024 16:01	0.01	High
5429	20240110C116	10/01/2024 16:01	Hardware	Printer	Printer of c&m both install	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	10/01/2024 17:01	0.12	High
5430	20240110C117	10/01/2024 16:01	Softwares	Domain Password	Reset of 337778.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	10/01/2024 17:01	0.11	High
5431	20240110C118	10/01/2024 16:01	Softwares	IBM Lotus Notes	Mail archive creation.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	10/01/2024 17:01	0.1	High
5432	20240110C119	10/01/2024 17:01	Softwares	Ms-Office	Excel files access issue.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	10/01/2024 17:01	0.09	High
5433	20240110C120	10/01/2024 17:01	Softwares	Ms-Office	Some mail are unable to find.	Kasturba Nagar Complaint Centre	Karkardooma	Closed By Helpdesk	10/01/2024 17:01	0	High
5434	20240110C121	10/01/2024 17:01	Lan Support	Lan Cable Extension	i/o port faulty	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Lan Support Team	15/01/2024 11:01	113.77	High
5435	20240111C1	11/01/2024 07:01	Hardware	IP Camera	PPG- TRF WORKSHOP-1 CCTV NOT WORKING	Ppg Indl. Area Grid (Ppg-2)	Laxmi Nagar	Closed By Lan Support Team	16/01/2024 09:01	121.19	High
5436	20240111C2	11/01/2024 09:01	Telecom	Clip Max	Exno. 7762 is not working.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	12/01/2024 10:01	25.25	High
5437	20240111C3	11/01/2024 09:01	Hardware	PC_CPU	Network issue in system 10.125.254.35	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	12/01/2024 10:01	25	High
5438	20240111C4	11/01/2024 10:01	Hardware	Printer	printer issue assign Nilesh	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Site Engineer	11/01/2024 14:01	3.87	High



S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
5439	20240111C5	11/01/2024 10:01	Hardware	Mouse	NOT WORKING	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Site Engineer	11/01/2024 14:01	3.69	High
5440	20240111C6	11/01/2024 10:01	Hardware	Keyboard	Keyboard Not Working. It Need To Be Replace. Please Assign This Call To Mr. Arpit System S.No.- Pgbh426	Aram Bagh Brn(Comml), Phg	Pahar Ganj	Closed By Hardware Team	11/01/2024 17:01	6.64	High
5441	20240111C7	11/01/2024 10:01	Networking	Network Breaks	Network is not detecting / 7053.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	12/01/2024 10:01	23.78	High
5442	20240111C8	11/01/2024 10:01	Softwares	IBM Lotus Notes	mail issue	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Site Engineer	11/01/2024 14:01	3.25	High
5443	20240111C9	11/01/2024 10:01	Hardware	PC_CPU	cpu issue assign nilesh	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Site Engineer	11/01/2024 14:01	3.16	High
5444	20240111C10	11/01/2024 10:01	Softwares	Browser	google chrome issue	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Site Engineer	11/01/2024 14:01	3.09	Medium
5445	20240111C11	11/01/2024 11:01	Hardware	Laptop	laptop keypad some button not working	Comml Office Cbd-iii	Karkardooma	Closed By Hardware Team	02/02/2024 14:02	531.55	High
5446	20240111C12	11/01/2024 11:01	Softwares	Internet	Ess logging issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	11/01/2024 11:01	0.01	High
5447	20240111C13	11/01/2024 11:01	Lan Support	Lan Cable Extension	two LAN port not working and one Box required PLA Gandhi Market	Permanent Lok Adalat, Mata Sundri Road	Darya Ganj	Closed By Lan Support Team	05/03/2024 15:03	1299.81	High
5448	20240111C14	11/01/2024 11:01	Hardware	Laptop	facing issue with laptop charger.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	11/01/2024 12:01	0.92	High
5449	20240111C15	11/01/2024 11:01	Hardware	PC_CPU	system slow	Aram Bagh Brn(Comml), Phg	Pahar Ganj	Closed By Site Engineer	11/01/2024 12:01	1.16	High
5450	20240111C16	11/01/2024 11:01	Hardware	PC_CPU	lapto require against desktop	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	11/01/2024 12:01	0.9	High
5451	20240111C17	11/01/2024 11:01	Softwares	IBM Lotus Notes	Mail send receive issue	Aram Bagh Brn(Comml), Phg	Pahar Ganj	Closed By Site Engineer	11/01/2024 12:01	1.15	High
5452	20240111C18	11/01/2024 11:01	Softwares	OS	window and software need to install in issue laptop	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	11/01/2024 12:01	0.89	Medium
5453	20240111C19	11/01/2024 11:01	Hardware	Laptop	To fillup IT Hardware requisition form for replacement of Laptop Battery	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	11/01/2024 11:01	0.02	High
5454	20240111C20	11/01/2024 11:01	Softwares	OS	data require from deskto to laptop.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	11/01/2024 12:01	0.82	Medium
5455	20240111C21	11/01/2024 11:01	Softwares	IBM Lotus Notes	mail not received	Comml Office Cbd-iii	Karkardooma	Closed By Site Engineer	11/01/2024 13:01	1.43	High
5456	20240111C22	11/01/2024 11:01	Telecom	Clip Max	ext. no-9327 vice disturbance issue	Comml Office Cbd-iii	Karkardooma	Closed By Site Engineer	11/01/2024 18:01	6.51	High
5457	20240111C23	11/01/2024 11:01	Networking	Network Breaks	Network is not accessible - establishment cell / 9564.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	11/01/2024 13:01	1.65	High
5458	20240111C24	11/01/2024 11:01	Hardware	Mouse	scroll & right click & left button dragging problem. please replace	Shakarpur Grid (Lnr)	Laxmi Nagar	Closed By Hardware Team	15/01/2024 10:01	94.6	High
5459	20240111C25	11/01/2024 11:01	Hardware	Printer	Printer not working properly since yesterday morning .	Hauz Quzi, Complaint Center	Darya Ganj	Closed By Site Engineer	16/01/2024 15:01	123.79	High
5460	20240111C26	11/01/2024 12:01	Lan Support	Lan Cable Replacement	Kindly arrange new network connection urgently.	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Lan Support Team	17/01/2024 09:01	141.66	High
5461	20240111C27	11/01/2024 12:01	Softwares	IBM Lotus Notes	Lotus mail is not working due to network	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Comml Office	Shankar Road	Closed By Site Engineer	15/01/2024 15:01	99	High
5462	20240111C28	11/01/2024 12:01	Softwares	OMS	oms not open	R-88 A Double Storey S/Stn. Building, R Block, New Rajinder Ngr, Shankar Rd, Delhi (O & M)	Shankar Road	Closed By Site Engineer	15/01/2024 15:01	98.99	Medium
5463	20240111C29	11/01/2024 12:01	Softwares	IBM Lotus Notes	install Lotus software assign nilesh	O&M(D) Office, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Site Engineer	12/01/2024 11:01	22.75	High
5464	20240111C30	11/01/2024 12:01	Softwares	Browser	install google chorme	O&M(D) Office, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Site Engineer	12/01/2024 11:01	22.74	Medium
5465	20240111C31	11/01/2024 12:01	Softwares	VPN	install ipmsg	O&M(D) Office, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Site Engineer	12/01/2024 11:01	22.73	Medium
5466	20240111C32	11/01/2024 12:01	Softwares	SAP	reset sap password	O&M(D) Office, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Site Engineer	12/01/2024 11:01	22.66	High
5467	20240111C33	11/01/2024 12:01	Softwares	IBM Lotus Notes	user unable to access their lotus accounts	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	11/01/2024 16:01	3.75	High
5468	20240111C34	11/01/2024 12:01	Softwares	IBM Lotus Notes	lotus accounts not access	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	11/01/2024 16:01	3.77	High
5469	20240111C35	11/01/2024 12:01	Softwares	IBM Lotus Notes	need to be IBM verse install and mail configure	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	11/01/2024 16:01	3.72	High
5470	20240111C36	11/01/2024 12:01	Softwares	IBM Lotus Notes	ankur singla mail not working	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	11/01/2024 16:01	3.71	High
5471	20240111C37	11/01/2024 12:01	Lan Support	Lan Cable Replacement	need to be a lan cable in scada data center	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	11/01/2024 16:01	3.69	High
5472	20240111C38	11/01/2024 12:01	Hardware	Printer	printer not working	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	11/01/2024 16:01	3.67	High
5473	20240111C39	11/01/2024 12:01	Softwares	IBM Lotus Notes	lots password foret	Comml Office Cbd-iii	Karkardooma	Closed By Site Engineer	11/01/2024 18:01	5.3	High
5474	20240111C40	11/01/2024 13:01	Softwares	RCM	CRM Access issue	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Comml Office	Shankar Road	Closed By Site Engineer	11/01/2024 16:01	3.36	Medium
5475	20240111C41	11/01/2024 13:01	Hardware	PC_CPU	system pc hang on desktop booting issue	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	11/01/2024 16:01	3.35	High
5476	20240111C42	11/01/2024 14:01	Hardware	Keyboard	keyboard not detecting	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	16/01/2024 12:01	118.14	High
5477	20240111C43	11/01/2024 14:01	Softwares	Admin Helpdesk	unable to login admin helpdesk	Brn (Comml) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	12/01/2024 10:01	20.64	Medium
5478	20240111C44	11/01/2024 14:01	Softwares	IBM Lotus Notes	New Bypl.laboratory mail id configure .	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	11/01/2024 16:01	1.88	High
5479	20240111C45	11/01/2024 14:01	Hardware	Printer	HP-4250 driver installation.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	11/01/2024 16:01	1.86	High
5480	20240111C46	11/01/2024 14:01	Softwares	GIS	LTM application not working. Need to reconfigure.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	11/01/2024 16:01	1.84	Medium
5481	20240111C47	11/01/2024 14:01	Softwares	Adobe Reader	Adobe reader file are not open. Need to reinstallation .	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Site Engineer	11/01/2024 16:01	1.82	Medium
5482	20240111C48	11/01/2024 14:01	Softwares	Antivirus	Trend micro remove and installation of Crowd strike antivirus.	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Site Engineer	11/01/2024 16:01	1.81	Medium
5483	20240111C49	11/01/2024 14:01	Softwares	Teamviewer	Team Bypl site is not open. Need to update Host File.	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Site Engineer	11/01/2024 16:01	1.8	Medium
5484	20240111C50	11/01/2024 14:01	Softwares	IBM Lotus Notes	Need to create new Lotus archive.	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Site Engineer	11/01/2024 16:01	1.78	High
5485	20240111C51	11/01/2024 14:01	Softwares	GIS	Ltm software not working. Need to upgrade New latest exe file .	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Site Engineer	11/01/2024 16:01	1.77	Medium
5486	20240111C52	11/01/2024 14:01	Softwares	Antivirus	Trend micro remove and installation of Crowd strike antivirus.	Preet Vihar Grid (Civil, Protection & Mmg Office)	Karkardooma	Closed By Site Engineer	11/01/2024 16:01	1.73	Medium
5487	20240111C53	11/01/2024 15:01	Softwares	Browser	safety site issue	Pkt-C, Mvr Ph-II, Delhi	Mayur Vihar	Closed By Site Engineer	12/01/2024 11:01	20.06	Medium
5488	20240111C54	11/01/2024 15:01	Hardware	RAM	2GB DDR-2 RAM faulty. It need to be replaced. Please assign this call to Mr. Arpit System S.No.- L9E3445	C Block Office, Dda Flats, Motia Khan, Dgm (O&M), Phg	Pahar Ganj	Closed By Hardware Team	01/02/2024 15:02	503.55	Medium
5489	20240111C55	11/01/2024 15:01	Hardware	Laptop	Laptop working slow need to install ssd	Comml Office Cbd-iii	Karkardooma	Closed By Hardware Team	11/01/2024 18:01	2.42	High
5490	20240111C56	11/01/2024 15:01	Softwares	Ms-Office	Need to install software, configure mail & domain id & restore data	Comml Office Cbd-iii	Karkardooma	Closed By Hardware Team	11/01/2024 18:01	2.4	High
5491	20240111C57	11/01/2024 15:01	General Calls	Presentation / VC	Meeting in board room	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	11/01/2024 18:01	2.39	High
5492	20240111C58	11/01/2024 15:01	Softwares	Windows	Zoom not working	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	11/01/2024 18:01	2.38	High

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
5493	20240111C59	11/01/2024 15:01	Hardware	Laptop	Laptop Keypad not working	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	11/01/2024 18:01	2.18	High
5494	20240111C60	11/01/2024 15:01	Hardware	Mouse	mouse is faulty. No power CPU Serial No. - PG00X13P	Jhilmil Division Gtr	Gt Road	Closed By Hardware Team	01/02/2024 15:02	503.18	High
5495	20240111C61	11/01/2024 15:01	Networking	Link Down	Network issue.	Ppg Indl. Area Grid (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	12/01/2024 11:01	19.66	High
5496	20240111C62	11/01/2024 15:01	Hardware	Mouse	mouse is faulty. Right click is not working. CPU Serial No. is - PG00X13L	Jhilmil Division Gtr	Gt Road	Closed By Hardware Team	01/02/2024 15:02	503.1	High
5497	20240111C63	11/01/2024 15:01	Hardware	Printer	Printer installation	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	11/01/2024 16:01	0.04	High
5498	20240111C64	11/01/2024 15:01	Hardware	PC_CPU	System slow issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	11/01/2024 16:01	0.03	High
5499	20240111C65	11/01/2024 16:01	Hardware	PC_CPU	System issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	11/01/2024 16:01	0.01	High
5500	20240111C66	11/01/2024 16:01	Softwares	Windows	system is working very slow and not able to take team viewer	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	11/01/2024 17:01	0.98	High
5501	20240111C67	11/01/2024 16:01	Softwares	Windows	system is working very slow and not able to take team viewer	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	11/01/2024 17:01	0.97	High
5502	20240111C68	11/01/2024 16:01	Hardware	Mouse	MOUSE IS FAULTY. NO POWER. CPU SERIAL NO. - PG010RKW	Jhilmil Division Gtr	Gt Road	Closed By Hardware Team	01/02/2024 15:02	503.01	High
5503	20240111C69	11/01/2024 16:01	Hardware	Mouse	MOUSE IS FAULTY. NO POWER. PHYSICAL DAMAGE BY RAT PC SERIAL NO. - PG00E8L6	Jhilmil Division Gtr	Gt Road	Closed By Hardware Team	01/02/2024 15:02	502.9	High
5504	20240111C70	11/01/2024 16:01	Hardware	Keyboard	KEYBOARD IS FAYLRT . KEY IS NOT WORKING PROPERLY, VERY HARD. PC SERIAL NO. - PG00X13P	Jhilmil Division Gtr	Gt Road	Closed By Hardware Team	01/02/2024 15:02	502.86	High
5505	20240111C71	11/01/2024 16:01	Softwares	Ms-Office	Excel issue	Ppg Indl. Area Grid (Ppg-2)	Laxmi Nagar	Closed By Helpdesk	11/01/2024 16:01	0.01	High
5506	20240111C72	11/01/2024 16:01	Hardware	Keyboard	KEYBOARD IS NOT WORKING PROPERLY. KEY ISSUE. PC SERIAL NO. - PG00X13P	Jhilmil Division Gtr	Gt Road	Closed By Hardware Team	01/02/2024 15:02	502.79	High
5507	20240111C73	11/01/2024 16:01	Lan Support	Lan Cable Replacement	Printer Lan Cable are faulty Need to required 3 meter Lan Wired. Call assign to Lan Support for the further Action.	Surajmal Vihar C & M Store	Karkardooma	Closed By Lan Support Team	12/01/2024 10:01	18.3	High
5508	20240111C74	11/01/2024 16:01	Softwares	IBM Lotus Notes	Mail issue	Ppg Indl. Area Grid (Ppg-2)	Laxmi Nagar	Closed By Helpdesk	11/01/2024 16:01	0	High
5509	20240111C75	11/01/2024 16:01	Softwares	IBM Lotus Notes	Mail issue of Sanjeev Rawat	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	11/01/2024 16:01	0	High
5510	20240111C76	11/01/2024 16:01	Hardware	RAM	RAM IS FAULTY. 2 GB DDR2 CPU SERIAL NO. - L9E3447	Jhilmil Division Gtr	Gt Road	Closed By Hardware Team	01/02/2024 15:02	502.63	Medium
5511	20240111C77	11/01/2024 16:01	Hardware	RAM	RAM IS FAULTY. DDR3, 3 GB. CPU SERIAL NO. - L906P5F	Jhilmil Division Gtr	Gt Road	Closed By Hardware Team	29/01/2024 17:01	433.49	Medium
5512	20240111C78	11/01/2024 16:01	Hardware	Printer	Cartridge installation 2nd. b in printer	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	11/01/2024 16:01	0.31	High
5513	20240111C79	11/01/2024 16:01	Hardware	RAM	RAM IS FAULTY. DDR2, 1 GB. CPU SERIAL NO. - L9CT901	33 Kv Grid, G.T.Road Comm'l Bldg	Gt Road	Closed By Hardware Team	29/01/2024 17:01	433.29	Medium
5514	20240111C80	11/01/2024 16:01	Hardware	Printer	Printer not working	F-15/2, Krishna Nagar, Comm'l Office	Krishna Nagar	Closed By Site Engineer	12/01/2024 16:01	23.64	High
5515	20240111C81	11/01/2024 16:01	Hardware	Printer	Printer not working	F-15/2, Krishna Nagar, Comm'l Office	Krishna Nagar	Closed By Site Engineer	12/01/2024 16:01	23.63	High
5516	20240111C82	11/01/2024 16:01	Hardware	Printer	Printer not working	F-15/2, Krishna Nagar, Comm'l Office	Krishna Nagar	Closed By Site Engineer	12/01/2024 16:01	23.62	High
5517	20240111C83	11/01/2024 16:01	Hardware	Printer	Printer not working	F-15/2, Krishna Nagar, Comm'l Office	Krishna Nagar	Closed By Site Engineer	12/01/2024 16:01	23.61	High
5518	20240111C84	11/01/2024 16:01	Hardware	Printer	Printer not working	F-15/2, Krishna Nagar, Comm'l Office	Krishna Nagar	Closed By Site Engineer	12/01/2024 16:01	23.6	High
5519	20240111C85	11/01/2024 16:01	Hardware	Printer	Printer not working	F-15/2, Krishna Nagar, Comm'l Office	Krishna Nagar	Closed By Site Engineer	12/01/2024 16:01	23.59	High
5520	20240111C86	11/01/2024 16:01	Hardware	PC_CPU	Pc transfer from GTR and need to be assembled in corona room	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	16/01/2024 16:01	119.72	High
5521	20240111C87	11/01/2024 16:01	Softwares	Ms-Office	Power point opening issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	11/01/2024 16:01	0.03	High
5522	20240111C88	11/01/2024 16:01	Softwares	Windows	Windows update	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	11/01/2024 16:01	0.01	High
5523	20240111C89	11/01/2024 16:01	Networking	Network Breaks	network break issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	11/01/2024 17:01	0.74	High
5524	20240111C90	11/01/2024 17:01	Hardware	Laptop	fan issue in laptop. Show fan error. i am already clean fan but not working assign Arpit S/no -PG0047WA	O&M(D) Office, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Hardware Team	01/02/2024 14:02	501.49	High
5525	20240111C91	11/01/2024 17:01	Hardware	Laptop	laptop issue assign nilesh	O&M(D) Office, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Site Engineer	12/01/2024 11:01	18.19	High
5526	20240111C92	11/01/2024 17:01	Networking	IP Conflict	Adapter ip conflict issue is coming. PI check	Shakarpur Grid (Lnr)	Laxmi Nagar	Closed By Site Engineer	15/01/2024 11:01	89.83	High
5527	20240111C93	11/01/2024 17:01	Softwares	Antivirus	Anti virus not working	S/Stn No 7, O&M, (Ppg)	Laxmi Nagar	Closed By Site Engineer	12/01/2024 10:01	17.1	Medium
5528	20240111C94	11/01/2024 17:01	Hardware	Printer	Paper jam in 1A printer	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	11/01/2024 18:01	0.62	High
5529	20240111C95	11/01/2024 18:01	Networking	Network Breaks	Network issue.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	12/01/2024 11:01	17.22	High
5530	20240111C96	11/01/2024 18:01	Softwares	SAP	Sap Configuration issue.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	12/01/2024 11:01	17.18	High
5531	20240111C97	11/01/2024 18:01	Softwares	BYPL Intranet	BTS link is not working.	S/Stn. No. 02 (Ppg)	Laxmi Nagar	Closed By Site Engineer	12/01/2024 11:01	17.09	Medium
5532	20240111C98	11/01/2024 18:01	Softwares	IBM Lotus Notes	IBM Lotus working issue.	(P&E), S/Stn. No 16, (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	12/01/2024 11:01	17.05	High
5533	20240112C1	12/01/2024 08:01	Hardware	IP Camera	CC B-BLK LNR CCTV NOT WORKING	Dvsn. Office, (Lnr)	Laxmi Nagar	Closed By Lan Support Team	17/01/2024 09:01	121.14	High
5534	20240112C2	12/01/2024 08:01	Hardware	IP Camera	CC C-12 YVR CCTV NOT WORKING	C-12, Complain Centre Ghonda, Yamuna Vihar Delhi-53	Yamuna Vihar	Closed By Lan Support Team	19/01/2024 10:01	169.56	High
5535	20240112C3	12/01/2024 08:01	Hardware	IP Camera	CC SAINI ENCLAVE CCTV NOT WORKING	Saini Enclave Complaint Centre	Karkardooma	On Hold By Lan Support Team			High
5536	20240112C4	12/01/2024 08:01	Hardware	IP Camera	YVR COMM CHD CCTV NOT WORKING	C-7, Commercial Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Lan Support Team	19/01/2024 10:01	169.5	High
5537	20240112C5	12/01/2024 09:01	Softwares	Domain Password	Domain password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	12/01/2024 09:01	0.01	High
5538	20240112C6	12/01/2024 09:01	Softwares	SAP	install sap in my pc	Comm'l. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	12/01/2024 12:01	2.33	High
5539	20240112C7	12/01/2024 09:01	Softwares	Domain Password	system password issue	Comm'l. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	12/01/2024 12:01	2.27	High
5540	20240112C8	12/01/2024 09:01	Softwares	IBM Lotus Notes	ibm mail issue	Comm'l. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	12/01/2024 12:01	2.08	High
5541	20240112C9	12/01/2024 10:01	Softwares	SAP	sap issue	Comm'l. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	12/01/2024 12:01	1.87	High
5542	20240112C10	12/01/2024 10:01	Softwares	Domain Rejoin	sysctn time is not set	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	12/01/2024 17:01	6.93	Medium
5543	20240112C11	12/01/2024 10:01	Hardware	Printer	print issue	Shahdara Store L-Block, Dilshad Garden	Gt Road	Assign			High
5544	20240112C12	12/01/2024 10:01	Softwares	Adobe Reader	adobe issue	Commercial Office, Nng	Nand Nagari	Closed By Site Engineer	12/01/2024 12:01	2.41	Medium
5545	20240112C13	12/01/2024 10:01	Hardware	Scanner	scanner issue	Commercial Office, Nng	Nand Nagari	Closed By Site Engineer	12/01/2024 12:01	2.4	High
5546	20240112C14	12/01/2024 10:01	Softwares	Adobe Reader	pdf not working	S/Stn No 7, O&M, (Ppg)	Laxmi Nagar	Closed By Site Engineer	16/01/2024 15:01	100.64	Medium
5547	20240112C15	12/01/2024 10:01	Hardware	Printer	printer not working pls assign santosh	F-15/2, Krishna Nagar, Comm'l Office	Krishna Nagar	Closed By Site Engineer	12/01/2024 16:01	5.82	High
5548	20240112C16	12/01/2024 10:01	Softwares	IBM Lotus Notes	mail issue	Commercial Office, Nng	Nand Nagari	Closed By Site Engineer	12/01/2024 12:01	2.31	High
5549	20240112C17	12/01/2024 10:01	Softwares	Internet	chrome issue	Commercial Office, Nng	Nand Nagari	Closed By Site Engineer	12/01/2024 12:01	2.29	High
5550	20240112C18	12/01/2024 10:01	Softwares	Domain Rejoin	domain issue	Commercial Office, Nng	Nand Nagari	Closed By Site Engineer	12/01/2024 12:01	2.28	Medium
5551	20240112C19	12/01/2024 10:01	Hardware	PC_CPU	pc issue	Commercial Office, Nng	Nand Nagari	Closed By Site Engineer	12/01/2024 12:01	2.3	High
5552	20240112C20	12/01/2024 10:01	Softwares	Adobe Reader	adobe issue	Commercial Office, Nng	Nand Nagari	Closed By Site Engineer	12/01/2024 12:01	2.28	Medium
5553	20240112C21	12/01/2024 10:01	Softwares	Domain Rejoin	domain issue	Commercial Office, Nng	Nand Nagari	Closed By Site Engineer	12/01/2024 12:01	2.26	Medium
5554	20240112C22	12/01/2024 10:01	Softwares	IBM Lotus Notes	mail issue	Commercial Office, Nng	Nand Nagari	Closed By Site Engineer	12/01/2024 12:01	2.24	High
5555	20240112C23	12/01/2024 10:01	Softwares	IBM Lotus Notes	mail issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Site Engineer	12/01/2024 12:01	2.23	High
5556	20240112C24	12/01/2024 10:01	Hardware	Printer	3rd. floor A Block both printers are not working.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	15/01/2024 15:01	76.52	High
5557	20240112C25	12/01/2024 10:01	Softwares	IBM Lotus Notes	mail issue	Shahdara Store L-Block, Dilshad Garden	Gt Road	Closed By Site Engineer	12/01/2024 12:01	2.22	High

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
5558	20240112C26	12/01/2024 10:01	Softwares	Internet	chrome issue	Shahdara Store L-Block, Dilshad Garden	Gt Road	Closed By Site Engineer	12/01/2024 12:01	2.21	High
5559	20240112C27	12/01/2024 10:01	Softwares	Windows	camera software reinstalled	Shahdara Store L-Block, Dilshad Garden	Gt Road	Closed By Site Engineer	12/01/2024 12:01	2.19	High
5560	20240112C28	12/01/2024 10:01	Softwares	VPN	vpn issue	Shahdara Store L-Block, Dilshad Garden	Gt Road	Closed By Site Engineer	12/01/2024 12:01	2.19	Medium
5561	20240112C29	12/01/2024 10:01	Softwares	SAP	sap issue	Shahdara Store L-Block, Dilshad Garden	Gt Road	Closed By Site Engineer	12/01/2024 12:01	2.17	High
5562	20240112C30	12/01/2024 10:01	Softwares	Antivirus	anti virus not working properly	S/Stn No 7, O&M, (Ppg)	Laxmi Nagar	Closed By Site Engineer	16/01/2024 15:01	100.45	Medium
5563	20240112C31	12/01/2024 10:01	Softwares	IBM Lotus Notes	mail reinstalled	Shahdara Store L-Block, Dilshad Garden	Gt Road	Closed By Site Engineer	12/01/2024 12:01	2.18	High
5564	20240112C32	12/01/2024 10:01	Hardware	Hard Disk	window problem	S/Stn No 5 Enf-2 (Ppg)	Laxmi Nagar	Closed By Site Engineer	16/01/2024 15:01	100.37	High
5565	20240112C33	12/01/2024 10:01	Softwares	IBM Lotus Notes	need to be Email requisition submit in itsm of anil kumar	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	12/01/2024 16:01	5.09	High
5566	20240112C34	12/01/2024 10:01	Hardware	PC_CPU	need to a pc for user anil kumar	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	12/01/2024 16:01	5.07	High
5567	20240112C35	12/01/2024 11:01	Hardware	Hard Disk	Existing CPU HDD are getting faulty NO Detect. Need to replacement on urgent basis. S/no- GTYG152 Model no- DELL/3020MT	Preet Vihar Grid (Civil, Protection & Mmg Office)	Karkardooma	Closed By Hardware Team	01/02/2024 15:02	484.05	High
5568	20240112C36	12/01/2024 11:01	Hardware	PC_CPU	Existing CPU HDD are getting faulty, need to replacement on urgent basis. Please assign the call to Arpit. S/no- GTYG152 Model no- DELL/3020MT	Preet Vihar Grid (Civil, Protection & Mmg Office)	Karkardooma	Closed By Hardware Team	01/02/2024 15:02	484.04	High
5569	20240112C37	12/01/2024 11:01	Hardware	Printer	Paper Jam issue.	S/Stn. No. 13, Ppg (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	16/01/2024 13:01	98.37	High
5570	20240112C38	12/01/2024 11:01	Softwares	IBM Lotus Notes	Users are unable to log into their Lotus Mail accounts	Shahdara Store L-Block, Dilshad Garden	Gt Road	Closed By Site Engineer	12/01/2024 16:01	4.86	High
5571	20240112C39	12/01/2024 11:01	Softwares	IBM Lotus Notes	Users are unable to log into their Lotus Mail accounts	Shahdara Store L-Block, Dilshad Garden	Gt Road	Closed By Site Engineer	12/01/2024 16:01	4.84	High
5572	20240112C40	12/01/2024 11:01	Networking	Link Down	network issue assign Nilesh	O&M(D) Office, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Site Engineer	12/01/2024 12:01	0.86	High
5573	20240112C41	12/01/2024 11:01	Softwares	Antivirus	antivirus not working	S/Stn No 4, Energy Audit Scada (Ppg)	Laxmi Nagar	Closed By Site Engineer	16/01/2024 15:01	99.88	Medium
5574	20240112C42	12/01/2024 11:01	Hardware	Printer	printer cartridge change	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	16/01/2024 11:01	0.55	High
5575	20240112C43	12/01/2024 11:01	Softwares	Antivirus	ANTI VIRUS PROBLEM	S/Stn No 5 Enf-2 (Ppg)	Laxmi Nagar	Closed By Site Engineer	16/01/2024 15:01	99.63	Medium
5576	20240112C44	12/01/2024 11:01	Softwares	Ms-Office	Excell issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	12/01/2024 15:01	3.86	High
5577	20240112C45	12/01/2024 11:01	Hardware	Printer	Printer issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	12/01/2024 11:01	0.28	High
5578	20240112C46	12/01/2024 11:01	Hardware	PC_CPU	Existing CPU SMPS is faulty NO Power. Need to replace \ S/no-PG00Q44J, Model-10GQA052IH Call assign to Arpit.	Preet Vihar Grid (Civil, Protection & Mmg Office)	Karkardooma	Closed By Hardware Team	12/01/2024 14:01	2.5	High
5579	20240112C47	12/01/2024 12:01	Softwares	Admin Helpdesk	report not generating in admin portal	Mulla Colony Scrap Store, Near Gajipur Police Station	Vasundra Enclave	Closed By Site Engineer	12/01/2024 16:01	4.4	Medium
5580	20240112C48	12/01/2024 12:01	Softwares	IBM Lotus Notes	lotus notes not open	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	15/01/2024 11:01	70.86	High
5581	20240112C49	12/01/2024 12:01	Softwares	CAS	pcm not working	Bm (Comml.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	12/01/2024 16:01	4.23	Medium
5582	20240112C50	12/01/2024 12:01	Softwares	IBM Lotus Notes	mail not archive	Bm (Comml.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	12/01/2024 16:01	4.22	High
5583	20240112C51	12/01/2024 12:01	Hardware	Printer	printer conector damgage	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	12/01/2024 16:01	4.2	High
5584	20240112C52	12/01/2024 12:01	Hardware	Printer	require printer cartrige	Bm (Comml.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	12/01/2024 16:01	4.19	High
5585	20240112C53	12/01/2024 12:01	Hardware	Scanner	scanner application not opening	Bm (Comml.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	12/01/2024 16:01	4.18	High
5586	20240112C54	12/01/2024 12:01	Softwares	Windows	windows repair	Bm (Comml.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	12/01/2024 16:01	4.15	High
5587	20240112C55	12/01/2024 12:01	Hardware	PC_CPU	CPU SPEAKER NOT WORKING PC serial no ---PG01B13V	Shahdara Store L-Block, Dilshad Garden	Gt Road	Closed By Hardware Team	16/01/2024 10:01	93.7	High
5588	20240112C56	12/01/2024 12:01	Telecom	IP Phone	phone not working	Bm (Comml.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	12/01/2024 16:01	4.12	High
5589	20240112C57	12/01/2024 12:01	Softwares	IBM Lotus Notes	issue in IBM verse	Bm (Comml.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	12/01/2024 16:01	4.1	High
5590	20240112C58	12/01/2024 12:01	Softwares	ESS	ess not work	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	12/01/2024 16:01	4.05	Medium
5591	20240112C59	12/01/2024 12:01	Softwares	Windows	cpu not start	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	12/01/2024 16:01	4.01	High
5592	20240112C60	12/01/2024 12:01	Hardware	PC_CPU	PC is not working	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	15/01/2024 11:01	70.4	High
5593	20240112C61	12/01/2024 13:01	Hardware	PC_CPU	Network issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	12/01/2024 17:01	4.58	High
5594	20240112C62	12/01/2024 13:01	Hardware	Laptop	Laptop is very slow while login & install office to check all divison reports .	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	15/01/2024 11:01	70.25	High
5595	20240112C63	12/01/2024 13:01	Softwares	SAP	needed to be sap install and configure of anil kumar	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	12/01/2024 16:01	2.78	High
5596	20240112C64	12/01/2024 13:01	Hardware	Printer	plz connect another printer ...	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	15/01/2024 11:01	70.05	High
5597	20240112C65	12/01/2024 13:01	Hardware	Laptop	user unable to access their account (manju )	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	12/01/2024 16:01	2.74	High
5598	20240112C66	12/01/2024 13:01	Hardware	PC_CPU	SMPS FAULTY SN-PG00D2U8	33 Kv Sub./Station Lines I.P. Estate New Delhi 110002	Darya Ganj	Closed By Hardware Team	17/01/2024 11:01	117.87	High
5599	20240112C67	12/01/2024 13:01	Hardware	Printer	Printer USB cable physical damage need to be replaced (please assign to arpit) PC S.no ; PG00E8L5	33kv Grid, Kamla Market Comml Office	Darya Ganj	Closed By Hardware Team	02/02/2024 14:02	505.11	High
5600	20240112C68	12/01/2024 13:01	Hardware	TFT	tft issue assign Nilesh	Pkt-C, Mvr Ph-II, Delhi	Mayur Vihar	Closed By Site Engineer	12/01/2024 15:01	1.48	High
5601	20240112C69	12/01/2024 13:01	Softwares	Ms-Office	ms office issue assign Nilesh	Pkt-C, Mvr Ph-II, Delhi	Mayur Vihar	Closed By Site Engineer	12/01/2024 15:01	1.47	High
5602	20240112C70	12/01/2024 14:01	Hardware	PC_CPU	System booting failure - Row-1 / 7766.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	16/01/2024 16:01	98.2	High
5603	20240112C71	12/01/2024 14:01	Hardware	PC_CPU	In CPU network issue	Shakti Kiran Bldg., Kkd	Karkardooma	On Hold By Hardware Team			High
5604	20240112C72	12/01/2024 14:01	Softwares	Browser	cm link required ...	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	15/01/2024 11:01	68.77	Medium
5605	20240112C73	12/01/2024 14:01	Softwares	Domain Password	Domain password reset	18 Block, Geeta Colony O&M Office	Krishna Nagar	Closed By Helpdesk	12/01/2024 14:01	0	High
5606	20240112C74	12/01/2024 15:01	Softwares	IBM Lotus Notes	ibm mail issue	13-Block,Trilokpuri,Delhi	Mayur Vihar	Closed By Site Engineer	12/01/2024 15:01	0.05	High
5607	20240112C75	12/01/2024 15:01	Lan Support	Lan Cable Replacement	Existing Printer Lan port is not working. Need to required Lan Team for further action. Location:- Surajmal Vihar . Kindly assign the call to Lan Team. User :- Ravinder	Surajmal Vihar C & M Store	Karkardooma	Closed By Lan Support Team	16/01/2024 12:01	93.25	High
5608	20240112C76	12/01/2024 15:01	Softwares	OMS	oms issue	13-Block,Trilokpuri,Delhi	Mayur Vihar	Closed By Site Engineer	15/01/2024 09:01	66.63	Medium
5609	20240112C77	12/01/2024 15:01	Hardware	PC_CPU	display driver issue assign Nilesh	Comml. Office, Lsc. Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	15/01/2024 09:01	66.59	High
5610	20240112C78	12/01/2024 15:01	Hardware	Mouse	Mouse scroll not working Pc S/N - PGEK970	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	12/01/2024 16:01	1.34	High
5611	20240112C79	12/01/2024 15:01	Hardware	Laptop	call need to log with HP under warranty. s/n - 5CG921B2B0	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	12/01/2024 17:01	1.89	High

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
5612	20240112C80	12/01/2024 15:01	Hardware	Mouse	MOUSE NOT WORKING PROPERLY (WHEN WE CLICK ON FILE TO OPEN THEN AUTOMATIC SHOW RIGHT CLICK OPTION AND LEFT CLICK BUTTON OF MOUSE NOT WORKING PROPERLY )	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	12/01/2024 16:01	1.23	High
5613	20240112C81	12/01/2024 15:01	Hardware	TFT	TFT Abnormal colour issue appear on the screen.	S/Stn. No. 15, Goc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Hardware Team	17/01/2024 10:01	114.39	High
5614	20240112C82	12/01/2024 15:01	Hardware	RAM	4GB DDR3 RAM FAULTY SN-5SYG152	Gandhi Market Office	Darya Ganj	Closed By Hardware Team	02/02/2024 14:02	502.82	Medium
5615	20240112C83	12/01/2024 15:01	Softwares	Cute PDF	cute pdf install	C Block Office, Dda Flats, Motia Khan, Dgm (O&M), Phg	Pahar Ganj	Closed By Site Engineer	12/01/2024 17:01	1.39	Medium
5616	20240112C84	12/01/2024 15:01	Hardware	RAM	DDR 2 RAM FAULTY SN-LN9T3769	Gandhi Market Office	Darya Ganj	Closed By Hardware Team	02/02/2024 14:02	502.69	Medium
5617	20240112C85	12/01/2024 16:01	Hardware	Printer	paper jam issue . pls assign the santosh	F-15/2, Krishna Nagar, Comml Office	Krishna Nagar	Closed By Site Engineer	16/01/2024 17:01	97.03	High
5618	20240112C86	12/01/2024 16:01	Softwares	Teamviewer	team viewer update . pls assign the santosh	F-15/2, Krishna Nagar, Comml Office	Krishna Nagar	Closed By Site Engineer	16/01/2024 17:01	97.01	Medium
5619	20240112C87	12/01/2024 16:01	Hardware	Printer	paper jam issue . pls assign the santosh	F-15/2, Krishna Nagar, Comml Office	Krishna Nagar	Closed By Site Engineer	16/01/2024 17:01	97	High
5620	20240112C88	12/01/2024 16:01	Hardware	Printer	paper jam issue in CHD printer . pls assign the santosh	F-15/2, Krishna Nagar, Comml Office	Krishna Nagar	Closed By Site Engineer	16/01/2024 17:01	96.98	High
5621	20240112C89	12/01/2024 16:01	Hardware	Printer	paper jam issue in CHD printer . pls assign the santosh	F-15/2, Krishna Nagar, Comml Office	Krishna Nagar	Closed By Site Engineer	16/01/2024 17:01	96.97	High
5622	20240112C90	12/01/2024 16:01	Hardware	Printer	paper jam issue in CHD printer . pls assign the santosh	F-15/2, Krishna Nagar, Comml Office	Krishna Nagar	Closed By Site Engineer	16/01/2024 17:01	96.96	High
5623	20240112C91	12/01/2024 16:01	Softwares	CAS	cas data center pds not connected. . pls assign the santosh kumar	F-15/2, Krishna Nagar, Comml Office	Krishna Nagar	Closed By Site Engineer	16/01/2024 17:01	96.93	Medium
5624	20240112C92	12/01/2024 16:01	Hardware	Printer	paper jam issue in CHD printer . pls assign the santosh	F-15/2, Krishna Nagar, Comml Office	Krishna Nagar	Closed By Site Engineer	16/01/2024 17:01	96.91	High
5625	20240112C93	12/01/2024 16:01	Networking	Link Down	data center lan point faulty . pls assign the santosh kumar it	F-15/2, Krishna Nagar, Comml Office	Krishna Nagar	Closed By Site Engineer	16/01/2024 17:01	96.89	High
5626	20240112C94	12/01/2024 16:01	Softwares	Windows	window login password reset. pls assign the santosh it	F-15/2, Krishna Nagar, Comml Office	Krishna Nagar	Closed By Site Engineer	16/01/2024 17:01	96.86	High
5627	20240112C95	12/01/2024 16:01	Softwares	IBM Lotus Notes	IBM Lotus mail is not working.	Ppg Indl. Area Grid (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	12/01/2024 18:01	1.92	High
5628	20240112C96	12/01/2024 16:01	Hardware	Printer	Please install new printer urgently...	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	12/01/2024 18:01	1.68	High
5629	20240112C97	12/01/2024 16:01	Hardware	Printer	printer getting not clear print.	Comml Office Cbd-iii	Karkardooma	Closed By Site Engineer	12/01/2024 17:01	1.08	High
5630	20240112C98	12/01/2024 16:01	Softwares	IBM Lotus Notes	IBM Lotus Notes mail issue.	Gazipur Store (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	12/01/2024 18:01	1.62	High
5631	20240112C99	12/01/2024 17:01	Softwares	Adobe Reader	PDF file issue Of Karamvir sita	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	12/01/2024 17:01	0	Medium
5632	20240112C100	12/01/2024 17:01	Softwares	Domain Password	Password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	12/01/2024 17:01	0.02	High
5633	20240112C101	12/01/2024 17:01	Softwares	Domain Password	Password reset of Sanjeet Mishra	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	12/01/2024 17:01	0	High
5634	20240112C102	12/01/2024 17:01	Softwares	Internet	Internet issue of Manoj kumar	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	12/01/2024 17:01	0.01	High
5635	20240112C103	12/01/2024 17:01	Softwares	SAP	SAP issue of Manoj Kumar	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	12/01/2024 17:01	0	High
5636	20240112C104	12/01/2024 17:01	Lan Support	RJ 45 Connector	connector change	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	15/01/2024 11:01	65.78	High
5637	20240113C1	13/01/2024 08:01	Hardware	IP Camera	STORE SHAHDARA GATE CCTV NOT WORKING	Shahdara Store L-Block, Dishad Garden	GI Road	Closed By Lan Support Team	16/01/2024 09:01	72.65	High
5638	20240113C2	13/01/2024 08:01	Hardware	IP Camera	CC GAGAN VIHAR CCTV NOT WORKING	Gagan Vihar Complaint Centre & Cash Office	Krishna Nagar	Closed By Lan Support Team	17/01/2024 09:01	97.16	High
5639	20240113C3	13/01/2024 08:01	Hardware	IP Camera	KCC OFFICE RECEPTION AND OFFICE GATE CCTV NOT WORKING	Ppg 15 (Ppg-2)	Laxmi Nagar	Closed By Lan Support Team	17/01/2024 09:01	97.05	High
5640	20240113C4	13/01/2024 08:01	Hardware	IP Camera	O&M MVR-1 CCTV NOT WORKING	O&M(D) Office, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Lan Support Team	19/01/2024 10:01	145.4	High
5641	20240113C5	13/01/2024 08:01	Hardware	IP Camera	KKD H/O 2ND FLOOR AND CBD-2 CCTV NOT WORKING	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	15/01/2024 09:01	48.71	High
5642	20240113C6	13/01/2024 12:01	Hardware	Hard Disk	hard disk backup and system rerady	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	15/01/2024 10:01	45.67	High
5643	20240113C7	13/01/2024 12:01	Hardware	Scanner	fujito scaneer add	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	15/01/2024 10:01	45.67	High
5644	20240113C8	13/01/2024 12:01	Networking	IP Conflict	dshp to static ip allocated	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	15/01/2024 10:01	45.66	High
5645	20240115C1	15/01/2024 09:01	Softwares	IBM Lotus Notes	Close the Mozilla Thunderbird	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	15/01/2024 10:01	0.14	High
5646	20240115C2	15/01/2024 10:01	Hardware	Laptop	Laptop adapter & mouse required (Lenovo E14).	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	15/01/2024 10:01	0.7	High
5647	20240115C3	15/01/2024 10:01	Softwares	IBM Lotus Notes	User forgot lotus mail-Anita Wadhawan/REL/RelianceADA, password. Kindly reset with new one on urgent basis.	Kanti Nagar Complaint Centre	Krishna Nagar	Closed By Helpdesk	15/01/2024 10:01	0.01	High
5648	20240115C4	15/01/2024 10:01	Softwares	Ms-Office	needed to be WPS install	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	15/01/2024 16:01	5.86	High
5649	20240115C5	15/01/2024 10:01	Softwares	IBM Lotus Notes	user unable to access their mail accounts	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	15/01/2024 16:01	5.85	High
5650	20240115C6	15/01/2024 10:01	Hardware	PC_CPU	pc booting issue	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	15/01/2024 16:01	5.81	High
5651	20240115C7	15/01/2024 10:01	Hardware	PC_CPU	system pc not getting power on	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Comml Office	Shankar Road	Closed By Site Engineer	15/01/2024 16:01	5.79	High
5652	20240115C8	15/01/2024 10:01	Softwares	SAP	sap issue	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & ii	Mayur Vihar	Closed By Site Engineer	15/01/2024 10:01	0.52	High
5653	20240115C9	15/01/2024 10:01	Softwares	Ms-Office	MS Office install	C Block Office, Dda Flats, Motia Khan, Dgm (O&M), Phg	Pahar Ganj	Closed By Site Engineer	15/01/2024 10:01	0.22	High
5654	20240115C10	15/01/2024 10:01	Hardware	Printer	Printer showing offline	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	15/01/2024 11:01	0.79	High
5655	20240115C11	15/01/2024 10:01	Hardware	Laptop Adapter	laptop charger not working	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	17/01/2024 10:01	47.65	High
5656	20240115C12	15/01/2024 10:01	Hardware	PC_CPU	system issue	C Block Office, Dda Flats, Motia Khan, Dgm (O&M), Phg	Pahar Ganj	Closed By Site Engineer	15/01/2024 10:01	0.16	High
5657	20240115C13	15/01/2024 10:01	Hardware	Printer	Printer issue(Unwanted sound is coming)	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	15/01/2024 11:01	0.53	High
5658	20240115C14	15/01/2024 11:01	Telecom	Clip Max	Eno. 9315 Sound issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	15/01/2024 12:01	1.3	High
5659	20240115C15	15/01/2024 11:01	Softwares	IBM Lotus Notes	mail issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	15/01/2024 14:01	3.26	High
5660	20240115C16	15/01/2024 11:01	Networking	Link Down	network issue in aashi pc assign Nilesh	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & ii	Mayur Vihar	Closed By Site Engineer	15/01/2024 17:01	6.11	High
5661	20240115C17	15/01/2024 11:01	Softwares	Ms-Office	install ms office assign Nilesh	Anand Lok Complaint Centre,	Mayur Vihar	Closed By Site Engineer	15/01/2024 17:01	6.08	High
5662	20240115C18	15/01/2024 11:01	Softwares	IBM Lotus Notes	IBM mail issue assign Nilesh	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & ii	Mayur Vihar	Closed By Site Engineer	15/01/2024 17:01	5.99	High
5663	20240115C19	15/01/2024 11:01	Networking	Link Down	Network issue.	S/Stn. No. 15, Goc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	15/01/2024 13:01	2.23	High
5664	20240115C20	15/01/2024 11:01	Softwares	OS	Window login issue . Kinly check the same .	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	15/01/2024 13:01	2.15	Medium
5665	20240115C21	15/01/2024 11:01	Hardware	Laptop	kindly arrange to enable network switch login option ..	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	15/01/2024 13:01	2.13	High
5666	20240115C22	15/01/2024 11:01	Hardware	Laptop	Laptop camera not working (System Sr. DDDCF32)	O&M Office, Karawal Nagar	Karawal Nagar	Closed By Hardware Team	06/03/2024 10:03	1223.38	High
5667	20240115C23	15/01/2024 11:01	Softwares	Internet	DHCP IP is not detecting. C&M meeting room / 9322.	Ppg Indl. Area Grid (Ppg-2)	Laxmi Nagar	Closed By Lan Support Team	16/03/2024 09:01	21.5	High
5668	20240115C24	15/01/2024 11:01	Hardware	Hard Disk	Boot Sequence is not supporting ELL/OPTIPLEX 3070/42LXJ03	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Hardware Team	17/01/2024 16:01	53.34	High
5669	20240115C25	15/01/2024 11:01	Hardware	PC_CPU	Newtwork issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	15/01/2024 12:01	0.43	High
5670	20240115C26	15/01/2024 11:01	Telecom	Clip Max	Phone not working at room no 110. Ext. No.-9311 Please assign this call to LAN Team	Aram Bagh Bm(Comml), Phg	Pahar Ganj	Closed By Site Engineer	15/01/2024 12:01	0.78	High
5671	20240115C27	15/01/2024 11:01	Telecom	Clip Max	Phone not working at room no 110. Ext. No.-9311 Please assign this call to LAN Team	Aram Bagh Bm(Comml), Phg	Pahar Ganj	On Hold By Lan Support Team			High
5672	20240115C28	15/01/2024 11:01	Softwares	Domain Password	Password reset	Complaint Center, Shankar Road	Shankar Road	Closed By Helpdesk	15/01/2024 11:01	0	High



S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
5673	20240115C29	15/01/2024 11:01	Telecom	Clip Max	Exno. 7911 is not working.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	15/01/2024 15:01	3.14	High
5674	20240115C30	15/01/2024 12:01	Hardware	PC_CPU	No Display On TFT Screen / CBD 2 HR Audit Ground Floor	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	15/01/2024 14:01	2.36	High
5675	20240115C31	15/01/2024 12:01	Hardware	Printer	Printer issue papper stuck	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	15/01/2024 14:01	2.34	High
5676	20240115C32	15/01/2024 12:01	Softwares	Ms-Office	MS excel hanging issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	15/01/2024 12:01	0.01	High
5677	20240115C33	15/01/2024 12:01	Hardware	Printer	Printer is showing offline	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	15/01/2024 12:01	0.57	High
5678	20240115C34	15/01/2024 12:01	Lan Support	Lan Cable Replacement	Lan port not working.	Mig Office, East Of Loni Road	Nand Nagari	Closed By Lan Support Team	16/01/2024 09:01	20.64	High
5679	20240115C35	15/01/2024 12:01	Softwares	Windows	Windows update	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	15/01/2024 12:01	0.01	High
5680	20240115C36	15/01/2024 12:01	Hardware	PC_CPU	System slow issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	15/01/2024 12:01	0	High
5681	20240115C37	15/01/2024 12:01	Hardware	Laptop	damage laptop call need to log with HP under warranty. S/N - 5CG921B11S	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	15/01/2024 14:01	1.93	High
5682	20240115C38	15/01/2024 12:01	Softwares	Windows	Testing IT-Sam park Training Purpose. Kindly assign the call to Mr.Vikas Negi.	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Site Engineer	15/01/2024 15:01	2.29	High
5683	20240115C39	15/01/2024 13:01	Hardware	Printer	TONNER REQUIRED	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	17/01/2024 15:01	50.36	High
5684	20240115C40	15/01/2024 13:01	Softwares	IBM Lotus Notes	mails are not coming , pl check	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	17/01/2024 15:01	50.41	High
5685	20240115C41	15/01/2024 13:01	Softwares	IBM Lotus Notes	mail box full	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	17/01/2024 15:01	50.13	High
5686	20240115C42	15/01/2024 13:01	Softwares	Ms-Office	Training taken	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	17/01/2024 15:01	50.1	High
5687	20240115C43	15/01/2024 13:01	Softwares	Internet	TRAINING TAKEN	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	17/01/2024 15:01	49.99	High
5688	20240115C44	15/01/2024 13:01	Softwares	IBM Lotus Notes	ARCHIVE CREATE NEW FOLDER	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	17/01/2024 15:01	49.8	High
5689	20240115C45	15/01/2024 14:01	Softwares	BYPL Intranet	Driver (VTMS) Link is not working.	Training And Work Shop, (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	16/01/2024 17:01	27.36	Medium
5690	20240115C46	15/01/2024 14:01	Hardware	Printer	Printer installation	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Site Engineer	15/01/2024 14:01	0.03	High
5691	20240115C47	15/01/2024 14:01	Softwares	Internet	Inter net issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	15/01/2024 14:01	0.01	High
5692	20240115C48	15/01/2024 14:01	Hardware	Keyboard	key board button not working properly as a (ctrl button and all arrow button).	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Hardware Team	02/02/2024 14:02	432.02	High
5693	20240115C49	15/01/2024 14:01	Hardware	Scanner	scanning icon not work	Bm (Comml.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	15/01/2024 17:01	2.69	High
5694	20240115C50	15/01/2024 14:01	Softwares	Domain Password	domain account locked	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	15/01/2024 14:01	0.01	High
5695	20240115C51	15/01/2024 14:01	Softwares	Windows	Training for IT-SAMPARK Purpose. Call assign to Mr. Vikas Negi	Preet Vihar Grid (Civil, Protection & Mmg Office)	Karkardooma	Closed By Site Engineer	15/01/2024 17:01	2.53	High
5696	20240115C52	15/01/2024 15:01	Hardware	Printer	PTINTER NOT WORKING	S/Stn No 5 Enf-2 (Ppg)	Laxmi Nagar	Closed By Site Engineer	16/01/2024 15:01	23.59	High
5697	20240115C53	15/01/2024 15:01	Softwares	IBM Lotus Notes	Lotus mail corrupt issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	15/01/2024 15:01	0.02	High
5698	20240115C54	15/01/2024 15:01	Softwares	IBM Lotus Notes	Account is locked out of Lotus mail	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	15/01/2024 16:01	0.72	High
5699	20240115C55	15/01/2024 15:01	Softwares	Windows	FOR IT-SAMPARK Training Purpose. Call Assign to Mr.Vikas Negi	Surajmal Vihar C & M Store	Karkardooma	Closed By Site Engineer	16/01/2024 10:01	19.03	High
5700	20240115C56	15/01/2024 15:01	Softwares	IBM Lotus Notes	Mail password not accepting	O&M Office, Karawal Nagar	Karawal Nagar	Closed By Helpdesk	15/01/2024 15:01	0.02	High
5701	20240115C57	15/01/2024 15:01	Softwares	Windows	For IT-SAMPARK Training Purpose. Call assign to Mr.Vikas Negi.	Preet Vihar Grid (Civil, Protection & Mmg Office)	Karkardooma	Closed By Site Engineer	15/01/2024 17:01	1.92	High
5702	20240115C58	15/01/2024 15:01	Hardware	Printer	Printer cartage required	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	17/01/2024 15:01	48.12	High
5703	20240115C59	15/01/2024 15:01	Hardware	Printer	printer notworking	S/Stn No 5 Enf-2 (Ppg)	Laxmi Nagar	Closed By Site Engineer	16/01/2024 15:01	23.36	High
5704	20240115C60	15/01/2024 15:01	Softwares	Windows	For Training Purpose to IT-SAM PARK. Call assign to Mr. Vikas Negi.	Preet Vihar Grid (Civil, Protection & Mmg Office)	Karkardooma	Closed By Site Engineer	15/01/2024 17:01	1.83	High
5705	20240115C61	15/01/2024 15:01	Softwares	Windows	For IT-SAMPARK Training Purpose. Call assign to Mr.Vikas Negi.	Preet Vihar Grid (Civil, Protection & Mmg Office)	Karkardooma	Closed By Site Engineer	15/01/2024 17:01	1.76	High
5706	20240115C62	15/01/2024 15:01	Telecom	IP Phone	phone not logging	Bm (Comml.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	17/01/2024 10:01	42.39	High
5707	20240115C63	15/01/2024 15:01	Softwares	Domain Password	password issue	Bm (Comml.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	17/01/2024 10:01	42.39	High
5708	20240115C64	15/01/2024 16:01	Softwares	Admin Helpdesk	admin helpdesk issue assign nilesh	66 Kv, Khicripur Grid, Delhi	Mayur Vihar	Closed By Site Engineer	16/01/2024 14:01	22.96	Medium
5709	20240115C65	15/01/2024 16:01	Softwares	IBM Lotus Notes	user unable to sent mail	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	16/01/2024 09:01	17.77	High
5710	20240115C66	15/01/2024 16:01	Hardware	Printer	printer not work	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	17/01/2024 10:01	42.12	High
5711	20240115C67	15/01/2024 16:01	Softwares	IBM Lotus Notes	mail login problem	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	17/01/2024 10:01	42.11	High
5712	20240115C68	15/01/2024 16:01	Softwares	IBM Lotus Notes	mail login issue	Bm (Comml.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	17/01/2024 10:01	42.1	High
5713	20240115C69	15/01/2024 16:01	Hardware	PC_CPU	pc booting issue	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	16/01/2024 09:01	17.74	High
5714	20240115C70	15/01/2024 16:01	Hardware	PC_CPU	pc slow poor performance	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	16/01/2024 09:01	17.73	High
5715	20240115C71	15/01/2024 16:01	Softwares	Windows	For IT-SAMPARK Training Purpose Call assign to Mr.Vikas Negi	Preet Vihar Grid (Civil, Protection & Mmg Office)	Karkardooma	Closed By Site Engineer	16/01/2024 10:01	18.47	High
5716	20240115C72	15/01/2024 16:01	Hardware	PC_CPU	system booting issue and slow performance (Mr.Anil Kumar)	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	16/01/2024 09:01	17.7	High
5717	20240115C73	15/01/2024 16:01	Softwares	GIS	need to oracle install and configure (Tanya Malhotra )	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	16/01/2024 09:01	17.67	Medium
5718	20240115C74	15/01/2024 16:01	Softwares	IBM Lotus Notes	Archive issue user unable to access their Archive mail	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	16/01/2024 09:01	17.64	High
5719	20240115C75	15/01/2024 16:01	Softwares	IBM Lotus Notes	lotus mail not working	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	16/01/2024 09:01	17.62	High
5720	20240115C76	15/01/2024 16:01	Softwares	Domain Password	Domain password reset	Cbd-li Grid, Kkd	Karkardooma	Closed By Helpdesk	15/01/2024 16:01	0	High
5721	20240115C77	15/01/2024 16:01	Softwares	VPN	VPN Connectivity issue	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	16/01/2024 09:01	17.62	Medium
5722	20240115C78	15/01/2024 16:01	Softwares	SAP	sap issue	Samachar Aptt. Mayur Vihar Ph-I And li , Delhi	Mayur Vihar	Closed By Site Engineer	16/01/2024 14:01	22.49	High
5723	20240115C79	15/01/2024 16:01	Hardware	PC_CPU	cpu issue	Samachar Aptt. Mayur Vihar Ph-I And li , Delhi	Mayur Vihar	Closed By Site Engineer	16/01/2024 14:01	22.46	High
5724	20240115C80	15/01/2024 16:01	Hardware	TFT	tft issue	Samachar Aptt. Mayur Vihar Ph-I And li , Delhi	Mayur Vihar	Closed By Site Engineer	16/01/2024 14:01	22.4	High
5725	20240115C81	15/01/2024 16:01	Hardware	Printer	printer not working	S/Stn No 5 Enf-2 (Ppg)	Laxmi Nagar	Closed By Site Engineer	16/01/2024 15:01	22.08	High
5726	20240115C82	15/01/2024 17:01	Lan Support	Lan Cable Replacement	require lan cable for laptop connection please assign lan team	66 Kv, Khicripur Grid, Delhi	Mayur Vihar	Closed By Lan Support Team	18/01/2024 10:01	64.85	High
5727	20240115C83	15/01/2024 17:01	Lan Support	Lan Cable Replacement	port no 14 cable faulty assign lan team	Pkt-C, Mvr Ph-II, Delhi	Mayur Vihar	Closed By Site Engineer	16/01/2024 14:01	21.66	High
5728	20240115C84	15/01/2024 17:01	Hardware	Printer	printer lan cable not working assign nilesh	Pkt-C, Mvr Ph-II, Delhi	Mayur Vihar	Closed By Site Engineer	16/01/2024 14:01	21.64	High
5729	20240115C85	15/01/2024 17:01	Softwares	Teamviewer	install teamviewer 15 assign nilesh	5-Block, Trilok Puri Dispensary, Delhi	Mayur Vihar	Closed By Site Engineer	16/01/2024 14:01	21.62	Medium
5730	20240115C86	15/01/2024 17:01	Softwares	IBM Lotus Notes	change itm password	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Site Engineer	16/01/2024 14:01	21.59	High

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
5731	20240116C1	16/01/2024 07:01	Hardware	IP Camera	CCK COMM CASH, CHD, ENTRY, GATE CAMERA NOT WORKING	Town Hall Business Office	Chandni Chowk	Closed By Lan Support Team	17/01/2024 09:01	26.6	High
5732	20240116C2	16/01/2024 07:01	Hardware	IP Camera	KWN COMM CASH CAMERA NOT WORKING	Business Office, Karawal Nagar	Karawal Nagar	Closed By Lan Support Team	17/01/2024 09:01	26.54	High
5733	20240116C3	16/01/2024 09:01	Hardware	PC_CPU	scada operation pc 1 is not getting power on	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	16/01/2024 11:01	1.42	High
5734	20240116C4	16/01/2024 09:01	Softwares	BYPL Intranet	internet connectivity issue in 10.125.214.154	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	16/01/2024 11:01	1.38	Medium
5735	20240116C5	16/01/2024 09:01	Hardware	PC_CPU	Network issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	16/01/2024 11:01	1.41	High
5736	20240116C6	16/01/2024 10:01	Softwares	Domain Password	Password reset	Preet Vihar Grid (Civil, Protection & Mng Office)	Karkardooma	Closed By Helpdesk	16/01/2024 10:01	0	High
5737	20240116C7	16/01/2024 10:01	Hardware	Keyboard	keyboard faulty assign nilesh	O&M(D) Office, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Site Engineer	16/01/2024 14:01	4.69	High
5738	20240116C8	16/01/2024 10:01	Softwares	IBM Lotus Notes	ibm mail issue	O&M(D) Office, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Site Engineer	16/01/2024 14:01	4.65	High
5739	20240116C9	16/01/2024 10:01	Lan Support	Lan Cable Extension	Lan cable re-attach to IO port.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	16/01/2024 10:01	0.46	High
5740	20240116C10	16/01/2024 10:01	Hardware	Mouse	Mouse faulty need to be replaced	Anand Lok Complaint Centre,	Mayur Vihar	Closed By Hardware Team	13/02/2024 11:02	672.74	High
5741	20240116C11	16/01/2024 10:01	Hardware	Laptop	IAPTOP OF Pranab not booting, S/n LROBTABJ	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	16/01/2024 11:01	1.19	High
5742	20240116C12	16/01/2024 10:01	Hardware	Printer	Please Add printer	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	17/01/2024 15:01	29.16	High
5743	20240116C13	16/01/2024 10:01	Softwares	Ms-Office	ms office issue	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	16/01/2024 14:01	4.15	High
5744	20240116C14	16/01/2024 10:01	Hardware	Printer	Cartridge change in 2nd. No. of printer at 3rd. A	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	16/01/2024 12:01	1.39	High
5745	20240116C15	16/01/2024 10:01	Hardware	Keyboard	Due to F3 Key PC is open in setting Mode automatically.	S/Strn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Hardware Team	06/03/2024 10:03	1200.24	High
5746	20240116C16	16/01/2024 10:01	Lan Support	RJ 45 Connector	ASSIGN TO LAN TEAM	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	16/01/2024 12:01	1.56	High
5747	20240116C17	16/01/2024 10:01	Softwares	Domain Password	Password reset of Parishrm Sheel	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	16/01/2024 10:01	0	High
5748	20240116C18	16/01/2024 10:01	Hardware	PC_CPU	System logging issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	16/01/2024 10:01	0	High
5749	20240116C19	16/01/2024 11:01	Softwares	IBM Lotus Notes	lotus mail accounts locked	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	16/01/2024 17:01	6.21	High
5750	20240116C20	16/01/2024 11:01	Softwares	Windows	For IT-SAMPARK Training Purpose. Call assign to Vikas Negi.	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Site Engineer	16/01/2024 12:01	0.86	High
5751	20240116C21	16/01/2024 11:01	Softwares	Windows	For IT-SAM PARK Training Purpose. Call assign to Vikas Negi.	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Site Engineer	16/01/2024 12:01	0.77	High
5752	20240116C22	16/01/2024 11:01	General Calls	Presentation / VC	engineer require in Board room for meeting joining.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	16/01/2024 11:01	0.38	High
5753	20240116C23	16/01/2024 11:01	Hardware	Laptop	Laptop butting issue, KKD Grid Gnd floor.	Cbd I Grid Kkd	Karkardooma	Closed By Hardware Team	17/01/2024 17:01	29.7	High
5754	20240116C24	16/01/2024 11:01	Softwares	Windows	WINDOWS BOOTING ISSUE	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	16/01/2024 17:01	5.76	High
5755	20240116C25	16/01/2024 11:01	Softwares	Windows	WINDOWS BOOTING ISSUE	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	16/01/2024 17:01	5.75	High
5756	20240116C26	16/01/2024 11:01	Softwares	IBM Lotus Notes	application traning done	Guru Angad Nagar Grid (Lnr)	Laxmi Nagar	Closed By Site Engineer	17/01/2024 15:01	28.11	High
5757	20240116C27	16/01/2024 11:01	Hardware	Printer	Printer not working in cmg	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	17/01/2024 15:01	28.06	High
5758	20240116C28	16/01/2024 11:01	Softwares	Domain Password	Domain password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	16/01/2024 11:01	0	High
5759	20240116C29	16/01/2024 11:01	Softwares	Domain Password	Password reset of Shreedhar Temp02 behalf pf ganpati ranjan	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	16/01/2024 11:01	0	High
5760	20240116C30	16/01/2024 11:01	Hardware	Printer	PRINTER NOT WORKING....	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	17/01/2024 15:01	27.99	High
5761	20240116C31	16/01/2024 11:01	Hardware	PC_CPU	PC SLOW	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	17/01/2024 15:01	27.92	High
5762	20240116C32	16/01/2024 11:01	Softwares	Ms-Office	system very slow wps office not working properly	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	17/01/2024 15:01	27.89	High
5763	20240116C33	16/01/2024 11:01	Softwares	Teamviewer	team application not working	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	17/01/2024 15:01	27.7	Medium
5764	20240116C34	16/01/2024 11:01	Hardware	Mouse	mouse left click not working.	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	17/01/2024 15:01	27.71	High
5765	20240116C35	16/01/2024 12:01	Softwares	Adobe Reader	Install Adobe reader.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	16/01/2024 16:01	4.47	Medium
5766	20240116C36	16/01/2024 12:01	Softwares	Antivirus	Install Anti Virus.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	16/01/2024 16:01	4.46	Medium
5767	20240116C37	16/01/2024 12:01	Softwares	Browser	Install google chrome.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	16/01/2024 16:01	4.46	Medium
5768	20240116C38	16/01/2024 12:01	Softwares	Domain Password	reset Domain password..	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	16/01/2024 16:01	4.45	High
5769	20240116C39	16/01/2024 12:01	Softwares	Domain Rejoin	reJoin domain .	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	16/01/2024 16:01	4.44	Medium
5770	20240116C40	16/01/2024 12:01	Softwares	IBM Lotus Notes	Install IBM Lotus notes.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	16/01/2024 16:01	4.44	High
5771	20240116C41	16/01/2024 12:01	Softwares	IBM Lotus Notes	Configure IBM Lotus Notes.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	16/01/2024 16:01	4.43	High
5772	20240116C42	16/01/2024 12:01	Softwares	Ms-Office	Install ms office 16	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	16/01/2024 16:01	4.42	High
5773	20240116C43	16/01/2024 12:01	Softwares	IBM Lotus Notes	lotus archive creation ....	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	17/01/2024 15:01	27.53	High
5774	20240116C44	16/01/2024 12:01	Softwares	Teamviewer	Install Team Viewer.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	16/01/2024 16:01	4.38	Medium
5775	20240116C45	16/01/2024 12:01	Softwares	Windows	Window format.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	16/01/2024 16:01	4.38	High
5776	20240116C46	16/01/2024 12:01	Softwares	Windows	For IT Sam park Training Purpose. Call assign to Vikas Negi	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Site Engineer	16/01/2024 15:01	2.92	High
5777	20240116C47	16/01/2024 12:01	Softwares	Windows	IT-SAMPARK Training Purpose. Assign the call to Vikas Negi.	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Site Engineer	16/01/2024 15:01	2.9	High
5778	20240116C48	16/01/2024 12:01	Softwares	Windows	For IT SAMPARK Training Purpose. Assign the call to Vikas Negi.	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Site Engineer	16/01/2024 15:01	2.88	High
5779	20240116C49	16/01/2024 12:01	Softwares	Windows	For IT SAMPARK Training Purpose. Assign the call to Vikas Negi.	Kalash Nagar Grid	Krishna Nagar	Closed By Site Engineer	16/01/2024 17:01	5.1	High
5780	20240116C50	16/01/2024 12:01	Softwares	Windows	For IT SAMPARK Training Purpose. Assign the call to Vikas Negi.	O & M Office Vivek Vihar B-Blk	Karkardooma	Closed By Site Engineer	16/01/2024 15:01	2.86	High
5781	20240116C51	16/01/2024 12:01	Softwares	Windows	For IT SAMPARK Training Purpose. Assign the call to Vikas Negi.	Preet Vihar Grid (Civil, Protection & Mng Office)	Karkardooma	Closed By Site Engineer	16/01/2024 15:01	2.85	High
5782	20240116C52	16/01/2024 12:01	Softwares	Domain Password	Web application is not working ....	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	17/01/2024 15:01	27.34	High
5783	20240116C53	16/01/2024 12:01	Hardware	Printer	Printer installation	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	16/01/2024 12:01	0	High
5784	20240116C54	16/01/2024 12:01	Softwares	Internet	seva kendra is slow ...	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	17/01/2024 15:01	27.18	High
5785	20240116C55	16/01/2024 12:01	Softwares	IBM Lotus Notes	Lotus mail creation	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	16/01/2024 12:01	0.02	High
5786	20240116C56	16/01/2024 12:01	Softwares	IBM Lotus Notes	Archive creation in Lotus mail	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	16/01/2024 12:01	0	High
5787	20240116C57	16/01/2024 12:01	Softwares	Digi Portal	LINK IS SLOW	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	17/01/2024 15:01	27	Medium
5788	20240116C58	16/01/2024 12:01	Softwares	Digi Portal	PORTAL IS SLOW	Divn. Office, (Lnr)	Laxmi Nagar	Assign			Medium
5789	20240116C59	16/01/2024 12:01	Softwares	IBM Lotus Notes	ibm mail issue	F-15/2, Krishna Nagar, Comml Office	Krishna Nagar	Closed By Site Engineer	16/01/2024 17:01	4.47	High
5790	20240116C60	16/01/2024 12:01	Hardware	Mouse	SCROOL NOT WORKING (USE FOR DOCUMENT VERIFICATION)	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	17/01/2024 15:01	26.97	High
5791	20240116C61	16/01/2024 12:01	Softwares	Digi Portal	SEVA KENDRA IS SLOW	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	17/01/2024 15:01	26.63	Medium

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
5792	20240116C62	16/01/2024 13:01	Softwares	SAP	sap password issue	F-15/2, Krishna Nagar, Comml Office	Krishna Nagar	Closed By Site Engineer	16/01/2024 17:01	4.32	High
5793	20240116C63	16/01/2024 13:01	Hardware	Mouse	Mouse not working, right click not working properly	F-15/2, Krishna Nagar, Comml Office	Krishna Nagar	Closed By Site Engineer	16/01/2024 17:01	4.27	High
5794	20240116C64	16/01/2024 13:01	Hardware	Printer	TOONER IS LOW	Dvn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	17/01/2024 15:01	26.5	High
5795	20240116C65	16/01/2024 13:01	Hardware	Printer	Printer error	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	16/01/2024 14:01	0.98	High
5796	20240116C66	16/01/2024 14:01	Softwares	IBM Lotus Notes	Lotus mail password issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	16/01/2024 14:01	0	High
5797	20240116C67	16/01/2024 14:01	Softwares	Windows	For Trailing Purpose. Call assign to Vikas Negi.	O & M Office Vivek Vihar B-Blk	Karkardooma	Closed By Site Engineer	16/01/2024 14:01	0.87	High
5798	20240116C68	16/01/2024 14:01	Softwares	Windows	IT-SAMPARK Training Purpose. Call assign to Vikas Negi.	O & M Office Vivek Vihar B-Blk	Karkardooma	Closed By Site Engineer	16/01/2024 14:01	0.83	High
5799	20240116C69	16/01/2024 14:01	Hardware	PC_CPU	CPU SETUP ASSIGN NILESH	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	16/01/2024 14:01	0.44	High
5800	20240116C70	16/01/2024 14:01	Softwares	IBM Lotus Notes	IBM MAIL SETUP	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	16/01/2024 14:01	0.42	High
5801	20240116C71	16/01/2024 14:01	Softwares	SAP	SAP INSTALL	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	16/01/2024 14:01	0.41	High
5802	20240116C72	16/01/2024 14:01	Softwares	Ms-Office	MS OFFICE INSTALL	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	16/01/2024 14:01	0.41	High
5803	20240116C73	16/01/2024 14:01	Softwares	Browser	GOOGLE CHROME LINK PASTE FOR CHD USE	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	16/01/2024 14:01	0.39	Medium
5804	20240116C74	16/01/2024 14:01	Softwares	Domain Rejoin	DOMAIN REJOIN	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	16/01/2024 14:01	0.37	Medium
5805	20240116C75	16/01/2024 14:01	Hardware	Printer	PRINTER ISSUE	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	16/01/2024 14:01	0.36	High
5806	20240116C76	16/01/2024 15:01	Softwares	Windows	For IT SAMPARK Training Purpose. Assign the call to Vikas Negi.	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Site Engineer	16/01/2024 17:01	2.57	High
5807	20240116C77	16/01/2024 15:01	Softwares	Windows	For IT SAMPARK Training Purpose. Assign the call to Vikas Negi.	Preet Vihar Grid (Civil, Protection & Mmg Office)	Karkardooma	Closed By Site Engineer	16/01/2024 17:01	2.55	High
5808	20240116C78	16/01/2024 15:01	Softwares	Windows	For IT SAMPARK Training Purpose. Assign the call to Vikas Negi.	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Site Engineer	16/01/2024 17:01	2.53	High
5809	20240116C79	16/01/2024 15:01	Hardware	PC_CPU	power could not be on	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Hardware Team	16/01/2024 17:01	2.73	High
5810	20240116C80	16/01/2024 15:01	Softwares	Windows	For IT SAMPARK Training Purpose. Assign the call to Vikas Negi.	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Site Engineer	16/01/2024 17:01	2.47	High
5811	20240116C81	16/01/2024 15:01	Hardware	Mouse	mouse not working properly	S/Stn No 7, O&M, (Ppg)	Laxmi Nagar	On Hold By Site Engineer			High
5812	20240116C82	16/01/2024 15:01	Lan Support	Lan Cable Extension	Need a lan point required for another user at fountain grid office so please arrange to provide, kindly assign to lam team 30 Mtr lan wire, RJ 45 connector	Fountain Grid	Chandni Chowk	On Hold By Lan Support Team			High
5813	20240116C83	16/01/2024 15:01	Hardware	Mouse	my mouse is not working properly.	S/Stn No 7, O&M, (Ppg)	Laxmi Nagar	Closed By Site Engineer	18/01/2024 10:01	43.38	High
5814	20240116C84	16/01/2024 15:01	Hardware	Scanner	scanner is not working properly	S/Stn No 7, O&M, (Ppg)	Laxmi Nagar	Closed By Site Engineer	19/01/2024 16:01	72.56	High
5815	20240116C85	16/01/2024 15:01	Hardware	PC_CPU	Please arrange to replaced new power cable faulty.	S/Stn. No. 02 (Ppg)	Laxmi Nagar	Closed By Hardware Team	22/01/2024 16:01	144.71	High
5816	20240116C86	16/01/2024 15:01	Hardware	Printer	Printer not working	Aram Bagh Bm(Comml), Phg	Pahar Ganj	Closed By Site Engineer	17/01/2024 09:01	17.77	High
5817	20240116C87	16/01/2024 15:01	Softwares	Domain Rejoin	System login issue	Aram Bagh Bm(Comml), Phg	Pahar Ganj	Closed By Site Engineer	17/01/2024 09:01	17.76	Medium
5818	20240116C88	16/01/2024 15:01	Hardware	Keyboard	Keyboard not working	33kv Grid, Kamla Market Comml Office	Darya Ganj	Closed By Site Engineer	17/01/2024 11:01	20	High
5819	20240116C89	16/01/2024 15:01	Hardware	Printer	printer not working	Aram Bagh Bm(Comml), Phg	Pahar Ganj	Closed By Site Engineer	17/01/2024 09:01	17.68	High
5820	20240116C90	16/01/2024 15:01	Softwares	IBM Lotus Notes	Mail not working	Aram Bagh Bm(Comml), Phg	Pahar Ganj	Closed By Site Engineer	17/01/2024 09:01	17.67	High
5821	20240116C91	16/01/2024 15:01	Hardware	Laptop	lan port damage	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	17/01/2024 17:01	25.33	High
5822	20240116C92	16/01/2024 16:01	Hardware	Mouse	Mouse not working	33kv Grid, Kamla Market Comml Office	Darya Ganj	Closed By Hardware Team	18/01/2024 17:01	48.89	High
5823	20240116C93	16/01/2024 16:01	Softwares	Internet	SEWA KENDRA APP NOT WORKING	Aram Bagh Bm(Comml), Phg	Pahar Ganj	Closed By Site Engineer	17/01/2024 09:01	17.05	High
5824	20240116C94	16/01/2024 16:01	Softwares	IBM Lotus Notes	lotus accounts locked from server	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	17/01/2024 11:01	18.52	High
5825	20240116C95	16/01/2024 16:01	Softwares	Antivirus	Uninstall 2nd anti virus.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	16/01/2024 17:01	1.35	Medium
5826	20240116C96	16/01/2024 16:01	Softwares	Domain Password	Domain password reset	18-Block, East Patel Nagar, New Delhi-110 005 Comml Office	Patel Nagar	Closed By Helpdesk	16/01/2024 16:01	0.01	High
5827	20240116C97	16/01/2024 16:01	Lan Support	Lan Cable Replacement	Lan cable replacement.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	18/01/2024 10:01	41.52	High
5828	20240116C98	16/01/2024 16:01	Softwares	Domain Password	reset domain password..	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	16/01/2024 17:01	1.33	High
5829	20240116C99	16/01/2024 16:01	Softwares	Domain Rejoin	domain rejoin.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	16/01/2024 17:01	1.33	Medium
5830	20240116C101	16/01/2024 16:01	Softwares	IBM Lotus Notes	mail password reset	C Block Office, Dda Flats, Motia Khan, Dgm (O&M), Phg	Pahar Ganj	Closed By Site Engineer	17/01/2024 09:01	16.78	High
5831	20240116C102	16/01/2024 16:01	Softwares	IBM Lotus Notes	Lotus mail password issue	33 Kv, Substation (Srd Building), Shankar Road, New Delhi-110 060 Comml Office	Shankar Road	Closed By Helpdesk	16/01/2024 16:01	0.01	High
5832	20240116C103	16/01/2024 16:01	Hardware	Keyboard	both of key are not working like that QWERHJKL... etc. Ssystem pc Serial number -8C4PH32 please call assign to Arpit	33 Kv, Substation (Srd Building), Shankar Road, New Delhi-110 060 Comml Office	Shankar Road	Closed By Hardware Team	17/01/2024 09:01	17.16	High
5833	20240116C104	16/01/2024 16:01	Softwares	IBM Lotus Notes	Lotus mail issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	16/01/2024 16:01	0.01	High
5834	20240116C105	16/01/2024 17:01	Hardware	Printer	printer not getting command	Comml Office Cbd-III	Karkardooma	Closed By Site Engineer	16/01/2024 18:01	1.06	High
5835	20240116C106	16/01/2024 17:01	Softwares	Cute PDF	pdf merger	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	16/01/2024 17:01	0	Medium
5836	20240117C1	17/01/2024 07:01	Hardware	IP Camera	YVR COMM MAIN GATE CAMERA NOT WORKING	C-7, Commercial Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Lan Support Team	19/01/2024 10:01	50.6	High
5837	20240117C2	17/01/2024 10:01	Hardware	Printer	Paper jam	Aram Bagh Bm(Comml), Phg	Pahar Ganj	Closed By Site Engineer	17/01/2024 11:01	1.05	High
5838	20240117C3	17/01/2024 10:01	Hardware	PC_CPU	Power on issue	Aram Bagh Bm(Comml), Phg	Pahar Ganj	Closed By Site Engineer	17/01/2024 11:01	1.05	High
5839	20240117C4	17/01/2024 10:01	Hardware	PC_CPU	system not working	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	17/01/2024 11:01	0.88	High
5840	20240117C5	17/01/2024 10:01	Hardware	Printer	COLOUR PRINTER CARTIAGE CHANGED	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	17/01/2024 10:01	0.17	High
5841	20240117C6	17/01/2024 10:01	Softwares	Domain Password	Domain password reset	O&M(D) Office, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Helpdesk	17/01/2024 10:01	0.01	High
5842	20240117C7	17/01/2024 10:01	Softwares	Domain Password	Domain password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	17/01/2024 10:01	0	High
5843	20240117C8	17/01/2024 10:01	Hardware	Printer	printer not working	C-7, Commercial Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Site Engineer	17/01/2024 12:01	1.41	High
5844	20240117C9	17/01/2024 10:01	Softwares	SAP	bsp not log in	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	17/01/2024 14:01	3.37	High
5845	20240117C10	17/01/2024 10:01	Softwares	Windows	HDD Crashed	C-6, O&M Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Site Engineer	17/01/2024 12:01	1.36	High
5846	20240117C11	17/01/2024 10:01	Hardware	Printer	printer not working at chd	Bm (Comml.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	17/01/2024 14:01	3.35	High
5847	20240117C12	17/01/2024 11:01	Hardware	Keyboard	Keyboard not working	Aram Bagh Bm(Comml), Phg	Pahar Ganj	Closed By Site Engineer	17/01/2024 11:01	0.38	High
5848	20240117C13	17/01/2024 11:01	Telecom	Clip Max	9442 extrn dead	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	19/01/2024 10:01	47.05	High
5849	20240117C14	17/01/2024 11:01	Softwares	Domain Rejoin	System login issue	Aram Bagh Bm(Comml), Phg	Pahar Ganj	Closed By Site Engineer	17/01/2024 11:01	0.38	Medium
5850	20240117C15	17/01/2024 11:01	Hardware	Laptop	To fillup VPN Requisition form	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	17/01/2024 11:01	0.01	High
5851	20240117C16	17/01/2024 11:01	Hardware	Printer	Printer install	Complaint Center Pp Qtr	Pahar Ganj	Closed By Site Engineer	17/01/2024 12:01	1.03	High
5852	20240117C17	17/01/2024 11:01	Hardware	Keyboard	Keyboard not working	Complaint Center Pp Qtr	Pahar Ganj	Closed By Site Engineer	17/01/2024 12:01	1.02	High

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
5853	20240117C18	17/01/2024 11:01	Hardware	Laptop	not getting power on , battery faulty	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	17/01/2024 13:01	1.46	High
5854	20240117C19	17/01/2024 11:01	Networking	Link Down	Network issue.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	17/01/2024 12:01	1.04	High
5855	20240117C20	17/01/2024 11:01	Hardware	All In One Desktop	webcam problem	Bm (Comm.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	17/01/2024 14:01	2.36	Medium
5856	20240117C21	17/01/2024 12:01	Hardware	TFT	TFT not working white display issue .pl assign to arpit s/n: CNC71102B4	Bm (Comm.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Hardware Team	17/01/2024 12:01	0.69	High
5857	20240117C22	17/01/2024 12:01	Softwares	IBM Lotus Notes	ibm mail issue	Comm. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	17/01/2024 14:01	2.13	High
5858	20240117C23	17/01/2024 12:01	Hardware	TFT	Tft Not Working White Display Issue .Pl Assign To Arpit S/N: Cnc71102b4	Bm (Comm.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Hardware Team	17/01/2024 12:01	0.63	High
5859	20240117C24	17/01/2024 12:01	Hardware	TFT	Tft Not Working line appear on Display .Pl Assign To Arpit . S/N: VKA12270	Bm (Comm.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Hardware Team	17/01/2024 12:01	0.61	High
5860	20240117C25	17/01/2024 12:01	Hardware	Printer	Printer issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	18/01/2024 11:01	22.79	High
5861	20240117C26	17/01/2024 12:01	Hardware	PC_CPU	no display issue no beep sound occur.pl assign to arpit s/n : BP1NH32	Bm (Comm.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Hardware Team	18/01/2024 10:01	21.18	High
5862	20240117C27	17/01/2024 12:01	Hardware	All In One Desktop	pdf not work in cas	Bm (Comm.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	17/01/2024 16:01	3.7	Medium
5863	20240117C28	17/01/2024 12:01	Softwares	IBM Lotus Notes	archive not working	Mulla Colony Scrap Store, Near Gajipur Police Station	Vasundra Enclave	Closed By Site Engineer	17/01/2024 16:01	3.67	High
5864	20240117C29	17/01/2024 12:01	Softwares	Internet	internet not wokring	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	17/01/2024 16:01	3.65	High
5865	20240117C31	17/01/2024 13:01	Hardware	PC_CPU	system not working	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	17/01/2024 16:01	3.12	High
5866	20240117C32	17/01/2024 13:01	Softwares	IBM Lotus Notes	lotus accounts locked user unable to access their lotus accounts	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	17/01/2024 16:01	3.13	High
5867	20240117C33	17/01/2024 13:01	Softwares	IBM Lotus Notes	ibm mail issue	13-Block,Trilokpuri,Delhi	Mayur Vihar	Closed By Site Engineer	18/01/2024 12:01	23.57	High
5868	20240117C34	17/01/2024 13:01	Telecom	IP Phone	audio interference while calling	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	17/01/2024 17:01	4.06	High
5869	20240117C35	17/01/2024 13:01	Softwares	IBM Lotus Notes	IBM mail issue	13-Block,Trilokpuri,Delhi	Mayur Vihar	Closed By Site Engineer	18/01/2024 12:01	23.34	High
5870	20240117C36	17/01/2024 13:01	Hardware	PC_CPU	cpu speed issue	13-Block,Trilokpuri,Delhi	Mayur Vihar	Closed By Site Engineer	18/01/2024 12:01	23.2	High
5871	20240117C37	17/01/2024 13:01	Softwares	IBM Lotus Notes	ibm mail issue	13-Block,Trilokpuri,Delhi	Mayur Vihar	Closed By Site Engineer	18/01/2024 12:01	23.19	High
5872	20240117C38	17/01/2024 13:01	Softwares	OMS	create sachin oms account	13-Block,Trilokpuri,Delhi	Mayur Vihar	Closed By Site Engineer	18/01/2024 12:01	23.18	Medium
5873	20240117C39	17/01/2024 13:01	Softwares	Browser	copy all link using o&m for complaint	13-Block,Trilokpuri,Delhi	Mayur Vihar	Closed By Site Engineer	18/01/2024 12:01	23.16	Medium
5874	20240117C40	17/01/2024 13:01	General Calls	Presentation / VC	presentation in training room	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	17/01/2024 16:01	2.71	High
5875	20240117C41	17/01/2024 13:01	General Calls	Presentation / VC	presentation in V/C room	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	17/01/2024 17:01	3.84	High
5876	20240117C42	17/01/2024 13:01	General Calls	Presentation / VC	presentation in trainee room at 2.0 PM	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	17/01/2024 17:01	3.81	High
5877	20240117C43	17/01/2024 13:01	Hardware	Printer	printer not working	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	17/01/2024 16:01	2.61	High
5878	20240117C44	17/01/2024 13:01	Hardware	PC_CPU	system hanging and very slow performance	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	17/01/2024 16:01	2.48	High
5879	20240117C45	17/01/2024 13:01	Hardware	PC_CPU	system performance very slow	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	17/01/2024 16:01	2.47	High
5880	20240117C46	17/01/2024 13:01	Softwares	Admin Helpdesk	software issue	Mulla Colony Scrap Store, Near Gajipur Police Station	Vasundra Enclave	Closed By Site Engineer	18/01/2024 12:01	22.78	Medium
5881	20240117C47	17/01/2024 14:01	Softwares	Browser	google chrome issue	5-Block,Trilok Puri Dispensary, Delhi	Mayur Vihar	Closed By Site Engineer	18/01/2024 12:01	22.52	Medium
5882	20240117C48	17/01/2024 14:01	Networking	Network Breaks	network not working	Aram Bagh Bm(Comm), Phg	Pahar Ganj	Closed By Site Engineer	17/01/2024 15:01	0.83	High
5883	20240117C49	17/01/2024 14:01	Hardware	Mouse	mouse not working	Aram Bagh Bm(Comm), Phg	Pahar Ganj	Closed By Site Engineer	17/01/2024 15:01	0.83	High
5884	20240117C50	17/01/2024 14:01	Softwares	Browser	Browser not working	S/Stn No 7, O&M, (Ppg)	Laxmi Nagar	Closed By Site Engineer	18/01/2024 10:01	20.56	Medium
5885	20240117C51	17/01/2024 14:01	Hardware	PC_CPU	Pc connexion require in 2c after shifting from cbd3	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	18/01/2024 16:01	25.93	High
5886	20240117C52	17/01/2024 14:01	Hardware	Mouse	Left button of Mouse is not working (S/N-PG00TA4C)	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	17/01/2024 17:01	2.91	High
5887	20240117C53	17/01/2024 14:01	Softwares	Antivirus	PC is very Slow	S/Stn No 7, O&M, (Ppg)	Laxmi Nagar	Closed By Site Engineer	18/01/2024 10:01	20.12	Medium
5888	20240117C54	17/01/2024 14:01	Hardware	PC_CPU	PC No Power issue.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Hardware Team	08/02/2024 12:02	525.86	High
5889	20240117C55	17/01/2024 15:01	Softwares	Windows	Engineer required	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	18/01/2024 11:01	20.19	High
5890	20240117C56	17/01/2024 15:01	Hardware	Printer	Printer installation	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	17/01/2024 15:01	0.02	High
5891	20240117C57	17/01/2024 15:01	Hardware	PC_CPU	System slow issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	17/01/2024 15:01	0	High
5892	20240117C58	17/01/2024 15:01	Softwares	IBM Lotus Notes	Mail send receive issue	Aram Bagh Bm(Comm), Phg	Pahar Ganj	Closed By Site Engineer	17/01/2024 16:01	1.19	High
5893	20240117C59	17/01/2024 15:01	Hardware	Printer	printer not working	Lig Complaint Center, East Of Loni Road	Nand Nagari	Closed By Site Engineer	18/01/2024 14:01	23.08	High
5894	20240117C60	17/01/2024 15:01	Softwares	SAP	PL RESET THE PASSWORD...	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	18/01/2024 10:01	18.69	High
5895	20240117C61	17/01/2024 15:01	Hardware	TFT	display blur issue	Commil Office Cbd-III	Karkardooma	Closed By Site Engineer	17/01/2024 18:01	3.1	High
5896	20240117C62	17/01/2024 15:01	Hardware	Printer	printer not working	Commil Office Cbd-III	Karkardooma	Closed By Site Engineer	17/01/2024 18:01	3	High
5897	20240117C63	17/01/2024 15:01	Softwares	IBM Lotus Notes	pl reset id password	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	18/01/2024 10:01	18.31	High
5898	20240117C64	17/01/2024 15:01	Hardware	Printer	Printer not working	Aram Bagh Bm(Comm), Phg	Pahar Ganj	Closed By Site Engineer	17/01/2024 16:01	0.76	High
5899	20240117C65	17/01/2024 16:01	Telecom	Clip Max	Telephone shifting 2nd. A Block Eno. 7791(Contact - Tajendra Tomar)	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	18/01/2024 10:01	18.07	High
5900	20240117C66	17/01/2024 16:01	Hardware	Laptop	Laptop booting issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	17/01/2024 16:01	0.82	High
5901	20240117C67	17/01/2024 16:01	Softwares	Ms-Office	software installation	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	17/01/2024 16:01	0.82	High
5902	20240117C68	17/01/2024 16:01	Softwares	Windows	Need to restore data	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	17/01/2024 16:01	0.81	High
5903	20240117C69	17/01/2024 16:01	Hardware	Laptop	Laptop working slow need to install sdd	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	17/01/2024 16:01	0.79	High
5904	20240117C70	17/01/2024 16:01	Softwares	Ms-Office	software installation	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	17/01/2024 16:01	0.79	High
5905	20240117C71	17/01/2024 16:01	Softwares	Internet	TEMP FILE SHOW ON DESKTOP	Aram Bagh Bm(Comm), Phg	Pahar Ganj	Closed By Site Engineer	17/01/2024 16:01	0.45	High
5906	20240117C72	17/01/2024 16:01	Softwares	Windows	Need to restore data	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	17/01/2024 16:01	0.79	High
5907	20240117C73	17/01/2024 16:01	General Calls	Presentation / VC	VC testing in board room	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	17/01/2024 16:01	0.78	High
5908	20240117C74	17/01/2024 16:01	Hardware	Laptop	laptop booting issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	17/01/2024 16:01	0.74	High
5909	20240117C75	17/01/2024 16:01	Networking	Link Down	Network is not detecting in biometric machine on desk, HR.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	18/01/2024 10:01	17.64	High
5910	20240117C76	17/01/2024 16:01	Hardware	PC_CPU	system slow	Aram Bagh Bm(Comm), Phg	Pahar Ganj	Closed By Site Engineer	17/01/2024 16:01	0.46	High



S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
5911	20240117C77	17/01/2024 16:01	Hardware	Laptop	LAPTOP REQUIRE FOR AUDITER	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	17/01/2024 17:01	0.59	High
5912	20240117C78	17/01/2024 16:01	Softwares	OS	WINDOW AND SOFTWARE NEED TO INSTALL IN ISSUED LAPTOP FOR AUDITER	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	17/01/2024 17:01	0.58	Medium
5913	20240117C79	17/01/2024 16:01	Hardware	Laptop	LOPTOP REQUIRE AGAIST DESKTOP	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	17/01/2024 17:01	0.56	High
5914	20240117C80	17/01/2024 16:01	Softwares	OS	WINDOW AND SOFTWARE NEED TO INSTALL IN ISSUED LAPTOP	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	17/01/2024 17:01	0.55	Medium
5915	20240117C81	17/01/2024 16:01	Softwares	Drivers	WINDOW AND SOFTWARE NEED TO INSTALL IN FAULTY SYSTEM	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	17/01/2024 17:01	0.54	High
5916	20240117C82	17/01/2024 16:01	Softwares	OS	DATA REQUIRE FROM FAULTY SYSTEM	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	17/01/2024 17:01	0.53	Medium
5917	20240117C83	17/01/2024 16:01	Softwares	NAS	NAS folder access issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	17/01/2024 16:01	0	Medium
5918	20240117C84	17/01/2024 16:01	Softwares	Browser	NETWORK PRINTER NEED TO INSTALL	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	17/01/2024 17:01	0.53	Medium
5919	20240117C85	17/01/2024 16:01	Softwares	IBM Lotus Notes	MAIL NEED TO CONFIGURE	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	17/01/2024 17:01	0.52	High
5920	20240117C86	17/01/2024 16:01	Hardware	Laptop	WINDOW 10 NEED TO INSTALL IN LAPTOP	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	17/01/2024 17:01	0.51	High
5921	20240117C87	17/01/2024 16:01	Softwares	OMS	WINDOW AND SOFTWARE NEED TO INSTALL	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	17/01/2024 17:01	0.5	Medium
5922	20240117C88	17/01/2024 16:01	Softwares	Domain Password	Password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	17/01/2024 16:01	0.01	High
5923	20240117C89	17/01/2024 16:01	Softwares	Adobe Reader	Adobe file opening issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	17/01/2024 16:01	0.01	Medium
5924	20240117C90	17/01/2024 16:01	Hardware	Mouse	Wireless mouse detecting issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	19/01/2024 17:01	48.09	High
5925	20240117C91	17/01/2024 17:01	Softwares	VPN	VPN ISSUE installed and configure	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	17/01/2024 17:01	0	Medium
5926	20240117C92	17/01/2024 17:01	Softwares	VPN	VPN issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	17/01/2024 17:01	0.62	Medium
5927	20240118C1	18/01/2024 09:01	Hardware	PC_CPU	CPU used by sabir hussain serial no -----6bj542	Commercial Office, Nng	Nand Nagari	Closed By Hardware Team	18/01/2024 10:01	0.66	High
5928	20240118C2	18/01/2024 10:01	Softwares	Domain Password	Password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	18/01/2024 10:01	0.01	High
5929	20240118C3	18/01/2024 10:01	Softwares	Domain Password	Password reset of Arun K Dubey	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	18/01/2024 10:01	0	High
5930	20240118C4	18/01/2024 10:01	Softwares	VPN	To fillup VPN form	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	18/01/2024 10:01	0.01	Medium
5931	20240118C5	18/01/2024 10:01	Hardware	PC_CPU	Existing User CPU S/n- PG00Q44J Replace with S/n-PG00D2U8. Note- S/n-PG00D2U8 CPU SMPS getting Faulty Need to replace . Call assign to Mr.Arjit for replacement.	Preet Vihar Grid (Civil, Protection & Mmg Office)	Karkardooma	Closed By Hardware Team	18/01/2024 10:01	0.45	High
5932	20240118C6	18/01/2024 10:01	Hardware	Printer	Printer not working	Complaint Center Pp Qtr	Pahar Ganj	Closed By Site Engineer	18/01/2024 10:01	0.21	High
5933	20240118C7	18/01/2024 10:01	Softwares	Domain Rejoin	System login issue	Aram Bagh Bm(Comm), Phg	Pahar Ganj	Closed By Site Engineer	18/01/2024 10:01	0.16	Medium
5934	20240118C8	18/01/2024 10:01	Softwares	Domain Password	Domain password reset	S/Stn No 5 Enf-2 (Ppg)	Laxmi Nagar	Closed By Helpdesk	18/01/2024 10:01	0	High
5935	20240118C9	18/01/2024 10:01	Hardware	Printer	PRINTER IS NOT WORKING PROPERLY, PAPER IS JAMMED MOSTLY	S/Stn No 5 Enf-2 (Ppg)	Laxmi Nagar	On Hold By Site Engineer			High
5936	20240118C10	18/01/2024 10:01	Softwares	IBM Lotus Notes	kindly reset the lotus password issue	S/Stn. No. 15, Goc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	18/01/2024 14:01	3.87	High
5937	20240118C11	18/01/2024 10:01	Hardware	Laptop	laptop not working	Sub-Divn O&M(Ptn), Sarai Rohilla, New Rohtak Road, New Del	Patel Nagar	Closed By Site Engineer	18/01/2024 14:01	3.51	High
5938	20240118C12	18/01/2024 11:01	Hardware	Hard Disk	window problem	S/Stn No 5 Enf-2 (Ppg)	Laxmi Nagar	Closed By Site Engineer	18/01/2024 14:01	3.59	High
5939	20240118C13	18/01/2024 11:01	Softwares	Domain Password	Domain password reset	S/Stn No 5 Enf-2 (Ppg)	Laxmi Nagar	Closed By Helpdesk	18/01/2024 11:01	0	High
5940	20240118C14	18/01/2024 11:01	Softwares	IBM Lotus Notes	Mail not working	C Block Office, Dda Flats, Motia Khan, Dgm (O&M), Phg	Pahar Ganj	Closed By Site Engineer	18/01/2024 11:01	0.69	High
5941	20240118C15	18/01/2024 11:01	Hardware	Printer	Printer install	C Block Office, Dda Flats, Motia Khan, Dgm (O&M), Phg	Pahar Ganj	Closed By Site Engineer	18/01/2024 11:01	0.68	High
5942	20240118C16	18/01/2024 11:01	Softwares	SAP	sap location issue	Comm. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	18/01/2024 12:01	1.49	High
5943	20240118C17	18/01/2024 11:01	Softwares	Browser	Bypl admin help desk is not working properly.	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Commf Office	Shankar Road	Closed By Site Engineer	18/01/2024 11:01	0.6	Medium
5944	20240118C18	18/01/2024 11:01	Hardware	Mouse	Mouse not working	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Hardware Team	02/02/2024 14:02	363.16	High
5945	20240118C19	18/01/2024 11:01	Softwares	IBM Lotus Notes	Mail is not working	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Commf Office	Shankar Road	Closed By Site Engineer	18/01/2024 12:01	0.93	High
5946	20240118C20	18/01/2024 11:01	Softwares	Windows	Sharing is not working in dhananjay system. We are not able to share any documents since long time.	Divn. Office, (Lnr)	Laxmi Nagar	On Hold By Site Engineer			High
5947	20240118C21	18/01/2024 11:01	Hardware	Printer	Printer is not working	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Commf Office	Shankar Road	Closed By Site Engineer	18/01/2024 12:01	1.01	High
5948	20240118C22	18/01/2024 11:01	Softwares	IBM Lotus Notes	IBM MAIL ISSUE	Comm. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	18/01/2024 12:01	1.39	High
5949	20240118C23	18/01/2024 11:01	Softwares	Browser	CHD LINK COPY TO MY GOOGLE BROWSER	Comm. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	18/01/2024 12:01	1.37	Medium
5950	20240118C24	18/01/2024 11:01	Softwares	SAP	SAP is not open	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Commf Office	Shankar Road	Closed By Site Engineer	18/01/2024 12:01	0.92	High
5951	20240118C25	18/01/2024 11:01	Hardware	PC_CPU	PC booting issue	R-88 A Double Storey S/Stn. Building, R Block, New Rajinder Ngr, Shankar Rd, Delhi (O & M)	Shankar Road	Closed By Site Engineer	18/01/2024 12:01	0.97	High
5952	20240118C26	18/01/2024 11:01	Hardware	Scanner	Scanner is not working	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Commf Office	Shankar Road	Closed By Site Engineer	18/01/2024 12:01	0.87	High
5953	20240118C27	18/01/2024 11:01	Hardware	Scanner	Scanner is not working	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Commf Office	Shankar Road	Closed By Site Engineer	18/01/2024 11:01	0.69	High
5954	20240118C28	18/01/2024 11:01	Hardware	PC_CPU	System slow issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	18/01/2024 11:01	0.03	High
5955	20240118C29	18/01/2024 11:01	Softwares	IBM Lotus Notes	Mail password has been expired	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Commf Office	Shankar Road	Closed By Site Engineer	18/01/2024 11:01	0.68	High
5956	20240118C30	18/01/2024 11:01	Softwares	Windows	windows update	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	18/01/2024 11:01	0.02	High
5957	20240118C31	18/01/2024 11:01	Hardware	Scanner	Scanner is not working	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Commf Office	Shankar Road	Closed By Site Engineer	18/01/2024 11:01	0.56	High
5958	20240118C32	18/01/2024 11:01	Softwares	IBM Lotus Notes	Lotus mail attachment issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	18/01/2024 11:01	0.01	High
5959	20240118C33	18/01/2024 11:01	Hardware	PC_CPU	cpu power issue	Comm. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	18/01/2024 12:01	1.3	High
5960	20240118C34	18/01/2024 11:01	Hardware	Printer	Printer not connecting	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	18/01/2024 11:01	0.07	High
5961	20240118C35	18/01/2024 11:01	Hardware	Printer	Printer is not working due to power supply	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Commf Office	Shankar Road	Closed By Site Engineer	18/01/2024 11:01	0.62	High
5962	20240118C36	18/01/2024 11:01	Softwares	ESS	URL ess not open	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Commf Office	Shankar Road	Closed By Site Engineer	18/01/2024 11:01	0.37	Medium
5963	20240118C37	18/01/2024 11:01	Hardware	PC_CPU	booting issue	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Commf Office	Shankar Road	Closed By Site Engineer	18/01/2024 11:01	0.41	High
5964	20240118C38	18/01/2024 11:01	Softwares	Drivers	Printer issue of Deepak	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	18/01/2024 11:01	0	High

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
5965	20240118C39	18/01/2024 11:01	Hardware	TFT	TFT is not ON due to power cable faulty	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 CommI Office	Shankar Road	Closed By Site Engineer	18/01/2024 11:01	0.29	High
5966	20240118C40	18/01/2024 11:01	Hardware	Printer	unable to print from shared printer	Faiz Road	Pahar Ganj	Closed By Site Engineer	18/01/2024 11:01	0.24	High
5967	20240118C41	18/01/2024 11:01	Softwares	Ms-Office	excel file not open	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 CommI Office	Shankar Road	Closed By Site Engineer	18/01/2024 11:01	0.2	High
5968	20240118C42	18/01/2024 11:01	Softwares	SAP	Sap is not open	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 CommI Office	Shankar Road	Closed By Site Engineer	18/01/2024 11:01	0.15	High
5969	20240118C43	18/01/2024 11:01	Softwares	Ms-Office	Excel file is not open	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 CommI Office	Shankar Road	Closed By Site Engineer	18/01/2024 11:01	0.09	High
5970	20240118C44	18/01/2024 11:01	Softwares	Adobe Reader	PDF file is not open	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 CommI Office	Shankar Road	Closed By Site Engineer	18/01/2024 11:01	0.38	Medium
5971	20240118C45	18/01/2024 11:01	Softwares	CAS	CPC exe is not working	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 CommI Office	Shankar Road	Closed By Site Engineer	18/01/2024 11:01	0.36	Medium
5972	20240118C46	18/01/2024 11:01	Softwares	Domain Password	Password reset	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Helpdesk	18/01/2024 11:01	0	High
5973	20240118C47	18/01/2024 11:01	Softwares	SAP	Sap password has been expired	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 CommI Office	Shankar Road	Closed By Site Engineer	18/01/2024 11:01	0.34	High
5974	20240118C48	18/01/2024 11:01	Softwares	IBM Lotus Notes	Lotus mail attachment issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	18/01/2024 11:01	0	High
5975	20240118C49	18/01/2024 12:01	Softwares	IBM Lotus Notes	mail not working	S/Stn No 4, Energy Audit Scada (Pgg)	Laxmi Nagar	Closed By Site Engineer	18/01/2024 14:01	2.46	High
5976	20240118C50	18/01/2024 12:01	Softwares	Windows	Laptop window not start hanged issue	CommI Office Cbd-iii	Karkardooma	Closed By Site Engineer	18/01/2024 16:01	4.43	High
5977	20240118C51	18/01/2024 12:01	Softwares	IBM Lotus Notes	lotus new archive create	CommI Office Cbd-iii	Karkardooma	Closed By Site Engineer	18/01/2024 16:01	4.41	High
5978	20240118C52	18/01/2024 12:01	Hardware	Printer	printer not working	18 Block, Geeta Colony O&M Office	Krishna Nagar	Closed By Site Engineer	19/01/2024 17:01	28.73	High
5979	20240118C53	18/01/2024 12:01	Softwares	SAP	sap not working	18 Block, Geeta Colony O&M Office	Krishna Nagar	Closed By Site Engineer	19/01/2024 17:01	28.71	High
5980	20240118C54	18/01/2024 12:01	Hardware	Laptop	Laptop charging issue S/N - 86HC1W2	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	18/01/2024 15:01	2.99	High
5981	20240118C55	18/01/2024 12:01	Softwares	VPN	VPN logging issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	18/01/2024 12:01	0	Medium
5982	20240118C56	18/01/2024 12:01	Lan Support	Lan Cable Extension	one LAN Point Required 12 meter wire & 2 connectors required	Sub-Divn O&M(Ptn), Sarai Rohilla, New Rohtak Road, New Del	Patel Nagar	Closed By Lan Support Team	23/01/2024 09:01	116.27	High
5983	20240118C57	18/01/2024 12:01	Softwares	Internet	Team BYPL Access issue	C Block Office, Dda Flats, Motia Khan, Dgm (O&M), Phg	Pahar Ganj	Closed By Site Engineer	18/01/2024 12:01	0.18	High
5984	20240118C58	18/01/2024 12:01	Lan Support	Lan Cable Extension	one lan point not working ( send to lan team )	Sub-Divn O&M(Ptn), Sarai Rohilla, New Rohtak Road, New Del	Patel Nagar	Closed By Lan Support Team	23/01/2024 09:01	116.25	High
5985	20240118C59	18/01/2024 12:01	Hardware	Mouse	MOUSE CLICK IS NOT WORKING ALL READY MOUSE SUBMIT..	Near Radhu Palace, Delhi (Lnr)	Laxmi Nagar	On Hold By Site Engineer			High
5986	20240118C60	18/01/2024 12:01	Hardware	PC CPU	SYSTEM WORKING IS VERY SLOW	Near Radhu Palace, Delhi (Lnr)	Laxmi Nagar	Closed By Site Engineer	19/01/2024 14:01	25.87	High
5987	20240118C61	18/01/2024 13:01	Hardware	Printer	please connect printer 10.25.73.121	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	19/01/2024 14:01	25.65	High
5988	20240118C62	18/01/2024 13:01	Hardware	Mouse	RIGHT CLICK NOT WORKING.PC SNO L9Z6106.PLZ ASSIGN THIS CALL TO MR. ARPIT	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 CommI Office	Shankar Road	Closed By Hardware Team	01/02/2024 15:02	337.88	High
5989	20240118C63	18/01/2024 13:01	Softwares	IBM Lotus Notes	lotus mail locked out issue	CommI Office Cbd-iii	Karkardooma	Closed By Site Engineer	18/01/2024 19:01	5.74	High
5990	20240118C64	18/01/2024 14:01	Lan Support	Lan Cable Extension	New Lan Point Required ( 7meter wire & 2Connectors)	18-Block, East Patel Nagar, New Delhi-110 005 CommI Office	Patel Nagar	Closed By Lan Support Team	23/01/2024 09:01	114.71	High
5991	20240118C65	18/01/2024 14:01	Lan Support	Lan Cable Extension	LAN point not working (Send to LAN team)	18-Block, East Patel Nagar, New Delhi-110 005 CommI Office	Patel Nagar	Closed By Lan Support Team	23/01/2024 09:01	114.68	High
5992	20240118C66	18/01/2024 14:01	Softwares	Domain Password	Domain password reset	S/Stn No 7, O&M, (Ppg)	Laxmi Nagar	Closed By Helpdesk	18/01/2024 14:01	0	High
5993	20240118C67	18/01/2024 14:01	Hardware	Scanner	Please arrange to install scanner urgently ...	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	19/01/2024 14:01	23.87	High
5994	20240118C68	18/01/2024 15:01	Hardware	Printer	Paper Jam in printer / 3B	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	19/01/2024 11:01	20.27	High
5995	20240118C69	18/01/2024 15:01	Networking	Link Down	Gate no 4 camera not working	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	19/01/2024 10:01	18.68	High
5996	20240118C70	18/01/2024 15:01	Lan Support	Lan Cable Replacement	Parking camera not working	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	19/01/2024 10:01	18.67	High
5997	20240118C71	18/01/2024 15:01	Hardware	Printer	Printer issue assign Nilesh	CommI. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	18/01/2024 17:01	1.76	High
5998	20240118C72	18/01/2024 15:01	Hardware	Scanner	scanner issue	CommI. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	18/01/2024 17:01	1.74	High
5999	20240118C73	18/01/2024 15:01	Softwares	Browser	some site not working	CommI. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	18/01/2024 17:01	1.7	Medium
6000	20240118C74	18/01/2024 15:01	Hardware	Laptop	10 laptop need to ready for scada training	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	18/01/2024 16:01	1.3	High
6001	20240118C75	18/01/2024 15:01	Hardware	Laptop	call need to login with HP damage laptop under wanrranty sn- 5CG921B2B0	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	18/01/2024 16:01	1.27	High
6002	20240118C76	18/01/2024 15:01	Hardware	Laptop	CALL NEED TO LOGIN WIHT HP DAMAGE LAPTOP UNDER WANRRANTY SN - 5CG921B50L	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	18/01/2024 16:01	1.26	High
6003	20240118C77	18/01/2024 15:01	General Calls	Presentation / VC	Create it helpdesk report	CommI. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	18/01/2024 17:01	1.53	High
6004	20240118C78	18/01/2024 15:01	Networking	VPN Connectivity	VPN Connectivity issue.	S/Stn. No. 15, Goc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	18/01/2024 17:01	1.54	Medium
6005	20240118C79	18/01/2024 15:01	Hardware	Printer	Printer not working	Aram Bagh Bm(CommI), Phg	Pahar Ganj	Closed By Site Engineer	18/01/2024 16:01	0.41	High
6006	20240118C80	18/01/2024 15:01	Softwares	SAP	P92 unable to login	Aram Bagh Bm(CommI), Phg	Pahar Ganj	Closed By Site Engineer	18/01/2024 16:01	0.4	High
6007	20240118C81	18/01/2024 15:01	Server	User Creation	USER CREATION ISSUE FOR AUDITORS FOR 3 MONTHS.	S/Stn. No. 15, Goc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	18/01/2024 17:01	1.52	High
6008	20240118C82	18/01/2024 15:01	Softwares	Ms-Office	Excel file saving issue.	S/Stn. No. 15, Goc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	18/01/2024 17:01	1.51	High
6009	20240118C83	18/01/2024 16:01	Softwares	Domain Password	Password reset	66 Kv, Bhagiriathi Grid	Karawal Nagar	Closed By Helpdesk	18/01/2024 16:01	0.01	High
6010	20240118C84	18/01/2024 16:01	Softwares	Domain Password	Password reset of Shiv Kumar Sharma	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	18/01/2024 16:01	0	High
6011	20240118C85	18/01/2024 16:01	Hardware	Printer	Please install new printer urgently ...10.125.73.26	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	19/01/2024 14:01	22.68	High
6012	20240118C86	18/01/2024 16:01	Softwares	Admin Helpdesk	admin helpdesk password issue	CommI. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	18/01/2024 17:01	0.87	Medium
6013	20240118C87	18/01/2024 16:01	Softwares	IBM Lotus Notes	Lotus notes password issue.	Training And Work Shop, (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	19/01/2024 12:01	19.91	High
6014	20240118C88	18/01/2024 16:01	Hardware	Laptop Adapter	Laptop is not Charging due to Adapter failure.	Training And Work Shop, (Ppg-2)	Laxmi Nagar	Closed By Hardware Team	19/01/2024 17:01	25.01	High
6015	20240118C89	18/01/2024 16:01	Hardware	PC CPU	system check and update req no. 6424	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	18/01/2024 17:01	0.2	High
6016	20240118C90	18/01/2024 17:01	Softwares	NAS	NAS folder access issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	18/01/2024 17:01	0.02	Medium
6017	20240118C91	18/01/2024 17:01	Softwares	IBM Lotus Notes	Lotus mail corrupt	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	18/01/2024 17:01	0	High
6018	20240119C1	19/01/2024 07:01	Hardware	IP Camera	CC ST-13 MADHU VIHAR CAMERA NOT WORKING	S/Stn. No. 13, Ppg (Ppg-2)	Laxmi Nagar	Closed By Lan Support Team	23/01/2024 09:01	97.04	High

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
6019	20240119C2	19/01/2024 08:01	Hardware	IP Camera	GTR COMM GRD CAMERA NOT WORKING	33 Kv Grid, G.T.Road Comm1 Bldg	Gt Road	Closed By Lan Support Team	23/01/2024 09:01	97	High
6020	20240119C3	19/01/2024 09:01	Softwares	Domain Password	Domain password reset	Cbd-li Grid, Kkd	Karkardooma	Closed By Helpdesk	19/01/2024 09:01	0	High
6021	20240119C4	19/01/2024 09:01	Hardware	PC_CPU	Internet issue to change the IP	Cbd-li Grid, Kkd	Karkardooma	Closed By Helpdesk	19/01/2024 09:01	0.02	High
6022	20240119C5	19/01/2024 09:01	Softwares	Windows	WINDOWS UPDATE	Cbd-li Grid, Kkd	Karkardooma	Closed By Helpdesk	19/01/2024 09:01	0.01	High
6023	20240119C6	19/01/2024 10:01	Hardware	Printer	Printer is not working properly - makes sound & printer jam issue.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	19/01/2024 11:01	1.65	High
6024	20240119C7	19/01/2024 10:01	Hardware	Mouse	Please arrange replace one defective mouse	Comm1. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Site Engineer	19/01/2024 12:01	2.51	High
6025	20240119C8	19/01/2024 10:01	Softwares	IBM Lotus Notes	ibm mail password issue	Comm1. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Site Engineer	19/01/2024 12:01	2.22	High
6026	20240119C9	19/01/2024 10:01	Softwares	Admin Helpdesk	request for update admin helpdesk	Comm1. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Site Engineer	19/01/2024 12:01	2.07	Medium
6027	20240119C10	19/01/2024 10:01	Hardware	Mouse	mouse not working. Require new mouse	F-15/2, Krishna Nagar, Comm1 Office	Krishna Nagar	Closed By Site Engineer	19/01/2024 17:01	6.53	High
6028	20240119C11	19/01/2024 10:01	Hardware	Hard Disk	HDD not detecting in bios.pl assign to arpit. s/m: PG00X132	Bm (Comm1.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Hardware Team	19/01/2024 17:01	6.08	High
6029	20240119C12	19/01/2024 10:01	Hardware	UPS	visit GH1 for ups pick up	Comm1. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Site Engineer	19/01/2024 12:01	1.63	High
6030	20240119C13	19/01/2024 11:01	Softwares	Admin Helpdesk	Admin Helpdesk link issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	19/01/2024 11:01	0	Medium
6031	20240119C14	19/01/2024 11:01	Hardware	TFT	Color distortion coming in TFT / CGRF LAL Building	Cgrf, Lal Bldg, Kkd (I/C Kkd Grid)	Karkardooma	Closed By Hardware Team	19/01/2024 11:01	0.44	High
6032	20240119C15	19/01/2024 11:01	Hardware	Mouse	MOUSE NOT WORKING.SN-PG004Q07W	Gandhi Market	Darya Ganj	Closed By Hardware Team	31/01/2024 15:01	292.14	High
6033	20240119C16	19/01/2024 11:01	Hardware	Printer	Printer issuer	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	19/01/2024 11:01	0.01	High
6034	20240119C17	19/01/2024 11:01	Networking	Link Down	Network issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	19/01/2024 11:01	0.26	High
6035	20240119C18	19/01/2024 11:01	Networking	IP Conflict	Network issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	19/01/2024 11:01	0.24	High
6036	20240119C19	19/01/2024 11:01	Networking	Link Down	Network issue	Cbd-li Grid, Kkd	Karkardooma	Closed By Hardware Team	19/01/2024 11:01	0.12	High
6037	20240119C20	19/01/2024 11:01	Softwares	SAP	SAP icon issue	Cbd-li Grid, Kkd	Karkardooma	Closed By Hardware Team	19/01/2024 11:01	0.12	High
6038	20240119C21	19/01/2024 11:01	Hardware	Printer	Printer installation	Cbd-li Grid, Kkd	Karkardooma	Closed By Hardware Team	19/01/2024 11:01	0.11	High
6039	20240119C22	19/01/2024 11:01	Softwares	Internet	ITSM form fill-up issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	19/01/2024 11:01	0	High
6040	20240119C23	19/01/2024 11:01	Hardware	Printer	poss printer not working	Aram Bagh Bm(Comm1), Phg	Pahar Ganj	Closed By Site Engineer	19/01/2024 14:01	3.26	High
6041	20240119C24	19/01/2024 11:01	Softwares	SAP	sap login issue	Aram Bagh Bm(Comm1), Phg	Pahar Ganj	Closed By Site Engineer	19/01/2024 14:01	3.25	High
6042	20240119C25	19/01/2024 11:01	Hardware	PC_CPU	cpu not working	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	19/01/2024 17:01	5.17	High
6043	20240119C26	19/01/2024 11:01	Hardware	Scanner	SCANNER ADAPTOR NOT WORKING SN-700887	Gandhi Market Office	Darya Ganj	Closed By Site Engineer	23/01/2024 17:01	101.72	High
6044	20240119C27	19/01/2024 12:01	Softwares	Ms-Office	MS OFFICE 7 INSTALL	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	19/01/2024 15:01	3.65	High
6045	20240119C28	19/01/2024 12:01	Softwares	IBM Lotus Notes	LOTUS INSTALL	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	19/01/2024 15:01	3.62	High
6046	20240119C29	19/01/2024 12:01	Softwares	Adobe Reader	ADOBE READER INSTALL	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	19/01/2024 15:01	3.61	Medium
6047	20240119C30	19/01/2024 12:01	Softwares	Teamviewer	TEAMVIEWER INSTALL	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	19/01/2024 15:01	3.59	Medium
6048	20240119C31	19/01/2024 12:01	Softwares	Windows	WINDOWS INSTALL	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	19/01/2024 15:01	3.57	High
6049	20240119C32	19/01/2024 12:01	Softwares	Browser	GOOGLE CHROME INSTALL	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	19/01/2024 15:01	3.55	Medium
6050	20240119C33	19/01/2024 12:01	Lan Support	Lan Cable Replacement	4- New Lan Point required at room no 110. Please assign this call to LAN Team	Aram Bagh Bm(Comm1), Phg	Pahar Ganj	Closed By Lan Support Team	25/01/2024 09:01	141.13	High
6051	20240119C34	19/01/2024 12:01	Softwares	SAP	SAP INSTALL	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	19/01/2024 15:01	3.53	High
6052	20240119C35	19/01/2024 12:01	Softwares	Domain Rejoin	System login issue	Aram Bagh Bm(Comm1), Phg	Pahar Ganj	Closed By Site Engineer	19/01/2024 14:01	2.53	Medium
6053	20240119C36	19/01/2024 12:01	Softwares	IBM Lotus Notes	Mail login issue	Aram Bagh Bm(Comm1), Phg	Pahar Ganj	Closed By Site Engineer	19/01/2024 14:01	2.53	High
6054	20240119C37	19/01/2024 12:01	Lan Support	RJ 45 Connector	RJ45 connector is Loose in LAN port / 2D	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	23/01/2024 09:01	92.54	High
6055	20240119C38	19/01/2024 12:01	Softwares	Cute PDF	pdf open issue	O&M(D) Office, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Site Engineer	19/01/2024 14:01	2.06	Medium
6056	20240119C39	19/01/2024 12:01	Hardware	Mouse	WIRELESS MOUSE REQUIRE	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	19/01/2024 17:01	5.25	High
6057	20240119C40	19/01/2024 12:01	Softwares	GIS	LTM Software not working . Ora error showing . Need to replace host file replace with new one.	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Site Engineer	19/01/2024 14:01	2.2	Medium
6058	20240119C41	19/01/2024 12:01	Hardware	Printer	HP-4250 printer driver installation.	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Site Engineer	19/01/2024 14:01	2.19	High
6059	20240119C42	19/01/2024 12:01	Hardware	Printer	HP-4250 Printer driver installation.	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Site Engineer	19/01/2024 14:01	2.17	High
6060	20240119C43	19/01/2024 12:01	Softwares	GIS	LTM Software not working . Ora error showing . Need to replace host file replace with new one.	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Site Engineer	19/01/2024 14:01	2.16	Medium
6061	20240119C44	19/01/2024 12:01	Softwares	IBM Lotus Notes	User CPU HDD crashed not detect. Lotus ID file are configure another system.	Preet Vihar Grid (Civil, Protection & Mng Office)	Karkardooma	Closed By Site Engineer	19/01/2024 14:01	2.12	High
6062	20240119C45	19/01/2024 12:01	Softwares	Domain Rejoin	User facing Trust relationship error. Need to rejoin again.	Preet Vihar Grid (Civil, Protection & Mng Office)	Karkardooma	Closed By Site Engineer	19/01/2024 14:01	2.1	Medium
6063	20240119C46	19/01/2024 12:01	Hardware	Mouse	left mouse button not working s/no- PG00X13A assign arpit sir	Comm1. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Hardware Team	02/02/2024 14:02	337.69	High
6064	20240119C47	19/01/2024 12:01	Softwares	Adobe Reader	PDF file issue.	Training And Work Shop, (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	19/01/2024 18:01	5.36	Medium
6065	20240119C48	19/01/2024 12:01	Hardware	Mouse	mouse faulty right button not woking	Comm1. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Site Engineer	19/01/2024 14:01	1.79	High
6066	20240119C49	19/01/2024 12:01	Lan Support	RJ 45 Connector	RJ 45 Connector lock broken issue due to connector network not stable.	Training And Work Shop, (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	29/01/2024 14:01	242.13	High
6067	20240119C50	19/01/2024 12:01	Softwares	VPN	IPMSG INSTALL	Comm1. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Site Engineer	19/01/2024 14:01	1.76	Medium
6068	20240119C51	19/01/2024 12:01	Softwares	VPN	IPMSG INSTALL AASHI PC	Comm1. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Site Engineer	19/01/2024 14:01	1.7	Medium
6069	20240119C52	19/01/2024 12:01	Lan Support	Lan Cable Replacement	Three cable wire Burt last night Pl arrange to replace.IP ESTATE GRID	33 Kv Sub./Station Lines I.P. Estate New Delhi 110002	Darya Ganj	Closed By Lan Support Team	05/03/2024 15:03	1106.32	High
6070	20240119C53	19/01/2024 13:01	Lan Support	RJ 45 Connector	5 CONNECTOR REQUIRED	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	23/01/2024 09:01	91.73	High
6071	20240119C54	19/01/2024 13:01	Softwares	Adobe Reader	adobe reader issue	O&M(D) Office, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Cancel			Medium
6072	20240119C55	19/01/2024 13:01	Hardware	PC_CPU	cpu speed issue	O&M(D) Office, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Cancel			High
6073	20240119C56	19/01/2024 13:01	Softwares	Adobe Reader	adobe reader issue	O&M(D) Office, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Site Engineer	19/01/2024 14:01	0.68	Medium
6074	20240119C57	19/01/2024 13:01	Hardware	PC_CPU	cpu speed issue	O&M(D) Office, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Cancel			High
6075	20240119C58	19/01/2024 13:01	Hardware	PC_CPU	cpu speed issue	O&M(D) Office, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Site Engineer	19/01/2024 14:01	0.6	High

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
6076	20240119C59	19/01/2024 14:01	Hardware	Mouse	left mouse button not working s/no-68FRH32 assign aprit sir	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Hardware Team	13/02/2024 11:02	597.25	High
6077	20240119C60	19/01/2024 14:01	Softwares	Antivirus	Trend micro remove and installation of Crowd strike antivirus.	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	19/01/2024 14:01	0.63	Medium
6078	20240119C61	19/01/2024 14:01	Softwares	Admin Helpdesk	create admin help desk shortcut	Aram Bagh Bm(Comml), Phg	Pahar Ganj	Closed By Site Engineer	19/01/2024 14:01	0.73	Medium
6079	20240119C62	19/01/2024 14:01	Softwares	SAP	P92 not working	Aram Bagh Bm(Comml), Phg	Pahar Ganj	Closed By Site Engineer	19/01/2024 14:01	0.72	High
6080	20240119C63	19/01/2024 14:01	Softwares	Admin Helpdesk	Admin help desk login issue	C Block Office, Dda Flats, Motta Khan, Dgm (O&M), Phg	Pahar Ganj	Closed By Site Engineer	19/01/2024 14:01	0.67	Medium
6081	20240119C64	19/01/2024 14:01	Softwares	Domain Password	Password reset	S/Stn. No. 15, Goc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Helpdesk	19/01/2024 14:01	0	High
6082	20240119C65	19/01/2024 14:01	Hardware	Printer	printer not working	F-15/2, Krishna Nagar, Comml Office	Krishna Nagar	Closed By Site Engineer	19/01/2024 17:01	2.8	High
6083	20240119C66	19/01/2024 14:01	Hardware	Mouse	mouse not working	F-15/2, Krishna Nagar, Comml Office	Krishna Nagar	Closed By Site Engineer	19/01/2024 17:01	2.79	High
6084	20240119C67	19/01/2024 14:01	Hardware	Printer	printer not working	18 Block, Geeta Colony O&M Office	Krishna Nagar	Closed By Site Engineer	19/01/2024 17:01	2.78	High
6085	20240119C68	19/01/2024 14:01	Softwares	Ms-Office	ms ooffice issue	18 Block, Geeta Colony O&M Office	Krishna Nagar	Closed By Site Engineer	19/01/2024 17:01	2.77	High
6086	20240119C69	19/01/2024 14:01	Hardware	Printer	printer not working	18 Block, Geeta Colony O&M Office	Krishna Nagar	Closed By Site Engineer	19/01/2024 17:01	2.71	High
6087	20240119C70	19/01/2024 14:01	Hardware	Printer	mouse not working	18 Block, Geeta Colony O&M Office	Krishna Nagar	Closed By Site Engineer	19/01/2024 17:01	2.7	High
6088	20240119C71	19/01/2024 14:01	Hardware	Keyboard	number keys not working in keyboard s/no-L9D0156 assign arpit sir	O&M(D) Office, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Hardware Team	13/02/2024 11:02	596.68	High
6089	20240119C72	19/01/2024 14:01	Hardware	Mouse	Mouse not working properly	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	19/01/2024 14:01	0.32	High
6090	20240119C73	19/01/2024 14:01	Hardware	PC_CPU	mouse faulty detection issue s/no- GBJB152 assign arpit	13-Block,Trilokpuri,Delhi	Mayur Vihar	Closed By Hardware Team	24/01/2024 10:01	115.92	High
6091	20240119C74	19/01/2024 14:01	Hardware	Scanner	black lining in scanning / 2B	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	19/01/2024 17:01	2.32	High
6092	20240119C75	19/01/2024 14:01	Softwares	Windows	Required Window 10 software	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	19/01/2024 14:01	0.11	High
6093	20240119C76	19/01/2024 14:01	Softwares	Domain Password	Password reset	Jhilmil Division Gtr	Gt Road	Closed By Helpdesk	19/01/2024 14:01	0	High
6094	20240119C77	19/01/2024 15:01	Hardware	Mouse	Mouse scroll not working S/N - PG020KDN	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	19/01/2024 17:01	2	High
6095	20240119C78	19/01/2024 15:01	Hardware	Printer	please instal new printer 10.125.73.73	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	19/01/2024 17:01	2.4	High
6096	20240119C79	19/01/2024 15:01	Telecom	Clip Max	phone display not coming ...9264	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	19/01/2024 17:01	2.39	High
6097	20240119C80	19/01/2024 15:01	Hardware	Mouse	mouse not working properly	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Hardware Team	23/01/2024 14:01	94.81	High
6098	20240119C81	19/01/2024 15:01	Hardware	Printer	printing jam	Bm (Comml.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	19/01/2024 17:01	1.45	High
6099	20240119C82	19/01/2024 15:01	Hardware	PC_CPU	pds issue	Bm (Comml.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	19/01/2024 17:01	1.42	High
6100	20240119C83	19/01/2024 15:01	Softwares	IBM Lotus Notes	password issue	Bm (Comml.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	19/01/2024 17:01	1.41	High
6101	20240119C84	19/01/2024 15:01	Hardware	Printer	printer issue	Bm (Comml.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	19/01/2024 17:01	1.4	High
6102	20240119C85	19/01/2024 15:01	Hardware	PC_CPU	not start	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	19/01/2024 17:01	1.38	High
6103	20240119C86	19/01/2024 15:01	Hardware	Scanner	scanner not working	Bm (Comml.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	19/01/2024 17:01	1.34	High
6104	20240119C87	19/01/2024 16:01	Hardware	Keyboard	Keyboard not working. It need to be replaced. Please assign this call to Mr. Arpit. System S.No. - PG00E8KY	Aram Bagh Bm(Comml), Phg	Pahar Ganj	Closed By Hardware Team	31/01/2024 15:01	287.37	High
6105	20240119C88	19/01/2024 16:01	Networking	Link Down	Network not working	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	23/01/2024 09:01	88.99	High
6106	20240119C89	19/01/2024 16:01	Hardware	Mouse	Mouse not working. It need to be replaced. Please assign this call to Mr. Arpit. System S.No. - PG00E8KY	Aram Bagh Bm(Comml), Phg	Pahar Ganj	Closed By Hardware Team	31/01/2024 15:01	287.35	High
6107	20240119C90	19/01/2024 16:01	Network Hardware	Router	Router hanging issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	23/01/2024 09:01	88.92	High
6108	20240119C91	19/01/2024 16:01	Softwares	SAP	SAP Logging creation BSP and P92	Cbd-li Grid, Kkd	Karkardooma	Closed By Helpdesk	19/01/2024 16:01	0.01	High
6109	20240119C92	19/01/2024 16:01	Hardware	Scanner	HP Scanjet 200 installation	Cbd-li Grid, Kkd	Karkardooma	Closed By Helpdesk	19/01/2024 16:01	0	High
6110	20240119C93	19/01/2024 16:01	Softwares	Windows	For IT SAMPARK Training Purpose. Call assign to Vikas Negi.	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Site Engineer	19/01/2024 16:01	0.48	High
6111	20240119C94	19/01/2024 16:01	Softwares	Windows	For IT SAMPARK Training. Call assign to Vikas Negi.	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Site Engineer	19/01/2024 16:01	0.45	High
6112	20240119C95	19/01/2024 16:01	Softwares	IBM Lotus Notes	Lotus mail issue	Commercial Office, Nng	Nand Nagari	Closed By Helpdesk	19/01/2024 16:01	0	High
6113	20240119C96	19/01/2024 16:01	Softwares	Internet	sewa kendra app not working	Aram Bagh Bm(Comml), Phg	Pahar Ganj	Closed By Site Engineer	19/01/2024 16:01	0.22	High
6114	20240119C97	19/01/2024 16:01	Softwares	Internet	Bsesdelhi.com site is not opening	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	19/01/2024 16:01	0.01	High
6115	20240119C98	19/01/2024 16:01	Softwares	Domain Password	Domain password reset	Bm (Comml.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Helpdesk	19/01/2024 16:01	0	High
6116	20240119C99	19/01/2024 16:01	Networking	Network Breaks	network issue in cbd1 grid	Cbd I Grid Kkd	Karkardooma	Closed By Site Engineer	19/01/2024 17:01	0.77	High
6117	20240119C100	19/01/2024 16:01	Softwares	IBM Lotus Notes	Mail not working	Aram Bagh Bm(Comml), Phg	Pahar Ganj	Closed By Site Engineer	19/01/2024 16:01	0.09	High
6118	20240119C101	19/01/2024 16:01	Softwares	SAP	SAP logging issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	19/01/2024 16:01	0	High
6119	20240119C102	19/01/2024 16:01	Softwares	IBM Lotus Notes	Lotus mail issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	19/01/2024 16:01	0.01	High
6120	20240119C103	19/01/2024 16:01	Hardware	PC_CPU	System slow issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	19/01/2024 16:01	0	High
6121	20240119C104	19/01/2024 16:01	Hardware	Keyboard	keyboard some buttons are not working as shift,enter,backspace &spacebar so pls check	Cbd I Grid Kkd	Karkardooma	Closed By Hardware Team	01/02/2024 15:02	310.39	High
6122	20240119C105	19/01/2024 16:01	Softwares	Windows	vpn login issue	Comml Office Cbd-lii	Karkardooma	Closed By Site Engineer	19/01/2024 17:01	0.26	High
6123	20240119C106	19/01/2024 16:01	Hardware	Printer	2nd. Number of Printer issue 3rd. A Block	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	19/01/2024 17:01	0.28	High
6124	20240119C107	19/01/2024 17:01	Softwares	ESS	ESS not working .	Preet Vihar Grid (Civil, Protection & Mmg Office)	Karkardooma	Closed By Site Engineer	22/01/2024 10:01	65.17	Medium
6125	20240119C108	19/01/2024 17:01	Softwares	IBM Lotus Notes	Lotus mail not working need to configure ID file again.	Preet Vihar Grid (Civil, Protection & Mmg Office)	Karkardooma	Closed By Site Engineer	22/01/2024 10:01	65.14	High
6126	20240119C109	19/01/2024 17:01	Hardware	Keyboard	key board is not working properly due to some keys problem	Chilla Store, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Site Engineer	22/01/2024 16:01	71.17	High
6127	20240119C110	19/01/2024 17:01	Hardware	Printer	Printer is not working.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	22/02/2024 14:02	956.81	High
6128	20240119C111	19/01/2024 17:01	Softwares	IBM Lotus Notes	mail not received..	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	19/01/2024 18:01	0.83	High
6129	20240119C112	19/01/2024 17:01	Softwares	IBM Lotus Notes	Mail locked.	Saini Enclave Complaint Centre	Karkardooma	Closed By Helpdesk	19/01/2024 18:01	0.8	High
6130	20240119C113	19/01/2024 17:01	Softwares	Domain Password	Domain reset.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	19/01/2024 18:01	0.8	High
6131	20240119C114	19/01/2024 17:01	Softwares	Internet	IT hardware request raised in ITSM.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	19/01/2024 18:01	0.77	High
6132	20240119C115	19/01/2024 17:01	Softwares	IBM Lotus Notes	Lotus mail password.	Comml Office Cbd-lii	Karkardooma	Closed By Helpdesk	19/01/2024 18:01	0.75	High
6133	20240119C116	19/01/2024 17:01	Softwares	OS	All temp files remove.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	19/01/2024 18:01	0.73	Medium



S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
6134	20240119C117	19/01/2024 17:01	Softwares	Domain Password	Reset of dsys3400.	Surajmal Vihar C & M Store	Karkardooma	Closed By Helpdesk	19/01/2024 18:01	0.7	High
6135	20240119C118	19/01/2024 17:01	Softwares	Internet	Delhi police site is not accessible.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	19/01/2024 18:01	0.68	High
6136	20240119C119	19/01/2024 17:01	Softwares	VPN	VPN server unreachable.	18 Block, Geeta Colony O&M Office	Krishna Nagar	Closed By Helpdesk	19/01/2024 18:01	0.65	Medium
6137	20240119C120	19/01/2024 17:01	Softwares	Internet	rahul sharma check for itsm login.	Surajmal Vihar C & M Store	Karkardooma	Closed By Helpdesk	19/01/2024 18:01	0.63	High
6138	20240119C121	19/01/2024 17:01	Softwares	VPN	vpn not working	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	24/01/2024 14:01	116.77	Medium
6139	20240119C122	19/01/2024 17:01	Softwares	Domain Password	Reset of 40132310.	33 Kv Grid, G.T.Road Comml Bldg	Gt Road	Closed By Helpdesk	19/01/2024 18:01	0.62	High
6140	20240119C123	19/01/2024 17:01	Softwares	Domain Password	Reset of 41000031.	33 Kv Grid, G.T.Road Comml Bldg	Gt Road	Closed By Helpdesk	19/01/2024 18:01	0.61	High
6141	20240119C124	19/01/2024 17:01	Softwares	Domain Password	Reset of 40135934.	Complaint Center Sub-Stn. No. 4, Mig Housing Flat, Mayur Vihar Ph-III, Delhi-110 096	Vasundra Enclave	Closed By Helpdesk	19/01/2024 18:01	0.59	High
6142	20240119C125	19/01/2024 17:01	Softwares	Domain Password	Reset of pepldr087.	Complaint Center Sub-Stn. No. 4, Mig Housing Flat, Mayur Vihar Ph-III, Delhi-110 096	Vasundra Enclave	Closed By Helpdesk	19/01/2024 18:01	0.58	High
6143	20240119C126	19/01/2024 17:01	Softwares	Domain Password	Reset of 22073023.	A-Block, Preet Vihar (Lnr)	Laxmi Nagar	Closed By Helpdesk	19/01/2024 18:01	0.57	High
6144	20240119C127	19/01/2024 17:01	Softwares	Domain Password	Reset of 41002396.	33kv Grid, Kamla Market Comml Office	Darya Ganj	Closed By Helpdesk	19/01/2024 18:01	0.56	High
6145	20240119C128	19/01/2024 17:01	Softwares	VPN	vpn issue on sunil gandhi id.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	19/01/2024 18:01	0.55	Medium
6146	20240119C129	19/01/2024 17:01	Softwares	OS	Winrar installation.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	19/01/2024 18:01	0.52	Medium
6147	20240119C130	19/01/2024 17:01	Softwares	OS	UIJ confirmation.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	19/01/2024 18:01	0.48	Medium
6148	20240119C131	19/01/2024 17:01	Softwares	Internet	WiFi enable.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	19/01/2024 18:01	0.45	High
6149	20240119C132	19/01/2024 17:01	Softwares	Internet	Google drive link is not accessible.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	19/01/2024 18:01	0.43	High
6150	20240119C133	19/01/2024 17:01	Softwares	Domain Password	Domain reset of harvinder as per kunal.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	19/01/2024 18:01	0.41	High
6151	20240119C134	19/01/2024 17:01	Softwares	Domain Password	Domain reset.	S/Stn. No. 13, Ppg (Ppg-2)	Laxmi Nagar	Closed By Helpdesk	19/01/2024 18:01	0.41	High
6152	20240119C135	19/01/2024 17:01	Softwares	Domain Password	Domain reset.	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Helpdesk	19/01/2024 18:01	0.4	High
6153	20240119C136	19/01/2024 17:01	Softwares	OS	Laptop is performing slow.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	19/01/2024 18:01	0.39	Medium
6154	20240119C137	19/01/2024 18:01	Softwares	Internet	ITSM login failure.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	19/01/2024 18:01	0.39	High
6155	20240119C138	19/01/2024 18:01	Softwares	Domain Password	Reset of scc277.	S/Stn. No. 15, Goc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Helpdesk	19/01/2024 18:01	0.37	High
6156	20240119C139	19/01/2024 18:01	Softwares	IBM Lotus Notes	Lotus archive create.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	19/01/2024 18:01	0.36	High
6157	20240119C140	19/01/2024 18:01	Hardware	Printer	Printer install.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	19/01/2024 18:01	0.36	High
6158	20240119C141	19/01/2024 18:01	Softwares	IBM Lotus Notes	lotus mail password reset of rupender.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	19/01/2024 18:01	0.34	High
6159	20240119C142	19/01/2024 18:01	Softwares	OS	System slow of shweta mishra.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	19/01/2024 18:01	0.31	Medium
6160	20240119C143	19/01/2024 18:01	Softwares	Domain Password	Reset of 41003004.	Mig Office, East Of Lori Road	Nand Nagari	Closed By Helpdesk	19/01/2024 18:01	0.3	High
6161	20240119C144	19/01/2024 18:01	Softwares	OS	System makes restart to update.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	19/01/2024 18:01	0.28	Medium
6162	20240119C145	19/01/2024 18:01	Softwares	Domain Password	Reset of 20052917.	Bm (Comml.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Helpdesk	19/01/2024 18:01	0.27	High
6163	20240119C146	19/01/2024 18:01	Hardware	Printer	Printer install.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	19/01/2024 18:01	0.26	High
6164	20240119C147	19/01/2024 18:01	Hardware	Printer	Printer services restart.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	19/01/2024 18:01	0.25	High
6165	20240119C148	19/01/2024 18:01	Softwares	OS	System slow.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	19/01/2024 18:01	0.24	Medium
6166	20240119C149	19/01/2024 18:01	Softwares	Domain Password	Domain reset.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	19/01/2024 18:01	0.23	High
6167	20240119C150	19/01/2024 18:01	Softwares	Domain Password	Domain reset.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	19/01/2024 18:01	0.22	High
6168	20240119C151	19/01/2024 18:01	Softwares	Ms-Office	Excel file unsupported issue.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	19/01/2024 18:01	0.2	High
6169	20240119C152	19/01/2024 18:01	Softwares	Internet	Internet request raised.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	19/01/2024 18:01	0.19	High
6170	20240119C153	19/01/2024 18:01	Softwares	Domain Password	Domain reset.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	19/01/2024 18:01	0.18	High
6171	20240119C154	19/01/2024 18:01	Softwares	VPN	Fortclient configuration.	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Comml Office	Shankar Road	Closed By Helpdesk	19/01/2024 18:01	0.15	Medium
6172	20240119C155	19/01/2024 18:01	Softwares	VPN	VPN password updation.	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Comml Office	Shankar Road	Closed By Helpdesk	19/01/2024 18:01	0.15	Medium
6173	20240119C156	19/01/2024 18:01	Softwares	Domain Password	Domain reset.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	19/01/2024 18:01	0.14	High
6174	20240119C157	19/01/2024 18:01	Softwares	Ms-Office	MS-office activation of mahesh jain.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	19/01/2024 18:01	0.13	High
6175	20240119C158	19/01/2024 18:01	Softwares	Internet	ITSM login failure.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	19/01/2024 18:01	0.11	High
6176	20240119C159	19/01/2024 18:01	Softwares	Internet	Computer details filled up in a USB req.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	19/01/2024 18:01	0.08	High
6177	20240119C160	19/01/2024 18:01	Hardware	Printer	Unable to get print - cable loose.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	19/01/2024 18:01	0.08	High
6178	20240119C161	19/01/2024 18:01	Softwares	VPN	VPN connect failed.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	19/01/2024 18:01	0.06	Medium
6179	20240119C162	19/01/2024 18:01	Softwares	Domain Password	Domain reset.	33 Kv Grid, G.T.Road Comml Bldg	Gt Road	Closed By Helpdesk	19/01/2024 18:01	0.05	High
6180	20240119C163	19/01/2024 18:01	Softwares	Domain Password	Domain reset.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	19/01/2024 18:01	0.04	High
6181	20240120C1	20/01/2024 08:01	Hardware	IP Camera	TRF WORKSHOP-1 CAMERA NOT WORKING	Ppg Indl. Area Grid (Ppg-2)	Laxmi Nagar	Closed By Lan Support Team	24/01/2024 09:01	97.09	High
6182	20240120C2	20/01/2024 08:01	Hardware	IP Camera	GH-2 GRID CAMERA NOT WORKING	GH-II Grid (Ppg-2)	Laxmi Nagar	Closed By Lan Support Team	23/01/2024 09:01	72.78	High
6183	20240120C3	20/01/2024 08:01	Hardware	IP Camera	GTR COMM MAIN GATE CAMERA NOT WORKING	33 Kv Grid, G.T.Road Comml Bldg	Gt Road	Closed By Lan Support Team	23/01/2024 09:01	72.72	High
6184	20240120C4	20/01/2024 08:01	Hardware	IP Camera	YVR O&M GATE AND ROOM CAMERA NOT WORKING	C-6, O&M Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Lan Support Team	24/01/2024 09:01	96.96	High
6185	20240122C1	22/01/2024 12:01	Lan Support	RJ 45 Connector	Network issue and shifting	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	23/01/2024 09:01	20.2	High
6186	20240122C2	22/01/2024 14:01	Softwares	Domain Password	Domain password reset	Bm (Comml.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Helpdesk	22/01/2024 14:01	0.02	High
6187	20240122C3	22/01/2024 14:01	Softwares	Domain Password	Domain password reset	Comml Office Cbd-III	Karkardooma	Closed By Helpdesk	22/01/2024 14:01	0.01	High
6188	20240122C4	22/01/2024 14:01	Softwares	Domain Password	Domain password reset	Comml Office Cbd-III	Karkardooma	Closed By Helpdesk	22/01/2024 14:01	0.01	High
6189	20240122C5	22/01/2024 14:01	Softwares	Domain Password	Domain password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	22/01/2024 14:01	0	High

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
6190	20240122C6	22/01/2024 15:01	Networking	Network Breaks	Network issue, red cross.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	22/01/2024 16:01	1.04	High
6191	20240122C7	22/01/2024 15:01	Lan Support	Lan Cable Extension	Assign to lan team	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	22/01/2024 17:01	2.22	High
6192	20240122C8	22/01/2024 15:01	Hardware	Laptop	LAPTOP REPLACE	Ppg Indl. Area Grid (Ppg-2)	Laxmi Nagar	Closed By Hardware Team	22/01/2024 17:01	2.21	High
6193	20240122C9	22/01/2024 15:01	Softwares	Adobe Reader	ALL SOFTWARE RUN	Ppg Indl. Area Grid (Ppg-2)	Laxmi Nagar	Closed By Hardware Team	22/01/2024 17:01	2.2	Medium
6194	20240122C10	22/01/2024 15:01	Hardware	Mouse	laptop :B74WZ93 mouse not working	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	22/01/2024 16:01	0.84	High
6195	20240122C11	22/01/2024 16:01	Hardware	Printer	Printer is not working , sub station, gate no. 2, G-Floor / 9350261088.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	22/01/2024 17:01	1.06	High
6196	20240122C12	22/01/2024 16:01	Softwares	Domain Password	Domain password reset	Comm1 Office Cbd-iii	Karkardooma	Closed By Helpdesk	22/01/2024 16:01	0	High
6197	20240122C13	22/01/2024 16:01	Hardware	Keyboard	Print screen issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	22/01/2024 16:01	0	High
6198	20240122C14	22/01/2024 16:01	Hardware	Scanner	scanner issue assign Nilesh	Comm1. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & ii	Mayur Vihar	Closed By Site Engineer	23/01/2024 09:01	17.38	High
6199	20240122C15	22/01/2024 16:01	General Calls	Presentation / VC	CREATE IT HELPDESK REPORT	Comm1. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & ii	Mayur Vihar	Closed By Site Engineer	23/01/2024 09:01	17.13	High
6200	20240122C16	22/01/2024 16:01	Softwares	Domain Rejoin	Domain Rejoin issue.	Ppg Indl. Area Grid (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	23/01/2024 13:01	20.41	Medium
6201	20240122C17	22/01/2024 17:01	Networking	IP Conflict	Gopal pc network not working	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	22/01/2024 17:01	0.33	High
6202	20240122C18	22/01/2024 17:01	Softwares	Ms-Office	Office installation issue.	Ppg Indl. Area Grid (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	23/01/2024 13:01	20.13	High
6203	20240123C1	23/01/2024 07:01	Hardware	IP Camera	CC SAINI ENCLAVE CAMERA NOT WORKING.	Saini Enclave Complaint Centre	Karkardooma	Closed By Lan Support Team	05/03/2024 15:03	1015.49	High
6204	20240123C2	23/01/2024 07:01	Hardware	IP Camera	CC B BLK. LNR CAMERA NOT WORKING.	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Lan Support Team	24/01/2024 09:01	25.52	High
6205	20240123C3	23/01/2024 07:01	Hardware	IP Camera	CC ST-13 MADHU VIHAR CAMERA NOT WORKING.	S/Stn. No. 13, Ppg (Ppg-2)	Laxmi Nagar	Closed By Lan Support Team	24/01/2024 09:01	25.5	High
6206	20240123C4	23/01/2024 07:01	Hardware	IP Camera	GTR COMM GRD FLOOR CAMERA NOT WORKING.	33 Kv Grid, G.T.Road Comm1 Bldg	GI Road	Closed By Lan Support Team	24/01/2024 09:01	25.48	High
6207	20240123C5	23/01/2024 07:01	Hardware	IP Camera	GHAZIPUR BACK CAMERA NOT WORKING	Mulla Colony Scrap Store, Near Gajipur Police Station	Vasundra Enclave	Closed By Lan Support Team	05/03/2024 15:03	1015.37	High
6208	20240123C6	23/01/2024 07:01	Hardware	IP Camera	GHAZIPUR STORE BACK CAMERA NOT WORKING.	Gazipur Store (Ppg-2)	Laxmi Nagar	Closed By Lan Support Team	05/03/2024 15:03	1015.33	High
6209	20240123C7	23/01/2024 07:01	Hardware	IP Camera	PTZ MULLA COLONY STORE CAMERA NOT WORKING.	Mulla Colony Scrap Store, Near Gajipur Police Station	Vasundra Enclave	Closed By Lan Support Team	05/03/2024 15:03	1015.3	High
6210	20240123C8	23/01/2024 07:01	Hardware	IP Camera	GTR COMM CHD IN_ENF 2ND FLOOR CAMERA NOT WORKING.	33 Kv Grid, G.T.Road Comm1 Bldg	GI Road	Closed By Lan Support Team	24/01/2024 09:01	25.33	High
6211	20240123C9	23/01/2024 07:01	Hardware	IP Camera	SRD O&M GATE CAMERA NOT WORKING.	33 Kv.Substation (Srd Building), Shankar Road, New Delhi-110 060 Comm1 Office	Shankar Road	Closed By Lan Support Team	24/01/2024 09:01	25.29	High
6212	20240123C10	23/01/2024 09:01	Softwares	Domain Password	Domain password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	23/01/2024 09:01	0.02	High
6213	20240123C11	23/01/2024 09:01	Softwares	IBM Lotus Notes	mail file locked from server	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	24/01/2024 08:01	22.99	High
6214	20240123C12	23/01/2024 10:01	Hardware	PC_CPU	USB port not working on scheduling pc	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	24/01/2024 08:01	22.96	High
6215	20240123C13	23/01/2024 10:01	Softwares	IBM Lotus Notes	Scada archive access issue	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	24/01/2024 08:01	22.91	High
6216	20240123C14	23/01/2024 10:01	Hardware	Laptop	BATTERY ISSUE ASSIGN NILESH	Comm1. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & ii	Mayur Vihar	Closed By Site Engineer	23/01/2024 12:01	2.19	High
6217	20240123C15	23/01/2024 10:01	Hardware	Mouse	REQUIRE GATE PASS FOR MOUSE REPLACEMENT	Comm1. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & ii	Mayur Vihar	Closed By Site Engineer	23/01/2024 12:01	2.15	High
6218	20240123C16	23/01/2024 10:01	Hardware	Mouse	REQUIRE GATE PASS FOR MOUSE REPLACEMENT	Anand Lok Complaint Centre,	Mayur Vihar	Closed By Site Engineer	23/01/2024 12:01	2.13	High
6219	20240123C17	23/01/2024 10:01	Hardware	Printer	Printer 3015 Drivers installation.	O & M Office Vivek Vihar B-Blk	Karkardooma	Closed By Site Engineer	23/01/2024 11:01	0.86	High
6220	20240123C18	23/01/2024 10:01	Hardware	Printer	Paper jam in printer.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	23/01/2024 10:01	0.09	High
6221	20240123C19	23/01/2024 10:01	Softwares	IBM Lotus Notes	user unable to access mail accounts	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	24/01/2024 08:01	22.49	High
6222	20240123C20	23/01/2024 10:01	Softwares	Browser	browse issue	Comm1. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & ii	Mayur Vihar	Closed By Site Engineer	23/01/2024 12:01	1.81	Medium
6223	20240123C21	23/01/2024 10:01	Softwares	IBM Lotus Notes	user unable to received mail in lotus accounts	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	24/01/2024 08:01	22.41	High
6224	20240123C22	23/01/2024 10:01	Softwares	Browser	GOOGEL CHROME NOT WORING LAST ONE WEEK, MY WORK IS PENDING DUE TO THIS ISSUE	Near Radhu Palace, Delhi (Lnr)	Laxmi Nagar	On Hold By Site Engineer			Medium
6225	20240123C23	23/01/2024 10:01	Hardware	Hard Disk	as per IT Engineer Due to HDD my PC is not working last one week. My office is held Up	S/Stn No 5 Enf-2 (Ppg)	Laxmi Nagar	Closed By Site Engineer	25/01/2024 16:01	53.89	High
6226	20240123C24	23/01/2024 10:01	Softwares	Windows	System working slow	Comm1 Office Cbd-iii	Karkardooma	Closed By Site Engineer	25/01/2024 17:01	54.66	High
6227	20240123C25	23/01/2024 11:01	Softwares	SAP	SAP BSP password issue	33 Kv Grid, G.T.Road Comm1 Bldg	GI Road	Closed By Helpdesk	23/01/2024 11:01	0.02	High
6228	20240123C26	23/01/2024 11:01	Softwares	SAP	SAP BSP password issue	Jhilmil Division Gtr	GI Road	Closed By Helpdesk	23/01/2024 11:01	0	High
6229	20240123C27	23/01/2024 11:01	Softwares	Ms-Office	WPS install	Comm1. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & ii	Mayur Vihar	Closed By Site Engineer	23/01/2024 12:01	1.16	High
6230	20240123C28	23/01/2024 11:01	Lan Support	RJ 45 Connector	RJ-45 Connector damage need to replace / 3A	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	24/01/2024 09:01	21.6	High
6231	20240123C29	23/01/2024 11:01	Lan Support	Lan Cable Replacement	lan cable faulty intern pc	Comm1. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & ii	Mayur Vihar	Closed By Lan Support Team	25/01/2024 09:01	45.6	High
6232	20240123C30	23/01/2024 12:01	Hardware	PC_CPU	cpu	Comm1. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & ii	Mayur Vihar	Closed By Site Engineer	23/01/2024 12:01	0.26	High
6233	20240123C31	23/01/2024 12:01	Hardware	Mouse	mouse faulty pc serial no--PG01B13V	Shahdara Store L-Block, Dilshad Garden	GI Road	Closed By Hardware Team	01/02/2024 15:02	219.02	High
6234	20240123C32	23/01/2024 12:01	Hardware	Mouse	MOUSE ISSUE PC SERIAL_NO 98JB152	Shahdara Store L-Block, Dilshad Garden	GI Road	Closed By Hardware Team	01/02/2024 15:02	219	High
6235	20240123C33	23/01/2024 12:01	Softwares	SAP	In SAP BSP password logging issue	Jhilmil Division Gtr	GI Road	Closed By Helpdesk	23/01/2024 12:01	0.03	High
6236	20240123C34	23/01/2024 12:01	Softwares	Domain Password	Domain password reset	Samachar Aptt. Mayur Vihar Ph-I And II , Delhi	Mayur Vihar	Closed By Helpdesk	23/01/2024 12:01	0.02	High
6237	20240123C35	23/01/2024 12:01	Hardware	Keyboard	keyboard issue pc serial no--2FKP731	33 Kv Grid, G.T.Road Comm1 Bldg	GI Road	Closed By Hardware Team	13/02/2024 11:02	503.1	High
6238	20240123C36	23/01/2024 12:01	Softwares	IBM Lotus Notes	Lotus mail corrupt	Kasturba Nagar Complaint Centre	Karkardooma	Closed By Helpdesk	23/01/2024 12:01	0.01	High
6239	20240123C37	23/01/2024 12:01	Hardware	Printer	Printer makes noise. PMO.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	23/01/2024 16:01	4.59	High
6240	20240123C38	23/01/2024 12:01	Softwares	IBM Lotus Notes	ibm mail issue	13-Block, Trilokpur,Delhi	Mayur Vihar	Closed By Site Engineer	23/01/2024 12:01	0.1	High
6241	20240123C39	23/01/2024 12:01	Hardware	Keyboard	keyboard faulty pc serial no--PGBM332	Shahdara Store L-Block, Dilshad Garden	GI Road	Closed By Hardware Team	13/02/2024 11:02	502.82	High
6242	20240123C40	23/01/2024 12:01	Softwares	Domain Password	Domain password reset	66 Kv, Bhagirathi Grid	Karawal Nagar	Closed By Helpdesk	23/01/2024 12:01	0	High
6243	20240123C41	23/01/2024 13:01	Softwares	IBM Lotus Notes	Please arrange to reset the mail is password ..	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	23/01/2024 17:01	3.87	High
6244	20240123C42	23/01/2024 13:01	Softwares	IBM Lotus Notes	QUOTA WARNING IS COMING IN LOTUS MAIL...PLEASE CHECK	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	23/01/2024 17:01	3.49	High

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
6245	20240123C43	23/01/2024 14:01	Softwares	IBM Lotus Notes	Lotus password is not accepting	Cbd-ii Grid, Kkd	Karkardooma	Closed By Helpdesk	23/01/2024 14:01	0	High
6246	20240123C44	23/01/2024 14:01	Hardware	PC_CPU	booting issue	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	24/01/2024 11:01	20.95	High
6247	20240123C45	23/01/2024 14:01	Hardware	Printer	printer issue	Bm (Comml.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	24/01/2024 11:01	20.95	High
6248	20240123C46	23/01/2024 14:01	Hardware	PC_CPU	Planner is faulty. Kindly check . LENOVO/5894A11/L918555	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Hardware Team	24/01/2024 12:01	21.71	High
6249	20240123C47	23/01/2024 14:01	Hardware	Scanner	scanning issue	Bm (Comml.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	24/01/2024 11:01	20.76	High
6250	20240123C48	23/01/2024 14:01	Hardware	Scanner	scanning issue	Bm (Comml.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	24/01/2024 11:01	20.76	High
6251	20240123C49	23/01/2024 14:01	Hardware	Printer	Printer cartridge issue in 2nd one 3015	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	25/01/2024 10:01	43.68	High
6252	20240123C50	23/01/2024 14:01	Softwares	Domain Password	password issue	Bm (Comml.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	24/01/2024 11:01	20.74	High
6253	20240123C51	23/01/2024 14:01	Softwares	OS	windows issue	Bm (Comml.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	24/01/2024 11:01	20.72	Medium
6254	20240123C52	23/01/2024 14:01	Softwares	IBM Lotus Notes	archiwwe issue	Bm (Comml.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	24/01/2024 11:01	20.7	High
6255	20240123C53	23/01/2024 14:01	Hardware	Printer	printer not working	Bm (Comml.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	24/01/2024 11:01	20.68	High
6256	20240123C54	23/01/2024 14:01	Hardware	TFT	displasy issue	Bm (Comml.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	24/01/2024 11:01	20.66	High
6257	20240123C55	23/01/2024 14:01	Softwares	Domain Rejoin	login issue	Bm (Comml.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	24/01/2024 11:01	20.64	Medium
6258	20240123C56	23/01/2024 14:01	Hardware	Printer	printer issue	Bm (Comml.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	24/01/2024 11:01	20.63	High
6259	20240123C57	23/01/2024 14:01	Hardware	Hard Disk	HDD faulty, prassign to arpit. sm. L911567. Note - existing cpu is having this serial number L911567 and earlier cpu number is L906V6Y which was not removed by user name in IMS .Kindly process the same with mention existing serial number.	Bm (Comml.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Hardware Team	25/01/2024 12:01	45.38	High
6260	20240123C58	23/01/2024 15:01	Hardware	Printer	printer not working	C-7, Commercial Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Site Engineer	23/01/2024 16:01	1.43	High
6261	20240123C59	23/01/2024 15:01	Softwares	IBM Lotus Notes	mail running slow	C-7, Commercial Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Site Engineer	23/01/2024 16:01	1.32	High
6262	20240123C60	23/01/2024 15:01	Softwares	SAP	SAP Hanging issue	S/Stn No 5 Enf-2 (Ppg)	Laxmi Nagar	Closed By Helpdesk	23/01/2024 15:01	0.01	High
6263	20240123C61	23/01/2024 15:01	Hardware	Printer	Printer issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	24/01/2024 10:01	19.02	High
6264	20240123C62	23/01/2024 15:01	Hardware	Printer	Blank paper printing issue and making lot of noise , first printer	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	23/01/2024 16:01	1.15	High
6265	20240123C63	23/01/2024 15:01	Softwares	SAP	SAP is working very slow.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	24/01/2024 18:01	26.28	High
6266	20240123C64	23/01/2024 15:01	Softwares	VPN	VPNI installation issue in auditors PC.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	23/01/2024 17:01	2.06	Medium
6267	20240123C65	23/01/2024 16:01	Softwares	IBM Lotus Notes	ibm mail issue	Anand Lok Complaint Centre,	Mayur Vihar	Closed By Site Engineer	24/01/2024 12:01	19.99	High
6268	20240123C66	23/01/2024 16:01	Softwares	SAP	SAP is very slow.	Gazpur Store (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	24/01/2024 18:01	25.7	High
6269	20240123C67	23/01/2024 16:01	Softwares	Adobe Reader	install adobe reader	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	24/01/2024 12:01	19.63	Medium
6270	20240123C68	23/01/2024 16:01	Networking	Link Down	network issue	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	24/01/2024 12:01	19.61	High
6271	20240123C69	23/01/2024 16:01	Hardware	Keyboard	PL ASSINE TO MR ARPIT ,KEYBOARD NOT WOKRING SHIFT AND CTRL NOT WOKRING.SN-PG004Q7U	Gandhi Market	Darya Ganj	Closed By Hardware Team	31/01/2024 15:01	190.71	High
6272	20240123C70	23/01/2024 16:01	Networking	Link Down	network issue in my laptop	Anand Lok Complaint Centre,	Mayur Vihar	Closed By Site Engineer	24/01/2024 12:01	19.57	High
6273	20240123C71	23/01/2024 16:01	Hardware	TFT	yga cable faulty	F-15/2, Krishna Nagar, Comml Office	Krishna Nagar	Closed By Site Engineer	23/01/2024 18:01	1.56	High
6274	20240123C72	23/01/2024 16:01	Hardware	Barcode Reader	barcode reader not working	F-15/2, Krishna Nagar, Comml Office	Krishna Nagar	Closed By Site Engineer	23/01/2024 18:01	1.55	Medium
6275	20240123C73	23/01/2024 16:01	Hardware	Mouse	mouse not working	18 Block, Geeta Colony O&M Office	Krishna Nagar	Closed By Site Engineer	23/01/2024 18:01	1.54	High
6276	20240123C74	23/01/2024 16:01	Hardware	Mouse	keyboard not working	18 Block, Geeta Colony O&M Office	Krishna Nagar	Closed By Site Engineer	23/01/2024 18:01	1.52	High
6277	20240123C75	23/01/2024 16:01	Hardware	Printer	Printer not working	18 Block, Geeta Colony O&M Office	Krishna Nagar	Closed By Site Engineer	23/01/2024 18:01	1.47	High
6278	20240123C76	23/01/2024 16:01	Hardware	PC_CPU	token machine not working	F-15/2, Krishna Nagar, Comml Office	Krishna Nagar	Closed By Site Engineer	23/01/2024 18:01	1.44	High
6279	20240123C77	23/01/2024 16:01	Hardware	Mouse	mouse not working Serial number HXZ32S2 right click not working in keyboard pls assign the arpit rastogi	Kanti Nagar Complaint Centre	Krishna Nagar	Closed By Hardware Team	24/01/2024 09:01	17.09	High
6280	20240123C78	23/01/2024 16:01	Hardware	Mouse	mouse not working Serial number HXZ32S2 right click not working in keyboard pls assign the arpit rastogi	Kanti Nagar Complaint Centre	Krishna Nagar	Closed By Hardware Team	13/02/2024 11:02	498.46	High
6281	20240123C79	23/01/2024 16:01	Softwares	IBM Lotus Notes	archive issue	Kanti Nagar Complaint Centre	Krishna Nagar	Closed By Site Engineer	24/01/2024 12:01	19.79	High
6282	20240123C80	23/01/2024 17:01	Lan Support	RJ 45 Connector	Network issue	C-6, O&M Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Site Engineer	24/01/2024 17:01	24.8	High
6283	20240123C81	23/01/2024 17:01	Softwares	IBM Lotus Notes	user forgot his mail password	C-7, Commercial Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Site Engineer	24/01/2024 17:01	24.78	High
6284	20240123C82	23/01/2024 17:01	Networking	Link Down	network issue in commercial mayur vihar	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	24/01/2024 12:01	19.11	High
6285	20240123C83	23/01/2024 17:01	Softwares	OS	window problem	Guru Angad Nagar Grid (Lnr)	Laxmi Nagar	Closed By Site Engineer	24/01/2024 18:01	24.4	Medium
6286	20240123C84	23/01/2024 17:01	Hardware	PC_CPU	PC Slow & Hanging issue.	Ppg Indl. Area Grid (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	24/01/2024 17:01	24.31	High
6287	20240123C85	23/01/2024 17:01	Softwares	Antivirus	Antivirus installation issue.	Ppg Indl. Area Grid (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	24/01/2024 17:01	24.3	Medium
6288	20240124C1	24/01/2024 02:01	Hardware	IP Camera	CC C-2 NNG CAMERA NOT WORKING.	C-2 Complaint Center	Nand Nagari	Closed By Lan Support Team	25/01/2024 09:01	30.66	High
6289	20240124C2	24/01/2024 02:01	Hardware	IP Camera	CC C-12 YVR CAMERA NOT WORKING.	C-12, Complain Centre Ghonda, Yamuna Vihar Delhi-53	Yamuna Vihar	Closed By Lan Support Team	29/01/2024 08:01	126.34	High
6290	20240124C3	24/01/2024 02:01	Hardware	IP Camera	CHILLA STORE MAIN GATE CAMERA NOT WORKING.	Chilla Store, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Lan Support Team	29/01/2024 08:01	126.32	High
6291	20240124C4	24/01/2024 02:01	Hardware	IP Camera	MVR 1 O&M CAMERA NOT WORKING.	O&M(D) Office, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Lan Support Team	29/01/2024 08:01	126.28	High
6292	20240124C5	24/01/2024 09:01	Hardware	PC_CPU	Date and time issue in the system	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	24/01/2024 09:01	0.02	High
6293	20240124C6	24/01/2024 09:01	Softwares	Windows	windows update	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	24/01/2024 09:01	0.01	High
6294	20240124C7	24/01/2024 09:01	Hardware	Printer	Need to replace printer cartridge / 2A	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	24/01/2024 10:01	0.83	High
6295	20240124C8	24/01/2024 09:01	Softwares	IBM Lotus Notes	Problem in lotus mail	Town Hall Business Office	Chandni Chowk	Closed By Site Engineer	24/01/2024 12:01	2.7	High
6296	20240124C9	24/01/2024 09:01	Softwares	SAP	Sap not working	Lahori Gate	Chandni Chowk	Closed By Site Engineer	24/01/2024 12:01	2.67	High
6297	20240124C10	24/01/2024 09:01	Hardware	PC_CPU	System hanging issue	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Comml Office	Shankar Road	Closed By Helpdesk	24/01/2024 09:01	0.03	High
6298	20240124C11	24/01/2024 09:01	Softwares	Windows	windows update	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Comml Office	Shankar Road	Closed By Helpdesk	24/01/2024 09:01	0.02	High





S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
6360	20240124C73	24/01/2024 14:01	Softwares	Domain Password	Domain password issue.	Ppg Indl. Area Grid (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	24/01/2024 17:01	3.44	High
6361	20240124C74	24/01/2024 14:01	Hardware	Laptop	LAPTO NEED TO REPLACE	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	24/01/2024 15:01	1.09	High
6362	20240124C75	24/01/2024 14:01	Softwares	OS	WINDOW AND SOFTWARE NEED TO INSTALL	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	24/01/2024 15:01	1.08	Medium
6363	20240124C76	24/01/2024 14:01	Softwares	OS	DATA BACKUP REQUIRE	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	24/01/2024 15:01	1.07	Medium
6364	20240124C77	24/01/2024 14:01	Softwares	IBM Lotus Notes	Mail working slow	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	24/01/2024 14:01	0.01	High
6365	20240124C78	24/01/2024 14:01	Softwares	Teamviewer	Team Viewer issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	24/01/2024 14:01	0	Medium
6366	20240124C79	24/01/2024 14:01	Softwares	Browser	chrome problem	S/Stn No 4, Energy Audit Scada (Ppg)	Laxmi Nagar	Closed By Site Engineer	25/01/2024 16:01	25.92	Medium
6367	20240124C80	24/01/2024 15:01	Softwares	Domain Password	Password reset	Business Office, Karawal Nagar	Karawal Nagar	Closed By Helpdesk	24/01/2024 15:01	0	High
6368	20240124C81	24/01/2024 15:01	Softwares	Windows	System slow issue	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Commf Office	Shankar Road	Closed By Helpdesk	24/01/2024 15:01	0.01	High
6369	20240124C82	24/01/2024 15:01	Telecom	IP Phone	Telephone issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	24/01/2024 15:01	0.36	High
6370	20240124C83	24/01/2024 15:01	Softwares	IBM Lotus Notes	Lotus mail delete issue.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	24/01/2024 17:01	2.44	High
6371	20240124C84	24/01/2024 15:01	Softwares	IBM Lotus Notes	mail not recvd quota warning issue	Commf Office Cbd-1i	Karkardooma	Closed By Site Engineer	24/01/2024 16:01	0.82	High
6372	20240124C85	24/01/2024 15:01	General Calls	Presentation / VC	01 EXTERNAL & 01 INTERNAL CD/DVD WRITER TO BE CHANGE.	Guru Angad Nagar Grid (Lnr)	Laxmi Nagar	On Hold By Site Engineer			High
6373	20240124C86	24/01/2024 15:01	Softwares	IBM Lotus Notes	lotus mail is not working.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	24/01/2024 17:01	2.2	High
6374	20240124C87	24/01/2024 15:01	Softwares	Adobe Reader	pdf not working properly	S/Stn No 5 Enf-2 (Ppg)	Laxmi Nagar	Closed By Site Engineer	25/01/2024 16:01	24.94	Medium
6375	20240124C88	24/01/2024 15:01	Hardware	Laptop	LAPTOP REQUIRE FOR TEMPORARY	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	29/01/2024 10:01	114.18	High
6376	20240124C89	24/01/2024 15:01	Hardware	Mouse	Mouse left click & scroll is not working	Guru Angad Nagar Grid (Lnr)	Laxmi Nagar	Closed By Hardware Team	02/02/2024 14:02	214.48	High
6377	20240124C90	24/01/2024 16:01	Softwares	IBM Lotus Notes	Lotus archive opening issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	24/01/2024 16:01	0.02	High
6378	20240124C91	24/01/2024 16:01	Hardware	PC_CPU	Network issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	24/01/2024 16:01	0.01	High
6379	20240124C92	24/01/2024 16:01	Softwares	IBM Lotus Notes	MAIL replication issue	Mtg Office, East Of Loni Road	Nand Nagari	Closed By Site Engineer	07/02/2024 10:02	330.41	High
6380	20240124C93	24/01/2024 16:01	Softwares	VPN	VPN installation issue for Auditors team.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	24/01/2024 17:01	1.36	Medium
6381	20240124C94	24/01/2024 16:01	Hardware	Keyboard	keyboard spacebar & shift button not working	Commf Office Cbd-1i	Karkardooma	Closed By Hardware Team	31/01/2024 15:01	166.63	High
6382	20240124C95	24/01/2024 16:01	Hardware	Laptop	Need to replace laptop	C-11, Dispensary Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Hardware Team	24/01/2024 17:01	0.42	High
6383	20240124C96	24/01/2024 16:01	Softwares	Ms-Office	Software installation	C-11, Dispensary Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Hardware Team	24/01/2024 17:01	0.41	High
6384	20240124C97	24/01/2024 16:01	Softwares	Windows	Need to transfer data	C-11, Dispensary Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Hardware Team	24/01/2024 17:01	0.4	High
6385	20240124C98	24/01/2024 16:01	Softwares	Internet	IP is not detecting / 3C	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	25/01/2024 10:01	17.44	High
6386	20240124C99	24/01/2024 17:01	Networking	Link Down	Need FLT at Mayur vihar- 2 complaint center network isolated assign Nilesh	Commf. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	24/01/2024 17:01	0.49	High
6387	20240124C100	24/01/2024 17:01	Softwares	IBM Lotus Notes	Lotus mail password issue	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Helpdesk	24/01/2024 17:01	0	High
6388	20240124C101	24/01/2024 17:01	Softwares	Windows	Laptop is not booting	Town Hall Business Office	Chandni Chowk	Closed By Hardware Team	24/01/2024 17:01	0.73	High
6389	20240124C102	24/01/2024 17:01	Lan Support	RJ 45 Connector	Network issue	Cbd-II Grid, Kkd	Karkardooma	Closed By Lan Support Team	25/01/2024 09:01	16.02	High
6390	20240124C103	24/01/2024 17:01	Softwares	IBM Lotus Notes	Software installation & need to restore data	Town Hall Business Office	Chandni Chowk	Closed By Hardware Team	24/01/2024 17:01	0.73	High
6391	20240124C104	24/01/2024 17:01	General Calls	Presentation / VC	VC in board room	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	24/01/2024 17:01	0.72	High
6392	20240124C105	24/01/2024 17:01	Softwares	SAP	sap font issue assign Nilesh	Commf. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	24/01/2024 17:01	0.17	High
6393	20240124C106	24/01/2024 17:01	Softwares	IBM Lotus Notes	ibm font issue assign Nilesh	Commf. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	24/01/2024 17:01	0.16	High
6394	20240124C107	24/01/2024 17:01	Hardware	Printer	paper jams issue resolve as soon as possible	Commf. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	24/01/2024 17:01	0.14	High
6395	20240124C108	24/01/2024 17:01	Networking	Link Down	link down at sadar appt assign Nilesh	Commf. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	24/01/2024 17:01	0.12	High
6396	20240124C109	24/01/2024 17:01	Hardware	Mouse	mouse faulty replace as soon as possible	13-Block, Trilokpuri, Delhi	Mayur Vihar	Closed By Site Engineer	24/01/2024 17:01	0.08	High
6397	20240124C110	24/01/2024 18:01	Hardware	PC_CPU	PC Slow & Hanging issue.	S/Stn. No. 13, Ppg (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	25/01/2024 12:01	17.44	High
6398	20240125C1	25/01/2024 09:01	Lan Support	Lan Cable Replacement	I/O Faulty in PLA office need to replace. PI assign LAN Team	Permanent Lok Adalat, Mata Sundri Road	Darya Ganj	Closed By Lan Support Team	30/01/2024 09:01	120.33	High
6399	20240125C2	25/01/2024 09:01	Softwares	Windows	System logging issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	25/01/2024 09:01	0.02	High
6400	20240125C3	25/01/2024 09:01	Softwares	Windows	Windows update	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	25/01/2024 09:01	0	High
6401	20240125C4	25/01/2024 09:01	Softwares	Internet	DTM not working	Complaint Center (Ram Nagar)	Pahar Ganj	Closed By Site Engineer	25/01/2024 11:01	1.16	High
6402	20240125C5	25/01/2024 09:01	Hardware	Printer	Printer not working	Complaint Center (Ram Nagar)	Pahar Ganj	Closed By Site Engineer	25/01/2024 11:01	1.15	High
6403	20240125C6	25/01/2024 10:01	Hardware	PC_CPU	System Slow	Complaint Center (Ram Nagar)	Pahar Ganj	Closed By Site Engineer	25/01/2024 11:01	0.9	High
6404	20240125C7	25/01/2024 10:01	Hardware	PC_CPU	System connection	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	25/01/2024 12:01	2.64	High
6405	20240125C8	25/01/2024 10:01	Softwares	OMS	sewa kendra app not working	Aram Bagh Bm(Commf), Phg	Pahar Ganj	Closed By Site Engineer	25/01/2024 11:01	0.83	Medium
6406	20240125C9	25/01/2024 10:01	Networking	Network Breaks	Network break	Aram Bagh Bm(Commf), Phg	Pahar Ganj	Closed By Site Engineer	25/01/2024 11:01	0.8	High
6407	20240125C10	25/01/2024 10:01	Softwares	Domain Password	Password reset	Kanti Nagar Complaint Centre	Krishna Nagar	Closed By Helpdesk	25/01/2024 10:01	0	High
6408	20240125C11	25/01/2024 10:01	Hardware	Printer	Printer installation HP600	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	25/01/2024 10:01	0.03	High
6409	20240125C12	25/01/2024 10:01	Hardware	Printer	PRINTER INSTALLATION HP3015	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	25/01/2024 10:01	0.01	High
6410	20240125C13	25/01/2024 11:01	Softwares	IBM Lotus Notes	Lotus quota warning issue	Commf Office Cbd-1i	Karkardooma	Closed By Site Engineer	25/01/2024 17:01	6.57	High
6411	20240125C14	25/01/2024 11:01	Softwares	Windows	For IT SAMPARK Training	Surajmal Vihar C & M Store	Karkardooma	Closed By Site Engineer	25/01/2024 11:01	0.44	High
6412	20240125C15	25/01/2024 11:01	Softwares	Windows	For IT SAMPARK Training Purpose.	Surajmal Vihar C & M Store	Karkardooma	Closed By Site Engineer	25/01/2024 11:01	0.41	High
6413	20240125C16	25/01/2024 11:01	Softwares	Windows	For IT Sam park Training.	Surajmal Vihar C & M Store	Karkardooma	Closed By Site Engineer	25/01/2024 11:01	0.38	High
6414	20240125C17	25/01/2024 11:01	Softwares	Windows	For IT Sam park Training.	Surajmal Vihar C & M Store	Karkardooma	Closed By Site Engineer	25/01/2024 11:01	0.37	High
6415	20240125C18	25/01/2024 11:01	Lan Support	RJ 45 Connector	Network issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	25/01/2024 14:01	3.42	High
6416	20240125C19	25/01/2024 11:01	Softwares	Windows	For IT Sam park Training.	Surajmal Vihar C & M Store	Karkardooma	Closed By Site Engineer	25/01/2024 11:01	0.35	High
6417	20240125C20	25/01/2024 11:01	Networking	Link Down	network issue	Pkt-C, Mvr Ph-I, Delhi	Mayur Vihar	Closed By Site Engineer	25/01/2024 14:01	3.56	High
6418	20240125C21	25/01/2024 11:01	Networking	Link Down	Network Drop S/S 8 MVR II assign Nilesh	Commf. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Hardware Team	29/01/2024 10:01	95.02	High

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
6419	20240125C22	25/01/2024 11:01	Softwares	SAP	change sap password	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Site Engineer	25/01/2024 14:01	3.53	High
6420	20240125C23	25/01/2024 11:01	Softwares	IBM Lotus Notes	ibm issue	13-Block,Trilokpuri,Delhi	Mayur Vihar	Closed By Site Engineer	25/01/2024 14:01	3.47	High
6421	20240125C24	25/01/2024 11:01	Networking	Link Down	Network is not detecting, Floor-3 - meeting room.	Ppg Indl. Area Grid (Ppg-2)	Laxmi Nagar	Closed By Hardware Team	25/01/2024 11:01	0.29	High
6422	20240125C25	25/01/2024 11:01	Hardware	All In One Desktop	PC & Phone Shifting another desk / 3C	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	25/01/2024 12:01	1.18	Medium
6423	20240125C26	25/01/2024 11:01	Lan Support	Lan Cable Extension	lan break	Ppg Indl. Area Grid (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	29/01/2024 14:01	99.13	High
6424	20240125C27	25/01/2024 11:01	Softwares	Domain Password	Password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	25/01/2024 11:01	0	High
6425	20240125C28	25/01/2024 11:01	Softwares	Antivirus	PC slow & hanging issue.	S/Stn. No. 13. Ppg (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	29/01/2024 14:01	98.97	Medium
6426	20240125C29	25/01/2024 11:01	Telecom	Telephone Cord	landline connectivity is not available	Comml Office Cbd-ii	Karkardooma	Closed By Site Engineer	31/01/2024 11:01	143.18	High
6427	20240125C30	25/01/2024 11:01	Hardware	Printer	Need to replace printer cartridge 55X / 2 floor Conference room	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	25/01/2024 12:01	0.74	High
6428	20240125C31	25/01/2024 12:01	Softwares	IBM Lotus Notes	Account Locked out of Lotus mail of Bypl Covid19helpdesk	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	25/01/2024 12:01	0.65	High
6429	20240125C32	25/01/2024 12:01	Hardware	Printer	Print fed issue.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	29/01/2024 14:01	98.73	High
6430	20240125C33	25/01/2024 12:01	Hardware	Printer	printer not working	C-7, Commercial Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Site Engineer	25/01/2024 14:01	2.8	High
6431	20240125C34	25/01/2024 12:01	Hardware	PC, CPU	cpu not booting up	Yr C7	Yamuna Vihar	Closed By Site Engineer	25/01/2024 14:01	2.76	High
6432	20240125C35	25/01/2024 12:01	Hardware	Printer	Printer is not working.	Training And Work Shop. (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	29/01/2024 14:01	98.54	High
6433	20240125C36	25/01/2024 12:01	Lan Support	Lan Cable Replacement	assign to lan team	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	30/01/2024 13:01	121.18	High
6434	20240125C37	25/01/2024 12:01	Networking	IP Conflict	user transfer 2 floor to ground floor ip changed and conflict	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	25/01/2024 13:01	1.05	High
6435	20240125C38	25/01/2024 12:01	Softwares	IBM Lotus Notes	Mail signature issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	25/01/2024 12:01	0	High
6436	20240125C39	25/01/2024 12:01	Hardware	PC, CPU	System and Network issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	25/01/2024 16:01	3.8	High
6437	20240125C40	25/01/2024 12:01	Hardware	Printer	printer installed Req 6472	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	25/01/2024 13:01	0.76	High
6438	20240125C41	25/01/2024 12:01	Hardware	Printer	printer install	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	25/01/2024 14:01	2.03	High
6439	20240125C42	25/01/2024 12:01	Telecom	Clip Max	PC shift another desk / 2C	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	25/01/2024 12:01	0.02	High
6440	20240125C43	25/01/2024 12:01	Hardware	Keyboard	keyboard install	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	25/01/2024 14:01	2.02	High
6441	20240125C44	25/01/2024 12:01	Hardware	Mouse	mouse install	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	25/01/2024 14:01	2.01	High
6442	20240125C45	25/01/2024 12:01	Networking	IP Conflict	ip address configure	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	25/01/2024 14:01	1.95	High
6443	20240125C46	25/01/2024 13:01	Softwares	IBM Lotus Notes	lotus archive creation ...	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	29/01/2024 12:01	95.64	High
6444	20240125C47	25/01/2024 13:01	Hardware	PC, CPU	women board faulty system serial number 4110170422 pls assign the spm	18-Block Geeta Colony, Delhi	Krishna Nagar	Closed By Hardware Team	01/02/2024 11:02	165.94	High
6445	20240125C48	25/01/2024 13:01	Softwares	IBM Lotus Notes	Mail not working	Aram Bagh Bm(Comml), Phg	Pahar Ganj	Closed By Site Engineer	25/01/2024 15:01	1.99	High
6446	20240125C49	25/01/2024 13:01	Hardware	PC, CPU	System Slow	Aram Bagh Bm(Comml), Phg	Pahar Ganj	Closed By Site Engineer	25/01/2024 15:01	1.98	High
6447	20240125C50	25/01/2024 14:01	Softwares	IBM Lotus Notes	Lotus mail updation issue.	Ppg Indl. Area Grid (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	29/01/2024 18:01	99.69	High
6448	20240125C51	25/01/2024 14:01	Telecom	Clip Max	Telephone shift another desk / 2C	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	25/01/2024 14:01	0.04	High
6449	20240125C52	25/01/2024 14:01	Softwares	IBM Lotus Notes	ibm issue	13-Block,Trilokpuri,Delhi	Mayur Vihar	Closed By Site Engineer	25/01/2024 15:01	1.22	High
6450	20240125C53	25/01/2024 14:01	Hardware	PC, CPU	speed issue	13-Block,Trilokpuri,Delhi	Mayur Vihar	Closed By Site Engineer	25/01/2024 15:01	1.21	High
6451	20240125C54	25/01/2024 14:01	Softwares	SAP	sap issue	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Site Engineer	25/01/2024 15:01	1.14	High
6452	20240125C55	25/01/2024 14:01	Hardware	Mouse	my mouse is not working properly.	S/Stn No. 7 O&M, (Ppg)	Laxmi Nagar	Closed By Hardware Team	19/02/2024 16:02	602.09	High
6453	20240125C56	25/01/2024 14:01	Hardware	PC, CPU	there is spark at back side of CPU and shut down	C-7, Commercial Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Site Engineer	05/02/2024 16:02	265.16	High
6454	20240125C57	25/01/2024 15:01	Softwares	IBM Lotus Notes	lotus not working	F-15/2, Krishna Nagar, Comml Office	Krishna Nagar	Closed By Site Engineer	29/01/2024 11:01	92.76	High
6455	20240125C58	25/01/2024 15:01	Hardware	Scanner	scanner not working	C-7, Commercial Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Site Engineer	30/01/2024 09:01	113.57	High
6456	20240125C59	25/01/2024 15:01	Hardware	Hard Disk	Need to replace hdd	S/Stn No 5 Enf-2 (Ppg)	Laxmi Nagar	Closed By Hardware Team	25/01/2024 17:01	1.75	High
6457	20240125C60	25/01/2024 15:01	Hardware	RAM	4 GB RAM required for smooth functioning	Jhilmil Division Gtr	Gt Road	Closed By Hardware Team	25/01/2024 17:01	1.73	Medium
6458	20240125C61	25/01/2024 15:01	Hardware	TFT	TFT faulty need to replace	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Hardware Team	25/01/2024 17:01	1.72	High
6459	20240125C62	25/01/2024 15:01	Hardware	Laptop Battery	Laptop battery faulty need to replace	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	25/01/2024 17:01	1.71	High
6460	20240125C63	25/01/2024 15:01	Telecom	Avaya Digital	telephone wire has been faulty 01141249290 pls assign the lan team	F-15/2, Krishna Nagar, Comml Office	Krishna Nagar	Closed By Lan Support Team	31/01/2024 09:01	137.41	High
6461	20240125C64	25/01/2024 16:01	Hardware	TFT	desktop data hide issue	13-Block,Trilokpuri,Delhi	Mayur Vihar	Closed By Site Engineer	25/01/2024 17:01	1.48	High
6462	20240125C65	25/01/2024 16:01	Hardware	TFT	desktop data hide issue	13-Block,Trilokpuri,Delhi	Mayur Vihar	Closed By Site Engineer	25/01/2024 17:01	1.48	High
6463	20240125C66	25/01/2024 16:01	Softwares	SAP	In SAP BSP Logging issue	Preet Vihar Grd (Civil, Protection & Mng Office)	Karkardooma	Closed By Helpdesk	25/01/2024 16:01	0	High
6464	20240125C67	25/01/2024 16:01	Softwares	Internet	To connect and join Video Conferencing	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	25/01/2024 16:01	0.52	High
6465	20240125C68	25/01/2024 16:01	Softwares	VPN	VPN Issue	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Helpdesk	25/01/2024 16:01	0	Medium
6466	20240125C69	25/01/2024 16:01	Hardware	Mouse	Wireless mouse required	Comml Office Cbd-ii	Karkardooma	Closed By Hardware Team	25/01/2024 17:01	1.04	High
6467	20240125C70	25/01/2024 16:01	Softwares	Internet	Correct IP reconfigure.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	25/01/2024 17:01	0.52	High
6468	20240125C71	25/01/2024 16:01	Softwares	Domain Password	Domain reset 25129 .	Complaint Center Sub-Stn. No. 4, Mig Housing Flat, Mayur Vihar Ph-ii, Delhi-110 096	Vasundra Enclave	Closed By Helpdesk	25/01/2024 17:01	0.51	High
6469	20240125C72	25/01/2024 16:01	Softwares	Internet	IP reconfigure.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	25/01/2024 17:01	0.5	High
6470	20240125C73	25/01/2024 16:01	Softwares	IBM Lotus Notes	Lotus password issue.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	25/01/2024 17:01	0.43	High
6471	20240125C74	25/01/2024 16:01	Softwares	OS	Desktop data are not showing.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	25/01/2024 17:01	0.41	Medium
6472	20240125C75	25/01/2024 16:01	Softwares	OS	Temp file remove.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	25/01/2024 17:01	0.4	Medium
6473	20240125C76	25/01/2024 16:01	Softwares	Domain Password	Reset of tripI023 .	A-Block, Preet Vihar (Lnr)	Laxmi Nagar	Closed By Helpdesk	25/01/2024 17:01	0.39	High
6474	20240125C77	25/01/2024 16:01	Softwares	Nitro PDF	Nitro pdf activation required	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	25/01/2024 17:01	0.74	High
6475	20240125C78	25/01/2024 16:01	Softwares	Domain Password	Reset of san1036 .	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Comml Office	Shankar Road	Closed By Helpdesk	25/01/2024 17:01	0.38	High
6476	20240125C79	25/01/2024 16:01	Softwares	Domain Password	Domain reset.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	25/01/2024 17:01	0.37	High
6477	20240125C80	25/01/2024 16:01	Softwares	Domain Password	Mail not responding.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	25/01/2024 17:01	0.34	High
6478	20240125C81	25/01/2024 16:01	Softwares	Domain Password	Domain reset of 05152476.	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Helpdesk	25/01/2024 17:01	0.3	High
6479	20240125C82	25/01/2024 16:01	Softwares	IBM Lotus Notes	Mail unresponsive.	Kasturba Nagar Complaint Centre	Karkardooma	Closed By Helpdesk	25/01/2024 17:01	0.29	High

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
6480	20240125C83	25/01/2024 16:01	Networking	Link Down	Network is not detecting.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	25/01/2024 17:01	0.28	High
6481	20240125C84	25/01/2024 16:01	Softwares	Domain Password	Domain reset.	Bm (Comm.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Helpdesk	25/01/2024 17:01	0.27	High
6482	20240125C85	25/01/2024 16:01	Softwares	Domain Password	Domain reset.	Samachar Aptt. Mayur Vihar Ph-I And II , Delhi	Mayur Vihar	Closed By Helpdesk	25/01/2024 17:01	0.27	High
6483	20240125C86	25/01/2024 16:01	Softwares	OS	Temp files remove.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	25/01/2024 17:01	0.26	Medium
6484	20240125C87	25/01/2024 16:01	Softwares	Domain Password	Domain reset.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	25/01/2024 17:01	0.25	High
6485	20240125C88	25/01/2024 16:01	Softwares	Domain Password	Reet of user as per engineer vikas.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	25/01/2024 17:01	0.23	High
6486	20240125C89	25/01/2024 16:01	Softwares	Domain Password	Domain reset.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	25/01/2024 17:01	0.23	High
6487	20240125C90	25/01/2024 16:01	Softwares	Domain Password	Domain reset.	Ppg Indl. Area Grid (Ppg-2)	Laxmi Nagar	Closed By Helpdesk	25/01/2024 17:01	0.22	High
6488	20240125C91	25/01/2024 16:01	Softwares	Domain Password	Reset of 41016585 .	18-Block, East Patel Nagar, New Delhi-110 005 Commf Office	Patel Nagar	Closed By Helpdesk	25/01/2024 17:01	0.21	High
6489	20240125C92	25/01/2024 16:01	Softwares	Domain Password	Domain reset.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	25/01/2024 17:01	0.2	High
6490	20240125C93	25/01/2024 17:01	Softwares	Internet	Data send to circle incharge.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	25/01/2024 17:01	0.19	High
6491	20240125C94	25/01/2024 17:01	Softwares	IBM Lotus Notes	Lotus pass reset.	Seelam Pur Complaint Centre, Delhi-53	Yamuna Vihar	Closed By Helpdesk	25/01/2024 17:01	0.17	High
6492	20240125C95	25/01/2024 17:01	Softwares	Internet	SAPSRM site is not accessible.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	25/01/2024 17:01	0.15	High
6493	20240125C96	25/01/2024 17:01	Softwares	Domain Password	Domain reset.	Cbd-li Grid, Kkd	Karkardooma	Closed By Helpdesk	25/01/2024 17:01	0.12	High
6494	20240125C97	25/01/2024 17:01	Softwares	IBM Lotus Notes	Webmail password reset.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	25/01/2024 17:01	0.08	High
6495	20240125C98	25/01/2024 17:01	Softwares	Domain Password	Domain reset.	Business Office, Karawal Nagar	Karawal Nagar	Closed By Helpdesk	25/01/2024 17:01	0.05	High
6496	20240125C99	25/01/2024 17:01	Softwares	Domain Password	Domain reset.	Business Office, Karawal Nagar	Karawal Nagar	Closed By Helpdesk	25/01/2024 17:01	0.03	High
6497	20240125C100	25/01/2024 17:01	Softwares	Domain Password	Reset of 41017653.	33kv Grid, Kamla Market Commf Office	Darya Ganj	Closed By Helpdesk	25/01/2024 17:01	0.02	High
6498	20240125C101	25/01/2024 17:01	Hardware	PC_CPU	MOTHER BOARD FAULTY SYSTEM SERIAL NUMBER-IN61704Q1 PLS ASSIGN THE ARPIT RASTOGI	18-Block Geeta Colony, Delhi	Krishna Nagar	Closed By Hardware Team	29/01/2024 11:01	90.32	High
6499	20240125C102	25/01/2024 17:01	Softwares	OS	Desktop data are not showing on 24/01/2024.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	25/01/2024 17:01	0	Medium
6500	20240125C103	25/01/2024 17:01	Softwares	Domain Password	Password reset	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Helpdesk	25/01/2024 17:01	0	High
6501	20240125C104	25/01/2024 17:01	Softwares	Internet	VPN request raised.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	25/01/2024 17:01	0	High
6502	20240127C1	27/01/2024 10:01	Softwares	IBM Lotus Notes	Lotus mail opening issue	Seelam Pur Complaint Centre, Delhi-53	Yamuna Vihar	Closed By Helpdesk	27/01/2024 10:01	0	High
6503	20240127C2	27/01/2024 11:01	Hardware	Printer	Printer installation	Jhilmil Division Gtr	Gt Road	Closed By Helpdesk	27/01/2024 11:01	0	High
6504	20240127C3	27/01/2024 11:01	Softwares	Domain Password	Domain password reset	Gandhi Market	Darya Ganj	Closed By Helpdesk	27/01/2024 11:01	0	High
6505	20240127C4	27/01/2024 12:01	Softwares	Domain Password	Domain password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	27/01/2024 12:01	0.01	High
6506	20240127C5	27/01/2024 15:01	Softwares	Domain Password	Domain password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	27/01/2024 15:01	0	High
6507	20240127C6	27/01/2024 15:01	Softwares	Domain Password	Domain password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	27/01/2024 15:01	0	High
6508	20240129C1	29/01/2024 09:01	Telecom	Clip Max	1st. floor B Block Lily meeting Exno. 7518 is not working	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	29/01/2024 09:01	0.02	High
6509	20240129C2	29/01/2024 09:01	Hardware	Printer	Printer not working in CMG (Central)	Divn. Office, (Lnr)	Laxmi Nagar	On Hold By Site Engineer			High
6510	20240129C3	29/01/2024 09:01	Hardware	Printer	printer is not working since last week please check and resolve	Divn. Office, (Lnr)	Laxmi Nagar	On Hold By Site Engineer			High
6511	20240129C4	29/01/2024 09:01	Softwares	SAP	SAP SHORTCUT IS NOT WORKING , PL CHECK	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	29/01/2024 12:01	2.86	High
6512	20240129C5	29/01/2024 10:01	Softwares	IBM Lotus Notes	lotus password forget , PI check	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	29/01/2024 12:01	2.62	High
6513	20240129C6	29/01/2024 10:01	Hardware	PC_CPU	PC is getting auto-shutdown.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	30/01/2024 11:01	25.07	High
6514	20240129C7	29/01/2024 10:01	Softwares	IBM Lotus Notes	Lotus mail opening issue	Preet Vihar Grid (Civil, Protection & Mmg Office)	Karkardooma	Closed By Helpdesk	29/01/2024 10:01	0.03	High
6515	20240129C8	29/01/2024 10:01	Hardware	PC_CPU	System slow issue	Preet Vihar Grid (Civil, Protection & Mmg Office)	Karkardooma	Closed By Helpdesk	29/01/2024 10:01	0.02	High
6516	20240129C9	29/01/2024 10:01	Softwares	Windows	Windows update	Preet Vihar Grid (Civil, Protection & Mmg Office)	Karkardooma	Closed By Helpdesk	29/01/2024 10:01	0.01	High
6517	20240129C10	29/01/2024 10:01	Softwares	Domain Password	password issue assign Nilesh	Pkt-C, Mvr Ph-I, Delhi	Mayur Vihar	Closed By Site Engineer	29/01/2024 15:01	5	High
6518	20240129C11	29/01/2024 10:01	Softwares	Ms-Office	WPS office installation	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Helpdesk	29/01/2024 10:01	0.02	High
6519	20240129C12	29/01/2024 10:01	Hardware	PC_CPU	System slow issue	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Helpdesk	29/01/2024 10:01	0	High
6520	20240129C13	29/01/2024 10:01	Softwares	IBM Lotus Notes	mail id not working	Vigilance Office Prasad Nagar	Patel Nagar	Closed By Site Engineer	29/01/2024 13:01	2.64	High
6521	20240129C14	29/01/2024 10:01	Hardware	Mouse	Mouse not working	Aram Bagh Bm(Commf), Phg	Pahar Ganj	Closed By Site Engineer	29/01/2024 11:01	0.25	High
6522	20240129C15	29/01/2024 10:01	Networking	Network Breaks	network not working	Aram Bagh Bm(Commf), Phg	Pahar Ganj	Closed By Site Engineer	29/01/2024 11:01	0.25	High
6523	20240129C16	29/01/2024 10:01	Hardware	PC_CPU	System shifting	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	29/01/2024 11:01	0.62	High
6524	20240129C17	29/01/2024 10:01	Softwares	Domain Password	Domain password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	29/01/2024 10:01	0	High
6525	20240129C18	29/01/2024 11:01	Softwares	Digi Portal	portal is not working	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	29/01/2024 12:01	1.84	Medium
6526	20240129C19	29/01/2024 11:01	Hardware	PC_CPU	Network issue (Last Row Eno. 9261)	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	29/01/2024 14:01	3.49	High
6527	20240129C20	29/01/2024 11:01	Softwares	Domain Password	password issue	O&M(D) Office, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Site Engineer	29/01/2024 15:01	4.4	High
6528	20240129C21	29/01/2024 11:01	Hardware	Printer	printer install	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	29/01/2024 14:01	3.17	High
6529	20240129C22	29/01/2024 11:01	Hardware	Keyboard	keyboard install	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	29/01/2024 14:01	3.16	High
6530	20240129C23	29/01/2024 11:01	Hardware	Mouse	mouse install	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	29/01/2024 14:01	3.15	High
6531	20240129C24	29/01/2024 11:01	Networking	IP Conflict	ip address install	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	29/01/2024 14:01	3.14	High
6532	20240129C25	29/01/2024 11:01	Hardware	Printer	Pinter is not connected to the PC	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Commf Office	Shankar Road	Closed By Site Engineer	29/01/2024 12:01	0.5	High
6533	20240129C26	29/01/2024 11:01	Softwares	SAP	Sap is not working	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Commf Office	Shankar Road	Closed By Site Engineer	29/01/2024 12:01	0.48	High

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
6534	20240129C27	29/01/2024 11:01	Softwares	Adobe Reader	pdf file is not open	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Comm1 Office	Shankar Road	Closed By Site Engineer	29/01/2024 12:01	0.46	Medium
6535	20240129C28	29/01/2024 11:01	Softwares	SAP	Sap is not working	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Comm1 Office	Shankar Road	Closed By Site Engineer	29/01/2024 12:01	0.44	High
6536	20240129C29	29/01/2024 11:01	Softwares	Ms-Office	rms office issue	Comm1. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	29/01/2024 15:01	3.65	High
6537	20240129C30	29/01/2024 12:01	Hardware	Scanner	Scanner is not working.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	29/01/2024 14:01	2.74	High
6538	20240129C31	29/01/2024 12:01	Softwares	IBM Lotus Notes	Mail configure	C Block Office, Dda Flats, Motia Khan, Dgm (O&M), Phg	Pahar Ganj	Closed By Site Engineer	29/01/2024 15:01	3.71	High
6539	20240129C32	29/01/2024 12:01	Hardware	PC CPU	System issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	29/01/2024 12:01	0	High
6540	20240129C33	29/01/2024 12:01	Hardware	Printer	printer not working	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	29/01/2024 18:01	5.76	High
6541	20240129C34	29/01/2024 12:01	Lan Support	Lan Cable Replacement	lan cable damage	Shahdara Store L-Block, Dilshad Garden	Gt Road	Closed By Lan Support Team	05/03/2024 15:03	866.83	High
6542	20240129C35	29/01/2024 12:01	Softwares	IBM Lotus Notes	Need to configure New Lotus file configure .	Preet Vihar Grid (Civil, Protection & Mmg Office)	Karkardooma	Closed By Site Engineer	29/01/2024 15:01	3.28	High
6543	20240129C36	29/01/2024 12:01	Softwares	IBM Lotus Notes	Lotus mail password does not matched.	Surajmal Vihar C & M Store	Karkardooma	Closed By Site Engineer	29/01/2024 15:01	3.26	High
6544	20240129C37	29/01/2024 12:01	Softwares	SAP	SAP P96 server configuration.	Preet Vihar Grid (Civil, Protection & Mmg Office)	Karkardooma	Closed By Site Engineer	29/01/2024 15:01	3.24	High
6545	20240129C38	29/01/2024 12:01	Softwares	Digi Portal	Pl add digi portal in web history...	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	29/01/2024 17:01	5.31	Medium
6546	20240129C39	29/01/2024 12:01	Softwares	ESS	ESS site not open .	Preet Vihar Grid (Civil, Protection & Mmg Office)	Karkardooma	Closed By Site Engineer	29/01/2024 15:01	3.22	Medium
6547	20240129C40	29/01/2024 12:01	Hardware	Scanner	Scanner issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	29/01/2024 12:01	0	High
6548	20240129C41	29/01/2024 12:01	Hardware	PC_CPU	pc booting issue ,	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	29/01/2024 18:01	5.5	High
6549	20240129C42	29/01/2024 12:01	Softwares	IBM Lotus Notes	lotus accounts locked	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	29/01/2024 18:01	5.48	High
6550	20240129C43	29/01/2024 12:01	Hardware	Printer	Paper Jam in printer / CVZ ground floor	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	29/01/2024 14:01	1.88	High
6551	20240129C44	29/01/2024 12:01	Softwares	IBM Lotus Notes	Lotus mail not working	Jama Masjid, Complaint Center	Darya Ganj	Closed By Site Engineer	30/01/2024 12:01	23.89	High
6552	20240129C45	29/01/2024 12:01	Softwares	Adobe Reader	abode not working	Jama Masjid, Complaint Center	Darya Ganj	Closed By Site Engineer	30/01/2024 12:01	23.88	Medium
6553	20240129C46	29/01/2024 12:01	Softwares	IBM Lotus Notes	Lotus mail password issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	29/01/2024 12:01	0.01	High
6554	20240129C47	29/01/2024 12:01	Softwares	ESS	ESS is not opening	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	29/01/2024 12:01	0.01	Medium
6555	20240129C48	29/01/2024 12:01	Hardware	Printer	Printer issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	29/01/2024 14:01	1.82	High
6556	20240129C49	29/01/2024 12:01	Hardware	Printer	Printer installation	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	29/01/2024 12:01	0.01	High
6557	20240129C50	29/01/2024 12:01	Softwares	Browser	BSES Link is not working.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	29/01/2024 17:01	4.51	Medium
6558	20240129C51	29/01/2024 12:01	Hardware	Keyboard	YKBOARD faulty PC Sr No PGBH434 call assign to Mr Arpit	Business Office, Karawal Nagar	Karawal Nagar	Closed By Hardware Team	29/01/2024 16:01	3.56	High
6559	20240129C52	29/01/2024 12:01	Hardware	TFT	VGA Cable faulty PC Sr. No PGBH434	Business Office, Karawal Nagar	Karawal Nagar	Closed By Hardware Team	29/01/2024 16:01	3.53	High
6560	20240129C53	29/01/2024 13:01	Softwares	IBM Lotus Notes	Lotus Notes login issue.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	29/01/2024 17:01	4.2	High
6561	20240129C54	29/01/2024 13:01	Hardware	Printer	Printer is not working , PI connect the printer .	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	29/01/2024 17:01	3.86	High
6562	20240129C55	29/01/2024 14:01	Softwares	IBM Lotus Notes	mail password forget , Please reset id password	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	29/01/2024 17:01	3.71	High
6563	20240129C56	29/01/2024 14:01	Hardware	PC CPU	token machine not working	F-15/2, Krishna Nagar, Comm1 Office	Krishna Nagar	Closed By Site Engineer	29/01/2024 16:01	1.87	High
6564	20240129C57	29/01/2024 14:01	Hardware	PC CPU	token machine not working	F-15/2, Krishna Nagar, Comm1 Office	Krishna Nagar	Closed By Site Engineer	29/01/2024 16:01	1.85	High
6565	20240129C58	29/01/2024 14:01	Hardware	PC CPU	printer not working	F-15/2, Krishna Nagar, Comm1 Office	Krishna Nagar	Closed By Site Engineer	29/01/2024 16:01	1.82	High
6566	20240129C59	29/01/2024 14:01	Hardware	PC CPU	token machine not working	F-15/2, Krishna Nagar, Comm1 Office	Krishna Nagar	Closed By Site Engineer	29/01/2024 16:01	1.83	High
6567	20240129C60	29/01/2024 14:01	Hardware	PC CPU	token machine not working	F-15/2, Krishna Nagar, Comm1 Office	Krishna Nagar	Closed By Site Engineer	29/01/2024 16:01	1.81	High
6568	20240129C61	29/01/2024 14:01	Hardware	Printer	printer not working	F-15/2, Krishna Nagar, Comm1 Office	Krishna Nagar	Closed By Site Engineer	29/01/2024 16:01	1.78	High
6569	20240129C62	29/01/2024 14:01	Hardware	Printer	printer not working	F-15/2, Krishna Nagar, Comm1 Office	Krishna Nagar	Closed By Site Engineer	29/01/2024 16:01	1.77	High
6570	20240129C63	29/01/2024 14:01	Hardware	Printer	CVZ printer offline.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	29/01/2024 14:01	0.02	High
6571	20240129C64	29/01/2024 14:01	Hardware	Mouse	system serial no--G3FRH32 mouse not working right click issue in mouse pls assign arpit rastogi	F-15/2, Krishna Nagar, Comm1 Office	Krishna Nagar	Closed By Hardware Team	13/02/2024 11:02	356.77	High
6572	20240129C65	29/01/2024 14:01	Hardware	Keyboard	system serial no--9N73N62 q.m.t and other key not working pls assign the arpit rastogi	F-15/2, Krishna Nagar, Comm1 Office	Krishna Nagar	Closed By Hardware Team	13/02/2024 11:02	356.47	High
6573	20240129C66	29/01/2024 14:01	Lan Support	Lan Cable Replacement	network issue and lan team will take this call.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	30/01/2024 09:01	18.99	High
6574	20240129C67	29/01/2024 14:01	Hardware	Keyboard	keyboard not working + back key not working + Ctrl+esc pls assign arpit rastogi	F-15/2, Krishna Nagar, Comm1 Office	Krishna Nagar	Closed By Hardware Team	13/02/2024 11:02	356.35	High
6575	20240129C68	29/01/2024 14:01	Lan Support	Lan Cable Extension	LAN Cable faulty at CHD please assign the call to LAN support for necessary action...	Business Office, Karawal Nagar	Karawal Nagar	Closed By Lan Support Team	02/02/2024 09:02	90.5	High
6576	20240129C69	29/01/2024 15:01	Softwares	VPN	In VPN Lotus mail is not working	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	29/01/2024 15:01	0	Medium
6577	20240129C70	29/01/2024 15:01	Softwares	IBM Lotus Notes	MAIL SEND RECEIVED ISSUE	Aram Bagh Bm(Comm1), Phg	Pahar Ganj	Closed By Site Engineer	30/01/2024 09:01	18.26	High
6578	20240129C71	29/01/2024 15:01	Hardware	PC_CPU	install windows assign Nilesh	Bm (Comm1) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	30/01/2024 13:01	21.51	High
6579	20240129C72	29/01/2024 15:01	Hardware	PC_CPU	install all software assign Nilesh	Bm (Comm1) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	30/01/2024 13:01	21.5	High
6580	20240129C73	29/01/2024 15:01	Softwares	Browser	browser not working assign Nilesh	Comm1. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	29/01/2024 17:01	2	Medium
6581	20240129C74	29/01/2024 15:01	Softwares	IBM Lotus Notes	ibm mail password issue	O&M(D) Office, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Site Engineer	29/01/2024 17:01	1.97	High
6582	20240129C75	29/01/2024 15:01	Softwares	IBM Lotus Notes	Lotus mail password issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	29/01/2024 15:01	0	High
6583	20240129C76	29/01/2024 15:01	Softwares	IBM Lotus Notes	Lotus mail issue of Omkar M Singh	Training And Work Shop, (Ppg-2)	Laxmi Nagar	Closed By Helpdesk	29/01/2024 15:01	0.02	High
6584	20240129C77	29/01/2024 15:01	Hardware	PC CPU	System slow issue of Omkar M Singh	Training And Work Shop, (Ppg-2)	Laxmi Nagar	Closed By Helpdesk	29/01/2024 15:01	0	High
6585	20240129C78	29/01/2024 15:01	Hardware	PC CPU	System issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	30/01/2024 11:01	19.57	High
6586	20240129C79	29/01/2024 15:01	Networking	Link Down	Network issue.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	29/01/2024 17:01	1.42	High
6587	20240129C80	29/01/2024 16:01	Hardware	Laptop	Laptop not booting ( Ganga Sagar )	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	29/01/2024 17:01	1.74	High
6588	20240129C81	29/01/2024 16:01	Softwares	Windows	Software installation & data restoration ( Ganga Sagar )	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	29/01/2024 17:01	1.73	High
6589	20240129C82	29/01/2024 16:01	Hardware	TFT	TFT faulty	C-8, Store O&M Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Hardware Team	29/01/2024 17:01	1.72	High
6590	20240129C83	29/01/2024 16:01	Hardware	PC CPU	System is not working (Last Row - 7773)	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	01/02/2024 11:02	67.19	High
6591	20240129C84	29/01/2024 16:01	Softwares	Browser	browser issue	Comm1. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	30/01/2024 14:01	22.34	Medium



S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
6592	20240129C85	29/01/2024 16:01	Softwares	Domain Password	domain password is expired.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	29/01/2024 17:01	0.68	High
6593	20240129C86	29/01/2024 16:01	Softwares	Antivirus	antivirus issue.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	29/01/2024 17:01	0.73	Medium
6594	20240129C87	29/01/2024 16:01	Softwares	Adobe Reader	adobe issue.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	29/01/2024 17:01	0.74	Medium
6595	20240129C88	29/01/2024 16:01	Hardware	Printer	printing issue.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	29/01/2024 17:01	0.64	High
6596	20240129C89	29/01/2024 16:01	Softwares	IBM Lotus Notes	lotus issue..	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	29/01/2024 17:01	0.7	High
6597	20240129C90	29/01/2024 16:01	Hardware	Printer	paper jam in printer.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	29/01/2024 17:01	0.55	High
6598	20240129C91	29/01/2024 16:01	Softwares	Adobe Reader	adobe issue.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	29/01/2024 17:01	0.62	Medium
6599	20240129C92	29/01/2024 16:01	Hardware	Printer	paper jam in printer.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	29/01/2024 17:01	0.51	High
6600	20240129C93	29/01/2024 16:01	Softwares	Domain Password	desktop password is expired.	33 Kv Grid, G.T.Road Comm'l Bldg	Gt Road	Closed By Site Engineer	29/01/2024 17:01	0.52	High
6601	20240129C94	29/01/2024 16:01	Softwares	IBM Lotus Notes	mail id is not working.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	29/01/2024 17:01	0.6	High
6602	20240129C95	29/01/2024 16:01	Hardware	Printer	paper jam in printer.	O & M Office B-Block, Dilshad Garden, Delhi	Gt Road	Closed By Site Engineer	29/01/2024 17:01	0.57	High
6603	20240129C96	29/01/2024 16:01	Softwares	IBM Lotus Notes	Error while opening	Dgmn (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	30/01/2024 16:01	23.84	High
6604	20240129C97	29/01/2024 16:01	Softwares	Ms-Office	excel issue.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	29/01/2024 17:01	0.58	High
6605	20240129C98	29/01/2024 16:01	Softwares	SAP	SAP P92 is not working	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	29/01/2024 17:01	0.59	High
6606	20240129C99	29/01/2024 16:01	Hardware	Printer	PAPER JAM IN PRINTER.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	29/01/2024 17:01	0.52	High
6607	20240129C100	29/01/2024 16:01	Hardware	Printer	PRINTER IS FAULTY.	33 Kv Grid, G.T.Road Comm'l Bldg	Gt Road	Closed By Site Engineer	29/01/2024 17:01	0.41	High
6608	20240129C101	29/01/2024 16:01	Softwares	IBM Lotus Notes	ibm issue	Comm'l. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Site Engineer	30/01/2024 14:01	21.72	High
6609	20240129C102	29/01/2024 16:01	Softwares	Domain Password	DESKTOP PASSWORD ISUUE.	Dwarka Puri Grid	Gt Road	Closed By Site Engineer	29/01/2024 17:01	0.42	High
6610	20240129C103	29/01/2024 16:01	Softwares	Antivirus	ANTIVIRUS ISSUE.	33 Kv Grid, G.T.Road Comm'l Bldg	Gt Road	Closed By Site Engineer	29/01/2024 17:01	0.47	Medium
6611	20240129C104	29/01/2024 16:01	Hardware	Mouse	MOUSE ISSUE.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	29/01/2024 17:01	0.51	High
6612	20240129C105	29/01/2024 16:01	Hardware	Printer	LIGHT PRINT ISSUE.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	29/01/2024 17:01	0.45	High
6613	20240129C106	29/01/2024 16:01	Softwares	IBM Lotus Notes	ARCHIVE ISSUE.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	29/01/2024 17:01	0.43	High
6614	20240129C107	29/01/2024 16:01	Softwares	IBM Lotus Notes	ID PASSWORD IS EXPIRED.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	29/01/2024 17:01	0.41	High
6615	20240129C108	29/01/2024 16:01	Softwares	IBM Lotus Notes	MAIL ID LOCKED OUT ISSUE.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	29/01/2024 17:01	0.4	High
6616	20240129C109	29/01/2024 16:01	Softwares	Domain Password	DOMAIN PASSWORD IS NOT WORKING.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	29/01/2024 17:01	0.37	High
6617	20240129C110	29/01/2024 16:01	Hardware	Printer	PRINTING ISSUE.	33 Kv Grid, G.T.Road Comm'l Bldg	Gt Road	Closed By Site Engineer	29/01/2024 17:01	0.34	High
6618	20240129C111	29/01/2024 16:01	Softwares	IBM Lotus Notes	LOTUS ID IS LOCKED OUT.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	29/01/2024 17:01	0.37	High
6619	20240129C112	29/01/2024 16:01	Hardware	RAM	CPU is not booting.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	29/01/2024 17:01	0.45	Medium
6620	20240129C113	29/01/2024 17:01	Hardware	Printer	printer page blockage issue	Comm'l. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Site Engineer	30/01/2024 14:01	21.58	High
6621	20240129C114	29/01/2024 17:01	Softwares	Domain Password	Domain reset.	Mulla Colony Scrap Store, Near Gajipur Police Station	Vasundra Enclave	Closed By Helpdesk	29/01/2024 17:01	0.37	High
6622	20240129C115	29/01/2024 17:01	Softwares	Ms-Office	Excel file open issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	29/01/2024 17:01	0	High
6623	20240129C116	29/01/2024 17:01	Softwares	Domain Password	Domain reset as pr Nitesh.	S/Stn No 7, O&M, (Ppg)	Laxmi Nagar	Closed By Helpdesk	29/01/2024 17:01	0.34	High
6624	20240129C117	29/01/2024 17:01	Hardware	PC CPU	System setup by me itself.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	29/01/2024 17:01	0.32	High
6625	20240129C118	29/01/2024 17:01	Softwares	VPN	VPN settings reset.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	29/01/2024 17:01	0.3	Medium
6626	20240129C119	29/01/2024 17:01	Softwares	IBM Lotus Notes	Lotus archive remap.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	29/01/2024 17:01	0.29	High
6627	20240129C120	29/01/2024 17:01	Softwares	OS	System performance is slow.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	29/01/2024 17:01	0.28	Medium
6628	20240129C121	29/01/2024 17:01	Softwares	OS	Domain password reset as per the discussion between Mrs. rekha dubey & site engineer.	Bm (Comm'l.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Helpdesk	29/01/2024 17:01	0.23	Medium
6629	20240129C122	29/01/2024 17:01	Softwares	Domain Password	Password issue of Rakesh Sir	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	29/01/2024 17:01	0.01	High
6630	20240129C123	29/01/2024 17:01	Softwares	VPN	VPN connectivity failed.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	29/01/2024 17:01	0.22	Medium
6631	20240129C124	29/01/2024 17:01	Softwares	Domain Password	Domain reset.	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Helpdesk	29/01/2024 17:01	0.21	High
6632	20240129C125	29/01/2024 17:01	Softwares	MSB	MSB access failure.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	29/01/2024 17:01	0.2	Medium
6633	20240129C126	29/01/2024 17:01	Softwares	Domain Password	Domain reset.	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Helpdesk	29/01/2024 17:01	0.18	High
6634	20240129C127	29/01/2024 17:01	Hardware	Printer	Printing issue due to offline.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	29/01/2024 17:01	0.16	High
6635	20240129C128	29/01/2024 17:01	Softwares	Domain Password	Domain reset.	Bm (Comm'l.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Helpdesk	29/01/2024 17:01	0.15	High
6636	20240129C129	29/01/2024 17:01	Softwares	IBM Lotus Notes	Lotus archive issue.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	29/01/2024 17:01	0.14	High
6637	20240129C130	29/01/2024 17:01	Softwares	Internet	Sites access issue in a chrome.	Comm'l Office Cbd-11i	Karkardooma	Closed By Helpdesk	29/01/2024 17:01	0.13	High
6638	20240129C131	29/01/2024 17:01	Softwares	Domain Password	Domain reset.	Gandhi Market	Darya Ganj	Closed By Helpdesk	29/01/2024 17:01	0.12	High
6639	20240129C132	29/01/2024 17:01	Softwares	Domain Password	Domain reset.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	29/01/2024 17:01	0.11	High
6640	20240129C133	29/01/2024 17:01	Softwares	OS	Windows updation.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	29/01/2024 17:01	0.08	Medium
6641	20240129C134	29/01/2024 17:01	Softwares	OS	Domain A/C reset.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	29/01/2024 17:01	0.04	Medium
6642	20240129C135	29/01/2024 17:01	Softwares	IBM Lotus Notes	Lotus patch updation.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	29/01/2024 17:01	0.01	High
6643	20240129C136	29/01/2024 18:01	Hardware	Mouse	mouse not working left click issue (10044-3004207) kindly assign call to m...	Comm'l Office Cbd-11i	Karkardooma	Closed By Hardware Team	30/01/2024 14:01	19.73	High
6644	20240130C1	30/01/2024 08:01	Hardware	IP Camera	SURAJMAL VIHAR GATE-1 CCTV NOT WORKING	Surajmal Vihar C & M Store	Karkardooma	Closed By Lan Support Team	31/01/2024 09:01	24.89	High
6645	20240130C2	30/01/2024 08:01	Hardware	IP Camera	CC B-BLK LNR CCTV NOT WORKING	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Lan Support Team	31/01/2024 09:01	24.81	High
6646	20240130C3	30/01/2024 08:01	Hardware	IP Camera	CC SAINI ENCLAVE CCTV NOT WORKING	Saini Enclave Complaint Centre	Karkardooma	Closed By Lan Support Team	02/02/2024 09:02	72.81	High
6647	20240130C4	30/01/2024 08:01	Hardware	IP Camera	CC ST-13 MADHU VIHAR CCTV NOT WORKING	S/Stn. No. 13, Ppg (Ppg-2)	Laxmi Nagar	Closed By Lan Support Team	31/01/2024 09:01	24.78	High
6648	20240130C5	30/01/2024 08:01	Hardware	IP Camera	CC YVR C-12 CCTV NOT WORKING	C-12, Complain Centre Ghonda, Yamuna Vihar Delhi-53	Yamuna Vihar	Closed By Lan Support Team	31/01/2024 09:01	24.76	High
6649	20240130C6	30/01/2024 08:01	Hardware	IP Camera	H/C CBD-2 GENSET CCTV NOT WORKING	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	31/01/2024 09:01	24.74	High

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
6650	20240130C7	30/01/2024 08:01	Hardware	IP Camera	MVR-1 O&M CCTV NOT WORKING	O&M(D) Office, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Lan Support Team	01/02/2024 09:02	48.83	High
6651	20240130C8	30/01/2024 08:01	Hardware	IP Camera	O&M SRD GATE CCTV NOT WORKING	Rajendra Place R Block	Shankar Road	Closed By Lan Support Team	02/02/2024 09:02	72.7	High
6652	20240130C9	30/01/2024 10:01	Hardware	Printer	printer paper not pick up issue 2B	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	30/01/2024 11:01	0.88	High
6653	20240130C10	30/01/2024 10:01	Lan Support	Lan Cable Replacement	LAN CABLE FAULTY	Kanti Nagar Complaint Centre	Krishna Nagar	Closed By Lan Support Team	01/02/2024 09:02	46.73	High
6654	20240130C11	30/01/2024 10:01	Hardware	Mouse	mouse is not working properly please resolve this problem as soon as possible	5-Block,Trilok Puri Dispensary, Delhi	Mayur Vihar	Closed By Site Engineer	30/01/2024 14:01	3.64	High
6655	20240130C12	30/01/2024 10:01	Hardware	Keyboard	Keyboard is not working properly.	5-Block, Trilok Puri Dispensary, Delhi	Mayur Vihar	Closed By Site Engineer	30/01/2024 14:01	3.62	High
6656	20240130C13	30/01/2024 11:01	Telecom	Clip Max	No display in telephone screen - only ring is performing.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	31/01/2024 11:01	24.09	High
6657	20240130C14	30/01/2024 11:01	Softwares	Internet	gmsmsitenotworking	Commf Office Cbd-ii	Karkardooma	Closed By Site Engineer	30/01/2024 14:01	3.61	High
6658	20240130C15	30/01/2024 11:01	Softwares	MSB	MSB link not open	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/01/2024 11:01	0	Medium
6659	20240130C16	30/01/2024 11:01	Softwares	MSB	MSB link not open Arnil Sharma	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/01/2024 11:01	0	Medium
6660	20240130C17	30/01/2024 11:01	Hardware	Printer	Printer Cartridge need to be change / 2B Cabin	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	30/01/2024 11:01	0.23	High
6661	20240130C18	30/01/2024 11:01	Softwares	SAP	FOR INSTALLATION OF SAP 92	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	30/01/2024 16:01	5.35	High
6662	20240130C19	30/01/2024 11:01	Softwares	Domain Password	Password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/01/2024 11:01	0	High
6663	20240130C20	30/01/2024 11:01	Softwares	Domain Password	Password reset of Rajender Mathpal	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/01/2024 11:01	0	High
6664	20240130C21	30/01/2024 11:01	Hardware	PC_CPU	network issue	Bm (Commf.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	31/01/2024 16:01	28.99	High
6665	20240130C22	30/01/2024 11:01	Hardware	Mouse	mOUSE LEFT RIGHT CLICK NOT WORKING CHECKED (3597 s/n-PGH0280)SO KINDLY ASSIGN CALL TO MR. ARPIT	Commf Office Cbd-ii	Karkardooma	Closed By Hardware Team	30/01/2024 14:01	2.45	High
6666	20240130C23	30/01/2024 11:01	Networking	Link Down	GF Attendance machine network issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	30/01/2024 13:01	1.76	High
6667	20240130C24	30/01/2024 11:01	Softwares	SAP	sappasswordforgot	Commf Office Cbd-ii	Karkardooma	Closed By Site Engineer	30/01/2024 14:01	2.92	High
6668	20240130C25	30/01/2024 12:01	Hardware	PC_CPU	hard disk detection problem	O&M(D) Office, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Hardware Team	13/02/2024 11:02	335.28	High
6669	20240130C26	30/01/2024 12:01	Hardware	Mouse	Mouse not working	Minto Road	Darya Ganj	Closed By Hardware Team	20/02/2024 12:02	504.68	High
6670	20240130C27	30/01/2024 12:01	Softwares	SAP	BSP login issue	Aram Bagh Bm(Commf), Phg	Pahar Ganj	Closed By Site Engineer	30/01/2024 12:01	0.47	High
6671	20240130C28	30/01/2024 12:01	Hardware	Printer	Printer install	Aram Bagh Bm(Commf), Phg	Pahar Ganj	Closed By Site Engineer	30/01/2024 12:01	0.46	High
6672	20240130C29	30/01/2024 12:01	General Calls	Presentation / VC	Projector screen flickering / marigold	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	30/01/2024 13:01	1.54	High
6673	20240130C30	30/01/2024 12:01	Softwares	Internet	To fill up IT requisition form for Internet	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/01/2024 12:01	0.02	High
6674	20240130C31	30/01/2024 12:01	Softwares	SAP	In SAP, analyzer issue with Excell	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/01/2024 12:01	0.01	High
6675	20240130C32	30/01/2024 12:01	Hardware	Scanner	SCANNER NOT WORKING OR USB PORT NOT WORKING	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	30/01/2024 18:01	5.91	High
6676	20240130C33	30/01/2024 13:01	Hardware	PC_CPU	power on issue	Bm (Commf.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	30/01/2024 16:01	3.59	High
6677	20240130C34	30/01/2024 13:01	Softwares	SAP	sap not working	Bm (Commf.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	30/01/2024 16:01	3.57	High
6678	20240130C35	30/01/2024 13:01	Softwares	IBM Lotus Notes	mail not working	Bm (Commf.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	30/01/2024 16:01	3.5	High
6679	20240130C36	30/01/2024 13:01	Hardware	Printer	printer not working	Bm (Commf.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	30/01/2024 16:01	3.48	High
6680	20240130C37	30/01/2024 13:01	Hardware	PC_CPU	USB port not working	33kv Grid, Kamla Market Commf Office	Darya Ganj	Closed By Site Engineer	30/01/2024 15:01	2.39	High
6681	20240130C38	30/01/2024 13:01	Lan Support	Lan Cable Replacement	LAN CABLE FAULTY .PLS ASSIGN THE LAN TEAM	Kanti Nagar Complaint Centre	Krishna Nagar	Closed By Lan Support Team	31/01/2024 09:01	19.66	High
6682	20240130C39	30/01/2024 13:01	Softwares	Domain Password	Password reset	Cbd-ii Grid, Kkd	Karkardooma	Closed By Helpdesk	30/01/2024 13:01	0	High
6683	20240130C40	30/01/2024 14:01	Hardware	Printer	Printer is not working from lower paper tray.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	31/01/2024 13:01	23.04	High
6684	20240130C41	30/01/2024 14:01	Hardware	Printer	printer not working	Aram Bagh Bm(Commf), Phg	Pahar Ganj	Closed By Site Engineer	30/01/2024 15:01	1.02	High
6685	20240130C42	30/01/2024 14:01	Softwares	SAP	p-92 not working	Aram Bagh Bm(Commf), Phg	Pahar Ganj	Closed By Site Engineer	30/01/2024 15:01	1	High
6686	20240130C43	30/01/2024 14:01	Hardware	Mouse	mouse faulty assign Nilesh	5-Block,Trilok Puri Dispensary, Delhi	Mayur Vihar	Closed By Site Engineer	30/01/2024 15:01	0.9	High
6687	20240130C44	30/01/2024 14:01	Hardware	Keyboard	numeric keys are not working in keyboard pl assign to arpit. s/n: CG1RH32	Bm (Commf.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Hardware Team	02/02/2024 16:02	74.02	High
6688	20240130C45	30/01/2024 14:01	Network Hardware	Rack Server	visit chilla grid for grid report	Commf. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	30/01/2024 15:01	0.83	High
6689	20240130C46	30/01/2024 14:01	Network Hardware	Rack Server	visit khichripur grid for grid report	Commf. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	30/01/2024 15:01	0.82	High
6690	20240130C47	30/01/2024 14:01	Network Hardware	Rack Server	visit samsapur grid for grid report	Commf. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	30/01/2024 15:01	0.79	High
6691	20240130C48	30/01/2024 14:01	Hardware	Printer	printer page blockage issue assign Nilesh	O&M(D) Office, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Site Engineer	30/01/2024 15:01	0.75	High
6692	20240130C49	30/01/2024 14:01	Softwares	IBM Lotus Notes	Lotus mail account is locked out	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/01/2024 14:01	0	High
6693	20240130C50	30/01/2024 14:01	Softwares	IBM Lotus Notes	Lotus mail password issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/01/2024 14:01	0	High
6694	20240130C51	30/01/2024 14:01	Softwares	IBM Lotus Notes	Lotus mail not opening	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/01/2024 14:01	0	High
6695	20240130C52	30/01/2024 14:01	Networking	Network Breaks	Due to Net work problem in PPG ENF-II SAP, Lotus and NAS problem server are from Nehru Place pls assign to Network Team	A-Block, Preet Vihar (Lnr)	Laxmi Nagar	Assign			High
6696	20240130C53	30/01/2024 14:01	Softwares	IBM Lotus Notes	lotus not working	S/Stn No 5 Enf-2 (Ppg)	Laxmi Nagar	Closed By Site Engineer	30/01/2024 15:01	0.61	High
6697	20240130C54	30/01/2024 14:01	Softwares	IBM Lotus Notes	ibm mail issue	13-Block,Trilokpuri,Delhi	Mayur Vihar	Closed By Site Engineer	30/01/2024 15:01	0.57	High
6698	20240130C55	30/01/2024 14:01	Softwares	SAP	sap problem not working	S/Stn No 5 Enf-2 (Ppg)	Laxmi Nagar	Closed By Site Engineer	30/01/2024 15:01	0.55	High
6699	20240130C56	30/01/2024 14:01	Softwares	Browser	dtm login issue assign Nilesh	13-Block,Trilokpuri,Delhi	Mayur Vihar	Closed By Site Engineer	30/01/2024 15:01	0.49	Medium
6700	20240130C57	30/01/2024 14:01	Softwares	IBM Lotus Notes	mail id not working	18-Block, East Patel Nagar, New Delhi-110 005 Commf Office	Patel Nagar	Closed By Site Engineer	31/01/2024 16:01	26	High
6701	20240130C58	30/01/2024 14:01	Softwares	IBM Lotus Notes	mail not working properly	S/Stn No 5 Enf-2 (Ppg)	Laxmi Nagar	Closed By Site Engineer	30/01/2024 15:01	0.47	High
6702	20240130C59	30/01/2024 14:01	Softwares	SAP	sap problem	S/Stn No 5 Enf-2 (Ppg)	Laxmi Nagar	Closed By Site Engineer	30/01/2024 15:01	0.42	High
6703	20240130C60	30/01/2024 14:01	Softwares	Windows	windows problem	18-Block, East Patel Nagar, New Delhi-110 005 Commf Office	Patel Nagar	Closed By Site Engineer	31/01/2024 16:01	25.97	High
6704	20240130C61	30/01/2024 14:01	Hardware	Printer	printer not working	18-Block, East Patel Nagar, New Delhi-110 005 Commf Office	Patel Nagar	Closed By Site Engineer	31/01/2024 16:01	25.96	High

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
6705	20240130C62	30/01/2024 15:01	Lan Support	Lan Cable Replacement	One LAN cable is faulty. need LAN team at GTR commercial OFFICE. REQUIRED ONE IO AND 2 RJ45 CONNECTOR.	Jhilmil Division Gtr	Gt Road	Closed By Lan Support Team	01/02/2024 09:02	42.17	High
6706	20240130C63	30/01/2024 15:01	Softwares	GIS	GIS not working	Aram Bagh Brn(Comm), Phg	Pahar Ganj	Closed By Site Engineer	30/01/2024 17:01	1.84	Medium
6707	20240130C64	30/01/2024 15:01	Hardware	Keyboard	Keyboard some few keys not working. P,I,S L faulty keys. Kindly need to replace on urgent basis. Kindly assign the Call to Arpit for the same.	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Hardware Team	31/01/2024 12:01	20.59	High
6708	20240130C65	30/01/2024 15:01	Softwares	Admin Helpdesk	Admin link creation	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	30/01/2024 17:01	2.19	Medium
6709	20240130C66	30/01/2024 15:01	Softwares	SAP	Please configure sap login	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	30/01/2024 17:01	2.18	High
6710	20240130C67	30/01/2024 15:01	Softwares	Digi Portal	sewa Kendra login creation	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	30/01/2024 17:01	2.17	Medium
6711	20240130C68	30/01/2024 15:01	Hardware	Mouse	Mouse Not working Properly (when we Click On File to Open then Automatic Show Right Click Option And Left Click Button Of Mouse Not Working Properly ) MY PREVIOUS COMPLAINT NOS 20240112C80 HAS BEEN CLOSED WITH REMARKS RESOLVED, WHILE WE HAVE NOT FOUND ANY MOUSE SO YOU ARE REQUESTED TO PLZ ARRANGE TO RESOLVE MY PROBLEM DUE TO IMPROPER WORKING OF MOUSE SEVERAL OFFICE WORK HAS BEEN SUFFER	Dgm (O&M) Office, Sub-Str. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Hardware Team	01/02/2024 11:02	43.78	High
6712	20240130C69	30/01/2024 15:01	Softwares	IBM Lotus Notes	mail password is not working , Please arrange to reset the same.	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	30/01/2024 17:01	2.13	High
6713	20240130C70	30/01/2024 15:01	Hardware	PC CPU	PC LAN CARD FAULTY , PLEASE ASSIGN THE ARCHIT KASTOGB FOR REPAIRING	Kanti Nagar Complaint Centre	Krishna Nagar	Closed By Hardware Team	02/02/2024 14:02	70.33	High
6714	20240130C71	30/01/2024 16:01	Softwares	IBM Lotus Notes	ibm issue	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	30/01/2024 17:01	1.72	High
6715	20240130C72	30/01/2024 16:01	Hardware	Printer	PI replace tonner	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	30/01/2024 17:01	1.65	High
6716	20240130C73	30/01/2024 16:01	Softwares	Ms-Office	ms office not working	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	30/01/2024 17:01	1.4	High
6717	20240130C74	30/01/2024 16:01	Hardware	Mouse	MOUSE FAULTY	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Hardware Team	20/02/2024 12:02	500.23	High
6718	20240130C75	30/01/2024 16:01	Softwares	IBM Lotus Notes	PI configuration mail id ..	Guru Angad Nagar Grid (Lnr)	Laxmi Nagar	Closed By Site Engineer	30/01/2024 17:01	1.24	High
6719	20240130C76	30/01/2024 16:01	Softwares	Domain Password	PI reset domain id and password	Guru Angad Nagar Grid (Lnr)	Laxmi Nagar	Closed By Site Engineer	30/01/2024 17:01	1.16	High
6720	20240130C77	30/01/2024 16:01	Softwares	Browser	CRM not working	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	30/01/2024 17:01	1.12	Medium
6721	20240130C78	30/01/2024 16:01	Softwares	IBM Lotus Notes	mail not	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	30/01/2024 17:01	0.99	High
6722	20240130C79	30/01/2024 17:01	Softwares	IBM Lotus Notes	ibm mail locked pliz unlock	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Hardware Team	31/01/2024 09:01	16.31	High
6723	20240130C80	30/01/2024 17:01	Softwares	IBM Lotus Notes	preeti(DSK) ibm mail lock please unlock mail	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Hardware Team	31/01/2024 09:01	16.3	High
6724	20240130C81	30/01/2024 17:01	Softwares	Domain Password	Domain reset.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/01/2024 17:01	0.16	High
6725	20240130C82	30/01/2024 17:01	Softwares	Domain Password	Domain reset.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/01/2024 17:01	0.16	High
6726	20240130C83	30/01/2024 17:01	Softwares	Domain Password	Domain reset.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/01/2024 17:01	0.14	High
6727	20240130C84	30/01/2024 17:01	Hardware	Laptop	laptop need to connect with projector in board room.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	31/01/2024 09:01	15.87	High
6728	20240130C85	30/01/2024 17:01	Hardware	Printer	printer need to install in coe cell	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	31/01/2024 09:01	15.87	High
6729	20240130C86	30/01/2024 17:01	Softwares	Internet	Internet is not working properly.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/01/2024 17:01	0.12	High
6730	20240130C87	30/01/2024 17:01	Telecom	Clip Max	Telephone extension no. make reset by the telecom team.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/01/2024 17:01	0.11	High
6731	20240130C88	30/01/2024 17:01	Softwares	IBM Lotus Notes	Lotus password accept failure.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/01/2024 17:01	0.08	High
6732	20240130C89	30/01/2024 17:01	Softwares	Domain Password	Domain reset.	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Helpdesk	30/01/2024 17:01	0.08	High
6733	20240130C90	30/01/2024 17:01	Softwares	Domain Password	Domain reset.	18-Block, East Patel Nagar, New Delhi-110 005 Commf Office	Patel Nagar	Closed By Helpdesk	30/01/2024 17:01	0.07	High
6734	20240130C91	30/01/2024 17:01	Softwares	Domain Password	Domain a/c reset of 05152321 .	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Helpdesk	30/01/2024 17:01	0.06	High
6735	20240130C92	30/01/2024 17:01	Softwares	Domain Password	Domain A/C reset.	Commf Office Cbd-iii	Karkardooma	Closed By Helpdesk	30/01/2024 17:01	0.05	High
6736	20240130C93	30/01/2024 17:01	Hardware	Laptop Adapter	Laptop adapter faulty	Training And Work Shop, (Ppg-2)	Laxmi Nagar	Closed By Hardware Team	31/01/2024 09:01	16.35	High
6737	20240130C94	30/01/2024 17:01	Softwares	MSB	MSB link is not accessing.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/01/2024 17:01	0.04	Medium
6738	20240130C95	30/01/2024 17:01	Hardware	Laptop Battery	Laptop battery faulty	Training And Work Shop, (Ppg-2)	Laxmi Nagar	Closed By Hardware Team	31/01/2024 09:01	16.36	High
6739	20240130C96	30/01/2024 17:01	Softwares	Internet	Online approval link send on mail as per Vikas Negl.	O & M Office Vivek Vihar B-Blk	Karkardooma	Closed By Helpdesk	30/01/2024 17:01	0.03	High
6740	20240130C97	30/01/2024 17:01	Softwares	OS	Admin A/C login issue in OS.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/01/2024 17:01	0.01	Medium
6741	20240131C1	31/01/2024 08:01	Hardware	IP Camera	KCC OFFICE GATE CCTV NOT WORKING	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Lan Support Team	07/02/2024 09:02	168.57	High
6742	20240131C2	31/01/2024 09:01	Hardware	Laptop	System issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	31/01/2024 09:01	0.06	High
6743	20240131C3	31/01/2024 10:01	Hardware	Printer	Printer is not working.	(P&E), S/Stn. No 16, (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	01/02/2024 18:02	32.4	High
6744	20240131C4	31/01/2024 10:01	Hardware	PC CPU	Network issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	31/01/2024 14:01	3.96	High
6745	20240131C5	31/01/2024 10:01	Softwares	Windows	Download issue in Microsoft edge	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	31/01/2024 10:01	0.05	High
6746	20240131C6	31/01/2024 10:01	Lan Support	Lan Cable Replacement	lan port issue	Mig Office, East Of Loni Road	Nand Nagari	Closed By Site Engineer	01/02/2024 12:02	25.75	High
6747	20240131C7	31/01/2024 10:01	Softwares	Browser	Bypl Delhi link is not working.	Ppg Indl. Area Grid (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	31/01/2024 13:01	2.24	Medium
6748	20240131C8	31/01/2024 10:01	Softwares	IBM Lotus Notes	ibm mail password issue	O&M(D) Office, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Site Engineer	31/01/2024 10:01	0.05	High
6749	20240131C9	31/01/2024 10:01	Softwares	Domain Password	Domain Password issue.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	31/01/2024 13:01	2.02	High
6750	20240131C10	31/01/2024 11:01	Softwares	Internet	Internet browsing opening issue.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	31/01/2024 11:01	0	High
6751	20240131C11	31/01/2024 11:01	Softwares	Internet	Sanjay Srivastav seating from BRPL for temporary basic , need to configure IP address / 2A first cabin	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	31/01/2024 14:01	3.01	High
6752	20240131C12	31/01/2024 11:01	Softwares	IBM Lotus Notes	Mail not working	Aram Bagh Brn(Comm), Phg	Pahar Ganj	Closed By Site Engineer	31/01/2024 14:01	3.24	High
6753	20240131C13	31/01/2024 11:01	Hardware	Printer	Print fed issue.	Ppg Indl. Area Grid (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	01/02/2024 18:02	31.48	High
6754	20240131C14	31/01/2024 11:01	Hardware	Laptop	laptop screen turning black from left side bottom	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Hardware Team	05/02/2024 10:02	119.38	High
6755	20240131C15	31/01/2024 11:01	Hardware	Mouse	Left button of Mouse is not working (S/N-INA805SJZZ)	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	31/01/2024 11:01	0.09	High
6756	20240131C16	31/01/2024 11:01	Hardware	Printer	COLOUR PRINTER print out issue.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	31/01/2024 14:01	3.14	High
6757	20240131C17	31/01/2024 11:01	Softwares	Cute PDF	install cute pdf	O&M(D) Office, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Site Engineer	31/01/2024 14:01	2.95	Medium
6758	20240131C18	31/01/2024 11:01	Hardware	Mouse	Mouse is not working.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	06/02/2024 13:02	146.15	High
6759	20240131C19	31/01/2024 11:01	Hardware	Printer	Printer is not working.	(P&E), S/Stn. No 16, (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	01/02/2024 18:02	30.98	High

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
6760	20240131C20	31/01/2024 11:01	Softwares	IBM Lotus Notes	Mail not open	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Helpdesk	31/01/2024 11:01	0.03	High
6761	20240131C21	31/01/2024 11:01	Hardware	Printer	Printer not working	C Block Office, Dda Flats, Motia Khan, Dgm (O&M), Phg	Pahar Ganj	Closed By Site Engineer	31/01/2024 14:01	3.2	High
6762	20240131C22	31/01/2024 11:01	Softwares	Internet	ITSM form fill up Of Rohit Kumar	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	31/01/2024 11:01	0.01	High
6763	20240131C23	31/01/2024 11:01	Hardware	PC_CPU	Desktop Data not showing	C Block Office, Dda Flats, Motia Khan, Dgm (O&M), Phg	Pahar Ganj	Closed By Site Engineer	31/01/2024 14:01	3.19	High
6764	20240131C24	31/01/2024 11:01	Softwares	IBM Lotus Notes	mail not working	Kasturba Nagar Complaint Centre	Karkardooma	Closed By Site Engineer	31/01/2024 16:01	4.23	High
6765	20240131C25	31/01/2024 11:01	Telecom	Telephone Cord	telephone not working	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Lan Support Team	06/02/2024 10:02	142.1	High
6766	20240131C26	31/01/2024 12:01	Hardware	Mouse	MOUSE NOT WORKING	F-15/2, Krishna Nagar, CommI Office	Krishna Nagar	Closed By Site Engineer	01/02/2024 10:02	22.44	High
6767	20240131C27	31/01/2024 12:01	Hardware	Laptop Battery	battery faulty & and have no back pl arrange to replace.	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	05/02/2024 17:02	125.12	High
6768	20240131C28	31/01/2024 12:01	Softwares	IBM Lotus Notes	Unable to login in lotus	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	31/01/2024 12:01	0.01	High
6769	20240131C29	31/01/2024 12:01	Softwares	IBM Lotus Notes	Dear Aamir Due hard-disk data is not retrieval, kindly arrange to provide the id file for configuration .	Near Radhu Palace, Delhi (Lnr)	Laxmi Nagar	Closed By Helpdesk	31/01/2024 12:01	0.12	High
6770	20240131C30	31/01/2024 12:01	Softwares	Ms-Office	File open issue	Complaint Center (Ram Nagar)	Pahar Ganj	Closed By Site Engineer	31/01/2024 14:01	2.55	High
6771	20240131C31	31/01/2024 12:01	Softwares	IBM Lotus Notes	lotus traveler form	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	31/01/2024 16:01	4.2	High
6772	20240131C32	31/01/2024 12:01	Softwares	SAP	analyzser not working	Bm (CommI.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	31/01/2024 16:01	4.18	High
6773	20240131C33	31/01/2024 12:01	Hardware	Printer	printer paper jaam	Bm (CommI.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	31/01/2024 16:01	4.16	High
6774	20240131C34	31/01/2024 12:01	Softwares	IBM Lotus Notes	Sir, lotus account locked Gagan Tyagi/Services/REL/RelianceADA,	F-15/2, Krishna Nagar, CommI Office	Krishna Nagar	Closed By Helpdesk	31/01/2024 12:01	0.05	High
6775	20240131C35	31/01/2024 12:01	Softwares	IBM Lotus Notes	mail login issue	Bm (CommI.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	31/01/2024 16:01	4.15	High
6776	20240131C36	31/01/2024 12:01	Hardware	Keyboard	REQ URGENT	F-15/2, Krishna Nagar, CommI Office	Krishna Nagar	Closed By Site Engineer	01/02/2024 10:02	21.92	High
6777	20240131C37	31/01/2024 12:01	Hardware	Printer	Many Times Paper Jam in Printer Kindly Check	CommI Office Cbd-ii	Karkardooma	Closed By Site Engineer	31/01/2024 16:01	3.48	High
6778	20240131C38	31/01/2024 12:01	Softwares	Adobe Reader	win RAR install	C Block Office, Dda Flats, Motia Khan, Dgm (O&M), Phg	Pahar Ganj	Closed By Site Engineer	31/01/2024 14:01	2.39	Medium
6779	20240131C39	31/01/2024 12:01	Hardware	Printer	printer not working	C-7, Commercial Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Site Engineer	31/01/2024 14:01	2.16	High
6780	20240131C40	31/01/2024 12:01	Softwares	Browser	browser proper not working	13-Block, Trilokpur,Delhi	Mayur Vihar	Closed By Site Engineer	31/01/2024 17:01	4.61	Medium
6781	20240131C41	31/01/2024 12:01	Hardware	Keyboard	KEY BOARD NOT WORKING	CommI Office Cbd-ii	Karkardooma	Closed By Hardware Team	01/02/2024 11:02	22.78	High
6782	20240131C42	31/01/2024 12:01	Hardware	Scanner	scanner not working	CommI Office Cbd-ii	Karkardooma	Closed By Site Engineer	31/01/2024 16:01	3.37	High
6783	20240131C43	31/01/2024 12:01	Softwares	VPN	VPN installation in Auditors PC.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	31/01/2024 14:01	2.1	Medium
6784	20240131C44	31/01/2024 12:01	Softwares	Internet	internet not working	CommI Office Cbd-ii	Karkardooma	Closed By Site Engineer	31/01/2024 16:01	3.19	High
6785	20240131C45	31/01/2024 12:01	Softwares	Internet	INTERNET NOT ACESS	CommI Office Cbd-ii	Karkardooma	Closed By Site Engineer	31/01/2024 16:01	3.09	High
6786	20240131C46	31/01/2024 13:01	Hardware	Mouse	mouse left click not working	CommI Office Cbd-ii	Karkardooma	Closed By Site Engineer	31/01/2024 16:01	2.97	High
6787	20240131C47	31/01/2024 13:01	Hardware	Mouse	mouse left click not working	CommI Office Cbd-ii	Karkardooma	Closed By Hardware Team	06/03/2024 11:03	838.3	High
6788	20240131C48	31/01/2024 13:01	Hardware	Printer	Printer Jam issue.	(P&E), S/Stn. No 16, (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	01/02/2024 18:02	29.52	High
6789	20240131C49	31/01/2024 13:01	Hardware	Laptop Battery	Many time laptop battery not charge	Mulla Colony Scrap Store, Near Gajipur Police Station	Vasundra Enclave	Closed By Hardware Team	05/02/2024 10:02	117.02	High
6790	20240131C50	31/01/2024 14:01	Softwares	IBM Lotus Notes	Archive create	C Block Office, Dda Flats, Motia Khan, Dgm (O&M), Phg	Pahar Ganj	Closed By Site Engineer	31/01/2024 14:01	0.78	High
6791	20240131C51	31/01/2024 14:01	Hardware	Laptop	Existing Laptop Touchpad S/n-FMWBBV2, Model No-3490 is not working. Need to replace on urgent basis. Already checked by Local IT- engineer Vikas Negi. Kindly assign the call to Arpit for a repairing.	Surajmal Vihar C & M Store	Karkardooma	Closed By Hardware Team	05/02/2024 17:02	122.76	High
6792	20240131C52	31/01/2024 14:01	Networking	Network Breaks	Network break	Aram Bagh Bm(CommI), Phg	Pahar Ganj	Closed By Site Engineer	31/01/2024 14:01	0.6	High
6793	20240131C53	31/01/2024 14:01	Softwares	IBM Lotus Notes	Lotus mail is not working need to reconfigure lotus mail id again.	O & M Office Vivek Vihar B-Blk	Karkardooma	Closed By Site Engineer	31/01/2024 14:01	0.54	High
6794	20240131C54	31/01/2024 14:01	Hardware	Laptop	Laptop Battery is getting faulty. Need to replace on urgent basis. Kindly assign the call to Vikas Negi.	O & M Office Vivek Vihar B-Blk	Karkardooma	Closed By Site Engineer	31/01/2024 14:01	0.52	High
6795	20240131C55	31/01/2024 14:01	Softwares	BYPL Intranet	Wifi is not working	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	31/01/2024 14:01	0.41	Medium
6796	20240131C56	31/01/2024 14:01	Hardware	UPS	regarding usv visit pocket c mayur vihar	Pkt-C, Mvr Ph-II, Delhi	Mayur Vihar	Closed By Site Engineer	31/01/2024 17:01	2.75	High
6797	20240131C57	31/01/2024 14:01	Hardware	PC CPU	System hanging issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	31/01/2024 14:01	0	High
6798	20240131C58	31/01/2024 14:01	Telecom	IP Phone	adapter issue	Commercial Office, Nng	Nand Nagari	Closed By Hardware Team	02/02/2024 18:02	51.66	High
6799	20240131C59	31/01/2024 14:01	Hardware	Printer	print issue	Commercial Office, Nng	Nand Nagari	Closed By Site Engineer	01/02/2024 12:02	21.97	High
6800	20240131C60	31/01/2024 14:01	Hardware	PC_CPU	System Slow	Aram Bagh Bm(CommI), Phg	Pahar Ganj	Closed By Site Engineer	31/01/2024 14:01	0.32	High
6801	20240131C61	31/01/2024 14:01	Softwares	Admin Helpdesk	Admin Helpdesk not working	Aram Bagh Bm(CommI), Phg	Pahar Ganj	Closed By Site Engineer	31/01/2024 14:01	0.31	Medium
6802	20240131C62	31/01/2024 14:01	Softwares	IBM Lotus Notes	Lotus mail password issue , Pl reset . Please assign to LNR DIV (JEETESH)	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 CommI Office	Shankar Road	Closed By Site Engineer	31/01/2024 14:01	0.11	High
6803	20240131C63	31/01/2024 14:01	Softwares	IBM Lotus Notes	need to lotus configure	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 CommI Office	Shankar Road	Closed By Site Engineer	31/01/2024 15:01	0.31	High
6804	20240131C64	31/01/2024 14:01	Networking	Network Breaks	user unable to access network	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	31/01/2024 15:01	0.3	High
6805	20240131C65	31/01/2024 14:01	Softwares	IBM Lotus Notes	lotus accounts locked from server, user unable to access their lotus accounts	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	31/01/2024 15:01	0.23	High
6806	20240131C66	31/01/2024 14:01	Hardware	Laptop	network connectivity issue	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	31/01/2024 15:01	0.23	High
6807	20240131C67	31/01/2024 14:01	Softwares	Domain Password	Domain password reset	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 CommI Office	Shankar Road	Closed By Helpdesk	31/01/2024 14:01	0	High
6808	20240131C68	31/01/2024 14:01	Softwares	IBM Lotus Notes	ibm mail issue	Samachar Aptt. Mayur Vihar Ph-I And Ii , Delhi	Mayur Vihar	Closed By Site Engineer	31/01/2024 17:01	2.35	High
6809	20240131C69	31/01/2024 14:01	Hardware	PC_CPU	CPU FAN Creating noise	C-7, Commercial Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Site Engineer	31/01/2024 17:01	2.33	High
6810	20240131C70	31/01/2024 14:01	Hardware	Keyboard	qw m n key not working in keyboard pls assign the aprit rastogi system seril no--HX72S2	F-15/2, Krishna Nagar, CommI Office	Krishna Nagar	Closed By Site Engineer	01/02/2024 10:02	19.49	High
6811	20240131C71	31/01/2024 15:01	Hardware	Mouse	HXX72S2 mouse not working right clk not working properly pls assign the arpit rastogi	F-15/2, Krishna Nagar, CommI Office	Krishna Nagar	Closed By Site Engineer	01/02/2024 10:02	19.48	High
6812	20240131C72	31/01/2024 15:01	Softwares	Ms-Office	Excel Editing issue persist again & again.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	31/01/2024 16:01	1.41	High



S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
6813	20240131C73	31/01/2024 15:01	Softwares	IBM Lotus Notes	Subject mail is not sent by me...please ignore the trailing mail. With Regards,	Near Radhu Palace, Delhi (Lnr)	Laxmi Nagar	Closed By Site Engineer	01/02/2024 17:02	26.45	High
6814	20240131C74	31/01/2024 15:01	Hardware	Printer	Paper jam in a printer - new cabin.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	31/01/2024 15:01	0.24	High
6815	20240131C75	31/01/2024 15:01	Softwares	SAP	SAP ISSUE	F-15/2, Krishna Nagar, Commil Office	Krishna Nagar	Closed By Site Engineer	01/02/2024 10:02	18.98	High
6816	20240131C76	31/01/2024 15:01	Softwares	CAS	bam related issue	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	01/02/2024 17:02	26.19	Medium
6817	20240131C77	31/01/2024 15:01	Softwares	IBM Lotus Notes	Kindly arrange to provide user lotus mail Id:- Vikas Trikha Vikas.Trikha@relianceada.com and password.	Kanti Nagar Complaint Centre	Krishna Nagar	Closed By Helpdesk	31/01/2024 16:01	0.65	High
6818	20240131C78	31/01/2024 15:01	Softwares	Browser	Broser issue	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	01/02/2024 17:02	26.13	Medium
6819	20240131C79	31/01/2024 15:01	Softwares	Browser	google chrome issue	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	01/02/2024 17:02	26.07	Medium
6820	20240131C80	31/01/2024 15:01	Softwares	Antivirus	PC Slow & Hanging issue.	Ppg Indl. Area Grid (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	02/02/2024 17:02	49.68	Medium
6821	20240131C81	31/01/2024 16:01	Softwares	IBM Lotus Notes	Require webmail password resetfor lotus traveller	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	31/01/2024 16:01	0.02	High
6822	20240131C82	31/01/2024 16:01	Softwares	IBM Lotus Notes	kindly unlock lotus account of Chanchal A Sharma/Services/REL/RelianceADA.	Near Radhu Palace, Delhi (Lnr)	Laxmi Nagar	Closed By Helpdesk	31/01/2024 16:01	0.01	High
6823	20240131C83	31/01/2024 16:01	Hardware	Mouse	mouse left click not working	Commil Office Cbd-iii	Karkardooma	Closed By Hardware Team	28/02/2024 14:02	670.12	High
6824	20240131C84	31/01/2024 16:01	Hardware	Printer	light print issue.	33 Kv Grid, G.T.Road Commil Bldg	Gt Road	Closed By Site Engineer	31/01/2024 17:01	0.62	High
6825	20240131C85	31/01/2024 16:01	Softwares	Windows	PC NETWORK ISSUE.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	31/01/2024 17:01	0.66	High
6826	20240131C86	31/01/2024 16:01	Softwares	ESS	ESS PORTAL IS NOT WORKING.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	31/01/2024 17:01	0.54	Medium
6827	20240131C87	31/01/2024 16:01	Hardware	Printer	PAPER JAM IN PRINTER.	33 Kv Grid, G.T.Road Commil Bldg	Gt Road	Closed By Site Engineer	31/01/2024 17:01	0.57	High
6828	20240131C88	31/01/2024 16:01	Hardware	Printer	PRINTER IS FAULTY.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	31/01/2024 17:01	0.57	High
6829	20240131C89	31/01/2024 16:01	Softwares	SAP	SAP P92 IS NOT WORKING.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	31/01/2024 17:01	0.61	High
6830	20240131C90	31/01/2024 16:01	Hardware	Printer	LIGHT PRINT ISSUE.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	31/01/2024 17:01	0.55	High
6831	20240131C91	31/01/2024 16:01	Softwares	Antivirus	LAPTOP IS WORKING VERY SLOW.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	31/01/2024 17:01	0.59	Medium
6832	20240131C92	31/01/2024 16:01	Softwares	Domain Password	DOMAIN PASSWORD ISSUE.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	31/01/2024 17:01	0.5	High
6833	20240131C93	31/01/2024 16:01	Softwares	IBM Lotus Notes	LOTUS ISSUE.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	31/01/2024 17:01	0.46	High
6834	20240131C94	31/01/2024 16:01	Telecom	Avaya Digital	TELEPHONE RECEIVER CABLE ISSUE.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	31/01/2024 17:01	0.55	High
6835	20240131C95	31/01/2024 16:01	Hardware	Printer	Both c&m printer not working	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	01/02/2024 11:02	18.44	High
6836	20240131C96	31/01/2024 16:01	Hardware	Printer	Need to change printer cartridge / 2B	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	01/02/2024 11:02	18.43	High
6837	20240131C97	31/01/2024 16:01	Softwares	Antivirus	SYATEM IS WORKING VERY SLOW.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	31/01/2024 17:01	0.45	Medium
6838	20240131C98	31/01/2024 16:01	Softwares	IBM Lotus Notes	LOTUS ISSUE.	33 Kv Grid, G.T.Road Commil Bldg	Gt Road	Closed By Site Engineer	31/01/2024 17:01	0.42	High
6839	20240131C99	31/01/2024 16:01	Hardware	Printer	PRINTING ISSUE.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	31/01/2024 17:01	0.46	High
6840	20240131C100	31/01/2024 16:01	Hardware	Printer	PRINTING ISSUE.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	31/01/2024 17:01	0.45	High
6841	20240131C101	31/01/2024 16:01	Hardware	Printer	PRINTER IS FAULTY.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	31/01/2024 17:01	0.45	High
6842	20240131C102	31/01/2024 16:01	Hardware	Keyboard	KEYBOARD IS FAULTY.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	31/01/2024 17:01	0.48	High
6843	20240131C103	31/01/2024 17:01	Hardware	Printer	PRINTING ISSUE.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	31/01/2024 17:01	0.41	High
6844	20240131C104	31/01/2024 17:01	Softwares	Domain Password	DOMAIN PASSWORD ISSUE.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	31/01/2024 17:01	0.36	High
6845	20240131C105	31/01/2024 17:01	Networking	IP Conflict	PC NETWORK ISSUE.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	31/01/2024 17:01	0.41	High
6846	20240131C106	31/01/2024 17:01	Softwares	Antivirus	ANTIVIRUS ISSUE.	Dwarka Puri Grid	Gt Road	Closed By Site Engineer	31/01/2024 17:01	0.33	Medium
6847	20240131C107	31/01/2024 17:01	Hardware	Scanner	SCANNER DRIVER ISSUE.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	31/01/2024 17:01	0.38	High
6848	20240131C108	31/01/2024 17:01	Hardware	All In One Desktop	pc cmos battery issue.	Dwarka Puri Grid	Gt Road	Closed By Site Engineer	31/01/2024 17:01	0.37	Medium
6849	20240131C109	31/01/2024 17:01	Hardware	PC CPU	CPU IS NOT BOOTING.	Dwarka Puri Grid	Gt Road	Closed By Site Engineer	31/01/2024 17:01	0.35	High
6850	20240131C110	31/01/2024 17:01	Softwares	ESS	ESS PORTAL ISSUE.	Dsidc Grid, Jhilmil	Gt Road	Closed By Site Engineer	31/01/2024 17:01	0.28	Medium
6851	20240131C111	31/01/2024 17:01	Softwares	IBM Lotus Notes	LOTUS ISSUE.	Dsidc Grid, Jhilmil	Gt Road	Closed By Site Engineer	31/01/2024 17:01	0.26	High
6852	20240131C112	31/01/2024 17:01	Softwares	IBM Lotus Notes	LOTTUS MAIL ID ISSUE.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	31/01/2024 17:01	0.25	High
6853	20240131C113	31/01/2024 17:01	Softwares	Windows	laptop slow working	Commil Office Cbd-iii	Karkardooma	Closed By Site Engineer	31/01/2024 18:01	1.24	High
6854	20240131C114	31/01/2024 17:01	Softwares	Domain Password	Reset of 41001377 .	F-15/2, Krishna Nagar, Commil Office	Krishna Nagar	Closed By Helpdesk	31/01/2024 18:01	0.24	High
6855	20240131C115	31/01/2024 17:01	Softwares	CAS	cash counter software issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	31/01/2024 17:01	0.04	Medium
6856	20240131C116	31/01/2024 17:01	Softwares	OS	OS updating issue.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	31/01/2024 18:01	0.23	Medium
6857	20240131C117	31/01/2024 17:01	Softwares	Adobe Reader	PDF Issue of Kamal Kumar	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	31/01/2024 17:01	0.04	Medium
6858	20240131C118	31/01/2024 17:01	Softwares	Internet	Network issue of Kamal Kumar	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	31/01/2024 17:01	0.03	High
6859	20240131C119	31/01/2024 17:01	Softwares	ESS	ESS issue of kamal Kumar	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	31/01/2024 17:01	0.03	Medium
6860	20240131C120	31/01/2024 17:01	Softwares	Teamviewer	Need to know my IP address.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	31/01/2024 18:01	0.21	Medium
6861	20240131C121	31/01/2024 17:01	Softwares	Domain Password	Password reset of Kamal Kumar	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	31/01/2024 17:01	0.02	High
6862	20240131C122	31/01/2024 17:01	Softwares	Antivirus	Antivirus issue of Kamal Kumar	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	31/01/2024 17:01	0.01	Medium
6863	20240131C123	31/01/2024 17:01	Softwares	Internet	Internet proxy settings access issue.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	31/01/2024 18:01	0.19	High
6864	20240131C124	31/01/2024 17:01	Softwares	Antivirus	Antivirus issue of Kamal Kumar	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	31/01/2024 17:01	0.01	Medium
6865	20240131C125	31/01/2024 17:01	Softwares	IBM Lotus Notes	Lotus not responding.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	31/01/2024 18:01	0.18	High
6866	20240131C126	31/01/2024 17:01	Hardware	PC CPU	Serial no. provided in a call.	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Helpdesk	31/01/2024 18:01	0.16	High
6867	20240131C127	31/01/2024 17:01	Softwares	Domain Password	Domain reset.	Jhilmil Division Gtr	Gt Road	Closed By Helpdesk	31/01/2024 18:01	0.16	High
6868	20240131C128	31/01/2024 18:01	Softwares	Internet	Internet request cancelled due to validity outdated.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	31/01/2024 18:01	0.15	High
6869	20240131C129	31/01/2024 18:01	Softwares	Internet	Internet request re-raised.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	31/01/2024 18:01	0.14	High
6870	20240131C130	31/01/2024 18:01	Softwares	Teamviewer	TVR. IP is not displaying.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	31/01/2024 18:01	0.13	Medium
6871	20240131C131	31/01/2024 18:01	Softwares	Internet	Mouse request raised.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	31/01/2024 18:01	0.07	High
6872	20240131C132	31/01/2024 18:01	Softwares	OS	Need to know full computer name.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	31/01/2024 18:01	0.05	Medium
6873	20240131C133	31/01/2024 18:01	Softwares	Internet	IP configuration.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	31/01/2024 18:01	0.04	High
6874	20240131C134	31/01/2024 18:01	Hardware	Printer	Double sided printing failure.	18-Block, East Patel Nagar, New Delhi-110 005 Commil Office	Patel Nagar	Closed By Helpdesk	31/01/2024 18:01	0.03	High
6875	20240131C135	31/01/2024 18:01	Hardware	Printer	Double sided printing failure.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	31/01/2024 18:01	0.02	High
6876	20240131C136	31/01/2024 18:01	Hardware	Printer	HR cabin printer installation.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	31/01/2024 18:01	0.01	High
6877	20240131C137	31/01/2024 19:01	Softwares	IBM Lotus Notes	Dear Aamir, Pl unlock the account of binder Singh.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	31/01/2024 20:01	0.53	High
6878	20240131C138	31/01/2024 19:01	Softwares	IBM Lotus Notes	Ranjan Mehta/Consultant/REL/RelianceAD mail id creation	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	31/01/2024 20:01	0.52	High

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time[Total Hours]	Priority
6879	20240131C139	31/01/2024 19:01	Softwares	IBM Lotus Notes	Sanjay Ku Singh/Services/REL/RelianceADA mail id creation	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	31/01/2024 20:01	0.51	High
6880	20240131C140	31/01/2024 19:01	Softwares	IBM Lotus Notes	Sachin K Singh/REL/RelianceADA mai, id creationb	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	31/01/2024 20:01	0.5	High
6881	20240131C141	31/01/2024 19:01	Softwares	IBM Lotus Notes	User Sachin Sa Kumar/REL/RelianceADA has registered the following device with the Traveler server RADAGBIS050/SVR/RelianceADA. The device will be unable to sync data until approved by a Traveler Administrator.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	31/01/2024 20:01	0.49	High
6882	20240131C142	31/01/2024 19:01	Softwares	IBM Lotus Notes	Kindly reset the mail id password of Ajit Ku Kumar/REL/RelianceADA	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	31/01/2024 20:01	0.46	High
6883	20240131C143	31/01/2024 19:01	Softwares	IBM Lotus Notes	PLs approve my request regarding enhancement of Quota file of mail, as day to day work is hamper due to this reason.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	31/01/2024 20:01	0.46	High
6884	20240131C144	31/01/2024 19:01	Softwares	IBM Lotus Notes	Password is not accepting in Lotus mail of Pallavi Mishra.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	31/01/2024 20:01	0.43	High
6885	20240131C145	31/01/2024 19:01	Softwares	IBM Lotus Notes	ser Rajkumar Agarwal/REL/RelianceADA has registered the following device with the Traveler server RADAGBIS050/SVR/RelianceADA. The device will be unable to sync data until approved by a Traveler Administrator.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	31/01/2024 20:01	0.44	High
6886	20240131C146	31/01/2024 19:01	Softwares	IBM Lotus Notes	kindly reset lotus id password because user is not able to login in lotus	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	31/01/2024 20:01	0.42	High
6887	20240131C147	31/01/2024 19:01	Softwares	IBM Lotus Notes	Dear Team Password is not accepting in Lotus mail of Neeru Rana Kindly resolve.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	31/01/2024 20:01	0.41	High
6888	20240131C148	31/01/2024 19:01	Softwares	IBM Lotus Notes	User Randeep Kumar/REL/RelianceADA has registered the following device with the Traveler server RADAGBIS050/SVR/RelianceADA. The device will be unable to sync data until approved by a Traveler Administrator.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	31/01/2024 20:01	0.41	High
6889	20240131C149	31/01/2024 20:01	Softwares	IBM Lotus Notes	User Kumar B Ranjan/REL/RelianceADA has registered the following device with the Traveler server RADAGTRVL05/SVR/RelianceADA. The device will be unable to sync data until approved by a Traveler Administrator.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	31/01/2024 20:01	0.41	High
6890	20240131C150	31/01/2024 20:01	Softwares	IBM Lotus Notes	kindly reset lotus traveller password of Meenu Mishra/REL/RelianceADA as per trailing mail.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	31/01/2024 20:01	0.39	High
6891	20240131C151	31/01/2024 20:01	Softwares	SAP	kindly create SAP BSP id creation of Shubham.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	31/01/2024 20:01	0.37	High
6892	20240131C152	31/01/2024 20:01	Softwares	IBM Lotus Notes	Dear Aamir, Please arrange to provide mail id for the user mail: Ajit Kumar (Ajit Ku Kumar/REL/RelianceADA, ) because his system HDD has crashed, Best	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	31/01/2024 20:01	0.35	High
6893	20240131C153	31/01/2024 20:01	Softwares	IBM Lotus Notes	Dear Aamir as discuss, Under mention id file is not reflecting with user name PI check why it is not showing with name Share me id file for configuration	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	31/01/2024 20:01	0.35	High
6894	20240131C154	31/01/2024 20:01	Softwares	IBM Lotus Notes	ear please unlock the mail account of Manju Bala/REL/RelianceADA	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	31/01/2024 20:01	0.34	High
6895	20240131C155	31/01/2024 20:01	Softwares	SAP	Dear Aamir ji Kindly look into the screen shot below. I am not able to log in from my ID. Request you to please get it resolved.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	31/01/2024 20:01	0.34	High
6896	20240131C156	31/01/2024 20:01	Softwares	IBM Lotus Notes	Dear Aamir Password forget , PI reset the id password.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	31/01/2024 20:01	0.32	High
6897	20240131C157	31/01/2024 20:01	Softwares	IBM Lotus Notes	Dear, please rest password- Naveen Pal/Services/REL/RelianceADA	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	31/01/2024 20:01	0.3	High
6898	20240131C158	31/01/2024 20:01	Softwares	IBM Lotus Notes	Dear, Kindly arrange to provide the new id file user Arun Ku Sharma/REL/RelianceADA as user old id file has been crashed.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	31/01/2024 20:01	0.29	High
6899	20240131C159	31/01/2024 20:01	Softwares	IBM Lotus Notes	Dear Team, Kindly arrange to provide user lotus mail id Akshit Singh/REL/RelianceADA and password. User system HDD are getting faulty and data are not recoverable.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	31/01/2024 20:01	0.28	High
6900	20240131C160	31/01/2024 20:01	Softwares	IBM Lotus Notes	Dear Team, Please reset the password for Arun Passi/Services/REL/RelianceADA,	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	31/01/2024 20:01	0.28	High
6901	20240131C161	31/01/2024 20:01	Softwares	IBM Lotus Notes	Kindly Reset user mail id:-Parishrm Sheel/REL/RelianceADA password.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	31/01/2024 20:01	0.27	High
6902	20240131C162	31/01/2024 20:01	Softwares	IBM Lotus Notes	Kindly Reset user mail id.- Navneet R Sharma/REL/RelianceADA password.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	31/01/2024 20:01	0.27	High
6903	20240131C163	31/01/2024 20:01	Softwares	IBM Lotus Notes	ear, Kindly unlocked the mail of user Mohammed Wasim/REL/RelianceADA	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	31/01/2024 20:01	0.26	High
6904	20240131C164	31/01/2024 20:01	Softwares	IBM Lotus Notes	ear, Kindly unlocked the mail of user Vikas V Aggarwal/Services/REL/RelianceADA	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	31/01/2024 20:01	0.26	High
6905	20240131C165	31/01/2024 20:01	Softwares	IBM Lotus Notes	Sir, Please find the certificate error and resolve on priority.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	31/01/2024 20:01	0.25	High
6906	20240131C166	31/01/2024 20:01	Softwares	IBM Lotus Notes	Dear Team, Plz provide lotus id file with password (Kuldeep S Kumar/REL/RelianceADA, ), because user hdd has crashed	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	31/01/2024 20:01	0.24	High
6907	20240131C167	31/01/2024 20:01	Softwares	IBM Lotus Notes	As discuss, Under mention id file is not reflecting with user name PI check why it is not showing with name Share me id file for configuration .	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	31/01/2024 20:01	0.23	High
6908	20240131C168	31/01/2024 20:01	Softwares	IBM Lotus Notes	Dear Team, Please reset the password for Varinder Ahuja/REL/RelianceADA,	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	31/01/2024 20:01	0.22	High
6909	20240131C169	31/01/2024 20:01	Softwares	IBM Lotus Notes	Dear Aamir Due to hard-disk crash unable to retrieve the backup , Kindly arrange to provide id file for configuration .	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	31/01/2024 20:01	0.22	High
6910	20240131C170	31/01/2024 20:01	Softwares	IBM Lotus Notes	Dear Aamir, Kindly arrange to reset the user mail id password. please see attached screen shot. Mail ID:- naveen.chander@relianceada.com	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	31/01/2024 20:01	0.21	High
6911	20240131C171	31/01/2024 20:01	Softwares	IBM Lotus Notes	Dear Aamir Kindly reset the id password	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	31/01/2024 20:01	0.2	High
6912	20240131C172	31/01/2024 20:01	Softwares	IBM Lotus Notes	Dear Madam, kindly verify and provide Unique ID for Contractual Employee mentioned in trailing mail. SR NO NAME E.NO LOCATION 1 Anil RamAvatar kumar 03152483 Scada Shanker Road	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	31/01/2024 20:01	0.2	High
6913	20240131C173	31/01/2024 20:01	Softwares	IBM Lotus Notes	Dear sir, Please unlocked account of mail id Bhraham pal singh APO 40136127 mail id-Braham Pal/REL/RelianceADA, the problem showing as per screen print attached herewith,	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	31/01/2024 20:01	0.19	High
6914	20240131C174	31/01/2024 20:01	Softwares	IBM Lotus Notes	FYIP E MAILER to be sent to BYPL users from Corporate Communications ID SubjectDo You Know	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	31/01/2024 20:01	0.15	High
6915	20240131C175	31/01/2024 20:01	Softwares	IBM Lotus Notes	Dear Team, PI provide ID file and password of Neetu Verma/REL/RelianceADA Due to PC HDD faulty.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	31/01/2024 20:01	0.12	High
6916	20240131C176	31/01/2024 20:01	Softwares	IBM Lotus Notes	Dear, Kindly unlocked mail Shailendra K Kumar/Services/REL/RelianceADA	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	31/01/2024 20:01	0.11	High
6917	20240131C177	31/01/2024 20:01	Softwares	Domain Rejoin	Dear madam, kindly verify and provide unique to for Contractual Employee mentioned in trailing mail. SR NO NAME E.NO LOCATION 1 Rohit kumar 021601320001492892	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	31/01/2024 20:01	0.12	Medium

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
6918	20240131C178	31/01/2024 20:01	Softwares	IBM Lotus Notes	Happy New Year! (PI have it sent to BYPL Users asap from CEO ID	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	31/01/2024 20:01	0.1	High
6919	20240131C179	31/01/2024 20:01	Softwares	IBM Lotus Notes	User Ravikant Dwarka/REL/RelianceADA has registered the following device with the Traveler server RADAGBIS050/SVR/RelianceADA. The device will be unable to sync data until approved by a Traveler Administrator.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	31/01/2024 20:01	0.08	High
6920	20240131C180	31/01/2024 20:01	Softwares	IBM Lotus Notes	Dear Aamir, User Account has been locked. Kindly arrange to unlock. Please see attached screen shot. User Name- Soyab Khan Mail Id- soyab.khan@relianceada.com	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	31/01/2024 20:01	0.07	High
6921	20240131C181	31/01/2024 20:01	Softwares	IBM Lotus Notes	User Sudhir R Kumar/REL/RelianceADA has registered the following device with the Traveler server RADAGTRVLR05/SVR/RelianceADA. The device will be unable to sync data until approved by a Traveler Administrator.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	31/01/2024 20:01	0.07	High
6922	20240131C182	31/01/2024 20:01	Softwares	IBM Lotus Notes	Dear Team, kindly unlock the mail account.Rajeev M Ranjan/REL/RelianceADA	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	31/01/2024 20:01	0.05	High
6923	20240131C183	31/01/2024 20:01	Softwares	IBM Lotus Notes	Sir, Lotus account has been locked . so pls reset lotus account (Gaurav K Sharma/REL/RelianceADA,	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	31/01/2024 20:01	0.05	High
6924	20240131C184	31/01/2024 20:01	Softwares	IBM Lotus Notes	User system crashed please send new ID file password . Sunder Raj EMP No :- 40136702 Sunder.Raj@relianceada.com Mahinder pal Emp No :- 40134276 Mahinder K Pal/RPOWER/RelianceADA,	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	31/01/2024 20:01	0.04	High
6925	20240131C185	31/01/2024 20:01	Softwares	Domain Password	Dear Aamirji, As discussed with Sh. Sachin, please create the domain ID of following: Name: Sh. Sachin Kumar Singh Emp ID - 41019877 Designation - Manager Mob. No. - 9911312463 HoD - Ms. Prachi Jain/Sh. Rajeev Chowdhury Grade Level - A3 Block - 2nd Floor, A Block, Karkardooma Head Office Dept. - Regulatory Regards Brajesh Kumar Regulatory Affairs	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	31/01/2024 20:01	0.01	High
6926	20240131C186	31/01/2024 20:01	Softwares	IBM Lotus Notes	Dear sir, please resolve this issue user name - Pravin kumar user email - PravinKumar/REL/RelianceADA,	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	31/01/2024 20:01	0.02	High
6927	20240201C1	01/02/2024 08:02	Hardware	IP Camera	CC NNG C-2 CCTV NOT WORKING	C-2 Complaint Center	Nand Nagari	Closed By Lan Support Team	02/02/2024 09:02	24.43	High
6928	20240201C2	01/02/2024 08:02	Hardware	IP Camera	CC JAMA MASJID CCTV NOT WORKING	Jama Masjid, Complaint Center	Darya Ganj	Closed By Lan Support Team	05/03/2024 15:03	798.31	High
6929	20240201C3	01/02/2024 08:02	Hardware	IP Camera	KWN COMM GATE CCTV NOT WORKING	Business Office, Karawal Nagar	Karawal Nagar	Closed By Lan Support Team	08/02/2024 08:02	168.01	High
6930	20240201C4	01/02/2024 09:02	Hardware	IP Camera	PTZ GAZIPUR CCTV NOT WORKING	Gazipur (Ppg-2)	Laxmi Nagar	Closed By Lan Support Team	05/03/2024 15:03	798.2	High
6931	20240201C5	01/02/2024 09:02	Hardware	IP Camera	MULLA COLONY PTZ CCTV NOT WORKING	Mulla Colony Scrap Store, Near Gajipur Police Station	Vasundra Enclave	Closed By Lan Support Team	05/03/2024 15:03	798.18	High
6932	20240201C6	01/02/2024 10:02	Networking	Link Down	system network issue	Comm. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	01/02/2024 17:02	7.72	High
6933	20240201C7	01/02/2024 10:02	Hardware	Keyboard	Qw M N Key Not Working In Keyboard Pls Assign The Aprit Rastogi System Seril No---Hox72s2	F-15/2, Krishna Nagar, Comm. Office	Krishna Nagar	Closed By Hardware Team	01/02/2024 11:02	0.97	High
6934	20240201C8	01/02/2024 10:02	Hardware	Mouse	Hox72s2 Mouse Not Working Right Click Not Working Properly Pls Assign The Aprit Rastogi System Seril No---Hox72s2	F-15/2, Krishna Nagar, Comm. Office	Krishna Nagar	Closed By Hardware Team	01/02/2024 11:02	0.95	High
6935	20240201C9	01/02/2024 10:02	Hardware	Mouse	Mouse Not Working Right Click Not Working Properly Pls Assign The Aprit Rastogi System Seril No---Hox72s2 (NEW EXAMINER VENDOR MOUSE)	F-15/2, Krishna Nagar, Comm. Office	Krishna Nagar	Closed By Hardware Team	01/02/2024 11:02	0.83	High
6936	20240201C10	01/02/2024 10:02	Hardware	Printer	Both printers are not working 3rd. A - C&M	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	01/02/2024 14:02	3.68	High
6937	20240201C11	01/02/2024 10:02	Hardware	Mouse	Mouse is not detecting and not working.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	01/02/2024 13:02	2.93	High
6938	20240201C12	01/02/2024 10:02	Hardware	Printer	Paper jam in printer 2C, 3015	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	01/02/2024 14:02	3.36	High
6939	20240201C13	01/02/2024 10:02	Hardware	Printer	Paper jam issue in printer	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	02/02/2024 18:02	31.34	High
6940	20240201C14	01/02/2024 11:02	Softwares	IBM Lotus Notes	kindly reset lotus id password of Paras Choudhary/Services/REL/RelianceADA	Mig Office, East Of Loni Road	Nand Nagari	Closed By Helpdesk	01/02/2024 11:02	0.06	High
6941	20240201C15	01/02/2024 11:02	Softwares	IBM Lotus Notes	Dear user, the solution to your reported issue, is as follows. mentioned user password has been reset as "mTPRKzW5" it will take atleast one hours for the changes to reflect on all the servers. Assuring you our best services at all times.	Mig Office, East Of Loni Road	Nand Nagari	Closed By Helpdesk	01/02/2024 11:02	0.01	High
6942	20240201C16	01/02/2024 11:02	Hardware	Printer	Printer getting blank Print / 2B	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	01/02/2024 12:02	0.6	High
6943	20240201C17	01/02/2024 11:02	Hardware	Printer	QMS Machine token print issue	Commercial Office, Nng	Nand Nagari	Assign			High
6944	20240201C18	01/02/2024 11:02	Softwares	IBM Lotus Notes	User Atul M Kumar/REL/RelianceADA has registered the following device with the Traveler server RADAGTRVLR05/SVR/RelianceADA. The device will be unable to sync data until approved by a Traveler Administrator.	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Comm. Office	Shankar Road	Closed By Helpdesk	01/02/2024 11:02	0.01	High
6945	20240201C19	01/02/2024 11:02	Softwares	IBM Lotus Notes	Lotus Account locked issue.	S/Stn. No. 13, Ppg (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	01/02/2024 12:02	0.67	High
6946	20240201C20	01/02/2024 11:02	Hardware	Laptop	Laptop hanging issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	01/02/2024 11:02	0.01	High
6947	20240201C21	01/02/2024 11:02	Softwares	Windows	Windows update	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	01/02/2024 11:02	0	High
6948	20240201C22	01/02/2024 11:02	Softwares	IBM Lotus Notes	Please unlock account for Hemendra Yadav/REL/RelianceADA,	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Helpdesk	01/02/2024 11:02	0.23	High
6949	20240201C23	01/02/2024 11:02	Softwares	Adobe Reader	win RAR install	C Block Office, Dda Flats, Motia Khan, Dgm (O&M), Phg	Pahar Ganj	Closed By Site Engineer	01/02/2024 12:02	0.35	Medium
6950	20240201C24	01/02/2024 11:02	Softwares	IBM Lotus Notes	Lotus mail password issue and hanging	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	01/02/2024 11:02	0.01	High
6951	20240201C25	01/02/2024 11:02	Hardware	PC CPU	windows update	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	01/02/2024 11:02	0	High
6952	20240201C26	01/02/2024 11:02	Softwares	IBM Lotus Notes	Lotus mail not working login issue. Need to reconfigure .	Surajmal Vihar C & M Store	Karkardooma	Closed By Site Engineer	01/02/2024 12:02	0.9	High
6953	20240201C27	01/02/2024 11:02	Hardware	Printer	Printer 2900 b driver installation.	Surajmal Vihar C & M Store	Karkardooma	Closed By Site Engineer	01/02/2024 12:02	0.89	High
6954	20240201C28	01/02/2024 11:02	Softwares	Cute PDF	Installation of Cute PDF .	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Site Engineer	01/02/2024 12:02	0.88	Medium
6955	20240201C29	01/02/2024 12:02	Softwares	SAP	Sap login issue ...	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	01/02/2024 17:02	5.68	High
6956	20240201C30	01/02/2024 12:02	Softwares	IBM Lotus Notes	Mail not received	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	01/02/2024 12:02	0	High
6957	20240201C31	01/02/2024 12:02	Hardware	Printer	printer cartridges change 600 3rd. C	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	01/02/2024 13:02	1.17	High
6958	20240201C32	01/02/2024 12:02	Hardware	PC CPU	system slow	Aram Bagh Bm(Comm), Phg	Pahar Ganj	Closed By Site Engineer	01/02/2024 12:02	0.26	High
6959	20240201C33	01/02/2024 12:02	Softwares	IBM Lotus Notes	Mail open issue	Aram Bagh Bm(Comm), Phg	Pahar Ganj	Closed By Site Engineer	01/02/2024 12:02	0.25	High
6960	20240201C34	01/02/2024 12:02	Hardware	PC CPU	no operation system found error	C-7, Commercial Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Site Engineer	01/02/2024 13:02	1.01	High
6961	20240201C35	01/02/2024 12:02	Hardware	Printer	printer not working	C-7, Commercial Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Site Engineer	01/02/2024 13:02	0.99	High
6962	20240201C36	01/02/2024 12:02	Hardware	Keyboard	keyboard not working.	Ppg Indl. Area Grid (Ppg-2)	Laxmi Nagar	Closed By Hardware Team	06/03/2024 11:03	814.68	High
6963	20240201C37	01/02/2024 12:02	Softwares	Adobe Reader	pdf file issue	Comm. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	01/02/2024 17:02	4.98	Medium
6964	20240201C38	01/02/2024 13:02	Softwares	Browser	browser issue	Comm. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	01/02/2024 17:02	4.74	Medium
6965	20240201C39	01/02/2024 13:02	Softwares	Admin Helpdesk	admin help desk site not working	Comm. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	01/02/2024 17:02	4.73	Medium

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
6966	20240201C40	01/02/2024 13:02	Networking	Network Breaks	Network issue.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	05/02/2024 10:02	92.75	High
6967	20240201C41	01/02/2024 13:02	Hardware	PC_CPU	System installation	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	01/02/2024 15:02	1.45	High
6968	20240201C42	01/02/2024 13:02	Lan Support	RJ 45 Connector	Network issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	02/02/2024 09:02	19.39	High
6969	20240201C43	01/02/2024 13:02	Hardware	Scanner	Scanner insalltion require	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	01/02/2024 16:02	2.12	High
6970	20240201C44	01/02/2024 14:02	Hardware	Scanner	scanner is installation	Egg Market	Laxmi Nagar	Closed By Hardware Team	01/02/2024 16:02	2.09	High
6971	20240201C45	01/02/2024 14:02	Softwares	Domain Password	Domain password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	01/02/2024 14:02	0	High
6972	20240201C46	01/02/2024 14:02	Hardware	Printer	2 printer not working	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	01/02/2024 14:02	0.03	High
6973	20240201C47	01/02/2024 14:02	Hardware	Printer	Printer issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	02/02/2024 17:02	26.83	High
6974	20240201C48	01/02/2024 14:02	Lan Support	Lan Cable Replacement	Kindly arrange to remove the network cable from cabin entrance . pl assign to lan team urgently.	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Lan Support Team	06/02/2024 10:02	115.24	High
6975	20240201C49	01/02/2024 14:02	Softwares	IBM Lotus Notes	mail configure	Bm (Comm.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	02/02/2024 11:02	20.73	High
6976	20240201C50	01/02/2024 14:02	Hardware	Printer	printer paper jam	Bm (Comm.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	02/02/2024 11:02	20.73	High
6977	20240201C51	01/02/2024 14:02	Softwares	BYPL Intranet	issue in chrome	Bm (Comm.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	02/02/2024 11:02	20.65	Medium
6978	20240201C52	01/02/2024 14:02	Softwares	IBM Lotus Notes	Please reset mail password	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	02/02/2024 11:02	20.97	High
6979	20240201C53	01/02/2024 14:02	Softwares	VPN	vpn not working	Mulla Colony Scrap Store, Near Gajipur Police Station	Vasundra Enclave	Closed By Site Engineer	02/02/2024 11:02	20.58	Medium
6980	20240201C54	01/02/2024 15:02	Softwares	IBM Lotus Notes	mail not working	Bm (Comm.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	02/02/2024 11:02	20.57	High
6981	20240201C55	01/02/2024 15:02	Hardware	Scanner	scanner not working	Bm (Comm.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	02/02/2024 11:02	20.56	High
6982	20240201C56	01/02/2024 15:02	Hardware	PC_CPU	pds working issue	Bm (Comm.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	02/02/2024 11:02	20.55	High
6983	20240201C57	01/02/2024 15:02	Softwares	Digi Portal	dss not working	Bm (Comm.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	02/02/2024 11:02	20.54	Medium
6984	20240201C58	01/02/2024 15:02	Hardware	Printer	printer problem	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	02/02/2024 11:02	20.53	High
6985	20240201C59	01/02/2024 15:02	Softwares	IBM Lotus Notes	Mail not working .. pl check	Near Radhu Palace, Delhi (Lnr)	Laxmi Nagar	Closed By Site Engineer	02/02/2024 11:02	20.83	High
6986	20240201C60	01/02/2024 15:02	Softwares	SAP	report not open in .pl	Bm (Comm.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	02/02/2024 11:02	20.36	High
6987	20240201C61	01/02/2024 15:02	Softwares	SAP	analyzer not working	Bm (Comm.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	02/02/2024 11:02	20.35	High
6988	20240201C62	01/02/2024 15:02	Networking	Link Down	LAN Point not connecting /2B	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	01/02/2024 15:02	0.02	High
6989	20240201C63	01/02/2024 15:02	Softwares	Browser	sampark login working fine	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	02/02/2024 11:02	20.42	Medium
6990	20240201C64	01/02/2024 15:02	Hardware	Printer	printer not working	Aram Bagh Bm(Commil), Phg	Pahar Ganj	Closed By Site Engineer	02/02/2024 09:02	17.78	High
6991	20240201C65	01/02/2024 15:02	Softwares	Domain Password	Domain password Reset	Commil Office Cbd-iii	Karkardooma	Closed By Helpdesk	01/02/2024 15:02	0.01	High
6992	20240201C66	01/02/2024 15:02	Hardware	PC_CPU	Hanging & Slow Speed very old Laptop Urgent replacement/Rectification.	Ppg Indl. Area Grid (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	07/02/2024 15:02	143.47	High
6993	20240201C67	01/02/2024 15:02	Softwares	IBM Lotus Notes	Lotus mail corrupt of Ravi Venkataraman	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	01/02/2024 15:02	0	High
6994	20240201C68	01/02/2024 16:02	Softwares	IBM Lotus Notes	ibm mail storage issue	13-Block, Trilokpuri,Delhi	Mayur Vihar	Closed By Site Engineer	02/02/2024 11:02	19.97	High
6995	20240201C69	01/02/2024 16:02	Softwares	Cute PDF	Cute PDF software install	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	01/02/2024 16:02	0	Medium
6996	20240201C70	01/02/2024 16:02	Softwares	IBM Lotus Notes	HCL verse is not working please configure	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	02/02/2024 11:02	19.38	High
6997	20240201C71	01/02/2024 17:02	Hardware	Laptop	Wifi is not working.	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	06/02/2024 12:02	115	High
6998	20240201C72	01/02/2024 17:02	Telecom	Clip Max	Dialing is not performing while dial extension numbers.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	28/02/2024 14:02	644.91	High
6999	20240201C73	01/02/2024 17:02	Hardware	Hard Disk	issue hard disk gate pass	O&M(D) Office, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Site Engineer	02/02/2024 11:02	18.55	High
7000	20240201C74	01/02/2024 17:02	Hardware	PC_CPU	issue gate pass for pc Surrender	O&M(D) Office, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Site Engineer	02/02/2024 11:02	18.52	High
7001	20240201C75	01/02/2024 17:02	Hardware	PC_CPU	issue gate pass for Surrender jai singh sir pc	O&M(D) Office, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Site Engineer	02/02/2024 11:02	18.51	High
7002	20240202C1	02/02/2024 08:02	Hardware	IP Camera	PHG COMM GATE,CHD,CASH CCTV NOT WORKING	Aram Bagh Bm(Commil), Phg	Pahar Ganj	Closed By Lan Support Team	05/03/2024 15:03	775.02	High
7003	20240202C2	02/02/2024 09:02	Softwares	IBM Lotus Notes	Mail Archive	Aram Bagh Bm(Commil), Phg	Pahar Ganj	Closed By Site Engineer	02/02/2024 12:02	2.8	High
7004	20240202C3	02/02/2024 09:02	Softwares	SAP	P92 login issue	Aram Bagh Bm(Commil), Phg	Pahar Ganj	Closed By Site Engineer	02/02/2024 12:02	2.79	High
7005	20240202C4	02/02/2024 10:02	Networking	Link Down	Network issue.	S/Stn No 14 Mlcc (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	02/02/2024 17:02	7.21	High
7006	20240202C5	02/02/2024 10:02	Softwares	Domain Password	Domain password reset	Jhimil Division Gtr	Gt Road	Closed By Helpdesk	02/02/2024 10:02	0.02	High
7007	20240202C6	02/02/2024 10:02	Softwares	Windows	System slow and windows update	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	02/02/2024 10:02	0.01	High
7008	20240202C7	02/02/2024 10:02	Softwares	Domain Password	Domain password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	02/02/2024 10:02	0	High
7009	20240202C8	02/02/2024 10:02	Softwares	Domain Password	Domain password reset	Mig Office, East Of Loni Road	Nand Nagari	Closed By Helpdesk	02/02/2024 10:02	0	High
7010	20240202C9	02/02/2024 10:02	Softwares	IBM Lotus Notes	due to some issue...mails are not getting received in inbox.,	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	02/02/2024 12:02	1.19	High
7011	20240202C10	02/02/2024 10:02	Softwares	Domain Password	Password reset	F-15/2, Krishna Nagar, Commil Office	Krishna Nagar	Closed By Helpdesk	02/02/2024 10:02	0	High
7012	20240202C11	02/02/2024 10:02	Softwares	Internet	Internet site is not opening	Mig Office, East Of Loni Road	Nand Nagari	Closed By Helpdesk	02/02/2024 10:02	0	High
7013	20240202C12	02/02/2024 10:02	Softwares	IBM Lotus Notes	Mail not received	Cgrf, Lal Bldg, Kkd (I/C Kkd Grid)	Karkardooma	Closed By Helpdesk	02/02/2024 10:02	0	High
7014	20240202C13	02/02/2024 10:02	Hardware	Mouse	External mouse not working properly.	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	18/03/2024 14:03	1083.38	High
7015	20240202C14	02/02/2024 11:02	Lan Support	RJ 45 Connector	Network issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	05/02/2024 10:02	71.95	High
7016	20240202C15	02/02/2024 11:02	Hardware	Laptop	My laptop working very slow, due to multitasking unable to work properly. Kindly update RAM from 4 GB to 8 GB.	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	18/03/2024 13:03	1082.11	High



S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
7017	20240202C16	02/02/2024 11:02	Softwares	IBM Lotus Notes	user unable to access lotus mail	33 Kv.Substation (Srd Building), Shankar Road, New Delhi-110 060 CommI Office	Shankar Road	Closed By Site Engineer	02/02/2024 11:02	0.36	High
7018	20240202C17	02/02/2024 11:02	Hardware	Laptop	laptop not working properly	33 Kv.Substation (Srd Building), Shankar Road, New Delhi-110 060 CommI Office	Shankar Road	Closed By Site Engineer	02/02/2024 11:02	0.34	High
7019	20240202C18	02/02/2024 11:02	Softwares	IBM Lotus Notes	The device will be unable to sync mail	33 Kv.Substation (Srd Building), Shankar Road, New Delhi-110 060 CommI Office	Shankar Road	Closed By Site Engineer	02/02/2024 11:02	0.6	High
7020	20240202C19	02/02/2024 11:02	Hardware	Printer	Both printers are not working	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	02/02/2024 11:02	0.03	High
7021	20240202C20	02/02/2024 11:02	Softwares	IBM Lotus Notes	mail password forget	CommI Office Cbd-ii	Karkardooma	Closed By Site Engineer	02/02/2024 18:02	7.07	High
7022	20240202C21	02/02/2024 11:02	Softwares	Windows	Windows update	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	02/02/2024 11:02	0.02	High
7023	20240202C22	02/02/2024 11:02	Softwares	SAP	sap is not open	33 Kv.Substation (Srd Building), Shankar Road, New Delhi-110 060 CommI Office	Shankar Road	Closed By Site Engineer	02/02/2024 11:02	0.58	High
7024	20240202C23	02/02/2024 11:02	Hardware	Printer	Duplex printing issue / 2B Last Cabin	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	02/02/2024 12:02	1.41	High
7025	20240202C24	02/02/2024 11:02	Hardware	PC_CPU	System slow issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	02/02/2024 11:02	0.01	High
7026	20240202C25	02/02/2024 11:02	Hardware	Laptop	laptop restart again and again	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	02/02/2024 11:02	0.27	High
7027	20240202C26	02/02/2024 11:02	Softwares	SAP	Sap password is not accepted	33 Kv.Substation (Srd Building), Shankar Road, New Delhi-110 060 CommI Office	Shankar Road	Closed By Site Engineer	02/02/2024 11:02	0.54	High
7028	20240202C27	02/02/2024 11:02	Telecom	Clip Max	Extt. 9881 not working properly	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	02/02/2024 11:02	0.28	High
7029	20240202C28	02/02/2024 11:02	Softwares	Adobe Reader	PDF file is not open	33 Kv.Substation (Srd Building), Shankar Road, New Delhi-110 060 CommI Office	Shankar Road	Closed By Site Engineer	02/02/2024 11:02	0.55	Medium
7030	20240202C29	02/02/2024 11:02	Softwares	Domain Password	password is not accepted	33 Kv.Substation (Srd Building), Shankar Road, New Delhi-110 060 CommI Office	Shankar Road	Closed By Site Engineer	02/02/2024 11:02	0.5	High
7031	20240202C30	02/02/2024 11:02	Hardware	PC_CPU	power on issue not getting power on	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	02/02/2024 11:02	0.24	High
7032	20240202C31	02/02/2024 11:02	Hardware	Printer	unable to print from shared printer	33 Kv.Substation (Srd Building), Shankar Road, New Delhi-110 060 CommI Office	Shankar Road	Closed By Site Engineer	02/02/2024 11:02	0.48	High
7033	20240202C32	02/02/2024 11:02	Softwares	Domain Password	Password reset	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Helpdesk	02/02/2024 11:02	0.01	High
7034	20240202C33	02/02/2024 11:02	Softwares	IBM Lotus Notes	Lotus mail not working ..pl check	Near Radhu Palace, Delhi (Lnr)	Laxmi Nagar	Closed By Site Engineer	05/02/2024 16:02	77.36	High
7035	20240202C34	02/02/2024 11:02	Hardware	Laptop	laptop not working internet access issue	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	02/02/2024 11:02	0.42	High
7036	20240202C35	02/02/2024 11:02	Softwares	Ms-Office	Excel issue	O & M Office Vivek Vihar B-Blk	Karkardooma	Closed By Helpdesk	02/02/2024 11:02	0.01	High
7037	20240202C36	02/02/2024 11:02	Softwares	Teamviewer	TeamViewer not working ,	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	02/02/2024 11:02	0.41	Medium
7038	20240202C37	02/02/2024 11:02	Hardware	Mouse	mouse not working	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	02/02/2024 11:02	0.36	High
7039	20240202C38	02/02/2024 11:02	Hardware	Printer	printer install at BD room	O&M(D) Office, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Site Engineer	02/02/2024 11:02	0.36	High
7040	20240202C39	02/02/2024 11:02	Networking	Link Down	network down in printer please check	O&M(D) Office, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Site Engineer	02/02/2024 11:02	0.34	High
7041	20240202C40	02/02/2024 11:02	Hardware	Scanner	Barcode scanner not working	Aram Bagh Bm(CommI), Phg	Pahar Ganj	Closed By Site Engineer	02/02/2024 12:02	1.09	High
7042	20240202C41	02/02/2024 11:02	Hardware	Keyboard	keyboard not working	Aram Bagh Bm(CommI), Phg	Pahar Ganj	Closed By Site Engineer	02/02/2024 12:02	1.08	High
7043	20240202C42	02/02/2024 11:02	Softwares	Domain Password	Domain password reset issue.	S/Stn. No. 13, Ppg (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	02/02/2024 17:02	5.76	High
7044	20240202C43	02/02/2024 11:02	Softwares	IBM Lotus Notes	lotus account locked issue.	S/Stn. No. 13, Ppg (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	02/02/2024 17:02	5.69	High
7045	20240202C44	02/02/2024 12:02	Softwares	Ms-Office	excel file printing issue	CommI. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Site Engineer	02/02/2024 13:02	1.72	High
7046	20240202C45	02/02/2024 12:02	Hardware	PC_CPU	booting issue	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	05/02/2024 18:02	78.27	High
7047	20240202C46	02/02/2024 12:02	Softwares	IBM Lotus Notes	ibm mail issue	13-Block,Trilokpuri,Delhi	Mayur Vihar	Closed By Site Engineer	02/02/2024 13:02	1.71	High
7048	20240202C47	02/02/2024 12:02	Hardware	Scanner	SCANNER issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	02/02/2024 17:02	5.19	High
7049	20240202C48	02/02/2024 12:02	Softwares	Domain Password	password not working	Divn. Office, (Lnr)	Laxmi Nagar	On Hold By Site Engineer			High
7050	20240202C49	02/02/2024 12:02	Networking	Network Breaks	Network issue.	S/Stn. No. 02 (Ppg)	Laxmi Nagar	Closed By Site Engineer	06/02/2024 12:02	95.97	High
7051	20240202C50	02/02/2024 12:02	Softwares	Admin Helpdesk	create admin helpdesk	CommI. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Site Engineer	02/02/2024 13:02	1.43	Medium
7052	20240202C51	02/02/2024 12:02	Lan Support	RJ 45 Connector	Network issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	05/02/2024 10:02	70.67	High
7053	20240202C52	02/02/2024 12:02	Softwares	Internet	IT engineer require in CEO cell	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	02/02/2024 18:02	5.92	High
7054	20240202C53	02/02/2024 12:02	Softwares	BYPL Intranet	Bssdelhi link is not working.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	02/02/2024 17:02	4.95	Medium
7055	20240202C54	02/02/2024 13:02	Hardware	Mouse	SYSTEM SERIAL NUMBER-- HXK72S2 RIGHT CLICK ISSUE IN MOUSE PLS ASSIGN THE ARPIT RASTOGI	F-15/2, Krishna Nagar, CommI Office	Krishna Nagar	Closed By Hardware Team	09/02/2024 10:02	165.76	High
7056	20240202C55	02/02/2024 13:02	Softwares	IBM Lotus Notes	IBM MAIL ISSUE	13-Block,Trilokpuri,Delhi	Mayur Vihar	Closed By Site Engineer	02/02/2024 14:02	1.17	High
7057	20240202C56	02/02/2024 14:02	Softwares	VPN	VPN Password not acceptable	CommI Office Cbd-ii	Karkardooma	Closed By Helpdesk	02/02/2024 14:02	0	Medium
7058	20240202C57	02/02/2024 14:02	Hardware	Keyboard	Keyboard faulty, S 1. @ special character not working PC S/N. 31ZG152 pls assign this call to ARPIT	Seelam Pur Complaint Centre, Delhi-53	Yamuna Vihar	Closed By Hardware Team	06/03/2024 11:03	789.25	High
7059	20240202C58	02/02/2024 14:02	Hardware	PC_CPU	System issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	02/02/2024 18:02	4.37	High
7060	20240202C59	02/02/2024 14:02	Hardware	PC_CPU	system slow	Aram Bagh Bm(CommI), Phg	Pahar Ganj	Closed By Site Engineer	02/02/2024 16:02	2.28	High
7061	20240202C60	02/02/2024 14:02	Softwares	Antivirus	antivirus install	Aram Bagh Bm(CommI), Phg	Pahar Ganj	Closed By Site Engineer	02/02/2024 16:02	2.27	Medium
7062	20240202C61	02/02/2024 14:02	Hardware	Keyboard	keyboard faulty some keys not working ( pls assign to Arpit)	33 Kv.Substation (Srd Building), Shankar Road, New Delhi-110 060 CommI Office	Shankar Road	Closed By Hardware Team	02/02/2024 15:02	0.55	High
7063	20240202C62	02/02/2024 14:02	Hardware	Keyboard	some key not working pc serial number- 8C4PH32 pls assign to Arpit	33 Kv.Substation (Srd Building), Shankar Road, New Delhi-110 060 CommI Office	Shankar Road	Closed By Hardware Team	21/02/2024 16:02	457.94	High
7064	20240202C63	02/02/2024 14:02	Hardware	TFT	intermittent display pls assign to Arpit pc serialnumber-8C4PH32	33 Kv.Substation (Srd Building), Shankar Road, New Delhi-110 060 CommI Office	Shankar Road	Closed By Hardware Team	05/02/2024 17:02	74.42	High
7065	20240202C64	02/02/2024 14:02	Lan Support	RJ 45 Connector	Network issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	05/02/2024 10:02	68.27	High

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
7066	20240202C65	02/02/2024 14:02	Softwares	IBM Lotus Notes	mail configure in phone.	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	02/02/2024 16:02	2.09	High
7067	20240202C66	02/02/2024 14:02	Hardware	Scanner	scanner not working	Bm (Comml.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	02/02/2024 16:02	2.09	High
7068	20240202C67	02/02/2024 14:02	Lan Support	Lan Cable Extension	lan point not working ( send to lan team )	T-Sohan Lal Marg, Prasad Nagar, New Delhi (Vigilance Office)	Patel Nagar	Closed By Lan Support Team	07/02/2024 09:02	114.68	High
7069	20240202C68	02/02/2024 14:02	Hardware	Printer	printer papere jamme	Bm (Comml.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	02/02/2024 16:02	1.98	High
7070	20240202C69	02/02/2024 14:02	Hardware	PC_CPU	create report INVENTORY COUNT DATA (SOUTH EAST )	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Site Engineer	02/02/2024 17:02	2.24	High
7071	20240202C70	02/02/2024 14:02	Softwares	OS	windows issue	Bm (Comml.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	02/02/2024 16:02	1.96	Medium
7072	20240202C71	02/02/2024 14:02	Networking	Network Breaks	network problem	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	02/02/2024 16:02	1.94	High
7073	20240202C72	02/02/2024 14:02	Softwares	IBM Lotus Notes	mail not working	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	02/02/2024 16:02	1.93	High
7074	20240202C73	02/02/2024 14:02	Softwares	SAP	bsp not working	Mulla Colony Scrap Store, Near Gajipur Police Station	Vasundra Enclave	Closed By Site Engineer	02/02/2024 16:02	1.91	High
7075	20240202C74	02/02/2024 14:02	Lan Support	Lan Cable Extension	lan point not working ( send to lan team)	Vigilance Office Prasad Nagar	Patel Nagar	Closed By Lan Support Team	07/02/2024 09:02	114.52	High
7076	20240202C75	02/02/2024 14:02	Softwares	IBM Lotus Notes	mail sending issue	Bm (Comml.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	02/02/2024 16:02	1.89	High
7077	20240202C76	02/02/2024 14:02	Softwares	Admin Helpdesk	portal not working	Bm (Comml.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	02/02/2024 16:02	1.89	Medium
7078	20240202C77	02/02/2024 15:02	Hardware	PC_CPU	USB Problem (Sr. No PGBM352) call assign to Mr Arpit	Business Office, Karawal Nagar	Karawal Nagar	Closed By Hardware Team	05/02/2024 17:02	74.06	High
7079	20240202C78	02/02/2024 15:02	Hardware	Keyboard	keyboard issue assign local it	Pkt-C, Mvr Ph-II, Delhi	Mayur Vihar	Closed By Site Engineer	02/02/2024 17:02	1.97	High
7080	20240202C79	02/02/2024 15:02	Softwares	Domain Password	Password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	02/02/2024 15:02	0.01	High
7081	20240202C80	02/02/2024 15:02	Softwares	Adobe Reader	RAR file Issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	02/02/2024 15:02	0.01	Medium
7082	20240202C81	02/02/2024 15:02	Softwares	Ms-Office	WPS office corrupt and reinstalled	O & M Office Vivek Vihar B-Blk	Karkardooma	Closed By Helpdesk	02/02/2024 15:02	0	High
7083	20240202C82	02/02/2024 15:02	Hardware	Printer	Printer issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	02/02/2024 15:02	0.01	High
7084	20240202C83	02/02/2024 16:02	Hardware	Printer	3rd.floor A block HP[3015]2 is not working	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	02/02/2024 16:02	0	High
7085	20240202C84	02/02/2024 16:02	Hardware	PC_CPU	6 pc need to ready for traning	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	02/02/2024 18:02	2.07	High
7086	20240202C85	02/02/2024 16:02	Hardware	PC_CPU	6 pc need to ready for traning	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	02/02/2024 18:02	2.06	High
7087	20240202C86	02/02/2024 16:02	Hardware	PC_CPU	window and software need to ready traning	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	02/02/2024 18:02	2.05	High
7088	20240202C87	02/02/2024 16:02	Softwares	OS	windows and software need to ready for traning	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	02/02/2024 18:02	2.05	Medium
7089	20240202C88	02/02/2024 16:02	Softwares	VTMS	CRM link not open	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	02/02/2024 16:02	0	Medium
7090	20240202C89	02/02/2024 17:02	Hardware	Laptop Battery	laptop has less battery backup.pl assign to arpit. s/n: R90G054V	Mulla Colony Scrap Store, Near Gajipur Police Station	Vasundra Enclave	Closed By Hardware Team	05/02/2024 10:02	65.45	High
7091	20240202C90	02/02/2024 17:02	Softwares	Internet	ITSM form fill up	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	02/02/2024 17:02	0	High
7092	20240203C1	03/02/2024 09:02	Hardware	IP Camera	PPG RMU PTZ CCTV NOT WORKING	Ppg Indl. Area Grid (Ppg-2)	Laxmi Nagar	Closed By Lan Support Team	06/02/2024 10:02	72.48	High
7093	20240203C2	03/02/2024 09:02	Hardware	IP Camera	KWN COMM CASH CCTV NOT WORKING	Business Office, Karawal Nagar	Karawal Nagar	Closed By Lan Support Team	08/02/2024 08:02	119.37	High
7094	20240203C3	03/02/2024 09:02	Hardware	IP Camera	SRD O&M CCTV NOT WORKING	R-88 A Double Storey S/Stn. Building, R Block, New Rajinder Ngr, Shankar Rd, Delhi (O & M)	Shankar Road	Closed By Lan Support Team	05/02/2024 10:02	49.23	High
7095	20240204C1	04/02/2024 04:02	Hardware	IP Camera	CC JAMA MASJID CCTV NOT WORKING	Jama Masjid, Complaint Center	Darya Ganj	Closed By Lan Support Team	10/02/2024 09:02	149.63	High
7096	20240204C2	04/02/2024 04:02	Hardware	IP Camera	GH-2 GRID CCTV NOT WORKING	GH-II Grid (Ppg-2)	Laxmi Nagar	Closed By Lan Support Team	05/02/2024 10:02	30.76	High
7097	20240204C3	04/02/2024 04:02	Hardware	IP Camera	VIGILANCE OFFICE GATE,OUTSIDE_ROOM CCTV NOT WORKING	Vigilance Office Prasad Nagar	Patel Nagar	Closed By Lan Support Team	05/02/2024 10:02	30.74	High
7098	20240204C4	04/02/2024 04:02	Hardware	IP Camera	O&M MVR-3 CCTV NOT WORKING	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	On Hold By Lan Support Team			High
7099	20240204C5	04/02/2024 04:02	Hardware	IP Camera	KWN COMM GATE CCTV NOT WORKING	Business Office, Karawal Nagar	Karawal Nagar	Closed By Lan Support Team	08/02/2024 08:02	100.54	High
7100	20240205C1	05/02/2024 09:02	Softwares	Domain Password	Domain password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	05/02/2024 09:02	0	High
7101	20240205C2	05/02/2024 09:02	Softwares	Internet	Internet opening issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	05/02/2024 09:02	0.01	High
7102	20240205C3	05/02/2024 09:02	Telecom	Clip Max	Telephone is not functioning (9579) Last cabin.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	06/02/2024 10:02	24.35	High
7103	20240205C4	05/02/2024 10:02	Hardware	Laptop	IP address issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	05/02/2024 10:02	0.01	High
7104	20240205C5	05/02/2024 10:02	Softwares	SAP	SAP ISSUE ASSIGN NILESH	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Site Engineer	05/02/2024 11:02	1	High
7105	20240205C6	05/02/2024 10:02	Networking	Link Down	Network not accessible / 3C	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	05/02/2024 11:02	1.44	High
7106	20240205C7	05/02/2024 10:02	Softwares	SAP	Pg2 login issue	Aram Bagh Bm(Comml), Phg	Pahar Ganj	Closed By Site Engineer	05/02/2024 11:02	0.99	High
7107	20240205C8	05/02/2024 10:02	Hardware	PC_CPU	System slow	Aram Bagh Bm(Comml), Phg	Pahar Ganj	Closed By Site Engineer	05/02/2024 11:02	0.99	High
7108	20240205C9	05/02/2024 10:02	Networking	Link Down	link down at pocket c	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Site Engineer	05/02/2024 14:02	4.22	High
7109	20240205C10	05/02/2024 10:02	Networking	Link Down	link down at MMG pocket E mayur vihar	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Site Engineer	05/02/2024 14:02	4.2	High
7110	20240205C11	05/02/2024 10:02	Hardware	Printer	Network not access in printer / 3D	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	05/02/2024 11:02	1.27	High
7111	20240205C12	05/02/2024 10:02	Softwares	IBM Lotus Notes	SERVER LOCK ISSUE .. PL CHECK	Divn. Office, (Lnr)	Laxmi Nagar	On Hold By Site Engineer			High
7112	20240205C13	05/02/2024 10:02	Hardware	Printer	Printer cartridge change 2nd. floor D Block (FIN -1)	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	05/02/2024 12:02	1.44	High
7113	20240205C14	05/02/2024 10:02	Hardware	Laptop	Laptop not start beep sound & dim display issue along woth keypad some buttons issue	Comml Office Cbd-II	Karkardooma	Closed By Hardware Team	06/03/2024 11:03	720.8	High
7114	20240205C15	05/02/2024 11:02	Hardware	Printer	Printer installation	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	05/02/2024 11:02	0.03	High
7115	20240205C16	05/02/2024 11:02	Hardware	PC_CPU	Motherboard faulty Sno L970463 pls assign this call to Mr.Arpit	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Comml Office	Shankar Road	Closed By Hardware Team	05/02/2024 11:02	0.19	High
7116	20240205C17	05/02/2024 11:02	Softwares	Windows	Windows update	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	05/02/2024 11:02	0.01	High
7117	20240205C18	05/02/2024 11:02	Hardware	Printer	Network Printer shifting with in same room no-secreterail staff .	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	07/02/2024 09:02	46.13	High
7118	20240205C19	05/02/2024 11:02	Softwares	NAS	Folder Creation Issue in NAS	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	05/02/2024 11:02	0.01	Medium
7119	20240205C20	05/02/2024 11:02	Hardware	Printer	printer not working at store	Mulla Colony Scrap Store, Near Gajipur Police Station	Vasundra Enclave	Closed By Site Engineer	05/02/2024 17:02	5.63	High
7120	20240205C21	05/02/2024 11:02	Hardware	PC_CPU	system slow	Aram Bagh Bm(Comml), Phg	Pahar Ganj	Closed By Site Engineer	05/02/2024 12:02	1.21	High
7121	20240205C22	05/02/2024 11:02	Softwares	IBM Lotus Notes	mail installation	Bm (Comml.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	05/02/2024 17:02	5.62	High
7122	20240205C23	05/02/2024 11:02	Hardware	Printer	Printer install	Aram Bagh Bm(Comml), Phg	Pahar Ganj	Closed By Site Engineer	05/02/2024 12:02	1.21	High
7123	20240205C24	05/02/2024 11:02	Hardware	Scanner	scanner not working	Bm (Comml.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	05/02/2024 17:02	5.61	High
7124	20240205C25	05/02/2024 11:02	Softwares	VPN	VPN login issue .pl check	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	05/02/2024 16:02	5.34	Medium

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
7125	20240205C26	05/02/2024 11:02	Hardware	Printer	printer cartridge	Bm (Comml.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	05/02/2024 17:02	5.56	High
7126	20240205C27	05/02/2024 11:02	Hardware	PC_CPU	Screen color flickering /3A	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	05/02/2024 12:02	0.92	High
7127	20240205C28	05/02/2024 11:02	Hardware	Printer	printer cartridge change	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	05/02/2024 12:02	0.85	High
7128	20240205C29	05/02/2024 12:02	Hardware	Mouse	Mouse right click is not working Sno PG00X135.pls assign this call to Mr. Arpit	33 Kv.Substation (Srd Building), Shankar Road, New Delhi-110 060 Comml Office	Shankar Road	Closed By Hardware Team	20/02/2024 12:02	360.71	High
7129	20240205C30	05/02/2024 12:02	Hardware	PC_CPU	system slow	Aram Bagh Bm(Comml), Phg	Pahar Ganj	Closed By Site Engineer	05/02/2024 12:02	0.74	High
7130	20240205C31	05/02/2024 12:02	Hardware	Laptop Adapter	Laptop adapter faulty	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	05/02/2024 12:02	0.54	High
7131	20240205C32	05/02/2024 12:02	Hardware	PC_CPU	pc faulty need to replace	C-6, O&M Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Hardware Team	05/02/2024 17:02	5.31	High
7132	20240205C33	05/02/2024 12:02	Hardware	Scanner	Scanner faulty need to replace	C-6, O&M Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Hardware Team	05/02/2024 17:02	5.3	High
7133	20240205C34	05/02/2024 12:02	Hardware	Scanner	In scanner working issue	Cbd-Ii Grid, Kkd	Karkardooma	Closed By Hardware Team	05/02/2024 12:02	0.43	High
7134	20240205C35	05/02/2024 12:02	Networking	VPN Connectivity	VPN not working on Laptop of Mr. Vishal bhimrajka	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	05/02/2024 12:02	0.43	Medium
7135	20240205C36	05/02/2024 12:02	Hardware	Printer	printer not geeting command.	Comml Office Cbd-Ii	Karkardooma	Closed By Site Engineer	05/02/2024 14:02	1.83	High
7136	20240205C37	05/02/2024 12:02	Softwares	BYPL Intranet	Team Bses is not working.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	05/02/2024 13:02	1.13	Medium
7137	20240205C38	05/02/2024 12:02	Softwares	Antivirus	Installation of crowdstrike antivirus.	(P&E), S/Stn. No 16, (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	06/02/2024 12:02	23.29	Medium
7138	20240205C39	05/02/2024 13:02	Softwares	IBM Lotus Notes	mobile mail issue	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & Ii	Mayur Vihar	Closed By Site Engineer	06/02/2024 13:02	24.76	High
7139	20240205C40	05/02/2024 13:02	Hardware	PC_CPU	speed issue in cpu	Pkt-C, Mvr Ph-I, Delhi	Mayur Vihar	Closed By Site Engineer	06/02/2024 13:02	24.73	High
7140	20240205C41	05/02/2024 13:02	Networking	IP Conflict	link down at mmg	Samachar Aptt. Mayur Vihar Ph-I And II , Delhi	Mayur Vihar	Closed By Site Engineer	06/02/2024 13:02	24.45	High
7141	20240205C42	05/02/2024 13:02	Lan Support	Lan Cable Extension	Lan point not working for printer	Comml Office Cbd-Ii	Karkardooma	Closed By Lan Support Team	08/02/2024 08:02	67.62	High
7142	20240205C43	05/02/2024 13:02	Hardware	Laptop	Laptop not working , NAS Folder Access issue	33 Kv.Substation (Srd Building), Shankar Road, New Delhi-110 060 Comml Office	Shankar Road	Closed By Site Engineer	05/02/2024 18:02	4.3	High
7143	20240205C44	05/02/2024 14:02	Softwares	Browser	NAS folder Access Issue	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	05/02/2024 18:02	4.26	Medium
7144	20240205C45	05/02/2024 14:02	Hardware	PC_CPU	pc booting issue	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	05/02/2024 18:02	4.2	High
7145	20240205C46	05/02/2024 14:02	Softwares	VPN	VPN Access issue disconnect again and again	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	05/02/2024 18:02	4.17	Medium
7146	20240205C47	05/02/2024 14:02	Telecom	IP Phone	IP phone is not working (Near 2nd. floor C Block HR Covid control room)	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	06/02/2024 10:02	19.94	High
7147	20240205C48	05/02/2024 14:02	Softwares	Teamviewer	team viewer access issue and hang issue	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	05/02/2024 18:02	4.11	Medium
7148	20240205C49	05/02/2024 14:02	Hardware	PC_CPU	csc call centre 1 pc not working	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	05/02/2024 18:02	4	High
7149	20240205C50	05/02/2024 14:02	Softwares	SAP	P96 is not working, showing error.	Comml Office Cbd-Ii	Karkardooma	Closed By Site Engineer	07/02/2024 10:02	43.94	High
7150	20240205C51	05/02/2024 14:02	Softwares	Cute PDF	Cute PDF file issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	05/02/2024 14:02	0	Medium
7151	20240205C52	05/02/2024 14:02	Hardware	IP Camera	IP CAMERA IS NOT WORKING	F-15/2, Krishna Nagar, Comml Office	Krishna Nagar	Closed By Lan Support Team	08/02/2024 08:02	66.26	High
7152	20240205C53	05/02/2024 14:02	Hardware	PC_CPU	CPU LAN CARD FAULTY	Kanti Nagar Complaint Centre	Krishna Nagar	Closed By Site Engineer	06/02/2024 15:02	25.14	High
7153	20240205C54	05/02/2024 14:02	Hardware	PC_CPU	CPU LAN CARD FAULTY	Kanti Nagar Complaint Centre	Krishna Nagar	Closed By Site Engineer	06/02/2024 15:02	25.13	High
7154	20240205C55	05/02/2024 14:02	Hardware	Printer	Printer issue.	Training And Work Shop, (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	06/02/2024 12:02	21.46	High
7155	20240205C56	05/02/2024 14:02	Softwares	SAP	SAP PASSWORD RESET	Kanti Nagar Complaint Centre	Krishna Nagar	Closed By Site Engineer	06/02/2024 15:02	25.13	High
7156	20240205C57	05/02/2024 14:02	Softwares	Domain Password	Password reset	Samachar Aptt. Mayur Vihar Ph-I And II , Delhi	Mayur Vihar	Closed By Helpdesk	05/02/2024 14:02	0	High
7157	20240205C58	05/02/2024 14:02	Softwares	IBM Lotus Notes	Mail not working	Aram Bagh Bm(Comml), Phg	Pahar Ganj	Closed By Site Engineer	06/02/2024 09:02	18.75	High
7158	20240205C59	05/02/2024 14:02	Hardware	PC_CPU	system slow	Aram Bagh Bm(Comml), Phg	Pahar Ganj	Closed By Site Engineer	06/02/2024 09:02	18.75	High
7159	20240205C60	05/02/2024 15:02	Hardware	PC_CPU	beep sound	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	06/02/2024 10:02	19.08	High
7160	20240205C61	05/02/2024 15:02	Softwares	IBM Lotus Notes	archive issue	Bm (Comml.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	06/02/2024 10:02	19.07	High
7161	20240205C62	05/02/2024 15:02	Softwares	SAP	SAP NOT WORKING PROPERLY	S/Stn No 7, O&M, (Ppg)	Laxmi Nagar	Closed By Site Engineer	06/02/2024 18:02	27.3	High
7162	20240205C63	05/02/2024 15:02	Softwares	SAP	SAP is very slow not proper working	S/Stn No 7, O&M, (Ppg)	Laxmi Nagar	Closed By Site Engineer	06/02/2024 18:02	27.21	High
7163	20240205C64	05/02/2024 15:02	Networking	Network Breaks	Network is very slow	S/Stn No 7, O&M, (Ppg)	Laxmi Nagar	Closed By Site Engineer	06/02/2024 18:02	27.13	High
7164	20240205C65	05/02/2024 15:02	Networking	VPN Connectivity	VPN Not working	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	05/02/2024 17:02	1.8	Medium
7165	20240205C66	05/02/2024 16:02	Lan Support	RJ 45 Connector	pcm running offline at seelampur grid cash counter	Seelam Pur Complaint Centre, Delhi-53	Yamuna Vihar	Closed By Site Engineer	06/02/2024 09:02	17.77	High
7166	20240205C67	05/02/2024 16:02	Softwares	IBM Lotus Notes	NO new Mail coming in inbox	C-7, Commercial Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Site Engineer	06/02/2024 09:02	17.75	High
7167	20240205C68	05/02/2024 16:02	Softwares	BYPL Intranet	EMRS link not working	C-11, Dispensary Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Site Engineer	06/02/2024 09:02	17.72	Medium
7168	20240205C69	05/02/2024 16:02	Softwares	SAP	sap password reset	F-15/2, Krishna Nagar, Comml Office	Krishna Nagar	Closed By Site Engineer	06/02/2024 15:02	23.66	High
7169	20240205C70	05/02/2024 16:02	Softwares	IBM Lotus Notes	archive issue	F-15/2, Krishna Nagar, Comml Office	Krishna Nagar	Closed By Site Engineer	06/02/2024 15:02	23.65	High
7170	20240205C71	05/02/2024 16:02	Softwares	Windows	Windows-10 Installation on 500 Gb SSD.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Site Engineer	05/02/2024 18:02	1.71	High
7171	20240205C72	05/02/2024 16:02	Hardware	Laptop Battery	LAPTOP BATTERY FAULTY NEED TO REPLACE	C-6, O&M Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Hardware Team	05/02/2024 17:02	1.22	High
7172	20240205C73	05/02/2024 16:02	Hardware	Laptop Battery	BATTERY FAULTY	Kanti Nagar Complaint Centre	Krishna Nagar	Closed By Hardware Team	05/02/2024 17:02	0.96	High
7173	20240205C74	05/02/2024 16:02	Lan Support	Lan Cable Replacement	At 66 KV GH-II grid emergency exit gate is constructing by Civil department. While working one IT cable laying is observed and obstructing the work. Hence request to kindly visit at 66 KV GH-II grid and plan to reroute the cable at the earliest please	GH-II Grid (Ppg-2)	Laxmi Nagar	Closed By Lan Support Team	07/02/2024 09:02	40.81	High
7174	20240205C75	05/02/2024 16:02	Hardware	PC_CPU	System issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	05/02/2024 16:02	0.01	High
7175	20240205C76	05/02/2024 17:02	Hardware	PC_CPU	cpu speed issue	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & Ii	Mayur Vihar	Closed By Site Engineer	06/02/2024 13:02	20.72	High
7176	20240205C77	05/02/2024 17:02	Softwares	Internet	internet not access	Comml Office Cbd-Ii	Karkardooma	Closed By Site Engineer	05/02/2024 18:02	1.45	High
7177	20240205C78	05/02/2024 17:02	Softwares	Internet	Network issue to down load data	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	05/02/2024 17:02	0.01	High
7178	20240205C79	05/02/2024 17:02	Hardware	Mouse	mouse right click not working	Comml Office Cbd-Ii	Karkardooma	Closed By Hardware Team	11/03/2024 15:03	837.71	High
7179	20240205C80	05/02/2024 17:02	Softwares	IBM Lotus Notes	mail issue assign Nilesh	Samachar Aptt. Mayur Vihar Ph-I And II , Delhi	Mayur Vihar	Closed By Site Engineer	06/02/2024 13:02	20.12	High
7180	20240205C81	05/02/2024 18:02	Lan Support	Lan Cable Replacement	LAN Problem at Sonia Vihar CC, call assign to LAN Team	Complaint Office, Sonia Vihar	Karawal Nagar	Closed By Lan Support Team	08/02/2024 08:02	62.72	High
7181	20240206C1	06/02/2024 07:02	Hardware	IP Camera	YVR O&M ROOM CAMERA NOT WORKING	C-6, O&M Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Lan Support Team	08/02/2024 08:02	49.09	High
7182	20240206C2	06/02/2024 09:02	Hardware	Printer	Printer issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	06/02/2024 09:02	0	High
7183	20240206C3	06/02/2024 09:02	Softwares	Windows	windows update	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	06/02/2024 09:02	0.01	High
7184	20240206C4	06/02/2024 09:02	Hardware	PC_CPU	System slow issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	06/02/2024 09:02	0	High

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
7185	20240206C5	06/02/2024 09:02	Hardware	Printer	printer driver install	Comm Office Cbd-ii	Karkardooma	Closed By Site Engineer	06/02/2024 13:02	3.34	High
7186	20240206C6	06/02/2024 09:02	Hardware	Printer	Printer issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	06/02/2024 09:02	0.01	High
7187	20240206C7	06/02/2024 09:02	Lan Support	Lan Cable Extension	LAN PORT ISSUE	Mig Office, East Of Loni Road	Nand Nagari	Closed By Lan Support Team	08/02/2024 08:02	46.99	High
7188	20240206C8	06/02/2024 10:02	Telecom	IP Phone	IP Phone is not working	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	06/02/2024 10:02	0.09	High
7189	20240206C9	06/02/2024 10:02	Softwares	IBM Lotus Notes	create archive	Aram Bagh Bm(Comm), Phg	Pahar Ganj	Closed By Site Engineer	06/02/2024 13:02	3	High
7190	20240206C10	06/02/2024 10:02	Hardware	PC_CPU	System slow	Aram Bagh Bm(Comm), Phg	Pahar Ganj	Closed By Site Engineer	06/02/2024 13:02	3	High
7191	20240206C11	06/02/2024 10:02	Hardware	Mouse	mouse left click not working	Comm Office Cbd-ii	Karkardooma	Closed By Hardware Team	09/02/2024 10:02	71.95	High
7192	20240206C12	06/02/2024 10:02	Hardware	Keyboard	keyboard button stuck	Comm Office Cbd-ii	Karkardooma	Closed By Hardware Team	09/02/2024 10:02	71.94	High
7193	20240206C13	06/02/2024 10:02	Hardware	Laptop Battery	laptop have no battery backup always needs to plug in charger while working pls assing to arpit. s/n :- PG26594	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Hardware Team	06/02/2024 14:02	3.88	High
7194	20240206C14	06/02/2024 10:02	Hardware	PC_CPU	laptop speed issue	Comm. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	06/02/2024 13:02	3.29	High
7195	20240206C15	06/02/2024 10:02	Lan Support	Lan Cable Replacement	Lan cable is loose, 3B CES.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	07/02/2024 09:02	22.93	High
7196	20240206C16	06/02/2024 10:02	Hardware	Printer	print issue	Mig Office, East Of Loni Road	Nand Nagari	Closed By Site Engineer	06/02/2024 16:02	5.78	High
7197	20240206C17	06/02/2024 10:02	Networking	VPN Connectivity	VPN Not working	Ppg Indl. Area Grid (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	06/02/2024 13:02	2.34	Medium
7198	20240206C18	06/02/2024 10:02	Hardware	TFT	display font size issue	Comm. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	06/02/2024 13:02	3.04	High
7199	20240206C19	06/02/2024 10:02	Hardware	Laptop Battery	my location is sudhanshu-11 opp BALCO APPT. P. (NOT LISTED IN ABOVE LIST) LAP TOP BATTERY IS VERY WEAK. LAPTOP WORKING WITH ONLY POWER SUPPLY ON MODE. SO PL URGENT REPLACEMENT OF BATTERY REQUIRED.	S/Stn No 7, O&M, (Ppg)	Laxmi Nagar	Closed By Hardware Team	08/02/2024 09:02	47.18	High
7200	20240206C20	06/02/2024 10:02	Hardware	Mouse	LEFT CLICK NOT WORKING	Divn. Office, (Lnr)	Laxmi Nagar	On Hold By Site Engineer			High
7201	20240206C21	06/02/2024 10:02	Softwares	IBM Lotus Notes	lotus password is not working ...	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	07/02/2024 13:02	26.57	High
7202	20240206C22	06/02/2024 11:02	Softwares	Windows	Port H_Sam park training r.dispose. dated 06/02/2024 Call assign to vikas	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Site Engineer	06/02/2024 12:02	1.1	High
7203	20240206C23	06/02/2024 11:02	Softwares	Windows	Port H_Sam park training r.dispose. dated 06/02/2024 Call assign to vikas	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Site Engineer	06/02/2024 12:02	1.09	High
7204	20240206C24	06/02/2024 11:02	Softwares	Windows	Port H_Sam park training r.dispose. dated 06/02/2024 Call assign to vikas	Preet Vihar Grid (Civil, Protection & Mmg Office)	Karkardooma	Closed By Site Engineer	06/02/2024 12:02	1.05	High
7205	20240206C25	06/02/2024 11:02	Softwares	Windows	Port H_Sam park training r.dispose. dated 06/02/2024 Call assign to vikas	O & M Office Vivek Vihar B-Blk	Karkardooma	Closed By Site Engineer	06/02/2024 12:02	1.03	High
7206	20240206C26	06/02/2024 11:02	Softwares	Windows	Port H_Sam park training r.dispose. dated 06/02/2024 Call assign to vikas	O & M Office Vivek Vihar B-Blk	Karkardooma	Closed By Site Engineer	06/02/2024 12:02	0.99	High
7207	20240206C27	06/02/2024 11:02	Softwares	Windows	Port H_Sam park training r.dispose. dated 06/02/2024 Call assign to vikas	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Site Engineer	06/02/2024 12:02	0.98	High
7208	20240206C28	06/02/2024 11:02	Softwares	Windows	Port H_Sam park training r.dispose. dated 06/02/2024 Call assign to vikas	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Site Engineer	06/02/2024 12:02	0.97	High
7209	20240206C29	06/02/2024 11:02	Softwares	Windows	Port H_Sam park training r.dispose. dated 06/02/2024 Call assign to vikas	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Site Engineer	06/02/2024 12:02	0.96	High
7210	20240206C30	06/02/2024 11:02	Softwares	Windows	Port H_Sam park training r.dispose. dated 06/02/2024 Call assign to vikas	Vivek Vihar Grid	Karkardooma	Closed By Site Engineer	06/02/2024 12:02	0.93	High
7211	20240206C31	06/02/2024 11:02	Softwares	Windows	Port H_Sam park training r.dispose. dated 06/02/2024 Call assign to vikas	Preet Vihar Grid (Civil, Protection & Mmg Office)	Karkardooma	Closed By Site Engineer	06/02/2024 12:02	0.92	High
7212	20240206C32	06/02/2024 11:02	Softwares	Windows	Port H_Sam park training r.dispose. dated 06/02/2024 Call assign to vikas	Preet Vihar Grid (Civil, Protection & Mmg Office)	Karkardooma	Closed By Site Engineer	06/02/2024 12:02	0.91	High
7213	20240206C33	06/02/2024 11:02	Softwares	Windows	Port H_Sam park training r.dispose. dated 06/02/2024 Call assign to vikas	Preet Vihar Grid (Civil, Protection & Mmg Office)	Karkardooma	Closed By Site Engineer	06/02/2024 12:02	0.73	High
7214	20240206C34	06/02/2024 11:02	Softwares	Windows	System not booting / 1A	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	19/02/2024 09:02	309.76	High
7215	20240206C35	06/02/2024 11:02	Hardware	Keyboard	Existing Keyboard some few keys not working and Hard work. Need to replace on urgent basis. S/n:- PG00D2UQ Model-10B3A0L2H	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Hardware Team	13/02/2024 11:02	167.68	High
7216	20240206C36	06/02/2024 11:02	Softwares	Internet	ITSM form fill up	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	06/02/2024 11:02	0	High
7217	20240206C37	06/02/2024 11:02	Softwares	Antivirus	Antivirus icon issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	06/02/2024 11:02	0.01	Medium
7218	20240206C38	06/02/2024 11:02	Hardware	Printer	Paper Tray Has been broken please replace the paper tray for smooth print.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	14/02/2024 17:02	197.72	High
7219	20240206C39	06/02/2024 11:02	Hardware	Printer	printer issue	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	06/02/2024 17:02	5.73	High
7220	20240206C40	06/02/2024 11:02	Hardware	PC_CPU	cpu start problem	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	06/02/2024 17:02	5.72	High
7221	20240206C41	06/02/2024 11:02	Softwares	OS	computer start problem	Bm (Comm). Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	06/02/2024 17:02	5.7	Medium
7222	20240206C42	06/02/2024 11:02	Hardware	Mouse	Mouse is not working properly (S/N-H2HMZL2)	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	06/02/2024 13:02	2.34	High
7223	20240206C43	06/02/2024 11:02	Hardware	Keyboard	Keyboard is not working properly (S/N-H2HMZL2)	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	06/02/2024 13:02	2.31	High
7224	20240206C44	06/02/2024 11:02	Softwares	IBM Lotus Notes	lotus attachment is not getting open , PI check	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	07/02/2024 13:02	25.75	High
7225	20240206C45	06/02/2024 11:02	Hardware	Printer	print issue	Shahdara Store L-Block, Dilshad Garden	Gt Road	Assign			High
7226	20240206C46	06/02/2024 11:02	Softwares	Teamviewer	Team viewer issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	06/02/2024 11:02	0.02	Medium
7227	20240206C47	06/02/2024 11:02	Softwares	IBM Lotus Notes	In Lotus mail Account is Locked out	Cbd-ii Grid, Kkd	Karkardooma	Closed By Helpdesk	06/02/2024 11:02	0	High
7228	20240206C48	06/02/2024 11:02	Softwares	SAP	sap icons is not showing ..	Divn. Office, (Lnr)	Laxmi Nagar	On Hold By Site Engineer			High
7229	20240206C49	06/02/2024 11:02	Hardware	PC_CPU	System Restart again & again.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Hardware Team	07/02/2024 09:02	21.91	High
7230	20240206C50	06/02/2024 12:02	Softwares	Ms-Office	Office installation	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	06/02/2024 15:02	3.57	High
7231	20240206C51	06/02/2024 12:02	Softwares	SAP	SAP password reset	Comm. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	06/02/2024 13:02	1.51	High
7232	20240206C52	06/02/2024 12:02	Softwares	SAP	install p96	Comm. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	06/02/2024 13:02	1.49	High
7233	20240206C53	06/02/2024 12:02	Softwares	Windows	window not working asing to Jitesh	A-Block, Preet Vihar (Lnr)	Laxmi Nagar	Closed By Site Engineer	07/02/2024 13:02	25.19	High
7234	20240206C54	06/02/2024 12:02	Telecom	IP Phone	ip phone adapter faulty serial no--18WZ34500EE7 adapter-- 18TL18600G1G	Commercial Office, Nng	Nand Nagari	Closed By Hardware Team	06/02/2024 15:02	3.25	High
7235	20240206C55	06/02/2024 12:02	Hardware	Hard Disk	HDD Faulty PC Sr. No 9FJL542 call assign to Mr. Arpit	O&M Office, Karawal Nagar	Karawal Nagar	Closed By Hardware Team	07/03/2024 10:03	717.84	High
7236	20240206C56	06/02/2024 12:02	Softwares	Teamviewer	Team viewer issue of Ganga Sagar	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	06/02/2024 12:02	0	Medium
7237	20240206C57	06/02/2024 12:02	Hardware	Scanner	complained not resolved (scanner not working properly)	S/Stn No 7, O&M, (Ppg)	Laxmi Nagar	Closed By Site Engineer	06/02/2024 18:02	5.91	High
7238	20240206C58	06/02/2024 12:02	Softwares	Domain Password	Domain password reset	18 Block, Geeta Colony O&M Office	Krishna Nagar	Closed By Helpdesk	06/02/2024 12:02	0	High
7239	20240206C59	06/02/2024 12:02	Softwares	IBM Lotus Notes	Lotus mail password issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	06/02/2024 12:02	0	High
7240	20240206C60	06/02/2024 12:02	Hardware	Laptop	laptop not working	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	06/02/2024 17:02	4.47	High
7241	20240206C61	06/02/2024 12:02	Hardware	PC_CPU	pc cpu power scheduling desk not working	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	06/02/2024 17:02	4.57	High
7242	20240206C62	06/02/2024 12:02	Hardware	Laptop	laptop booting issue	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	06/02/2024 17:02	4.55	High
7243	20240206C63	06/02/2024 12:02	Softwares	VPN	vpn connectivity issue	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	06/02/2024 17:02	4.5	Medium
7244	20240206C64	06/02/2024 12:02	Hardware	Laptop	need to internet requisition form submit for web whats up Access	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	06/02/2024 17:02	4.46	High



S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
7245	20240206C65	06/02/2024 12:02	Hardware	PC_CPU	pc is not booting	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	06/02/2024 17:02	4.49	High
7246	20240206C66	06/02/2024 12:02	Softwares	IBM Lotus Notes	mail accounts locked from server user unable to access	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	06/02/2024 17:02	4.33	High
7247	20240206C67	06/02/2024 13:02	Hardware	UPS	visit pocket c for UPS installation	Comm. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & ii	Mayur Vihar	Closed By Site Engineer	06/02/2024 14:02	1.5	High
7248	20240206C68	06/02/2024 13:02	Networking	Link Down	link down at chilla grid	Comm. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & ii	Mayur Vihar	Closed By Site Engineer	06/02/2024 14:02	1.49	High
7249	20240206C69	06/02/2024 14:02	Softwares	IBM Lotus Notes	Kindly process to activate mail mobility on another device ..	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	07/02/2024 13:02	23.49	High
7250	20240206C70	06/02/2024 14:02	Softwares	Admin Helpdesk	kindly create admin link activate	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	07/02/2024 13:02	23.46	Medium
7251	20240206C71	06/02/2024 14:02	Hardware	PC_CPU	PC CPU Serial No- 8K1RH32 HDD Faulty, Detection Issue (Call Assign to Arpit)	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Hardware Team	21/02/2024 16:02	362.36	High
7252	20240206C72	06/02/2024 14:02	Softwares	IBM Lotus Notes	Lotus mail issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	06/02/2024 14:02	0.01	High
7253	20240206C73	06/02/2024 14:02	Hardware	Mouse	mouse not working , scroll not working properly	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	06/02/2024 14:02	0.15	High
7254	20240206C74	06/02/2024 14:02	Softwares	Antivirus	Antivirus issue	Comm. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & ii	Mayur Vihar	Closed By Site Engineer	06/02/2024 17:02	2.47	Medium
7255	20240206C75	06/02/2024 14:02	Hardware	PC_CPU	System speed slow	Comm. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & ii	Mayur Vihar	Closed By Site Engineer	06/02/2024 17:02	2.46	High
7256	20240206C76	06/02/2024 14:02	Hardware	Mouse	mouse faulty	Comm. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & ii	Mayur Vihar	Closed By Site Engineer	06/02/2024 17:02	2.45	High
7257	20240206C77	06/02/2024 14:02	Hardware	Keyboard	Keyboard faulty.	Comm. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & ii	Mayur Vihar	Closed By Site Engineer	06/02/2024 17:02	2.44	High
7258	20240206C78	06/02/2024 14:02	Softwares	Admin Helpdesk	Create admin helpdesk user	C Block Office, Dda Flats, Motia Khan, Dgm (O&M), Phg	Pahar Ganj	Closed By Site Engineer	06/02/2024 17:02	2.55	Medium
7259	20240206C79	06/02/2024 14:02	Hardware	PC_CPU	system slow	C Block Office, Dda Flats, Motia Khan, Dgm (O&M), Phg	Pahar Ganj	Closed By Site Engineer	06/02/2024 17:02	2.54	High
7260	20240206C80	06/02/2024 14:02	Hardware	Printer	Printer showing Offline / 3D	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	08/02/2024 11:02	44.26	High
7261	20240206C81	06/02/2024 14:02	Softwares	Antivirus	pc slow antivirus problem IT Engineer Mr Kapil Sharma	S/Stn No 7, O&M, (Ppg)	Laxmi Nagar	Closed By Site Engineer	06/02/2024 18:02	3.48	Medium
7262	20240206C82	06/02/2024 15:02	Softwares	Antivirus	My system is very slow IT engineer Kapil Shama	S/Stn No 7, O&M, (Ppg)	Laxmi Nagar	Closed By Site Engineer	06/02/2024 18:02	3.35	Medium
7263	20240206C83	06/02/2024 15:02	Hardware	Mouse	Existing Mouse is not working not working Mouse cursor moving out not proper selection. Need to replace. S/no:- 8NT7152 , Model:- DELL/3020MT	Preet Vihar Grid (Civil, Protection & Mmg Office)	Karkardooma	Closed By Hardware Team	13/02/2024 11:02	163.96	High
7264	20240206C84	06/02/2024 15:02	Softwares	IBM Lotus Notes	mail issue use can not received mail	O&M(D) Office, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Site Engineer	06/02/2024 17:02	1.65	High
7265	20240206C85	06/02/2024 15:02	Telecom	IP Phone	Adapter issue--18TL05200JM7 18WZ01300MYC	Commercial Office, Nng	Nand Nagari	Closed By Hardware Team	07/02/2024 09:02	18.13	High
7266	20240206C86	06/02/2024 15:02	Hardware	All In One Desktop	pc install	Bm (Comm.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	06/02/2024 17:02	1.52	Medium
7267	20240206C87	06/02/2024 15:02	Softwares	IBM Lotus Notes	mail not responding problem	Bm (Comm.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	06/02/2024 17:02	1.5	High
7268	20240206C88	06/02/2024 15:02	Softwares	IBM Lotus Notes	Lotus mail issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	06/02/2024 15:02	0.01	High
7269	20240206C89	06/02/2024 15:02	Lan Support	RJ 45 Connector	connector damage	Bm (Comm.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	06/02/2024 17:02	1.49	High
7270	20240206C90	06/02/2024 15:02	Hardware	Printer	printer error	Bm (Comm.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	06/02/2024 17:02	1.48	High
7271	20240206C91	06/02/2024 15:02	Hardware	Scanner	scanner not working	Bm (Comm.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	06/02/2024 17:02	1.46	High
7272	20240206C92	06/02/2024 15:02	Softwares	IBM Lotus Notes	Need to create New Lotus mail Archive.	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Site Engineer	06/02/2024 17:02	1.36	High
7273	20240206C93	06/02/2024 15:02	Hardware	PC_CPU	QMS MACHINE NOT WORKING	F-15/2, Krishna Nagar, Comm. Office	Krishna Nagar	Closed By Site Engineer	06/02/2024 17:02	1.77	High
7274	20240206C94	06/02/2024 15:02	Hardware	PC_CPU	QMS MACHINE NOT WORKING	F-15/2, Krishna Nagar, Comm. Office	Krishna Nagar	Closed By Site Engineer	06/02/2024 17:02	1.77	High
7275	20240206C95	06/02/2024 15:02	Hardware	PC_CPU	QMS MACHINE NOT WORKING	F-15/2, Krishna Nagar, Comm. Office	Krishna Nagar	Closed By Site Engineer	06/02/2024 17:02	1.76	High
7276	20240206C96	06/02/2024 16:02	Hardware	PC_CPU	QMS NOT WORKING	F-15/2, Krishna Nagar, Comm. Office	Krishna Nagar	Closed By Site Engineer	06/02/2024 17:02	1.63	High
7277	20240206C97	06/02/2024 16:02	Hardware	PC_CPU	QMS NOT WORKING	F-15/2, Krishna Nagar, Comm. Office	Krishna Nagar	Closed By Site Engineer	06/02/2024 17:02	1.62	High
7278	20240206C98	06/02/2024 16:02	Softwares	Internet	vendor application not working	Bm (Comm.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	06/02/2024 17:02	1.25	High
7279	20240206C99	06/02/2024 16:02	Hardware	Printer	printer not working	Bm (Comm.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	06/02/2024 17:02	1.23	High
7280	20240206C100	06/02/2024 16:02	Hardware	Printer	PRINTER INSTALLATION HP600	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	06/02/2024 16:02	0.02	High
7281	20240206C101	06/02/2024 16:02	Hardware	Printer	printer installation HP 3015	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	06/02/2024 16:02	0.01	High
7282	20240206C102	06/02/2024 17:02	Softwares	Domain Password	Domain reset.	Mig Office, East Of Loni Road	Nand Nagari	Closed By Helpdesk	06/02/2024 17:02	0.66	High
7283	20240206C103	06/02/2024 17:02	Softwares	VPN	VPN issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	06/02/2024 17:02	0	Medium
7284	20240206C104	06/02/2024 17:02	Softwares	Domain Password	Domain reset.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	06/02/2024 17:02	0.65	High
7285	20240206C105	06/02/2024 17:02	Hardware	Printer	CAN NOT PRINT THE PAPER...	Divn. Office, (Lnr)	Laxmi Nagar	On Hold By Site Engineer			High
7286	20240206C106	06/02/2024 17:02	Softwares	IBM Lotus Notes	Mail not responding.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	06/02/2024 17:02	0.64	High
7287	20240206C107	06/02/2024 17:02	Softwares	Ms-Office	Ma office activated.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	06/02/2024 17:02	0.63	High
7288	20240206C108	06/02/2024 17:02	Softwares	IBM Lotus Notes	Mail not responding.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	06/02/2024 17:02	0.62	High
7289	20240206C109	06/02/2024 17:02	Hardware	Printer	Printing failure.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	06/02/2024 17:02	0.6	High
7290	20240206C110	06/02/2024 17:02	Hardware	Laptop Battery	There is no battery backup after unplugging the charger.	Comm. Office Cbd-ii	Karkardooma	Closed By Hardware Team	08/02/2024 09:02	40.62	High
7291	20240206C111	06/02/2024 17:02	Hardware	Printer	printing failure.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	06/02/2024 17:02	0.57	High
7292	20240206C112	06/02/2024 17:02	Softwares	Domain Password	Reset of kulbir deswal.	A-Block, Preet Vihar (Lnr)	Laxmi Nagar	Closed By Helpdesk	06/02/2024 17:02	0.54	High
7293	20240206C113	06/02/2024 17:02	Hardware	Printer	Printing failure.	A-Block, Preet Vihar (Lnr)	Laxmi Nagar	Closed By Helpdesk	06/02/2024 17:02	0.54	High
7294	20240206C114	06/02/2024 17:02	Softwares	Adobe Reader	Give guidance & install cute PDF writer.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	06/02/2024 17:02	0.5	Medium
7295	20240206C115	06/02/2024 17:02	Softwares	Internet	Telephone request raised.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	06/02/2024 17:02	0.49	High
7296	20240206C116	06/02/2024 17:02	Hardware	Printer	Printing issue.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	06/02/2024 17:02	0.48	High
7297	20240206C117	06/02/2024 17:02	Softwares	Internet	BSES website is not accessible.	Comm. Office Cbd-ii	Karkardooma	Closed By Helpdesk	06/02/2024 17:02	0.47	High
7298	20240206C118	06/02/2024 17:02	Softwares	VPN	VPN connection failed.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	06/02/2024 17:02	0.47	Medium
7299	20240206C119	06/02/2024 17:02	Softwares	Internet	IT hardware request raised for mrs. rekha.	Cbd-ii Grid, Kkd	Karkardooma	Closed By Helpdesk	06/02/2024 17:02	0.44	High

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
7300	20240206C120	06/02/2024 17:02	Softwares	Domain Rejoin	UID creation of mrs. rekha from CMC HR.	Cbd-li Grid, Kkd	Karkardooma	Closed By Helpdesk	06/02/2024 17:02	0.43	Medium
7301	20240206C121	06/02/2024 17:02	Softwares	Domain Rejoin	User creation of mrs. rekha in AD.	Cbd-li Grid, Kkd	Karkardooma	Closed By Helpdesk	06/02/2024 17:02	0.42	Medium
7302	20240206C122	06/02/2024 17:02	Softwares	Domain Password	Domain password reset.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	06/02/2024 17:02	0.39	High
7303	20240206C123	06/02/2024 17:02	Softwares	Domain Password	User profile logged in via TVR.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	06/02/2024 17:02	0.37	High
7304	20240206C124	06/02/2024 17:02	Softwares	Domain Password	Reset of sf4444.	Near Radhu Palace, Delhi (Lnr)	Laxmi Nagar	Closed By Helpdesk	06/02/2024 17:02	0.37	High
7305	20240206C125	06/02/2024 17:02	Softwares	Internet	emrs site not working	Commf Office Cbd-li	Karkardooma	Closed By Site Engineer	09/02/2024 17:02	71.73	High
7306	20240206C126	06/02/2024 17:02	Softwares	NAS	Which nas address need to access for data sharing as per user amit joshi.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	06/02/2024 17:02	0.28	Medium
7307	20240206C127	06/02/2024 17:02	Softwares	Domain Password	Domain reset.	Gh-li Grid (Ppg-2)	Laxmi Nagar	Closed By Helpdesk	06/02/2024 17:02	0.27	High
7308	20240206C128	06/02/2024 17:02	Softwares	VPN	VPN connectivity failed.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	06/02/2024 17:02	0.26	Medium
7309	20240206C129	06/02/2024 17:02	Softwares	Domain Password	Domain need to reset as per local IT engineer.	Mig Office, East Of Loni Road	Nand Nagari	Closed By Helpdesk	06/02/2024 17:02	0.25	High
7310	20240206C130	06/02/2024 17:02	Hardware	PC_CPU	pc not booting	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	07/02/2024 18:02	24.95	High
7311	20240206C131	06/02/2024 17:02	Hardware	Printer	Printer installation in ganga sagar PC.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	06/02/2024 17:02	0.23	High
7312	20240206C132	06/02/2024 17:02	Softwares	Domain Password	Domain reset.	18-Block, East Patel Nagar, New Delhi-110 005 Commf Office	Patel Nagar	Closed By Helpdesk	06/02/2024 17:02	0.22	High
7313	20240206C133	06/02/2024 17:02	Softwares	Antivirus	Manage engine tab is displaying.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	06/02/2024 17:02	0.21	Medium
7314	20240206C134	06/02/2024 17:02	Softwares	Ms-Office	VPN not working	Shahdara Store L-Block, Dilshad Garden	GI Road	Closed By Hardware Team	07/02/2024 09:02	16.25	High
7315	20240206C135	06/02/2024 17:02	Softwares	Domain Password	Domain login issue.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	06/02/2024 17:02	0.19	High
7316	20240206C136	06/02/2024 17:02	Softwares	IBM Lotus Notes	New archive ceation.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	06/02/2024 17:02	0.18	High
7317	20240206C137	06/02/2024 17:02	Softwares	VPN	VPN connectivity failed.	S/Stn No 4, Energy Audit Scada (Ppg)	Laxmi Nagar	Closed By Helpdesk	06/02/2024 17:02	0.17	Medium
7318	20240206C138	06/02/2024 17:02	Softwares	OS	System slow.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	06/02/2024 17:02	0.16	Medium
7319	20240206C139	06/02/2024 17:02	Softwares	Internet	MT teams meeting is unable to join.	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Helpdesk	06/02/2024 17:02	0.15	High
7320	20240206C140	06/02/2024 17:02	Softwares	SAP	Account error in SAP BSP login.	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Helpdesk	06/02/2024 17:02	0.13	High
7321	20240206C141	06/02/2024 17:02	Softwares	VPN	VPN connectivity failed.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	06/02/2024 17:02	0.11	Medium
7322	20240206C142	06/02/2024 17:02	Softwares	OS	Account serial no. mentioned on screenshot. Telephone requests made up by	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	06/02/2024 17:02	0.03	Medium
7323	20240206C143	06/02/2024 17:02	Softwares	OS	System performance is too slow.	S/Stn No 5 Enf-2 (Ppg)	Laxmi Nagar	Closed By Helpdesk	06/02/2024 17:02	0.04	Medium
7324	20240206C144	06/02/2024 18:02	Softwares	OS	SAP / Excel tabs hide issue while access each other.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	06/02/2024 18:02	0.01	Medium
7325	20240207C1	07/02/2024 07:02	Hardware	IP Camera	STORE CHILLA MAIN GATE CAMERA NOT WORKING	Chilla Store, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Lan Support Team	08/02/2024 08:02	25.23	High
7326	20240207C2	07/02/2024 07:02	Hardware	IP Camera	CC B.G ROAD CAMERA NOT WORKING	Complaint Center Bg Road	Pahar Ganj	Closed By Lan Support Team	13/02/2024 11:02	147.57	High
7327	20240207C3	07/02/2024 09:02	Softwares	Domain Password	Domain password reset	Samachar Appt. Mayur Vihar Ph-I And II, Delhi	Mayur Vihar	Closed By Helpdesk	07/02/2024 09:02	0	High
7328	20240207C4	07/02/2024 09:02	Softwares	Windows	windows update	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	07/02/2024 09:02	0	High
7329	20240207C5	07/02/2024 09:02	Hardware	TFT	NO Display ON TFT	C-7, Commercial Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Site Engineer	07/02/2024 12:02	2.94	High
7330	20240207C6	07/02/2024 09:02	Softwares	Windows	WINDOW running very slow	Enfo. Meter Store Shastri Park Grid, Delhi-53	Yamuna Vihar	Closed By Site Engineer	07/02/2024 12:02	2.78	High
7331	20240207C7	07/02/2024 10:02	Softwares	OS	Window 7 install	Aram Bagh Bm(Commf), Phg	Pahar Ganj	Closed By Site Engineer	07/02/2024 10:02	0.66	Medium
7332	20240207C8	07/02/2024 10:02	Softwares	IBM Lotus Notes	Mail install and configure	Aram Bagh Bm(Commf), Phg	Pahar Ganj	Closed By Site Engineer	07/02/2024 10:02	0.65	High
7333	20240207C9	07/02/2024 10:02	Softwares	SAP	Sap install and P92 configure	Aram Bagh Bm(Commf), Phg	Pahar Ganj	Closed By Site Engineer	07/02/2024 10:02	0.65	High
7334	20240207C10	07/02/2024 10:02	Softwares	IBM Lotus Notes	Mail account is locked	R-88 A Double Storey S/Stn. Building, R Block, New Rajinder Ngr, Shankar Rd, Delhi (O & M)	Shankar Road	Closed By Site Engineer	07/02/2024 15:02	5.04	High
7335	20240207C11	07/02/2024 10:02	Softwares	Ms-Office	Ms office install	Aram Bagh Bm(Commf), Phg	Pahar Ganj	Closed By Site Engineer	07/02/2024 10:02	0.64	High
7336	20240207C12	07/02/2024 10:02	Softwares	Adobe Reader	Adobe reader install	Aram Bagh Bm(Commf), Phg	Pahar Ganj	Closed By Site Engineer	07/02/2024 10:02	0.63	Medium
7337	20240207C13	07/02/2024 10:02	Softwares	Teamviewer	Team Viewer install and configure	Aram Bagh Bm(Commf), Phg	Pahar Ganj	Closed By Site Engineer	07/02/2024 10:02	0.63	Medium
7338	20240207C14	07/02/2024 10:02	Hardware	Printer	Printer install	Aram Bagh Bm(Commf), Phg	Pahar Ganj	Closed By Site Engineer	07/02/2024 10:02	0.62	High
7339	20240207C15	07/02/2024 10:02	Softwares	IBM Lotus Notes	mail password is not accepted	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Commf Office	Shankar Road	Closed By Site Engineer	07/02/2024 15:02	5.02	High
7340	20240207C16	07/02/2024 10:02	Softwares	Internet	Google Chrome install	Aram Bagh Bm(Commf), Phg	Pahar Ganj	Closed By Site Engineer	07/02/2024 10:02	0.61	High
7341	20240207C17	07/02/2024 10:02	Softwares	IBM Lotus Notes	mail is showing on mail router	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Commf Office	Shankar Road	Closed By Site Engineer	07/02/2024 15:02	5	High
7342	20240207C18	07/02/2024 10:02	Softwares	Antivirus	Antivirus install	Aram Bagh Bm(Commf), Phg	Pahar Ganj	Closed By Site Engineer	07/02/2024 10:02	0.59	Medium
7343	20240207C19	07/02/2024 10:02	Hardware	Printer	my system not attach with printer	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	07/02/2024 13:02	3.43	High
7344	20240207C20	07/02/2024 10:02	Softwares	Adobe Reader	winar install	Aram Bagh Bm(Commf), Phg	Pahar Ganj	Closed By Site Engineer	07/02/2024 10:02	0.59	Medium
7345	20240207C21	07/02/2024 10:02	Hardware	Printer	unable to print shared printer	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Commf Office	Shankar Road	Closed By Site Engineer	07/02/2024 15:02	4.97	High
7346	20240207C22	07/02/2024 10:02	Hardware	Printer	unable to print from shared printer	R-88 A Double Storey S/Stn. Building, R Block, New Rajinder Ngr, Shankar Rd, Delhi (O & M)	Shankar Road	Closed By Site Engineer	07/02/2024 15:02	4.95	High
7347	20240207C23	07/02/2024 10:02	Softwares	Browser	vender bill is not open	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Commf Office	Shankar Road	Closed By Site Engineer	07/02/2024 15:02	4.94	Medium
7348	20240207C24	07/02/2024 10:02	Softwares	SAP	Data is not uploading in Sap	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Commf Office	Shankar Road	Closed By Site Engineer	07/02/2024 15:02	4.89	High
7349	20240207C25	07/02/2024 10:02	Softwares	SAP	Data is not uploading in Sap	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Commf Office	Shankar Road	Closed By Site Engineer	07/02/2024 15:02	4.87	High
7350	20240207C26	07/02/2024 10:02	Hardware	Printer	unable to print from shared printer	Complaint Center, Shankar Road	Shankar Road	Closed By Site Engineer	07/02/2024 15:02	4.81	High
7351	20240207C27	07/02/2024 10:02	Hardware	Laptop	Power button is not working. /PFOQGRSS	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Hardware Team	08/02/2024 18:02	31.82	High
7352	20240207C28	07/02/2024 10:02	Softwares	Ms-Office	Excel file is not open	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Commf Office	Shankar Road	Closed By Site Engineer	07/02/2024 15:02	4.78	High
7353	20240207C29	07/02/2024 10:02	Hardware	PC_CPU	PC REPLACEMENT	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Hardware Team	08/02/2024 09:02	23.24	High
7354	20240207C30	07/02/2024 10:02	Lan Support	RJ 45 Connector	Network issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	07/02/2024 12:02	2.01	High
7355	20240207C31	07/02/2024 10:02	Hardware	Laptop	IP change of Mr. Sanjay Srivastava Sir,	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	07/02/2024 10:02	0.16	High
7356	20240207C32	07/02/2024 10:02	Softwares	IBM Lotus Notes	Lotus mail not working due to frequently log out . Call assign to Vikas Negi.	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Site Engineer	07/02/2024 12:02	1.64	High
7357	20240207C33	07/02/2024 10:02	Hardware	Laptop	laptop very slow	S/Stn No 4, Energy Audit Scada (Ppg)	Laxmi Nagar	Closed By Site Engineer	08/02/2024 10:02	23.13	High
7358	20240207C34	07/02/2024 11:02	Softwares	IBM Lotus Notes	need to be lotus configure in Scada operation 1 pc	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	07/02/2024 18:02	7.27	High
7359	20240207C35	07/02/2024 11:02	Hardware	PC_CPU	pc booting issue and slow	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	07/02/2024 18:02	7.24	High

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
7360	20240207C36	07/02/2024 11:02	Lan Support	RJ 45 Connector	Network issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	07/02/2024 12:02	1.02	High
7361	20240207C37	07/02/2024 11:02	Hardware	Laptop	speed issue	Samachar Apt. Mayur Vihar Ph-I And II , Delhi	Mayur Vihar	Closed By Site Engineer	07/02/2024 13:02	1.47	High
7362	20240207C38	07/02/2024 11:02	Hardware	TFT	IT/Asset/SerialNo=3215872, H/WSerialNo=01604102/27/02/2024	C-2 Complaint Center	Nand Nagari	Closed By Hardware Team	08/02/2024 09:02	21.89	High
7363	20240207C39	07/02/2024 11:02	General Calls	Presentation / VC	Create IT sampark Report	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	07/02/2024 13:02	1.13	High
7364	20240207C40	07/02/2024 12:02	Softwares	CAS	EXCEL FILE NOT EXPORT FROM CAS	Comml Office Cbd-Ii	Karkardooma	Closed By Site Engineer	09/02/2024 17:02	53.04	Medium
7365	20240207C41	07/02/2024 12:02	Networking	IP Conflict	Request for Internet Rights	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	07/02/2024 13:02	0.96	High
7366	20240207C42	07/02/2024 12:02	Telecom	IP Phone	7911 is not working properly	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	07/02/2024 12:02	0.3	High
7367	20240207C43	07/02/2024 12:02	Telecom	IP Phone	7908 is not working properly	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	07/02/2024 12:02	0.29	High
7368	20240207C44	07/02/2024 12:02	Softwares	SAP	user forgot his sap p92 password	C-7, Commercial Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Site Engineer	07/02/2024 13:02	0.31	High
7369	20240207C45	07/02/2024 13:02	Softwares	IBM Lotus Notes	Reset IBM mail password	5-Block,Trilok Puri Dispensary, Delhi	Mayur Vihar	Closed By Site Engineer	07/02/2024 16:02	3.71	High
7370	20240207C46	07/02/2024 13:02	Softwares	SAP	Reset Sap password	5-Block,Trilok Puri Dispensary, Delhi	Mayur Vihar	Closed By Site Engineer	07/02/2024 16:02	3.7	High
7371	20240207C47	07/02/2024 13:02	Softwares	IBM Lotus Notes	Please arrange to install mail id on another system urgently..	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	12/02/2024 12:02	119.12	High
7372	20240207C48	07/02/2024 14:02	Hardware	Mouse	scrolling issue	S/Stn No 14 Mico (Ppg-2)	Laxmi Nagar	Assign			High
7373	20240207C49	07/02/2024 14:02	Softwares	Adobe Reader	PDF file not open	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	07/02/2024 14:02	0	Medium
7374	20240207C50	07/02/2024 14:02	Softwares	IBM Lotus Notes	Account is locked out in Lotus mail	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	07/02/2024 14:02	0.01	High
7375	20240207C51	07/02/2024 14:02	Hardware	Laptop	Laptop Keypad keys are not working - 1 , Q , A , Laptop using by Manoj Kumar / 3B safety	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	07/03/2024 10:03	691.46	High
7376	20240207C52	07/02/2024 14:02	Hardware	Mouse	In Mouse scroll button is not working (S/N-80LXJ03)	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	09/02/2024 10:02	43.97	High
7377	20240207C53	07/02/2024 15:02	Hardware	TFT	TFT faulty	Bses Urja Vihar Cly (Lnr)	Laxmi Nagar	Closed By Site Engineer	12/02/2024 12:02	117.24	High
7378	20240207C54	07/02/2024 15:02	Hardware	Printer	Cartridge issue	Ppg Indl. Area Grid (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	08/02/2024 17:02	26.58	High
7379	20240207C55	07/02/2024 15:02	Softwares	IBM Lotus Notes	lotus not working .	Kasturba Nagar Complaint Centre	Karkardooma	Closed By Site Engineer	07/02/2024 18:02	3.19	High
7380	20240207C56	07/02/2024 15:02	Hardware	Mouse	mouse not working , right clck not working	Kasturba Nagar Complaint Centre	Karkardooma	Closed By Site Engineer	08/02/2024 15:02	23.92	High
7381	20240207C57	07/02/2024 15:02	Softwares	Windows	system slow work	Kasturba Nagar Complaint Centre	Karkardooma	Closed By Site Engineer	07/02/2024 18:02	3.17	High
7382	20240207C58	07/02/2024 16:02	Hardware	Mouse	mouse not working right click not working	Kasturba Nagar Complaint Centre	Karkardooma	Closed By Site Engineer	08/02/2024 17:02	25.13	High
7383	20240207C59	07/02/2024 16:02	Hardware	RAM	issue with RAM	P.D.Vihar Zonal Office (Lnr)	Laxmi Nagar	Rejected By Site Engineer			Medium
7384	20240207C60	07/02/2024 16:02	Hardware	Printer	Printer is not working properly.	Surajmal Vihar C & M Store	Karkardooma	Closed By Site Engineer	14/02/2024 12:02	164.25	High
7385	20240207C61	07/02/2024 16:02	Hardware	Printer	Paper jam, distribution / 7750	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	07/02/2024 17:02	0.78	High
7386	20240207C62	07/02/2024 16:02	Softwares	IBM Lotus Notes	cmchr mail not working	Kasturba Nagar Complaint Centre	Karkardooma	Closed By Site Engineer	07/02/2024 18:02	2.17	High
7387	20240207C63	07/02/2024 16:02	Networking	IP Conflict	WIFI NOT WORKING	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	07/02/2024 17:02	1.07	High
7388	20240207C64	07/02/2024 16:02	Telecom	Clip Max	telephone required	Comml Office Cbd-Ii	Karkardooma	Closed By Hardware Team	07/02/2024 17:02	1.06	High
7389	20240207C65	07/02/2024 16:02	Hardware	Laptop	laptop replacement	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	07/02/2024 17:02	1.05	High
7390	20240207C66	07/02/2024 16:02	Lan Support	Lan Cable Replacement	It is already been approx 25 days ago , Lan cables were burned due to some mishappening - kindly arrange to get those lan connectivity issues resolved on priority.	33 Kv Sub./Station Lines I.P. Estate New Delhi 110002	Darya Ganj	Closed By Lan Support Team	10/02/2024 09:02	65	High
7391	20240207C67	07/02/2024 16:02	Softwares	Ms-Office	Software installation & need to restore data from old laptop	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	07/02/2024 17:02	1.04	High
7392	20240207C68	07/02/2024 16:02	Hardware	Laptop	Need to replace pc with laptop	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Hardware Team	07/02/2024 17:02	1.02	High
7393	20240207C69	07/02/2024 16:02	Softwares	IBM Lotus Notes	Software installation & need to configure mail id	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Hardware Team	07/02/2024 17:02	1.02	High
7394	20240207C70	07/02/2024 16:02	Softwares	Windows	Need to restore data from pc	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Hardware Team	07/02/2024 17:02	1.01	High
7395	20240207C71	07/02/2024 16:02	Hardware	Laptop	Laptop replacement	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Hardware Team	07/02/2024 17:02	1	High
7396	20240207C72	07/02/2024 16:02	Hardware	PC CPU	HP D515 PROLT - ONLY ONE USB PORT IS WORKING. PC SERIAL NO. - FC1L642	Jhilmil Division Gtr	Gt Road	Closed By Hardware Team	20/02/2024 12:02	307.95	High
7397	20240207C73	07/02/2024 16:02	Softwares	Ms-Office	EXCEL NOT WORKING	A-Block, Preet Vihar (Lnr)	Laxmi Nagar	Closed By Site Engineer	12/02/2024 12:02	115.5	High
7398	20240207C74	07/02/2024 16:02	Softwares	IBM Lotus Notes	Need to create New lotus Archive.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Site Engineer	07/02/2024 17:02	0.17	High
7399	20240207C75	07/02/2024 17:02	Softwares	Adobe Reader	Installation of Adobe Reader 9.	O & M Office Vivek Vihar B-Blk	Karkardooma	Closed By Site Engineer	07/02/2024 17:02	0.14	Medium
7400	20240207C76	07/02/2024 17:02	Softwares	Domain Rejoin	User facing trust relationship error . Need to rejoin .	O & M Office Vivek Vihar B-Blk	Karkardooma	Closed By Site Engineer	07/02/2024 17:02	0.08	Medium
7401	20240207C77	07/02/2024 17:02	Softwares	Antivirus	request for change antivirus	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	07/02/2024 17:02	0.16	Medium
7402	20240207C78	07/02/2024 17:02	Hardware	PC CPU	New PC required for subsidy Auditor 1	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	07/02/2024 17:02	0.62	High
7403	20240207C79	07/02/2024 17:02	Hardware	PC CPU	New PC required for subsidy Auditor 2	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	07/02/2024 17:02	0.62	High
7404	20240207C80	07/02/2024 17:02	Hardware	PC CPU	New PC required for subsidy Auditor 3	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	07/02/2024 17:02	0.61	High
7405	20240207C81	07/02/2024 17:02	Hardware	PC CPU	New PC required for subsidy Auditor 4	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	07/02/2024 17:02	0.61	High
7406	20240207C82	07/02/2024 17:02	Hardware	PC CPU	New PC required for subsidy Auditor 5	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	07/02/2024 17:02	0.61	High
7407	20240207C83	07/02/2024 17:02	Softwares	Ms-Office	Software installation & domain join for user Subsidy Audit 1	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	07/02/2024 17:02	0.58	High
7408	20240207C84	07/02/2024 17:02	Softwares	Ms-Office	Software installation & domain join for user Subsidy Audit 2	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	07/02/2024 17:02	0.57	High
7409	20240207C85	07/02/2024 17:02	Softwares	Ms-Office	Software installation & domain join for user Subsidy Audit 3	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	07/02/2024 17:02	0.57	High
7410	20240207C86	07/02/2024 17:02	Softwares	Ms-Office	Software installation & domain join for user Subsidy Audit 4	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	07/02/2024 17:02	0.57	High
7411	20240207C87	07/02/2024 17:02	Softwares	Ms-Office	Software installation & domain join for user Subsidy Audit 5	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	07/02/2024 17:02	0.56	High
7412	20240207C88	07/02/2024 17:02	Hardware	Printer	Printer required for Subsidy Auditor	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	07/02/2024 17:02	0.56	High
7413	20240207C89	07/02/2024 17:02	Softwares	IBM Lotus Notes	lotus not working	Comml Office Cbd-Ii	Karkardooma	Closed By Site Engineer	07/02/2024 18:02	1.48	High
7414	20240207C90	07/02/2024 17:02	Softwares	Internet	internet not working	Comml Office Cbd-Ii	Karkardooma	Closed By Site Engineer	07/02/2024 18:02	1.38	High
7415	20240207C91	07/02/2024 17:02	Softwares	SAP	memory error issue when generate report from p96	Comml Office Cbd-Ii	Karkardooma	Closed By Site Engineer	28/02/2024 17:02	504.41	High
7416	20240207C92	07/02/2024 17:02	Softwares	Windows	muobe application not working	Comml Office Cbd-Ii	Karkardooma	Closed By Site Engineer	07/02/2024 18:02	1.13	High
7417	20240208C1	08/02/2024 06:02	Hardware	IP Camera	GH-2 GRID CAMERA NOT WORKING	GH-Ii Grid (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	09/02/2024 16:02	33.39	High
7418	20240208C2	08/02/2024 06:02	Hardware	IP Camera	KCC OFFICE GATE CAMERA NOT WORKING	S/Stn. No. 15, Goc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Lan Support Team	10/02/2024 09:02	50.73	High
7419	20240208C3	08/02/2024 06:02	Hardware	IP Camera	VIGILANCE OFFICE OUTSIDE CAMERA NOT WORKING	Vigilance Office Prasad Nagar	Patel Nagar	Closed By Lan Support Team	10/02/2024 09:02	50.71	High
7420	20240208C4	08/02/2024 07:02	Hardware	IP Camera	CCK COMM GATE CAMERA NOT WORKING	Town Hall Business Office	Chandni Chowk	Closed By Lan Support Team	05/03/2024 15:03	632.17	High
7421	20240208C5	08/02/2024 07:02	Hardware	IP Camera	NNG O&M GATE AND ROOM CAMERA NOT WORKING	Commercial Office, Nng	Nand Nagari	Closed By Lan Support Team	10/02/2024 09:02	50.53	High
7422	20240208C6	08/02/2024 09:02	Softwares	Browser	Create Google chrome shotcut	Aram Bagh Bm(Comml), Phg	Pahar Ganj	Closed By Site Engineer	08/02/2024 10:02	0.7	Medium
7423	20240208C7	08/02/2024 09:02	Softwares	Internet	IOMS link not working	Aram Bagh Bm(Comml), Phg	Pahar Ganj	Closed By Site Engineer	08/02/2024 10:02	0.68	High
7424	20240208C8	08/02/2024 10:02	Softwares	Internet	IOMS opening issue	Ppg Indl. Area Grid (Ppg-2)	Laxmi Nagar	Closed By Helpdesk	08/02/2024 10:02	0	High
7425	20240208C9	08/02/2024 10:02	Softwares	Internet	IOMS opening issue	33 Kv Grid, G.T.Road Comml Bldg	Gt Road	Closed By Helpdesk	08/02/2024 10:02	0	High
7426	20240208C10	08/02/2024 10:02	Hardware	Laptop	laptop working slow	Mulla Colony Scrap Store, Near Gajpur Police Station	Vasundra Enclave	Closed By Site Engineer	08/02/2024 17:02	6.44	High

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
7427	20240208C11	08/02/2024 10:02	Lan Support	Lan Cable Replacement	Lan port issue of the Attendance Machine	Lig Complaint Center, East Of Loni Road	Nand Nagari	Closed By Lan Support Team	10/02/2024 09:02	47.09	High
7428	20240208C12	08/02/2024 10:02	Hardware	Printer	printer not work	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	08/02/2024 17:02	6.42	High
7429	20240208C13	08/02/2024 10:02	Hardware	Laptop	laptop hanging issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	09/02/2024 09:02	22.57	High
7430	20240208C14	08/02/2024 10:02	Softwares	OMS	IOMS is not working.	S/Stn. No. 13, Ppg (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	08/02/2024 17:02	6.9	Medium
7431	20240208C15	08/02/2024 10:02	Softwares	Internet	DTM not working	Complaint Center (Ram Nagar)	Pahar Ganj	Closed By Site Engineer	08/02/2024 12:02	1.87	High
7432	20240208C16	08/02/2024 11:02	Softwares	IBM Lotus Notes	lotus new archive create	Commf Office Cbd-ii	Karkardooma	Closed By Site Engineer	08/02/2024 15:02	4.26	High
7433	20240208C17	08/02/2024 11:02	Hardware	Keyboard	keyboard faulty PC serial --PG000M1M	Commercial Office, Nng	Nand Nagari	Closed By Hardware Team	13/02/2024 11:02	119.97	High
7434	20240208C18	08/02/2024 11:02	Softwares	Browser	Site issue	Commercial Office, Nng	Nand Nagari	Closed By Site Engineer	09/02/2024 10:02	23.77	Medium
7435	20240208C19	08/02/2024 11:02	Softwares	IBM Lotus Notes	mail issue	Commercial Office, Nng	Nand Nagari	Closed By Site Engineer	09/02/2024 10:02	23.77	High
7436	20240208C20	08/02/2024 11:02	Softwares	OS	SHARING ISSUE	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	12/02/2024 12:02	96.79	Medium
7437	20240208C21	08/02/2024 11:02	Hardware	PC CPU	System slow issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	08/02/2024 11:02	0.02	High
7438	20240208C22	08/02/2024 11:02	Softwares	SAP	SAP installation	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	08/02/2024 11:02	0.01	High
7439	20240208C23	08/02/2024 11:02	Softwares	IBM Lotus Notes	Account is locked out of Lotus mail (Bypl.cstrainee2)	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	08/02/2024 11:02	0	High
7440	20240208C24	08/02/2024 11:02	Softwares	Internet	Engineer requirement / 2B	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	08/02/2024 11:02	0.21	High
7441	20240208C25	08/02/2024 11:02	Networking	Link Down	Attendance machine network down	Mulla Colony Scrap Store, Near Gajipur Police Station	Vasundra Enclave	Closed By Lan Support Team	09/02/2024 09:02	21.83	High
7442	20240208C26	08/02/2024 11:02	Networking	Link Down	Media disconnected - network issue / 7191.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	09/02/2024 10:02	22.32	High
7443	20240208C27	08/02/2024 11:02	Softwares	Windows	BDR Suite Geetha Lekshmi J. KKD2C40132060L 10.125.253.177 Win10 Yet To Apply	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	09/02/2024 09:02	21.49	High
7444	20240208C28	08/02/2024 11:02	Softwares	Windows	BDR Suite Rohit Jindal KKD2C41008601L 10.125.253.79 Win11 Installed	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	28/02/2024 14:02	482.27	High
7445	20240208C29	08/02/2024 11:02	Telecom	Clip Max	landline not working no display or dialer tune in phone instrument	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	12/02/2024 12:02	96.2	High
7446	20240208C30	08/02/2024 11:02	Softwares	Windows	Vishnu Prasad YPL-KKD40132208 10.125.253.27 Win10 Retry In Progress	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	28/02/2024 14:02	482.21	High
7447	20240208C31	08/02/2024 12:02	Hardware	Laptop	User shifting from Laxmi Nagar to KKD HO 1ST. Floor B Block , Network need to be assign	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	08/02/2024 12:02	0.17	High
7448	20240208C32	08/02/2024 12:02	Networking	Network Breaks	Network break	Aram Bagh Bm(Commf), Phg	Pahar Ganj	Closed By Site Engineer	08/02/2024 14:02	2.01	High
7449	20240208C33	08/02/2024 12:02	Hardware	Printer	Printer not working	Aram Bagh Bm(Commf), Phg	Pahar Ganj	Closed By Site Engineer	08/02/2024 14:02	2.01	High
7450	20240208C34	08/02/2024 12:02	Softwares	IBM Lotus Notes	lotus mail quota warning issue	Commf Office Cbd-ii	Karkardooma	Closed By Site Engineer	08/02/2024 15:02	3.16	High
7451	20240208C35	08/02/2024 12:02	Telecom	Telephone Cord	landline 9342 (00040849) telephone cord is faulty.pl provide to arrange the cable	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Commf Office	Shankar Road	Closed By Hardware Team	28/02/2024 10:02	478.57	High
7452	20240208C36	08/02/2024 12:02	Softwares	Internet	IOMS opening issue	Complaint Center, Chapperwala	Shankar Road	Closed By Helpdesk	08/02/2024 12:02	0	High
7453	20240208C37	08/02/2024 12:02	Telecom	Telephone Cord	landline no. 9350(00034276) cable is faulty.pl provide to arrange the cable	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Commf Office	Shankar Road	Closed By Hardware Team	28/02/2024 10:02	478.51	High
7454	20240208C38	08/02/2024 12:02	Softwares	IBM Lotus Notes	PI create archive location urgently..	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	12/02/2024 12:02	95.71	High
7455	20240208C39	08/02/2024 12:02	Softwares	IBM Lotus Notes	PI create archive location urgently..	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	12/02/2024 12:02	95.7	High
7456	20240208C40	08/02/2024 12:02	Softwares	Windows	Hindi font installed	Commf Office Cbd-ii	Karkardooma	Closed By Site Engineer	08/02/2024 15:02	2.93	High
7457	20240208C41	08/02/2024 12:02	Telecom	Telephone Cord	landline no. 9910(00040845) cable is faulty.pl provide to arrange the cable	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Commf Office	Shankar Road	Closed By Hardware Team	28/02/2024 10:02	478.33	High
7458	20240208C42	08/02/2024 12:02	Softwares	Domain Password	Domain password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	08/02/2024 12:02	0	High
7459	20240208C43	08/02/2024 12:02	Networking	Network Breaks	Network Breaks	Aram Bagh Bm(Commf), Phg	Pahar Ganj	Closed By Site Engineer	08/02/2024 14:02	1.59	High
7460	20240208C44	08/02/2024 12:02	Softwares	Domain Rejoin	Domain trustrelationship issue	Commf Office Cbd-ii	Karkardooma	Closed By Site Engineer	08/02/2024 15:02	2.77	Medium
7461	20240208C45	08/02/2024 12:02	Hardware	PC CPU	PC installation of user - Rekha.	Cbd-ii Grid, Kkd	Karkardooma	Closed By Hardware Team	09/02/2024 15:02	26.4	High
7462	20240208C46	08/02/2024 12:02	Hardware	PC CPU	PC Cpu not start.	Commf Office Cbd-ii	Karkardooma	Closed By Site Engineer	08/02/2024 15:02	2.43	High
7463	20240208C47	08/02/2024 13:02	Softwares	NAS	share server not working	Commf Office Cbd-ii	Karkardooma	Closed By Site Engineer	08/02/2024 15:02	2.36	Medium
7464	20240208C48	08/02/2024 13:02	Network Hardware	Rack Server	IT server box in guard room found open and wires were protruding out assign nilesh	Commf. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & ii	Mayur Vihar	Closed By Site Engineer	08/02/2024 14:02	1.35	High
7465	20240208C49	08/02/2024 13:02	Softwares	IBM Lotus Notes	mail instal	Bm (Commf.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	08/02/2024 17:02	3.7	High
7466	20240208C50	08/02/2024 13:02	Softwares	IBM Lotus Notes	mail instal	Bm (Commf.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	08/02/2024 17:02	3.69	High
7467	20240208C51	08/02/2024 13:02	Hardware	Printer	prionter not wark	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	08/02/2024 17:02	3.67	High
7468	20240208C52	08/02/2024 13:02	Softwares	IBM Lotus Notes	mail issue	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	08/02/2024 17:02	3.65	High
7469	20240208C53	08/02/2024 13:02	Telecom	IP Phone	phone not working	Bm (Commf.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	08/02/2024 17:02	3.64	High
7470	20240208C54	08/02/2024 13:02	Hardware	All In One Desktop	pc install	Bm (Commf.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	08/02/2024 17:02	3.56	Medium
7471	20240208C55	08/02/2024 13:02	Hardware	All In One Desktop	pc install	Bm (Commf.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	08/02/2024 17:02	3.56	Medium
7472	20240208C56	08/02/2024 13:02	Lan Support	Lan Cable Extension	fix lan cable assign nilesh	Commf. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & ii	Mayur Vihar	Closed By Site Engineer	08/02/2024 14:02	1.09	High
7473	20240208C57	08/02/2024 13:02	Lan Support	Lan Cable Extension	fix lan cable in gallery assign nilesh	Commf. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & ii	Mayur Vihar	Closed By Site Engineer	08/02/2024 14:02	1.07	High
7474	20240208C58	08/02/2024 13:02	Softwares	Domain Password	Domain password reset	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Helpdesk	08/02/2024 13:02	0	High
7475	20240208C59	08/02/2024 14:02	Hardware	PC CPU	PC REQUIRED FOR MRS. REKHA	Cbd-ii Grid, Kkd	Karkardooma	Closed By Hardware Team	08/02/2024 17:02	3.9	High
7476	20240208C60	08/02/2024 14:02	Softwares	Ms-Office	SOFTWARE INSTALLATION	Cbd-ii Grid, Kkd	Karkardooma	Closed By Hardware Team	08/02/2024 17:02	3.9	High
7477	20240208C61	08/02/2024 14:02	General Calls	Presentation / VC	ZOOM MEETING IN TULIP CONF ROOM	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	08/02/2024 17:02	3.88	High
7478	20240208C62	08/02/2024 14:02	General Calls	Presentation / VC	meeting in board room ( deepak kaimwal )	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	08/02/2024 17:02	3.84	High
7479	20240208C63	08/02/2024 14:02	Networking	Network Breaks	wifi not connecting	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	08/02/2024 17:02	3.82	High



S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
7480	20240208C64	08/02/2024 14:02	Networking	Network Breaks	Network issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	08/02/2024 17:02	3.79	High
7481	20240208C65	08/02/2024 14:02	Hardware	PC_CPU	PC install for temporary use due to Lack of ok hdd.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	08/02/2024 17:02	3.23	High
7482	20240208C66	08/02/2024 14:02	Softwares	IBM Lotus Notes	lotus mail not working	CommI Office Cbd-iii	Karkardooma	Closed By Site Engineer	08/02/2024 17:02	2.4	High
7483	20240208C67	08/02/2024 15:02	Softwares	Browser	DTM link is not getting open plz check ...	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	12/02/2024 12:02	93.06	Medium
7484	20240208C68	08/02/2024 15:02	Softwares	Domain Password	Domain password reset	Dgmn (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Helpdesk	08/02/2024 15:02	0	High
7485	20240208C70	08/02/2024 15:02	Hardware	Keyboard	KBD not working kindly arrange to replace against faulty. pls assign to Arpit Sr.No. VK452528	Paiwalan O & M Office	Chandni Chowk	Closed By Hardware Team	13/02/2024 11:02	115.92	High
7486	20240208C69	08/02/2024 15:02	Hardware	Keyboard	KBD not working kindly arrange to replace against faulty. pls assign to Arpit Sr.No. VK452528	Paiwalan O & M Office	Chandni Chowk	Closed By Hardware Team	13/02/2024 11:02	115.91	High
7487	20240208C71	08/02/2024 15:02	Hardware	Keyboard	KBD not working due to some keys are not working kindly assign to arpit for replace Sr.PG00E8K4	Lahori Gate	Chandni Chowk	Closed By Hardware Team	13/02/2024 11:02	115.79	High
7488	20240208C72	08/02/2024 15:02	Hardware	Mouse	Mouse not working kindly assign to Arpit for replace Sr. No. BMT7152	Paiwalan O & M Office	Chandni Chowk	Closed By Hardware Team	13/02/2024 11:02	115.72	High
7489	20240208C73	08/02/2024 15:02	Hardware	Mouse	Mouse not working kindly assign to Arpit. Sr. No. INA805SJ04	Town Hall Business Office	Chandni Chowk	Closed By Hardware Team	08/02/2024 16:02	1.26	High
7490	20240208C74	08/02/2024 15:02	Hardware	Mouse	Mouse not working kindly assign to Arpit. Sr. No. INA805SJ04	Town Hall Business Office	Chandni Chowk	Closed By Hardware Team	13/02/2024 11:02	115.65	High
7491	20240208C75	08/02/2024 15:02	Hardware	PC_CPU	System slow issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	08/02/2024 15:02	0.02	High
7492	20240208C76	08/02/2024 15:02	Softwares	Browser	Online Preventive Management System link issue	O&M(D) Office, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Site Engineer	08/02/2024 16:02	1.21	Medium
7493	20240208C77	08/02/2024 15:02	Softwares	Windows	windows update	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	08/02/2024 15:02	0.01	High
7494	20240208C78	08/02/2024 15:02	Hardware	Laptop Battery	laptop battery need to replacement	Anand Lok Complaint Centre,	Mayur Vihar	Closed By Hardware Team	08/02/2024 18:02	2.53	High
7495	20240208C79	08/02/2024 15:02	Networking	Link Down	link down in my pc	CommI. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Site Engineer	08/02/2024 16:02	1	High
7496	20240208C80	08/02/2024 15:02	Softwares	Teamviewer	Need to upgrade Team viewer 15	Preet Vihar Grid (Civil, Protection & Mmg Office)	Karkardooma	Closed By Site Engineer	08/02/2024 16:02	0.67	Medium
7497	20240208C81	08/02/2024 15:02	Softwares	Domain Rejoin	user facing trust relationship issue. need to rejoin. Call assign to vikas Negi.	Preet Vihar Grid (Civil, Protection & Mmg Office)	Karkardooma	Closed By Site Engineer	08/02/2024 16:02	0.66	Medium
7498	20240208C82	08/02/2024 15:02	Softwares	Antivirus	Trend micro remove and installation of Crowd strike antivirus. Call assign to Vikas Negi.	Preet Vihar Grid (Civil, Protection & Mmg Office)	Karkardooma	Closed By Site Engineer	08/02/2024 16:02	0.64	Medium
7499	20240208C83	08/02/2024 15:02	Softwares	Cute PDF	Need to install Cute PDF writer Software. Call assign to Vikas Negi.	Preet Vihar Grid (Civil, Protection & Mmg Office)	Karkardooma	Closed By Site Engineer	08/02/2024 16:02	0.61	Medium
7500	20240208C84	08/02/2024 15:02	Softwares	IBM Lotus Notes	Need to create new Lotus archive. Call assign to Vikas Negi.	Preet Vihar Grid (Civil, Protection & Mmg Office)	Karkardooma	Closed By Site Engineer	08/02/2024 16:02	0.58	High
7501	20240208C85	08/02/2024 15:02	Softwares	Windows	Google chrome browser need to update version installation. Call assign to Vikas Negi.	Preet Vihar Grid (Civil, Protection & Mmg Office)	Karkardooma	Closed By Site Engineer	08/02/2024 16:02	0.56	High
7502	20240208C86	08/02/2024 15:02	Softwares	Windows	Google chrome browser need to update version installation. Call assign to Vikas Negi.	Preet Vihar Grid (Civil, Protection & Mmg Office)	Karkardooma	Closed By Site Engineer	08/02/2024 16:02	0.53	High
7503	20240208C87	08/02/2024 16:02	Softwares	GIS	Ltm software not working. Need to upgrade New latest exe file . Call assign to Vikas Negi.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	08/02/2024 16:02	0.44	Medium
7504	20240208C88	08/02/2024 16:02	Softwares	GIS	Ltm software not working. Need to upgrade New latest exe file. Call assign to Vikas Negi.	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Site Engineer	08/02/2024 16:02	0.43	Medium
7505	20240208C89	08/02/2024 16:02	Softwares	IBM Lotus Notes	mail not working	F-15/2, Krishna Nagar, CommI Office	Krishna Nagar	Closed By Site Engineer	08/02/2024 18:02	1.74	High
7506	20240208C90	08/02/2024 16:02	Softwares	SAP	sap not working	F-15/2, Krishna Nagar, CommI Office	Krishna Nagar	Closed By Site Engineer	08/02/2024 18:02	1.73	High
7507	20240208C91	08/02/2024 16:02	Hardware	Printer	toner change .	F-15/2, Krishna Nagar, CommI Office	Krishna Nagar	Closed By Site Engineer	08/02/2024 18:02	1.7	High
7508	20240208C92	08/02/2024 16:02	Softwares	IBM Lotus Notes	lotus password reset	F-15/2, Krishna Nagar, CommI Office	Krishna Nagar	Closed By Site Engineer	08/02/2024 18:02	1.67	High
7509	20240208C93	08/02/2024 16:02	Softwares	Ms-Office	excel file open issue	F-15/2, Krishna Nagar, CommI Office	Krishna Nagar	Closed By Helpdesk	08/02/2024 16:02	0.3	High
7510	20240208C94	08/02/2024 16:02	Softwares	Teamviewer	ip massager not working	F-15/2, Krishna Nagar, CommI Office	Krishna Nagar	Closed By Site Engineer	08/02/2024 18:02	1.6	Medium
7511	20240208C95	08/02/2024 16:02	Hardware	PC_CPU	printer color tray - system serial number not good pls assign the arpit	Kalash Nagar Grid	Krishna Nagar	Closed By Hardware Team	13/02/2024 09:02	113.33	High
7512	20240208C96	08/02/2024 17:02	Networking	Link Down	Link down issue.	Ppg Indl. Area Grid (Ppg-2)	Laxmi Nagar	Closed By Hardware Team	07/03/2024 10:03	665.18	High
7513	20240208C97	08/02/2024 17:02	Hardware	UPS	UPS is not working.	Ppg Indl. Area Grid (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	16/02/2024 10:02	185.17	High
7514	20240208C98	08/02/2024 18:02	Hardware	Laptop	Laptop not working need to replace	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Hardware Team	09/02/2024 09:02	15.9	High
7515	20240208C99	08/02/2024 18:02	Softwares	IBM Lotus Notes	Software installation	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Hardware Team	09/02/2024 09:02	15.89	High
7516	20240208C100	08/02/2024 18:02	Softwares	Windows	Need to restore data	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Hardware Team	09/02/2024 09:02	15.88	High
7517	20240209C1	09/02/2024 07:02	Hardware	IP Camera	CC P D VIHAR CAMERA NOT WORKING	P D Vihar Zonal Office (Lnr)	Laxmi Nagar	Closed By Lan Support Team	10/02/2024 09:02	25.85	High
7518	20240209C2	09/02/2024 07:02	Hardware	IP Camera	KWN COMM CASH, GATE CAMERA NOT WORKING	O&M Office, Karawal Nagar	Karawal Nagar	Closed By Lan Support Team	10/02/2024 09:02	25.76	High
7519	20240209C3	09/02/2024 07:02	Hardware	IP Camera	MVR-1 O&M CAMERA NOT WORKING	O&M(D) Office, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Lan Support Team	10/02/2024 09:02	25.73	High
7520	20240209C4	09/02/2024 08:02	Softwares	Ms-Office	WPS Office is not working	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	09/02/2024 08:02	0.01	High
7521	20240209C5	09/02/2024 08:02	Softwares	Windows	windows update	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	09/02/2024 08:02	0.01	High
7522	20240209C6	09/02/2024 09:02	Hardware	Laptop	Network issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	10/02/2024 09:02	24.27	High
7523	20240209C7	09/02/2024 09:02	Hardware	Laptop	Laptop working slow need to install ssd	CommI Office Cbd-iii	Karkardooma	Closed By Site Engineer	09/02/2024 17:02	7.13	High
7524	20240209C8	09/02/2024 09:02	Softwares	Ms-Office	Software installation & need to configure mail id	CommI Office Cbd-iii	Karkardooma	Closed By Site Engineer	09/02/2024 17:02	7.1	High
7525	20240209C9	09/02/2024 09:02	Softwares	Windows	Need to restore data	CommI Office Cbd-iii	Karkardooma	Closed By Site Engineer	09/02/2024 17:02	7.09	High
7526	20240209C10	09/02/2024 10:02	Softwares	OMS	IOMS Link is not working.	Ppg Indl. Area Grid (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	09/02/2024 10:02	0.63	Medium
7527	20240209C11	09/02/2024 10:02	Softwares	OMS	IOMS link is not working.	Training And Work Shop, (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	09/02/2024 10:02	0.57	Medium
7528	20240209C12	09/02/2024 10:02	Softwares	IBM Lotus Notes	lotus mail is not getting open , pl check	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	12/02/2024 12:02	73.96	High
7529	20240209C13	09/02/2024 10:02	Networking	Network Breaks	Network issue persist again & again.	S/Stn No 14 Micc (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	15/02/2024 09:02	143.78	High
7530	20240209C14	09/02/2024 10:02	Softwares	Internet	O.P.M System is not working	Complaint Office, Sonia Vihar	Karawal Nagar	Closed By Helpdesk	09/02/2024 10:02	0	High
7531	20240209C15	09/02/2024 10:02	Softwares	OMS	OMS link not open	Cbd I Grid Kkd	Karkardooma	Closed By Helpdesk	09/02/2024 10:02	0	Medium
7532	20240209C16	09/02/2024 10:02	Softwares	IBM Lotus Notes	Mail password forget	CommI Office Cbd-iii	Karkardooma	Closed By Site Engineer	09/02/2024 17:02	6.55	High
7533	20240209C17	09/02/2024 10:02	Softwares	IBM Lotus Notes	IBM MAIL PASSWORD ISSUE	Pkt-C, Mvr Ph-II, Delhi	Mayur Vihar	Closed By Site Engineer	09/02/2024 16:02	6.3	High
7534	20240209C18	09/02/2024 10:02	Softwares	Browser	ZOOM SOFTWARE ISSUE INSTALL AGAIN	CommI. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Site Engineer	09/02/2024 16:02	6.24	Medium
7535	20240209C19	09/02/2024 10:02	Hardware	Printer	PRINTER PAGE BLOCKAGE ISSUE IN ROOM NO - 108	CommI. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Site Engineer	09/02/2024 16:02	6.23	High
7536	20240209C20	09/02/2024 10:02	Hardware	Scanner	scanned page is not getting save , PI check	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	12/02/2024 12:02	73.44	High
7537	20240209C21	09/02/2024 10:02	Softwares	IBM Lotus Notes	Mail issue is coming pl check	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	12/02/2024 12:02	73.42	High
7538	20240209C22	09/02/2024 10:02	Softwares	IBM Lotus Notes	Mail not working	Aram Bagh Bm(CommI), Phg	Pahar Ganj	Closed By Site Engineer	09/02/2024 15:02	5.11	High

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
7539	20240209C23	09/02/2024 10:02	Telecom	Avaya Digital	Power cable faulty Sn-18WZ3440040T	Gandhi Market Office	Darya Ganj	Closed By Hardware Team	09/02/2024 17:02	6.72	High
7540	20240209C24	09/02/2024 11:02	Telecom	Avaya Digital	power cable not working ,serial number-00000000 pls assign to arpit	F-15/2, Krishna Nagar, Comml Office	Krishna Nagar	Closed By Hardware Team	13/02/2024 09:02	94.82	High
7541	20240209C25	09/02/2024 11:02	Softwares	OMS	OMS is not working.	S/Stn. No. 13. Ppg (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	09/02/2024 15:02	3.93	Medium
7542	20240209C26	09/02/2024 11:02	Hardware	Printer	printer is not working , pl check	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	12/02/2024 12:02	72.94	High
7543	20240209C27	09/02/2024 11:02	Softwares	IBM Lotus Notes	pl create archive	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	12/02/2024 12:02	72.93	High
7544	20240209C28	09/02/2024 11:02	Softwares	Internet	Dtm not working	Aram Bagh Bm(Comm), Phg	Pahar Ganj	Closed By Site Engineer	09/02/2024 15:02	4.53	High
7545	20240209C29	09/02/2024 11:02	Softwares	OS	Win 7 install	Aram Bagh Bm(Comm), Phg	Pahar Ganj	Closed By Site Engineer	09/02/2024 15:02	3.96	Medium
7546	20240209C30	09/02/2024 11:02	Softwares	SAP	Sap install and configure P92	Aram Bagh Bm(Comm), Phg	Pahar Ganj	Closed By Site Engineer	09/02/2024 15:02	3.95	High
7547	20240209C31	09/02/2024 11:02	Softwares	Domain Rejoin	Domain Join	Aram Bagh Bm(Comm), Phg	Pahar Ganj	Closed By Site Engineer	09/02/2024 15:02	3.94	Medium
7548	20240209C32	09/02/2024 11:02	Softwares	Adobe Reader	Adobe reader install	Aram Bagh Bm(Comm), Phg	Pahar Ganj	Closed By Site Engineer	09/02/2024 15:02	3.94	Medium
7549	20240209C33	09/02/2024 11:02	Softwares	Ms-Office	MS office install	Aram Bagh Bm(Comm), Phg	Pahar Ganj	Closed By Site Engineer	09/02/2024 15:02	3.93	High
7550	20240209C34	09/02/2024 11:02	Hardware	Printer	Printer install	Aram Bagh Bm(Comm), Phg	Pahar Ganj	Closed By Site Engineer	09/02/2024 15:02	3.92	High
7551	20240209C35	09/02/2024 11:02	Softwares	Teamviewer	team viewer install and configure	Aram Bagh Bm(Comm), Phg	Pahar Ganj	Closed By Site Engineer	09/02/2024 15:02	3.91	Medium
7552	20240209C36	09/02/2024 11:02	Softwares	Antivirus	Antivirus install	Aram Bagh Bm(Comm), Phg	Pahar Ganj	Closed By Site Engineer	09/02/2024 15:02	3.91	Medium
7553	20240209C37	09/02/2024 11:02	Hardware	Printer	Card machine install	Aram Bagh Bm(Comm), Phg	Pahar Ganj	Closed By Site Engineer	09/02/2024 15:02	3.89	High
7554	20240209C38	09/02/2024 11:02	Softwares	Browser	Google Chrome install	Aram Bagh Bm(Comm), Phg	Pahar Ganj	Closed By Site Engineer	09/02/2024 15:02	3.88	Medium
7555	20240209C39	09/02/2024 11:02	Hardware	Mouse	MY MOUSE WAS NOT WORKING AND I SUBMIT IT IN I.T. ROOM LNR FOR REPLACEMENT	Near Radhu Palace, Delhi (Lnr)	Laxmi Nagar	Assign			High
7556	20240209C40	09/02/2024 12:02	Hardware	Laptop	RAM NEED TO UPGRADE	S/Stn No 4, Energy Audit Scada (Ppg)	Laxmi Nagar	Closed By Hardware Team	09/02/2024 15:02	3.08	High
7557	20240209C41	09/02/2024 12:02	Hardware	PC_CPU	CPU NOT WORKING	Cbd-II Grid, Kkd	Karkardooma	Closed By Hardware Team	09/02/2024 15:02	3.01	High
7558	20240209C42	09/02/2024 12:02	Softwares	OS	WINDOW AND SOFTWARE NEED TO INSTALL	Cbd-II Grid, Kkd	Karkardooma	Closed By Hardware Team	09/02/2024 15:02	3	Medium
7559	20240209C43	09/02/2024 12:02	Softwares	Antivirus	Antivirus Crowd Strike installation issue.	S/Stn. No. 13. Ppg (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	09/02/2024 14:02	2.49	Medium
7560	20240209C44	09/02/2024 12:02	Softwares	IBM Lotus Notes	Mail send receive issue	Aram Bagh Bm(Comm), Phg	Pahar Ganj	Closed By Site Engineer	09/02/2024 15:02	3.4	High
7561	20240209C45	09/02/2024 12:02	Softwares	SAP	sap p96 issue in amit pc	Comml. Office, Lsc Mkt Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Site Engineer	09/02/2024 16:02	4.34	High
7562	20240209C46	09/02/2024 12:02	Hardware	Printer	Printing issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	09/02/2024 12:02	0.02	High
7563	20240209C47	09/02/2024 12:02	Hardware	Printer	Need to replace printer cartridge / 2A	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	09/02/2024 14:02	1.59	High
7564	20240209C48	09/02/2024 12:02	Softwares	Internet	HINDI FORNT INSTALL	Aram Bagh Bm(Comm), Phg	Pahar Ganj	Closed By Site Engineer	09/02/2024 15:02	3.16	High
7565	20240209C49	09/02/2024 12:02	Softwares	Adobe Reader	Win RAR install	Aram Bagh Bm(Comm), Phg	Pahar Ganj	Closed By Site Engineer	09/02/2024 15:02	3.15	Medium
7566	20240209C50	09/02/2024 12:02	Hardware	Laptop	laptop hang and slow	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	09/02/2024 17:02	5.11	High
7567	20240209C51	09/02/2024 12:02	Softwares	VPN	VPN Connectivity issue	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	09/02/2024 17:02	5.1	Medium
7568	20240209C52	09/02/2024 12:02	Telecom	Call Forwarding	need to call forwarding activate after 2 Ring	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	09/02/2024 17:02	5.08	Medium
7569	20240209C53	09/02/2024 12:02	Softwares	IBM Lotus Notes	power scheduling mail not working	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	09/02/2024 17:02	5.07	High
7570	20240209C54	09/02/2024 12:02	Hardware	Laptop	laptop not working	33 Kv.Substation (Srd Building), Shankar Road, New Delhi-110 060 Comml Office	Shankar Road	Closed By Site Engineer	09/02/2024 17:02	5.01	High
7571	20240209C55	09/02/2024 12:02	Softwares	IBM Lotus Notes	user unable to access lotus mail accounts	33 Kv.Substation (Srd Building), Shankar Road, New Delhi-110 060 Comml Office	Shankar Road	Closed By Site Engineer	09/02/2024 17:02	5	High
7572	20240209C56	09/02/2024 12:02	Softwares	Ms-Office	wps excel not working	33 Kv.Substation (Srd Building), Shankar Road, New Delhi-110 060 Comml Office	Shankar Road	Closed By Site Engineer	09/02/2024 17:02	4.97	High
7573	20240209C57	09/02/2024 12:02	Softwares	RCM	CRM access issue	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	09/02/2024 17:02	4.94	Medium
7574	20240209C58	09/02/2024 13:02	Hardware	PC_CPU	pc cpu not working properly , performance is slow	33 Kv.Substation (Srd Building), Shankar Road, New Delhi-110 060 Comml Office	Shankar Road	Closed By Site Engineer	09/02/2024 17:02	4.9	High
7575	20240209C59	09/02/2024 13:02	Hardware	Printer	Printer not working	Aram Bagh Bm(Comm), Phg	Pahar Ganj	Closed By Site Engineer	09/02/2024 15:02	2.79	High
7576	20240209C60	09/02/2024 13:02	Hardware	Laptop	laptop not working properly	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	09/02/2024 17:02	4.83	High
7577	20240209C61	09/02/2024 13:02	Softwares	VPN	unable to access vpn	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	09/02/2024 17:02	4.77	Medium
7578	20240209C62	09/02/2024 13:02	Hardware	Laptop Battery	Request for Fill the Hardware Form.	S/Stn No 7, O&M, (Ppg)	Laxmi Nagar	Closed By Site Engineer	09/02/2024 14:02	1.77	High
7579	20240209C63	09/02/2024 13:02	Softwares	Antivirus	need to anti virus update	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	09/02/2024 17:02	4.71	Medium
7580	20240209C64	09/02/2024 13:02	Hardware	Mouse	MOUSE LEFT AND SENSER CLICK FAULTY SN-H26KZL2	Gandhi Market Office	Darya Ganj	Closed By Hardware Team	09/02/2024 17:02	4.17	High
7581	20240209C65	09/02/2024 13:02	Hardware	Printer	EPSON PRINTER NOT WORKING SERIAL NUMBER--RHFF291678 PLS ASSIGH TO ARPIT RASTOGI	Gagan Vihar Complaint Centre & Cash Office	Krishna Nagar	Closed By Hardware Team	12/02/2024 15:02	74.11	High
7582	20240209C66	09/02/2024 13:02	Hardware	Printer	printer need to attach	Seelam Pur Complaint Centre, Delhi-53	Yamuna Vihar	Closed By Site Engineer	09/02/2024 15:02	2.53	High
7583	20240209C67	09/02/2024 13:02	Softwares	Browser	chrome crashed	C-6, O&M Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Site Engineer	09/02/2024 15:02	2.51	Medium
7584	20240209C68	09/02/2024 13:02	Hardware	Scanner	scanner not working	C-7, Commercial Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Site Engineer	09/02/2024 15:02	2.49	High
7585	20240209C69	09/02/2024 13:02	Hardware	Keyboard	KEYBOARD Faulty	C-6, O&M Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Site Engineer	09/02/2024 15:02	2.46	High
7586	20240209C70	09/02/2024 13:02	Hardware	TFT	TFT STAND need to fix	C-6, O&M Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Site Engineer	09/02/2024 15:02	2.43	High
7587	20240209C71	09/02/2024 13:02	Softwares	VPN	VPN issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	09/02/2024 13:02	0.01	Medium
7588	20240209C72	09/02/2024 13:02	Hardware	Printer	printer not working	C-7, Commercial Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Site Engineer	09/02/2024 15:02	2.35	High
7589	20240209C73	09/02/2024 13:02	Softwares	Windows	windows update	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	09/02/2024 13:02	0.03	High
7590	20240209C74	09/02/2024 13:02	Softwares	Internet	Rinfra site is not opening	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	09/02/2024 13:02	0.02	High
7591	20240209C75	09/02/2024 13:02	Softwares	Internet	BYPL site is not opening	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	09/02/2024 13:02	0.01	High
7592	20240209C76	09/02/2024 13:02	Softwares	Internet	Rinfra site is not opening	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	09/02/2024 13:02	0.01	High
7593	20240209C77	09/02/2024 13:02	Softwares	Internet	BYPL site is not opening	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	09/02/2024 13:02	0.01	High
7594	20240209C78	09/02/2024 13:02	Softwares	Internet	Rinfra site is not working of Swati Mishra	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	09/02/2024 13:02	0.02	High
7595	20240209C79	09/02/2024 13:02	Softwares	Internet	BYPL site is not working of Swati Mishra	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	09/02/2024 13:02	0.01	High
7596	20240209C80	09/02/2024 13:02	Softwares	Internet	Rinfra site is not working of Muskan Sharma	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	09/02/2024 13:02	0.02	High
7597	20240209C81	09/02/2024 13:02	Softwares	Internet	BYPL site is not working of Muskan Sharma	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	09/02/2024 13:02	0.01	High
7598	20240209C82	09/02/2024 13:02	Softwares	Internet	Rinfra site is not working of Ritu Pandey	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	09/02/2024 13:02	0.01	High
7599	20240209C83	09/02/2024 13:02	Softwares	Internet	BYPL site is not working of Ritu Pandey	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	09/02/2024 13:02	0.01	High
7600	20240209C84	09/02/2024 13:02	Softwares	Domain Password	Domain password reset	F-15/2, Krishna Nagar, Comml Office	Krishna Nagar	Closed By Helpdesk	09/02/2024 13:02	0	High
7601	20240209C85	09/02/2024 14:02	Softwares	IBM Lotus Notes	BYPL site is not opening	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	09/02/2024 14:02	0.02	High
7602	20240209C86	09/02/2024 14:02	Softwares	Internet	Rinfra site is not opening	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	09/02/2024 14:02	0.01	High
7603	20240209C87	09/02/2024 14:02	Softwares	Domain Password	Domain password reset	33 Kv Sub./Station Lines I.P. Estate New Delhi 110002	Darya Ganj	Closed By Helpdesk	09/02/2024 14:02	0.02	High

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
7604	20240209C88	09/02/2024 14:02	Softwares	IBM Lotus Notes	HCL verse configure in Mobile	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	09/02/2024 14:02	0	High
7605	20240209C89	09/02/2024 14:02	Softwares	IBM Lotus Notes	Lotus mail password issue	33 Kv Sub./Station Lines I.P. Estate New Delhi 110002	Darya Ganj	Closed By Helpdesk	09/02/2024 14:02	0	High
7606	20240209C90	09/02/2024 15:02	Hardware	Laptop	battery backup issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	09/02/2024 15:02	0.06	High
7607	20240209C91	09/02/2024 15:02	Hardware	TFT	Abnormal display	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	09/02/2024 16:02	0.97	High
7608	20240209C92	09/02/2024 15:02	Telecom	Telephone Cord	Very low voice and disturbance	Commf Office Cbd-1ii	Karkardooma	Closed By Site Engineer	28/02/2024 17:02	458.56	High
7609	20240209C93	09/02/2024 15:02	Softwares	Digi Portal	DTM login problem	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	12/02/2024 12:02	68.44	Medium
7610	20240209C94	09/02/2024 15:02	Hardware	Mouse	left side single click not working	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Hardware Team	12/02/2024 15:02	71.61	High
7611	20240209C95	09/02/2024 16:02	Telecom	IP Phone	IP PHONE ADAPTER FAULTY	Commercial Office, Nng	Nand Nagari	Closed By Hardware Team	09/02/2024 18:02	1.98	High
7612	20240209C96	09/02/2024 16:02	Hardware	Mouse	mouse issue L906V7B--pc serial no	Mig Office, East Of Loni Road	Nand Nagari	Closed By Hardware Team	12/02/2024 10:02	66.27	High
7613	20240209C97	09/02/2024 16:02	Hardware	Mouse	mouse not working pc serial no --L963216	Mig Office, East Of Loni Road	Nand Nagari	Closed By Hardware Team	20/02/2024 12:02	260.44	High
7614	20240209C98	09/02/2024 16:02	Softwares	Ms-Office	MS OFFICE NOT WORKING	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	09/02/2024 18:02	1.89	High
7615	20240209C99	09/02/2024 16:02	Hardware	Keyboard	keyboard issue L963210--pc serial no	Mig Office, East Of Loni Road	Nand Nagari	Closed By Hardware Team	20/02/2024 12:02	260.42	High
7616	20240209C100	09/02/2024 16:02	Hardware	Keyboard	INA805SJ0T--serial no KEYBOARD NOT WORKING properly	Commercial Office, Nng	Nand Nagari	Closed By Hardware Team	20/02/2024 12:02	260.4	High
7617	20240209C101	09/02/2024 16:02	Networking	Link Down	link down at mmg pocket E mvr	Commf. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & Ii	Mayur Vihar	Closed By Site Engineer	12/02/2024 10:02	65.49	High
7618	20240209C102	09/02/2024 17:02	Hardware	Printer	Print issue from scanner.	Ppg Indl. Area Grid (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	12/02/2024 10:02	64.65	High
7619	20240209C103	09/02/2024 17:02	Networking	Network Breaks	AIRTAL LINK DOWN NETWORK BREAK	18 Block, Geeta Colony O&M Office	Krishna Nagar	Assign			High
7620	20240210C1	10/02/2024 07:02	Hardware	IP Camera	DRG O&M GATE CAMERA NOT WORKING	Asstt. V.P.(O&M ) Lal Qut. Minto Road Div.Drg New Delhi 110002	Darya Ganj	Closed By Lan Support Team	16/02/2024 10:02	147.32	High
7621	20240210C2	10/02/2024 07:02	Hardware	IP Camera	PTN O&M CAMERA NOT WORKING	O&M (Ptn), 10-B, Rajindra Place, New Delhi-110 008 (Patel Auto)	Patel Nagar	Closed By Lan Support Team	16/02/2024 10:02	147.29	High
7622	20240210C3	10/02/2024 16:02	Softwares	VPN	VPN credentials reset as per Mr. Amar.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	10/02/2024 16:02	0.21	Medium
7623	20240210C4	10/02/2024 16:02	Softwares	IBM Lotus Notes	Mail windows sync error displays.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	10/02/2024 16:02	0.19	High
7624	20240210C5	10/02/2024 16:02	Hardware	Printer	Every command prints on double sided.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	10/02/2024 16:02	0.15	High
7625	20240210C6	10/02/2024 16:02	Softwares	Domain Password	Domain reset.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Helpdesk	10/02/2024 16:02	0.13	High
7626	20240210C7	10/02/2024 16:02	Softwares	SAP	SAP password reset issue.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	10/02/2024 16:02	0.11	High
7627	20240210C8	10/02/2024 16:02	Softwares	NAS	NAS is not accessible.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	10/02/2024 16:02	0.1	Medium
7628	20240210C9	10/02/2024 16:02	Softwares	OMS	IOMS need to access.	Complaint Center, Chapperwala	Shankar Road	Closed By Helpdesk	10/02/2024 16:02	0.09	Medium
7629	20240210C10	10/02/2024 16:02	Softwares	Domain Password	Domain reset as per eng. Manoj.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	10/02/2024 16:02	0.08	High
7630	20240210C11	10/02/2024 16:02	Softwares	Internet	CERS site is not accessible.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	10/02/2024 16:02	0.06	High
7631	20240210C12	10/02/2024 16:02	Softwares	VPN	VPN connectivity failed.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	10/02/2024 16:02	0.06	Medium
7632	20240210C13	10/02/2024 16:02	Softwares	IBM Lotus Notes	Mail fonts reset.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	10/02/2024 16:02	0.04	High
7633	20240210C14	10/02/2024 16:02	Hardware	Printer	Printing failure.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	10/02/2024 16:02	0.03	High
7634	20240210C15	10/02/2024 16:02	Softwares	Internet	Hardware request re-raised.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	10/02/2024 16:02	0.02	High
7635	20240210C16	10/02/2024 16:02	Softwares	VPN	VPN connectivity failed.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	10/02/2024 16:02	0.01	Medium
7636	20240212C1	12/02/2024 09:02	Softwares	Windows	System booting issue / MVR - 3 Cash counter	Complain Center, Sub-Stn. No. 3, Mayur Vihar Ph-1ii, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	12/02/2024 17:02	8.23	High
7637	20240212C2	12/02/2024 09:02	Hardware	Printer	Printer issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	12/02/2024 09:02	0	High
7638	20240212C3	12/02/2024 09:02	Softwares	Domain Password	Domain password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	12/02/2024 09:02	0	High
7639	20240212C4	12/02/2024 09:02	Softwares	IBM Lotus Notes	Lotus password issue.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	12/02/2024 14:02	4.71	High
7640	20240212C5	12/02/2024 10:02	Networking	Network Breaks	network not working	Bm (Commf.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	12/02/2024 17:02	7.62	High
7641	20240212C6	12/02/2024 10:02	Hardware	Printer	a printer had received form kkd after repairing work but still showing the same problem (unable to take both side print from it ) issue is not resolved yet kindly take action against it soon matter is urgent	Training And Work Shop, (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	13/02/2024 17:02	30.93	High
7642	20240212C7	12/02/2024 10:02	Hardware	PC_CPU	cpu power issue assign Nilesh	Chilla Store, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Site Engineer	13/02/2024 10:02	24.05	High
7643	20240212C8	12/02/2024 10:02	Hardware	Laptop Battery	laptop battery issue please fill ITMS form	Anand Lok Complaint Centre,	Mayur Vihar	Closed By Site Engineer	12/02/2024 15:02	5.61	High
7644	20240212C9	12/02/2024 10:02	Softwares	Browser	chrome issue assign Nilesh	13-Block, Trilokpuri,Delhi	Mayur Vihar	Closed By Site Engineer	12/02/2024 15:02	5.58	Medium
7645	20240212C10	12/02/2024 10:02	Softwares	Domain Password	Domain password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	12/02/2024 10:02	0	High
7646	20240212C11	12/02/2024 10:02	Hardware	PC_CPU	system pc not working	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	12/02/2024 14:02	4.42	High
7647	20240212C12	12/02/2024 10:02	Softwares	Domain Rejoin	need to ad profile create	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	12/02/2024 14:02	4.4	Medium
7648	20240212C13	12/02/2024 10:02	Hardware	Printer	printer not working	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	12/02/2024 14:02	4.37	High
7649	20240212C14	12/02/2024 10:02	Hardware	PC_CPU	System shifting Gnd. floor to 1st. floor	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	12/02/2024 10:02	0.29	High
7650	20240212C15	12/02/2024 10:02	Hardware	Printer	Printer shows off line	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	12/02/2024 10:02	0.01	High
7651	20240212C16	12/02/2024 10:02	Hardware	PC_CPU	MOTHERBOARD FAULTY SN-INA92107C7	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Hardware Team	12/02/2024 11:02	0.61	High
7652	20240212C17	12/02/2024 10:02	Telecom	Avaya Digital	assign to Lan team Avaya telephone not working 1a reception Nirmala ji	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	14/02/2024 11:02	48.23	High
7653	20240212C18	12/02/2024 10:02	Softwares	IBM Lotus Notes	Lotus ID is not working	5-Block,Trilok Puri Dispensary, Delhi	Mayur Vihar	Closed By Site Engineer	12/02/2024 15:02	5.15	High
7654	20240212C19	12/02/2024 10:02	Hardware	Mouse	Mouse scroll not working , S/N- PG00Q44N	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	12/02/2024 15:02	4.59	High
7655	20240212C20	12/02/2024 11:02	Hardware	Hard Disk	HDD Faulty	O&M Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	12/02/2024 11:02	0.72	High
7656	20240212C21	12/02/2024 11:02	Softwares	IBM Lotus Notes	Notes Problem	O&M Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	12/02/2024 11:02	0.71	High
7657	20240212C22	12/02/2024 11:02	Softwares	SAP	SAP Problem	O&M Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	12/02/2024 11:02	0.71	High
7658	20240212C23	12/02/2024 11:02	Softwares	Ms-Office	MS Office Problem	O&M Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	12/02/2024 11:02	0.7	High
7659	20240212C24	12/02/2024 11:02	Hardware	Printer	Print out problem	O&M Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	12/02/2024 11:02	0.7	High
7660	20240212C25	12/02/2024 11:02	Softwares	Antivirus	Anti virus problem	O&M Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	12/02/2024 11:02	0.69	Medium
7661	20240212C26	12/02/2024 11:02	Hardware	Hard Disk	HDD faulty	Complaint Office, Gokul Puri	Karawal Nagar	Closed By Site Engineer	12/02/2024 11:02	0.67	High
7662	20240212C27	12/02/2024 11:02	Softwares	IBM Lotus Notes	lotus problem	Complaint Office, Gokul Puri	Karawal Nagar	Closed By Site Engineer	12/02/2024 11:02	0.67	High
7663	20240212C28	12/02/2024 11:02	Softwares	Antivirus	anti virus problem	Complaint Office, Gokul Puri	Karawal Nagar	Closed By Site Engineer	12/02/2024 11:02	0.66	Medium
7664	20240212C29	12/02/2024 11:02	Softwares	SAP	SAP Problem	Complaint Office, Gokul Puri	Karawal Nagar	Closed By Site Engineer	12/02/2024 11:02	0.66	High

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
7665	20240212C30	12/02/2024 11:02	Softwares	Ms-Office	MS Office Problem	Complaint Office, Gokul Puri	Karawal Nagar	Closed By Site Engineer	12/02/2024 11:02	0.65	High
7666	20240212C31	12/02/2024 11:02	Softwares	IBM Lotus Notes	Lotus Problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	12/02/2024 11:02	0.64	High
7667	20240212C32	12/02/2024 11:02	Softwares	SAP	SAP Problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	12/02/2024 11:02	0.64	High
7668	20240212C33	12/02/2024 11:02	Softwares	SAP	SAP Problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	12/02/2024 11:02	0.62	High
7669	20240212C34	12/02/2024 11:02	Softwares	IBM Lotus Notes	Mail Problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	12/02/2024 11:02	0.62	High
7670	20240212C35	12/02/2024 11:02	Lan Support	RJ 45 Connector	RJ 45 Problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	12/02/2024 11:02	0.61	High
7671	20240212C36	12/02/2024 11:02	Softwares	Ms-Office	please install hindi font in my pc	Comm. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Site Engineer	12/02/2024 11:02	0.61	High
7672	20240212C37	12/02/2024 11:02	Softwares	Ms-Office	Office Problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	12/02/2024 11:02	0.61	High
7673	20240212C38	12/02/2024 11:02	Lan Support	Lan Cable Extension	Cable Problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	12/02/2024 11:02	0.6	High
7674	20240212C39	12/02/2024 11:02	Hardware	Printer	Printer Problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	12/02/2024 11:02	0.6	High
7675	20240212C40	12/02/2024 11:02	Softwares	IBM Lotus Notes	Lotus Problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	12/02/2024 11:02	0.59	High
7676	20240212C41	12/02/2024 11:02	Telecom	Avaya Digital	IP Phone Problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	12/02/2024 11:02	0.59	High
7677	20240212C42	12/02/2024 11:02	Softwares	Internet	Google chrome issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	12/02/2024 11:02	0	High
7678	20240212C43	12/02/2024 11:02	Lan Support	Lan Cable Extension	Cable Problem	Complaint Office, Sonia Vihar	Karawal Nagar	Closed By Site Engineer	12/02/2024 11:02	0.58	High
7679	20240212C44	12/02/2024 11:02	Softwares	IBM Lotus Notes	Lotus Problem	Complaint Office, Sonia Vihar	Karawal Nagar	Closed By Site Engineer	12/02/2024 11:02	0.57	High
7680	20240212C45	12/02/2024 11:02	Softwares	SAP	PCM Problem	Complaint Office, Sonia Vihar	Karawal Nagar	Closed By Site Engineer	12/02/2024 11:02	0.57	High
7681	20240212C46	12/02/2024 11:02	Hardware	Printer	Printer Problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	12/02/2024 11:02	0.56	High
7682	20240212C47	12/02/2024 11:02	Softwares	IBM Lotus Notes	Lotus Problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	12/02/2024 11:02	0.56	High
7683	20240212C48	12/02/2024 11:02	Hardware	TFT	Display Problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	12/02/2024 11:02	0.55	High
7684	20240212C49	12/02/2024 11:02	Softwares	SAP	SAP Problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	12/02/2024 11:02	0.54	High
7685	20240212C50	12/02/2024 11:02	Softwares	IBM Lotus Notes	Lotus Problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	12/02/2024 11:02	0.53	High
7686	20240212C51	12/02/2024 11:02	Hardware	Laptop	laptop not working (manish chaurasia )	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	12/02/2024 14:02	3.4	High
7687	20240212C52	12/02/2024 11:02	Telecom	IP Phone	IP Phone Problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	12/02/2024 11:02	0.53	High
7688	20240212C53	12/02/2024 11:02	Softwares	Admin Helpdesk	Link Problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	12/02/2024 11:02	0.52	Medium
7689	20240212C54	12/02/2024 11:02	Softwares	IBM Lotus Notes	Lotus Problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	12/02/2024 11:02	0.51	High
7690	20240212C55	12/02/2024 11:02	Softwares	Adobe Reader	install winrar	Comm. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Site Engineer	12/02/2024 15:02	4.5	Medium
7691	20240212C56	12/02/2024 11:02	Softwares	Internet	Chrome Problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	12/02/2024 11:02	0.51	High
7692	20240212C57	12/02/2024 11:02	Softwares	SAP	SAP Problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	12/02/2024 11:02	0.51	High
7693	20240212C58	12/02/2024 11:02	Softwares	Antivirus	Antivirus problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	12/02/2024 11:02	0.5	Medium
7694	20240212C59	12/02/2024 11:02	Softwares	Adobe Reader	Adobe Problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	12/02/2024 11:02	0.5	Medium
7695	20240212C60	12/02/2024 11:02	Softwares	IBM Lotus Notes	Mail Problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	12/02/2024 11:02	0.5	High
7696	20240212C61	12/02/2024 11:02	Hardware	Printer	printer problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	12/02/2024 11:02	0.49	High
7697	20240212C62	12/02/2024 11:02	Softwares	RCM	CRM Not Accessible	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	12/02/2024 14:02	3.25	Medium
7698	20240212C63	12/02/2024 11:02	Softwares	Domain Password	Password reset	Complaint Center Bg Road	Pahar Ganj	Closed By Helpdesk	12/02/2024 11:02	0	High
7699	20240212C64	12/02/2024 11:02	Hardware	Printer	3015 printer issue in Last cabin	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	12/02/2024 13:02	1.42	High
7700	20240212C65	12/02/2024 11:02	Networking	Network Breaks	Network issue , S/S No - 4	S/Stn No 4, Energy Audit Scada (Ppg)	Laxmi Nagar	Closed By Site Engineer	15/02/2024 11:02	71.72	High
7701	20240212C66	12/02/2024 12:02	Softwares	Windows	Windows update	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	12/02/2024 12:02	0.02	High
7702	20240212C67	12/02/2024 12:02	Softwares	Ms-Office	Excel issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	12/02/2024 12:02	0.01	High
7703	20240212C68	12/02/2024 12:02	Hardware	Printer	please change cartridge	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	12/02/2024 16:02	4.18	High
7704	20240212C69	12/02/2024 12:02	Softwares	IBM Lotus Notes	Mail is not getting load , PI check	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	26/02/2024 13:02	336.54	High
7705	20240212C70	12/02/2024 12:02	Networking	Network Breaks	Network breaks	Aram Bagh Bm(Comm), Phg	Pahar Ganj	Closed By Site Engineer	12/02/2024 14:02	2	High
7706	20240212C71	12/02/2024 12:02	Hardware	PC CPU	system slow	Aram Bagh Bm(Comm), Phg	Pahar Ganj	Closed By Site Engineer	12/02/2024 14:02	1.99	High
7707	20240212C72	12/02/2024 12:02	Softwares	Antivirus	Antivirus install	Aram Bagh Bm(Comm), Phg	Pahar Ganj	Closed By Site Engineer	12/02/2024 14:02	1.99	Medium
7708	20240212C73	12/02/2024 12:02	Networking	Network Breaks	network issue	Complain Center, Sub-Stn. No. 3, Mayur Vihar Ph-iii, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	12/02/2024 17:02	4.91	High
7709	20240212C74	12/02/2024 12:02	Networking	Network Breaks	network issue	Complain Center, Sub-Stn. No. 3, Mayur Vihar Ph-iii, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	12/02/2024 17:02	4.91	High
7710	20240212C75	12/02/2024 12:02	Softwares	Internet	DTM not working	Aram Bagh Bm(Comm), Phg	Pahar Ganj	Closed By Site Engineer	12/02/2024 14:02	1.96	High
7711	20240212C76	12/02/2024 12:02	Softwares	Domain Password	Pleae reset	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	26/02/2024 13:02	336.38	High
7712	20240212C77	12/02/2024 12:02	Softwares	Windows	System working slow	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	12/02/2024 12:02	0	High
7713	20240212C78	12/02/2024 13:02	Hardware	Printer	cartridge issue	Bm (Comm.)/Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	12/02/2024 17:02	4.56	High
7714	20240212C79	12/02/2024 13:02	Hardware	Printer	printer not getting command	Comm. Office Cbd-iii	Karkardooma	Closed By Site Engineer	12/02/2024 15:02	2.29	High
7715	20240212C80	12/02/2024 13:02	Lan Support	Lan Cable Replacement	Kindly arrange to remove the hanging camera cable from First floor (B .M CABIN )and route existing cable from fall ceiling .	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Lan Support Team	15/02/2024 12:02	70.27	High
7716	20240212C81	12/02/2024 14:02	Softwares	Domain Password	Domain password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	12/02/2024 14:02	0.01	High
7717	20240212C82	12/02/2024 14:02	Softwares	Domain Password	Domain password reset	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Helpdesk	12/02/2024 14:02	0	High
7718	20240212C83	12/02/2024 14:02	Softwares	IBM Lotus Notes	ibm mail issue	Pkt-C, Mvr Ph-II, Delhi	Mayur Vihar	Closed By Site Engineer	12/02/2024 15:02	1.59	High
7719	20240212C84	12/02/2024 14:02	Softwares	IBM Lotus Notes	Mail issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	12/02/2024 14:02	0	High
7720	20240212C85	12/02/2024 14:02	Softwares	ESS	ESS PASSWORD RESET	Pkt-C, Mvr Ph-II, Delhi	Mayur Vihar	Closed By Site Engineer	12/02/2024 15:02	1.49	Medium



S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
7721	20240212C86	12/02/2024 14:02	Softwares	Drivers	display issue	Bm (Comml.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Helpdesk	12/02/2024 15:02	0.61	High
7722	20240212C87	12/02/2024 14:02	Softwares	Drivers	display issue	Bm (Comml.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	12/02/2024 17:02	3.09	High
7723	20240212C88	12/02/2024 14:02	Telecom	IP Phone	phone issue	Commercial Office, Nng	Nand Nagari	Closed By Site Engineer	12/02/2024 15:02	1.21	High
7724	20240212C89	12/02/2024 14:02	Softwares	Internet	chrome issue	Commercial Office, Nng	Nand Nagari	Closed By Site Engineer	12/02/2024 15:02	1.2	High
7725	20240212C90	12/02/2024 14:02	Softwares	Internet	site issue	Commercial Office, Nng	Nand Nagari	Closed By Site Engineer	12/02/2024 15:02	1.17	High
7726	20240212C91	12/02/2024 15:02	Hardware	Printer	3015[2] printer coming white page during printing	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	13/02/2024 10:02	19.03	High
7727	20240212C92	12/02/2024 15:02	Softwares	Windows	Pen drive data copy issue in System	S/Stn No 7, O&M, (Ppg)	Laxmi Nagar	Closed By Helpdesk	12/02/2024 15:02	0	High
7728	20240212C93	12/02/2024 15:02	Softwares	IBM Lotus Notes	Lotus mail issue	18 Lotus, Geeta Colony O&M Office	Krishna Nagar	Closed By Helpdesk	12/02/2024 15:02	0	High
7729	20240212C94	12/02/2024 15:02	Hardware	PC_CPU	CPU FAN NOISE PROBLEM SN-PG00D2U8 AND TFT FAULTY SN-V901G0W7	33 Kv Sub./Station Lines I.P. Estate New Delhi 110002	Darya Ganj	Closed By Hardware Team	13/02/2024 09:02	18.11	High
7730	20240212C95	12/02/2024 15:02	Softwares	IBM Lotus Notes	hcl vers not woking in mobile	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Site Engineer	15/02/2024 10:02	67	High
7731	20240212C96	12/02/2024 16:02	Hardware	Printer	toner issue	Commercial Office, Nng	Nand Nagari	Closed By Site Engineer	12/02/2024 16:02	0.63	High
7732	20240212C97	12/02/2024 16:02	Hardware	Printer	print issue	Commercial Office, Nng	Nand Nagari	Closed By Site Engineer	12/02/2024 16:02	0.63	High
7733	20240212C98	12/02/2024 16:02	Hardware	PC_CPU	install all software and windows	O&M(D) Office, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Site Engineer	12/02/2024 16:02	0.78	High
7734	20240212C99	12/02/2024 16:02	Softwares	IBM Lotus Notes	mail issue	Commercial Office, Nng	Nand Nagari	Closed By Site Engineer	12/02/2024 16:02	0.6	High
7735	20240212C100	12/02/2024 16:02	Softwares	Domain Password	domain password issue assign Nilesh	O&M(D) Office, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Site Engineer	12/02/2024 16:02	0.76	High
7736	20240212C101	12/02/2024 16:02	Hardware	Printer	print issue	Gtb Store	Nand Nagari	Closed By Site Engineer	14/02/2024 12:02	44.18	High
7737	20240212C102	12/02/2024 16:02	Softwares	IBM Lotus Notes	mail issue	Shahdara Store L-Block, Dilshad Garden	Gt Road	Closed By Site Engineer	12/02/2024 16:02	0.54	High
7738	20240212C103	12/02/2024 16:02	Hardware	Scanner	SCANNER ADAPTOR FAULTY SN-700887/MT-6130Z	Gandhi Market Office	Darya Ganj	Closed By Hardware Team	13/02/2024 09:02	17.62	High
7739	20240212C104	12/02/2024 16:02	Hardware	PC_CPU	PC booting process is time taking / 7903.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	28/02/2024 14:02	381.92	High
7740	20240212C105	12/02/2024 16:02	Hardware	Keyboard	Keyboard FAULTY SN-PG002TD	Gandhi Market Office	Darya Ganj	Closed By Hardware Team	13/02/2024 09:02	17.6	High
7741	20240212C106	12/02/2024 16:02	Lan Support	Lan Cable Replacement	One Telephone line is not working, need LAN team at GTR Commercial office.	Jhilmil Division Gtr	Gt Road	Closed By Lan Support Team	14/02/2024 11:02	42.46	High
7742	20240212C107	12/02/2024 16:02	Lan Support	Lan Cable Replacement	one Telephone line is faulty. need LAN TEAM AT GTR COMMERCIAL OFFICE ASAP.	Jhilmil Division Gtr	Gt Road	Closed By Lan Support Team	14/02/2024 11:02	42.44	High
7743	20240212C108	12/02/2024 17:02	Telecom	Telephone Shifting	new ext no-9753 installation	Comml Office Cbd-ii	Karkardooma	Closed By Lan Support Team	15/02/2024 12:02	66.95	High
7744	20240212C109	12/02/2024 17:02	Hardware	PC_CPU	MOTHER BOARD FAULTY. SYSTEM SERIAL NUMBER-PG00D2SU PLUS ASSIGH TO ARPIT RASTOGI	F-15/2, Krishna Nagar, Comml Office	Krishna Nagar	Closed By Hardware Team	13/02/2024 09:02	16.47	High
7745	20240212C110	12/02/2024 17:02	Softwares	VPN	VPN connectivity failed.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	12/02/2024 17:02	0.13	Medium
7746	20240212C111	12/02/2024 17:02	Softwares	IBM Lotus Notes	Lotus mail password issue.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	12/02/2024 17:02	0.12	High
7747	20240212C112	12/02/2024 17:02	Softwares	Internet	Proxy settings reset.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	12/02/2024 17:02	0.11	High
7748	20240212C113	12/02/2024 17:02	Softwares	Domain Password	Domain A/C is locked.	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Helpdesk	12/02/2024 17:02	0.09	High
7749	20240212C114	12/02/2024 17:02	Softwares	Domain Password	Reset of 05152386 .	Saini Enclave Complaint Centre	Karkardooma	Closed By Helpdesk	12/02/2024 17:02	0.08	High
7750	20240212C115	12/02/2024 17:02	Softwares	Domain Password	Domain reset.	O & M Office Vivek Vihar B-Blk	Karkardooma	Closed By Helpdesk	12/02/2024 17:02	0.07	High
7751	20240212C116	12/02/2024 17:02	Softwares	OS	Temp files removed.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	12/02/2024 17:02	0.06	Medium
7752	20240212C117	12/02/2024 17:02	Softwares	Antivirus	Antivirus removed.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	12/02/2024 17:02	0.05	Medium
7753	20240212C118	12/02/2024 17:02	Softwares	IBM Lotus Notes	Mail ID not found.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	12/02/2024 17:02	0.04	High
7754	20240212C119	12/02/2024 17:02	Softwares	OS	Temp files removed.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	12/02/2024 17:02	0.02	Medium
7755	20240212C120	12/02/2024 17:02	Softwares	Domain Password	Domain reset.	Preet Vihar Grid (Civil, Protection & Mng Office)	Karkardooma	Closed By Helpdesk	12/02/2024 17:02	0.01	High
7756	20240212C121	12/02/2024 17:02	Softwares	Domain Password	Domain pass. reset.	Saini Enclave Complaint Centre	Karkardooma	Closed By Helpdesk	12/02/2024 17:02	0.01	High
7757	20240213C1	13/02/2024 00:02	Hardware	IP Camera	STORE SHAHDARA GATE CAMERA NOT WORKING.	Shahdara Store L-Block, Dilshad Garden	Gt Road	Closed By Lan Support Team	15/02/2024 12:02	60.02	High
7758	20240213C2	13/02/2024 00:02	Hardware	IP Camera	STORE CHILLA MAIN GATE CAMERA NOT WORKING.	Chilla Store, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Lan Support Team	15/02/2024 12:02	60	High
7759	20240213C3	13/02/2024 00:02	Hardware	IP Camera	CC B.G ROAD CAMERA NOT WORKING.	Complaint Centre Bg Road	Pahar Ganj	Closed By Lan Support Team	16/02/2024 10:02	82.53	High
7760	20240213C4	13/02/2024 00:02	Hardware	IP Camera	CC C-2 NNG CAMERA NOT WORKING.	C-2 Complaint.Center	Nand Nagari	Closed By Lan Support Team	15/02/2024 12:02	59.95	High
7761	20240213C5	13/02/2024 00:02	Hardware	IP Camera	CC PKT. C MVR CAMERA NOT WORKING.	Pkt-C, Mvr Ph-II, Delhi	Mayur Vihar	Closed By Lan Support Team	15/02/2024 12:02	59.9	High
7762	20240213C6	13/02/2024 00:02	Hardware	IP Camera	PTZ MULLA COLONY CAMERA CCTV NOT WORKING.	Mulla Colony Scrap Store, Near Gajipur Police Station	Vasundra Enclave	Closed By Lan Support Team	05/03/2024 15:03	518.88	High
7763	20240213C7	13/02/2024 00:02	Hardware	IP Camera	PTZ PPG RMLU CAMERA NOT WORKING.	Training And Work Shop, (Ppg-2)	Laxmi Nagar	Closed By Lan Support Team	19/02/2024 09:02	153.25	High
7764	20240213C8	13/02/2024 00:02	Hardware	IP Camera	PTZ GHAZIPUR CAMERA NOT WORKING.	Gazipur Store (Ppg-2)	Laxmi Nagar	Closed By Lan Support Team	05/03/2024 15:03	518.63	High
7765	20240213C9	13/02/2024 00:02	Hardware	IP Camera	CCK COMM ENTRY ,GATE CAMERA NOT WORKING.	Town Hall Business Office	Chandni Chowk	Closed By Lan Support Team	05/03/2024 15:03	518.38	High
7766	20240213C10	13/02/2024 09:02	Softwares	Domain Password	domain login issue ,	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	13/02/2024 12:02	2.36	High
7767	20240213C11	13/02/2024 09:02	Softwares	IBM Lotus Notes	mail accounts login issue	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	13/02/2024 12:02	2.29	High
7768	20240213C12	13/02/2024 10:02	Hardware	PC_CPU	System not booting / GF	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	13/02/2024 10:02	0.3	High
7769	20240213C13	13/02/2024 10:02	Softwares	Internet	To fill up Email requisition form of Rekha Khanna	Cbd-II Grid, Kkd	Karkardooma	Closed By Helpdesk	13/02/2024 10:02	0.01	High
7770	20240213C14	13/02/2024 10:02	Softwares	IBM Lotus Notes	Mail not working	Aram Bagh Bm(Comml), Phg	Pahar Ganj	Closed By Site Engineer	13/02/2024 10:02	0.29	High
7771	20240213C15	13/02/2024 10:02	Hardware	Printer	Cartridge change in HP printer 600	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	13/02/2024 10:02	0.11	High
7772	20240213C16	13/02/2024 10:02	Softwares	SAP	SAP (BSP) Login issue	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	13/02/2024 12:02	1.93	High
7773	20240213C17	13/02/2024 10:02	Hardware	PC_CPU	pc slow working	Aram Bagh Bm(Comml), Phg	Pahar Ganj	Closed By Site Engineer	13/02/2024 12:02	2.19	High
7774	20240213C18	13/02/2024 10:02	Softwares	Antivirus	antivirus install	Aram Bagh Bm(Comml), Phg	Pahar Ganj	Closed By Site Engineer	13/02/2024 12:02	2.17	Medium
7775	20240213C19	13/02/2024 10:02	Hardware	PC_CPU	vga cable faulty assign arpit S/no- PGEK963	Chilla Store, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Hardware Team	18/03/2024 10:03	815.82	High
7776	20240213C20	13/02/2024 10:02	Hardware	Printer	Printer not working	Aram Bagh Bm(Comml), Phg	Pahar Ganj	Closed By Site Engineer	13/02/2024 12:02	1.82	High
7777	20240213C21	13/02/2024 10:02	Hardware	Printer	Cartridge change OF PRINTER HP3015	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	13/02/2024 15:02	5.05	High
7778	20240213C22	13/02/2024 10:02	Telecom	Telephone Cord	Exno. 7191 is not working properly.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	13/02/2024 15:02	5.03	High

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
7779	20240213C23	13/02/2024 10:02	Networking	Network Breaks	ip address required for KKD finance team	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	13/02/2024 12:02	1.41	High
7780	20240213C24	13/02/2024 10:02	Softwares	IBM Lotus Notes	Lotus mail issue	33 Kv.Substation (Srd Building), Shankar Road, New Delhi-110 060 Commf Office	Shankar Road	Closed By Helpdesk	13/02/2024 10:02	0	High
7781	20240213C25	13/02/2024 11:02	Lan Support	Lan Cable Extension	Shifting required because civil work is going on. Call assign to LAN Support	Complaint Office, Gokul Puri	Karawal Nagar	Closed By Lan Support Team	14/02/2024 11:02	23.77	High
7782	20240213C26	13/02/2024 11:02	Hardware	Barcode Reader	pine lap not working	Complain Center, Sub-Stn. No. 3, Mayur Vihar Ph-II, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	13/02/2024 16:02	5.13	Medium
7783	20240213C27	13/02/2024 11:02	Hardware	TFT	Display icon setting	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	13/02/2024 11:02	0	High
7784	20240213C28	13/02/2024 11:02	Softwares	IBM Lotus Notes	Lotus mail password issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	13/02/2024 11:02	0.03	High
7785	20240213C29	13/02/2024 11:02	Softwares	Domain Password	Domain password issue	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Helpdesk	13/02/2024 11:02	0	High
7786	20240213C30	13/02/2024 11:02	Hardware	Printer	Printer installation of Talvinder Singh PC	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	13/02/2024 11:02	0.01	High
7787	20240213C31	13/02/2024 11:02	Softwares	Browser	pl check token machine ...	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	20/02/2024 12:02	169.35	Medium
7788	20240213C32	13/02/2024 11:02	Hardware	TFT	ift color black	Bm (Commf.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	13/02/2024 16:02	4.76	High
7789	20240213C33	13/02/2024 11:02	Telecom	IP Phone	phone not functioning	Bm (Commf.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	13/02/2024 16:02	4.75	High
7790	20240213C34	13/02/2024 11:02	Softwares	SAP	sap issue in p96	Commf. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	13/02/2024 13:02	2.13	High
7791	20240213C35	13/02/2024 11:02	Softwares	Browser	browser issue	Commf. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	13/02/2024 13:02	2.11	Medium
7792	20240213C36	13/02/2024 11:02	Softwares	Domain Rejoin	Domain logging issue (Profile error)	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Site Engineer	14/02/2024 17:02	29.41	Medium
7793	20240213C37	13/02/2024 11:02	Hardware	PC CPU	system slow	Aram Bagh Bm(Commf), Phg	Pahar Ganj	Closed By Site Engineer	13/02/2024 12:02	0.79	High
7794	20240213C38	13/02/2024 11:02	Softwares	Antivirus	Antivirus install	Aram Bagh Bm(Commf), Phg	Pahar Ganj	Closed By Site Engineer	13/02/2024 12:02	0.79	Medium
7795	20240213C39	13/02/2024 11:02	Softwares	Internet	ITSM form fill up issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	13/02/2024 11:02	0.02	High
7796	20240213C40	13/02/2024 11:02	Softwares	Internet	ITSM form fill up issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	13/02/2024 11:02	0	High
7797	20240213C41	13/02/2024 11:02	Hardware	PC CPU	system slow	Aram Bagh Bm(Commf), Phg	Pahar Ganj	Closed By Site Engineer	13/02/2024 12:02	0.63	High
7798	20240213C42	13/02/2024 11:02	Softwares	Antivirus	antivirus install	Aram Bagh Bm(Commf), Phg	Pahar Ganj	Closed By Site Engineer	13/02/2024 12:02	0.63	Medium
7799	20240213C43	13/02/2024 12:02	Softwares	IBM Lotus Notes	need to mail configure	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	13/02/2024 16:02	4.09	High
7800	20240213C44	13/02/2024 12:02	Hardware	Hard Disk	needed to itsm form submit for hdd replaced	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	13/02/2024 16:02	4.08	High
7801	20240213C45	13/02/2024 12:02	Hardware	IP Phone Adapter	IP phone adapter issue assign nilesh	O&M(D) Office, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Site Engineer	13/02/2024 13:02	1.2	High
7802	20240213C46	13/02/2024 13:02	Softwares	Windows	laptop working slow	Mulla Colony Scrap Store, Near Gajipur Police Station	Vasundra Enclave	Closed By Site Engineer	13/02/2024 16:02	3.23	High
7803	20240213C47	13/02/2024 13:02	Softwares	Windows	laptop working slow	Mulla Colony Scrap Store, Near Gajipur Police Station	Vasundra Enclave	Closed By Site Engineer	13/02/2024 16:02	3.23	High
7804	20240213C48	13/02/2024 13:02	Hardware	Scanner	scanner not work	Bm (Commf.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	13/02/2024 16:02	3.22	High
7805	20240213C49	13/02/2024 13:02	Hardware	Printer	paper jam in orinter	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	13/02/2024 16:02	3.18	High
7806	20240213C50	13/02/2024 13:02	Hardware	Printer	page blockage issue plz replace roller.	Commf. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Rejected By Site Engineer			High
7807	20240213C51	13/02/2024 13:02	Lan Support	Lan Cable Extension	Network point issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	14/02/2024 11:02	21.49	High
7808	20240213C52	13/02/2024 14:02	Softwares	VPN	VPN issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	13/02/2024 14:02	0.01	Medium
7809	20240213C53	13/02/2024 14:02	Softwares	Windows	window installation ...	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	20/02/2024 12:02	166.28	High
7810	20240213C54	13/02/2024 14:02	Softwares	SAP	pl start sap	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	20/02/2024 12:02	166.27	High
7811	20240213C55	13/02/2024 14:02	Hardware	Mouse	Mouse is not working.	Gh-II Grid (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	13/02/2024 17:02	2.21	High
7812	20240213C56	13/02/2024 14:02	Hardware	Keyboard	Keyboard is not working.	Gh-II Grid (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	13/02/2024 17:02	2.2	High
7813	20240213C57	13/02/2024 14:02	Hardware	Keyboard	some keys not working ( send to arpit )	18-Block, East Patel Nagar, New Delhi-110 005 Commf Office	Patel Nagar	Assign			High
7814	20240213C58	13/02/2024 14:02	Softwares	VPN	VPN issue In Tulip Meeting room	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	13/02/2024 15:02	0.58	Medium
7815	20240213C59	13/02/2024 14:02	Softwares	VPN	VPN issue In Tulip Meeting room	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	13/02/2024 15:02	0.52	Medium
7816	20240213C60	13/02/2024 14:02	Hardware	Keyboard	keyboard Some keys not working ( S/N - CQ1NH32 ) Send to Arpit	18-Block, East Patel Nagar, New Delhi-110 005 Commf Office	Patel Nagar	Closed By Hardware Team	20/02/2024 12:02	165.65	High
7817	20240213C61	13/02/2024 15:02	Hardware	Printer	Cartridge replacement, C&M.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	13/02/2024 15:02	0.87	High
7818	20240213C62	13/02/2024 15:02	Networking	Network Breaks	nA	(P&E), S/Stn. No 16, (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	13/02/2024 17:02	1.7	High
7819	20240213C63	13/02/2024 15:02	Lan Support	Lan Cable Extension	Required 7 Mtr. LAN cable for extend the LAN point. Please assign this call to LAN Team	Aram Bagh Bm(Commf), Phg	Pahar Ganj	Closed By Lan Support Team	16/02/2024 10:02	67.08	High
7820	20240213C64	13/02/2024 16:02	Hardware	Mouse	Mouse is not working properly, kindly replace.	Gh-II Grid (Ppg-2)	Laxmi Nagar	Closed By Hardware Team	07/03/2024 10:03	546.24	High
7821	20240213C65	13/02/2024 16:02	Softwares	IBM Lotus Notes	mail not working	Commf. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	13/02/2024 16:02	0.29	High
7822	20240213C66	13/02/2024 16:02	Networking	Link Down	network issue in my pc	Preet Vihar Grid (Civil, Protection & Mmg Office)	Karkardooma	Closed By Site Engineer	13/02/2024 16:02	0.26	High
7823	20240213C67	13/02/2024 16:02	Softwares	Browser	install google chrome	Preet Vihar Grid (Civil, Protection & Mmg Office)	Karkardooma	Closed By Site Engineer	13/02/2024 16:02	0.25	Medium
7824	20240213C68	13/02/2024 16:02	Hardware	Printer	Printer issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	13/02/2024 16:02	0.63	High
7825	20240213C69	13/02/2024 16:02	Softwares	BYPL Intranet	OMS login issue	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	13/02/2024 16:02	0.07	Medium
7826	20240213C70	13/02/2024 16:02	Softwares	Antivirus	needed to antivirus update	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	13/02/2024 16:02	0.08	Medium
7827	20240213C71	13/02/2024 16:02	Softwares	IBM Lotus Notes	needed to mail configure	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	13/02/2024 16:02	0.06	High
7828	20240213C72	13/02/2024 16:02	Softwares	Antivirus	needed to antivirus update	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	13/02/2024 16:02	0.08	Medium
7829	20240213C73	13/02/2024 16:02	Hardware	Printer	Page Blockage Issue Please change Paper Pickup Roller S/no-MHPA622374 assign hardware team	Commf. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Hardware Team	15/02/2024 11:02	42.66	High
7830	20240213C74	13/02/2024 16:02	Hardware	Printer	Printer not connected	Commf. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	13/02/2024 17:02	0.64	High
7831	20240213C75	13/02/2024 16:02	Hardware	Printer	printer not working card damaged	Liq Complaint Center, East Of Loni Road	Nand Nagari	Closed By Hardware Team	15/02/2024 12:02	43.24	High
7832	20240213C76	13/02/2024 16:02	Softwares	Domain Password	Domain password reset	Shahdara Store L-Block, Dilshad Garden	Gt Road	Closed By Helpdesk	13/02/2024 16:02	0	High

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
7833	20240213C77	13/02/2024 17:02	Softwares	IBM Lotus Notes	lotus not working	CommI Office Cbd-ii	Karkardooma	Closed By Site Engineer	13/02/2024 18:02	1.76	High
7834	20240213C78	13/02/2024 17:02	Hardware	Printer	Printer installation	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	13/02/2024 17:02	0	High
7835	20240213C79	13/02/2024 17:02	Hardware	PC CPU	PC is not power on.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	19/02/2024 10:02	137.51	High
7836	20240213C80	13/02/2024 17:02	Softwares	VPN	VPN server settings reset.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	13/02/2024 18:02	0.19	Medium
7837	20240213C81	13/02/2024 17:02	Softwares	Internet	Google chrome set default in mail as well.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	13/02/2024 18:02	0.18	High
7838	20240213C82	13/02/2024 17:02	Softwares	Internet	Domain reset of vinod kumar.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	13/02/2024 18:02	0.16	High
7839	20240213C83	13/02/2024 18:02	Hardware	Printer	Printer installation.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	13/02/2024 18:02	0.14	High
7840	20240213C84	13/02/2024 18:02	Softwares	OS	Domain reset of 40131230.	Surajmal Vihar C & M Store	Karkardooma	Closed By Helpdesk	13/02/2024 18:02	0.13	Medium
7841	20240213C85	13/02/2024 18:02	Softwares	VPN	VPN settings reset.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	13/02/2024 18:02	0.12	Medium
7842	20240213C86	13/02/2024 18:02	Softwares	NAS	NAS is not accessible.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	13/02/2024 18:02	0.11	Medium
7843	20240213C87	13/02/2024 18:02	Softwares	OS	User creation in AD of talvinder.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	13/02/2024 18:02	0.09	Medium
7844	20240213C88	13/02/2024 18:02	Softwares	Domain Password	Domain password reset of talvinder.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	13/02/2024 18:02	0.06	High
7845	20240213C89	13/02/2024 18:02	Hardware	Printer	Printer install in talvinder PC.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	13/02/2024 18:02	0.05	High
7846	20240213C90	13/02/2024 18:02	Softwares	Domain Password	Make domain a/c login.	Shahdara Store L-Block, Dilshad Garden	GI Road	Closed By Helpdesk	13/02/2024 18:02	0.04	High
7847	20240213C91	13/02/2024 18:02	Softwares	Domain Password	Domain reset.	33 Kv Grid, G.T.Road CommI Bldg	GI Road	Closed By Helpdesk	13/02/2024 18:02	0.04	High
7848	20240213C92	13/02/2024 18:02	Softwares	Internet	Give guidance for online USB request.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	13/02/2024 18:02	0.01	High
7849	20240214C1	14/02/2024 10:02	Hardware	PC CPU	system slow	Complaint Center (Ram Nagar)	Pahar Ganj	Closed By Site Engineer	14/02/2024 11:02	1.75	High
7850	20240214C2	14/02/2024 10:02	Softwares	Antivirus	Antivirus install	Complaint Center (Ram Nagar)	Pahar Ganj	Closed By Site Engineer	14/02/2024 11:02	1.74	Medium
7851	20240214C3	14/02/2024 10:02	Telecom	Avaya Digital	Mobile phone not working on 11224523 (World Wide) pls assign to an agent.	F-15/2, Krishna Nagar, CommI Office	Krishna Nagar	Closed By Hardware Team	20/02/2024 09:02	143.42	High
7852	20240214C4	14/02/2024 10:02	Hardware	Keyboard	Keyboard Some keys not working - S/n :- PG005J74 ( Send to arpit )	O&M (Pm), 10-B, Rajindra Place, New Delhi-110 008 (Patel Auto)	Patel Nagar	Closed By Lan Support Team	14/02/2024 11:02	0.45	High
7853	20240214C5	14/02/2024 10:02	Hardware	UPS	ups wiring issue	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	14/02/2024 17:02	6.66	High
7854	20240214C6	14/02/2024 10:02	Hardware	All In One Desktop	card machine sound problem	Complain Center, Sub-Stn. No. 3, Mayur Vihar Ph-iii, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	14/02/2024 17:02	6.65	Medium
7855	20240214C7	14/02/2024 11:02	Softwares	BYPL Intranet	internet access issue on ip 10.125.214.148	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	14/02/2024 13:02	2.72	Medium
7856	20240214C8	14/02/2024 11:02	Hardware	Mouse	MUse not working	CommI Office Cbd-ii	Karkardooma	Closed By Hardware Team	16/02/2024 16:02	53.5	High
7857	20240214C9	14/02/2024 11:02	Softwares	IBM Lotus Notes	Lotus mail password issue of Bylephs.fire	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	14/02/2024 11:02	0.4	High
7858	20240214C10	14/02/2024 11:02	Hardware	Mouse	Mouse Faulty PC Sr. No PG00TA44 call assign to Mr. Arpit	Complaint Office, Sonia Vihar	Karawal Nagar	Closed By Hardware Team	20/02/2024 12:02	145.23	High
7859	20240214C11	14/02/2024 11:02	Hardware	Laptop	LAPTOP KEYS NOT WORKING	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	14/02/2024 13:02	1.53	High
7860	20240214C12	14/02/2024 11:02	Hardware	Printer	PRINTER ISSUE	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	14/02/2024 13:02	1.39	High
7861	20240214C13	14/02/2024 11:02	Hardware	Keyboard	Some keys are not working in Keyboard (S/n-L9B8740) Like Control, Alt, windows, Del	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	14/02/2024 12:02	0.35	High
7862	20240214C14	14/02/2024 11:02	Softwares	Teamviewer	Higher version Team viewer installation of Talvender singh P.C	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	14/02/2024 11:02	0.01	Medium
7863	20240214C15	14/02/2024 11:02	Softwares	Domain Password	System login issue / 7730.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	14/02/2024 14:02	2.57	High
7864	20240214C16	14/02/2024 11:02	Hardware	Printer	Paper jam in a printer.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	15/02/2024 11:02	23.43	High
7865	20240214C17	14/02/2024 12:02	Lan Support	RJ 45 Connector	Network issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	16/02/2024 10:02	46.79	High
7866	20240214C18	14/02/2024 12:02	Lan Support	Lan Cable Replacement	ONE PORT REQUIRED NEW FOR LAN PRINTER	Commercial Office, Nng	Nand Nagari	Closed By Lan Support Team	05/03/2024 15:03	483.1	High
7867	20240214C19	14/02/2024 12:02	Softwares	OMS	IOMS Report link is not working.	S/Stn. No. 13, Ppg (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	14/02/2024 14:02	2.46	Medium
7868	20240214C20	14/02/2024 12:02	Softwares	Antivirus	Install Crownsrike antivirus installation issue.	S/Stn. No. 13, Ppg (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	14/02/2024 14:02	2.44	Medium
7869	20240214C21	14/02/2024 12:02	Softwares	IBM Lotus Notes	lotus mail not working	CommI Office Cbd-ii	Karkardooma	Closed By Site Engineer	15/02/2024 15:02	27.6	High
7870	20240214C22	14/02/2024 12:02	Hardware	Scanner	scaner not working	Bm (CommI.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	14/02/2024 17:02	5.05	High
7871	20240214C23	14/02/2024 12:02	Hardware	Printer	printer not work	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	14/02/2024 17:02	4.84	High
7872	20240214C24	14/02/2024 12:02	Hardware	Printer	printer problem	Bm (CommI.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	14/02/2024 17:02	4.77	High
7873	20240214C25	14/02/2024 12:02	Softwares	Windows	Window restart issue automatic repair issue	CommI Office Cbd-ii	Karkardooma	Closed By Site Engineer	15/02/2024 15:02	27.27	High
7874	20240214C26	14/02/2024 12:02	Hardware	Mouse	Mouse not proper working Cursor selection point issue. Already checked another system problem is still same. Need to replace urgent basis. S/n-PG00QLRN, Model N/o-10GQA052IH Call assign to Arpit.	O & M Office Vivek Vihar B-Blk	Karkardooma	Closed By Hardware Team	07/03/2024 10:03	525.51	High
7875	20240214C27	14/02/2024 12:02	Hardware	Laptop	laptop charging issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	14/02/2024 14:02	1.64	High
7876	20240214C28	14/02/2024 12:02	Hardware	Printer	Paper Jam Issue.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	14/02/2024 14:02	1.84	High
7877	20240214C29	14/02/2024 13:02	Softwares	Adobe Reader	adobe reader crashing	C-7, Commercial Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Site Engineer	14/02/2024 15:02	2.53	Medium
7878	20240214C30	14/02/2024 13:02	Hardware	PC CPU	cpu not working	Yvr C7	Yamuna Vihar	Closed By Site Engineer	14/02/2024 15:02	2.5	High
7879	20240214C31	14/02/2024 13:02	Softwares	Windows	window not booting up properly	C-7, Commercial Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Site Engineer	14/02/2024 15:02	2.47	High
7880	20240214C32	14/02/2024 13:02	Softwares	IBM Lotus Notes	mail account locked out	C-7, Commercial Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Site Engineer	14/02/2024 15:02	2.43	High
7881	20240214C33	14/02/2024 13:02	Softwares	IBM Lotus Notes	mail not archived	C-7, Commercial Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Site Engineer	14/02/2024 15:02	2.39	High
7882	20240214C34	14/02/2024 13:02	Softwares	SAP	SAP BSP server not working need to update BSP server entry.	O & M Office Vivek Vihar B-Blk	Karkardooma	Closed By Site Engineer	14/02/2024 17:02	3.24	High
7883	20240214C35	14/02/2024 13:02	Hardware	Scanner	scanner isseu	Bm (CommI.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	14/02/2024 17:02	3.43	High
7884	20240214C36	14/02/2024 13:02	Hardware	Printer	cartridge issue	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	14/02/2024 17:02	3.41	High
7885	20240214C37	14/02/2024 14:02	Lan Support	RJ 45 Connector	connector problem damage	Mulla Colony Scrap Store, Near Gajipur Police Station	Vasundra Enclave	Closed By Site Engineer	14/02/2024 17:02	3.4	High
7886	20240214C38	14/02/2024 14:02	Softwares	Windows	BDR installation require	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	14/02/2024 14:02	0.74	High
7887	20240214C39	14/02/2024 14:02	Softwares	Windows	BDR installation	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	14/02/2024 15:02	1.01	High
7888	20240214C40	14/02/2024 14:02	Softwares	Windows	BDR installation	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	14/02/2024 14:02	0.7	High
7889	20240214C41	14/02/2024 14:02	Lan Support	RJ 45 Connector	connector problem damage	Mulla Colony Scrap Store, Near Gajipur Police Station	Vasundra Enclave	Closed By Site Engineer	14/02/2024 17:02	3.14	High
7890	20240214C42	14/02/2024 14:02	Softwares	Windows	BDR issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	14/02/2024 14:02	0.65	High
7891	20240214C43	14/02/2024 14:02	Softwares	Windows	BDR installation	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	14/02/2024 14:02	0.6	High
7892	20240214C44	14/02/2024 14:02	Softwares	Windows	BDR installation	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	14/02/2024 14:02	0.58	High

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
7893	20240214C45	14/02/2024 14:02	Networking	Link Down	Network issue.	Gh-Ii Grid (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	15/02/2024 13:02	22.68	High
7894	20240214C46	14/02/2024 15:02	Hardware	Mouse	mouse issue serial no---PG005J6P	Mig Office, East Of Loni Road	Nand Nagari	Closed By Hardware Team	29/02/2024 14:02	359.17	High
7895	20240214C47	14/02/2024 15:02	Hardware	Mouse	mouse issue serial no ---77NRDV2	Mig Office, East Of Loni Road	Nand Nagari	Closed By Hardware Team	29/02/2024 14:02	359.12	High
7896	20240214C48	14/02/2024 15:02	Hardware	PC_CPU	shifted to another workstation	Commercial Office, Nng	Nand Nagari	Closed By Site Engineer	20/02/2024 16:02	144.48	High
7897	20240214C49	14/02/2024 15:02	Softwares	IBM Lotus Notes	mail issue	33 Kv Grid, G.T.Road Comml Bldg	Gt Road	Assign			High
7898	20240214C50	14/02/2024 15:02	Softwares	IBM Lotus Notes	mail issue	Mig Office, East Of Loni Road	Nand Nagari	Closed By Site Engineer	20/02/2024 16:02	144.38	High
7899	20240214C51	14/02/2024 15:02	Softwares	IBM Lotus Notes	mail issue	Shahdara Store L-Block, Dilshad Garden	Gt Road	Assign			High
7900	20240214C52	14/02/2024 15:02	Softwares	Windows	windows was corrupted	Shahdara Store L-Block, Dilshad Garden	Gt Road	Assign			High
7901	20240214C53	14/02/2024 15:02	Softwares	NAS	FTP IS NOT WORKING , PL CHECK	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	20/02/2024 12:02	140.93	Medium
7902	20240214C54	14/02/2024 16:02	Hardware	PC_CPU	Pc is working slow	C Block Office, Dda Flats, Motia Khan, Dgm (O&M), Phg	Pahar Ganj	Closed By Site Engineer	14/02/2024 16:02	0.62	High
7903	20240214C55	14/02/2024 16:02	Softwares	Antivirus	antivirus install	C Block Office, Dda Flats, Motia Khan, Dgm (O&M), Phg	Pahar Ganj	Closed By Site Engineer	14/02/2024 16:02	0.61	Medium
7904	20240214C56	14/02/2024 16:02	Softwares	Internet	To fill up Requisition form for Laptop, Printer and Camera	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	14/02/2024 16:02	0.02	High
7905	20240214C57	14/02/2024 16:02	Hardware	Printer	Printer not working	Complaint Center Bg Road	Pahar Ganj	Closed By Site Engineer	14/02/2024 16:02	0.45	High
7906	20240214C58	14/02/2024 16:02	Hardware	PC_CPU	System on issue	Complaint Center Bg Road	Pahar Ganj	Closed By Site Engineer	14/02/2024 16:02	0.45	High
7907	20240214C59	14/02/2024 16:02	Hardware	Mouse	Please check mouse	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	20/02/2024 12:02	140.25	High
7908	20240214C60	14/02/2024 16:02	Softwares	IBM Lotus Notes	Lotus mail issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	14/02/2024 16:02	0.01	High
7909	20240214C61	14/02/2024 17:02	Hardware	Mouse	mouse scrol is not working please replace mouse S.R no-IT-KB332/12MW/HGY1/CW CPU S.R.NO-INA805SJ35	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Hardware Team	15/02/2024 09:02	16.72	High
7910	20240214C62	14/02/2024 17:02	Hardware	Laptop	laptop replacement	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	14/02/2024 17:02	0.29	High
7911	20240215C1	15/02/2024 09:02	Hardware	PC_CPU	Network and IP issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	15/02/2024 09:02	0.02	High
7912	20240215C2	15/02/2024 09:02	Softwares	IBM Lotus Notes	Lotus mail issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	15/02/2024 09:02	0.01	High
7913	20240215C3	15/02/2024 09:02	Softwares	SAP	please install P92	Jama Masjid, Complaint Center	Darya Ganj	Closed By Site Engineer	15/02/2024 13:02	3.17	High
7914	20240215C4	15/02/2024 09:02	Softwares	Internet	Internet issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	15/02/2024 10:02	0.12	High
7915	20240215C5	15/02/2024 09:02	Hardware	Printer	Need to replace cartridge / 3D	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	15/02/2024 10:02	0.62	High
7916	20240215C6	15/02/2024 09:02	Hardware	TFT	kindly change TFT	Jama Masjid, Complaint Center	Darya Ganj	Closed By Site Engineer	15/02/2024 13:02	3.11	High
7917	20240215C7	15/02/2024 10:02	Hardware	PC_CPU	System not booting / Ground floor	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	15/02/2024 11:02	1.37	High
7918	20240215C8	15/02/2024 10:02	Hardware	Keyboard	Keyboard Some Keys Not Working :- S/N :- Pg005J74 ( Send To Arpit )	O&M (Ptn), 10-B, Rajindra Place, New Delhi-110 008 (Patel Auto)	Patel Nagar	Closed By Hardware Team	15/02/2024 11:02	1.39	High
7919	20240215C9	15/02/2024 10:02	Softwares	Adobe Reader	PDF file not open	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	15/02/2024 10:02	0	Medium
7920	20240215C10	15/02/2024 10:02	Hardware	PC_CPU	Network issue of Raj Rathi P.C	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	15/02/2024 11:02	0.83	High
7921	20240215C11	15/02/2024 10:02	Lan Support	RJ 45 Connector	Network issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	16/02/2024 10:02	23.93	High
7922	20240215C12	15/02/2024 11:02	Softwares	Browser	internet explorer not working properly	S/Stn No 7, O&M, (Ppg)	Laxmi Nagar	Closed By Site Engineer	19/02/2024 11:02	96.08	Medium
7923	20240215C13	15/02/2024 11:02	Hardware	Keyboard	keyboard not working.	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Hardware Team	07/03/2024 10:03	503.08	High
7924	20240215C14	15/02/2024 11:02	Hardware	Keyboard	Keyboard keys are not working like 4 Arrow keys & keys hard press issue S/ N - PG0044JU /3A	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	15/02/2024 16:02	4.91	High
7925	20240215C15	15/02/2024 11:02	Hardware	Mouse	Mouse right click not working S/ N - PG0044JU	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	15/02/2024 16:02	4.9	High
7926	20240215C16	15/02/2024 11:02	Softwares	Ms-Office	excel page print setup issue	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	15/02/2024 12:02	1.39	High
7927	20240215C17	15/02/2024 11:02	Hardware	PC_CPU	Network issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	15/02/2024 12:02	0.82	High
7928	20240215C18	15/02/2024 11:02	Hardware	Printer	Printer cartridge Change in printer	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	15/02/2024 12:02	0.31	High
7929	20240215C19	15/02/2024 11:02	Softwares	Antivirus	request for change antivirus	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	15/02/2024 12:02	1.16	Medium
7930	20240215C20	15/02/2024 11:02	Hardware	PC_CPU	power issue in intern PC	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	15/02/2024 12:02	1.14	High
7931	20240215C21	15/02/2024 11:02	Hardware	PC_CPU	system is working slow	Aram Bagh Bm(Comml), Phg	Pahar Ganj	Closed By Site Engineer	15/02/2024 15:02	3.23	High
7932	20240215C22	15/02/2024 11:02	Hardware	Printer	Printer USB cable physical damage S.No. PG0044JU /3A	33kv Grid, Kamla Market Comml Office	Darya Ganj	Closed By Hardware Team	29/02/2024 14:02	338.46	High
7933	20240215C23	15/02/2024 11:02	Softwares	OMS	oms link issue assign nilesh	O&M(D) Office, Near Sadar Appt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Site Engineer	15/02/2024 12:02	1	Medium
7934	20240215C24	15/02/2024 11:02	Softwares	Antivirus	check antivirus and update	O&M(D) Office, Near Sadar Appt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Site Engineer	15/02/2024 12:02	0.99	Medium
7935	20240215C25	15/02/2024 11:02	Hardware	Mouse	Mouse problem, HP PRO600G3 ,INA805SJ0F pls assign to Arpit	S/Stn No 5 Enrf-2 (Ppg)	Laxmi Nagar	Closed By Hardware Team	16/02/2024 16:02	29.04	High
7936	20240215C26	15/02/2024 11:02	Softwares	Ms-Office	wps issue assign nilesh	Anand Lok Complaint Centre,	Mayur Vihar	Closed By Site Engineer	15/02/2024 12:02	0.96	High
7937	20240215C27	15/02/2024 11:02	Softwares	Ms-Office	wps issue assign nilesh	Anand Lok Complaint Centre,	Mayur Vihar	Closed By Site Engineer	15/02/2024 12:02	0.96	High
7938	20240215C28	15/02/2024 12:02	Softwares	Windows	At time of booting , system is taking lot of time. 2C	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	15/02/2024 17:02	5.3	High
7939	20240215C29	15/02/2024 12:02	Hardware	Printer	command is not fully print / 2B	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	15/02/2024 17:02	5.21	High
7940	20240215C30	15/02/2024 12:02	Hardware	Keyboard	some key not working in my laptop	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Hardware Team	18/03/2024 10:03	765.94	High
7941	20240215C31	15/02/2024 12:02	Softwares	SAP	reset BSP password	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	15/02/2024 15:02	2.75	High
7942	20240215C32	15/02/2024 12:02	Softwares	Internet	DTM not working	Complaint Center Pp Qtr	Pahar Ganj	Closed By Site Engineer	15/02/2024 15:02	2.41	High
7943	20240215C33	15/02/2024 12:02	Softwares	Internet	IOMS not working	Complaint Center Pp Qtr	Pahar Ganj	Closed By Site Engineer	15/02/2024 15:02	2.4	High
7944	20240215C34	15/02/2024 12:02	Hardware	Scanner	scanner not working ...	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	20/02/2024 12:02	120.21	High
7945	20240215C35	15/02/2024 12:02	Telecom	IP Phone	IP phone network is not working. Ravinder (LAN TEAM) is working on this. so pls assign to LAN TEAM	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	16/02/2024 10:02	21.92	High
7946	20240215C36	15/02/2024 12:02	Hardware	PC_CPU	Slow & Hanging issue.	(P&E), S/Stn. No 16, (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	16/02/2024 10:02	21.25	High
7947	20240215C37	15/02/2024 13:02	Softwares	OS	pc start issue	Bm (Comml.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	15/02/2024 15:02	2.31	Medium
7948	20240215C38	15/02/2024 13:02	Hardware	Printer	printer problem	Complain Center, Sub-Stn. No. 3, Mayur Vihar Ph-III, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	15/02/2024 15:02	2.3	High
7949	20240215C39	15/02/2024 13:02	Softwares	Antivirus	check and update antivirus	O&M(D) Office, Near Sadar Appt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Site Engineer	15/02/2024 15:02	1.54	Medium
7950	20240215C40	15/02/2024 13:02	Hardware	Printer	page blockage issue	O&M(D) Office, Near Sadar Appt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Site Engineer	15/02/2024 15:02	1.53	High
7951	20240215C41	15/02/2024 13:02	Hardware	Scanner	scanner problem	Bm (Comml.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	15/02/2024 15:02	1.94	High
7952	20240215C42	15/02/2024 13:02	Softwares	Domain Password	Domain password reset	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Comml Office	Shankar Road	Closed By Helpdesk	15/02/2024 13:02	0	High



S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
7953	20240215C43	15/02/2024 13:02	Hardware	PC_CPU	vga cable faulty	Chilla Store, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Site Engineer	15/02/2024 15:02	1.3	High
7954	20240215C44	15/02/2024 13:02	Softwares	Antivirus	check and update anti virus	Chilla Store, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Site Engineer	15/02/2024 15:02	1.29	Medium
7955	20240215C45	15/02/2024 14:02	Hardware	Mouse	mouse not working system serial number F-0004L3C7 pls assign to arpit rastogi	F-15/2, Krishna Nagar, Comml Office	Krishna Nagar	Closed By Hardware Team	18/03/2024 10:03	764.01	High
7956	20240215C46	15/02/2024 14:02	Hardware	Mouse	mouse not working system serial no -B9M3T72 pls assign to arpit rastogi	18-Block Geeta Colony, Delhi	Krishna Nagar	Closed By Hardware Team	16/02/2024 10:02	20.12	High
7957	20240215C47	15/02/2024 14:02	Hardware	Mouse	mouse not working right click issue pls assign to arpit rastogi INA805SJ12	F-15/2, Krishna Nagar, Comml Office	Krishna Nagar	Closed By Hardware Team	18/03/2024 10:03	763.89	High
7958	20240215C48	15/02/2024 14:02	Hardware	Mouse	mouse not working right click issue system serial number-B9M3T72 pls assign to arpit rastogi	18-Block Geeta Colony, Delhi	Krishna Nagar	Closed By Hardware Team	18/03/2024 10:03	763.86	High
7959	20240215C49	15/02/2024 14:02	Hardware	PC_CPU	mouse not working left click issue system serial number-PG01B2UQ pls assign to arpit rastogi	F-15/2, Krishna Nagar, Comml Office	Krishna Nagar	Closed By Hardware Team	16/02/2024 10:02	19.68	High
7960	20240215C50	15/02/2024 14:02	Softwares	Teamviewer	update Teamviewer	Chilla Store, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Site Engineer	15/02/2024 15:02	0.3	Medium
7961	20240215C51	15/02/2024 14:02	Hardware	PC_CPU	PC replacement	33kv Grid, Kamla Market Comml Office	Darya Ganj	Closed By Hardware Team	15/02/2024 15:02	0.37	High
7962	20240215C52	15/02/2024 14:02	Hardware	Hard Disk	HDD faulty need to replace	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Hardware Team	15/02/2024 15:02	0.36	High
7963	20240215C53	15/02/2024 14:02	Hardware	RAM	laptop working slow need to increase ram	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	15/02/2024 15:02	0.34	Medium
7964	20240215C54	15/02/2024 14:02	Hardware	RAM	pc working slow need to increase ram	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	15/02/2024 15:02	0.33	Medium
7965	20240215C55	15/02/2024 14:02	Hardware	TFT	tft faulty need to replace	C-2 Complaint Center	Nand Nagari	Closed By Hardware Team	15/02/2024 15:02	0.32	High
7966	20240215C56	15/02/2024 15:02	Softwares	IBM Lotus Notes	pl create mail archive	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	20/02/2024 12:02	117.41	High
7967	20240215C57	15/02/2024 15:02	Hardware	Laptop	LAPTOP REQUIRE FOR VISITOR GATE PASS.	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Hardware Team	15/02/2024 16:02	1.38	High
7968	20240215C58	15/02/2024 15:02	Hardware	Printer	PRINTER REQUIRE FOR VISITOR GATE PASS	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Hardware Team	15/02/2024 16:02	1.37	High
7969	20240215C59	15/02/2024 15:02	Softwares	IBM Lotus Notes	mail id not working	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	20/02/2024 12:02	117.38	High
7970	20240215C60	15/02/2024 15:02	Hardware	WPS Dongle	WEB CAMERA REQUIRE FOR VISITOR GATE PASS	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Hardware Team	15/02/2024 16:02	1.35	Medium
7971	20240215C61	15/02/2024 15:02	Softwares	VPN	VPN SOFTWARE NEED TO RE-INSTALL	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	15/02/2024 16:02	1.33	Medium
7972	20240215C62	15/02/2024 16:02	Hardware	Mouse	mouse issue assign Nilesh	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	19/02/2024 11:02	91.27	High
7973	20240215C63	15/02/2024 16:02	Hardware	Mouse	Mouse right click not working S/N - PG0044JU	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	15/02/2024 16:02	0.21	High
7974	20240215C64	15/02/2024 16:02	Hardware	Keyboard	Arrow keys are not working , S/N - PG0044JU	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	15/02/2024 16:02	0.2	High
7975	20240215C65	15/02/2024 16:02	Hardware	Printer	Printing issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	15/02/2024 16:02	0.53	High
7976	20240215C66	15/02/2024 16:02	Lan Support	Lan Cable Extension	Laying of the internal cable for Telecom PRI which is down at Shankar Road.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	16/02/2024 10:02	18.54	High
7977	20240215C67	15/02/2024 16:02	Softwares	SAP	P92 login issue	Aram Bagh Bm(Comml), Phg	Pahar Ganj	Closed By Site Engineer	15/02/2024 17:02	1.2	High
7978	20240215C68	15/02/2024 16:02	Networking	Network Breaks	network not working	Aram Bagh Bm(Comml), Phg	Pahar Ganj	Closed By Site Engineer	15/02/2024 17:02	1.19	High
7979	20240215C70	15/02/2024 16:02	Hardware	PC_CPU	SMPS NOT WORKING LENOVO M710T.PG010RKT , ASSIGN TO ARPIT	S/Stn No 5 Enf-2 (Ppg)	Laxmi Nagar	Closed By Hardware Team	16/02/2024 10:02	17.48	High
7980	20240215C69	15/02/2024 16:02	Hardware	PC_CPU	SMPS NOT WORKING LENOVO M710T.PG010RKT , ASSIGN TO ARPIT	S/Stn No 5 Enf-2 (Ppg)	Laxmi Nagar	Closed By Hardware Team	21/02/2024 14:02	142.02	High
7981	20240215C71	15/02/2024 16:02	Hardware	TFT	TFT not working ,pc detail LENOVO M710T.PG010RKT assign to Arpit	S/Stn No 5 Enf-2 (Ppg)	Laxmi Nagar	Closed By Hardware Team	16/02/2024 10:02	17.8	High
7982	20240215C72	15/02/2024 17:02	Softwares	Windows	WinRAR file opening issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	15/02/2024 17:02	0	High
7983	20240215C73	15/02/2024 17:02	Networking	Link Down	network down	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	16/02/2024 10:02	17.51	High
7984	20240215C74	15/02/2024 17:02	Softwares	VPN	VPN is not working.	Gh-II Grid (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	16/02/2024 10:02	16.85	Medium
7985	20240215C75	15/02/2024 17:02	Softwares	IBM Lotus Notes	Lotus mail archive issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	15/02/2024 17:02	0	High
7986	20240215C76	15/02/2024 17:02	Hardware	Laptop Battery	LAPTOP BATTERY FAULTY	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	15/02/2024 17:02	0.2	High
7987	20240215C77	15/02/2024 17:02	Lan Support	Lan Cable Extension	assign to lan team 6 mtr lan issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	16/02/2024 10:02	17.36	High
7988	20240216C1	16/02/2024 06:02	Hardware	IP Camera	CC_C-12 YVR CAMERA CCTV NOT WORKING.	C-12, Complain Centre Ghonda, Yamuna Vihar Delhi-53	Yamuna Vihar	Closed By Lan Support Team	16/02/2024 10:02	3.88	High
7989	20240216C2	16/02/2024 06:02	Hardware	IP Camera	CC_C-2 NNG CAMERA CCTV NOT WORKING.	C-2 Complaint Center	Nand Nagari	Closed By Lan Support Team	16/02/2024 10:02	3.86	High
7990	20240216C3	16/02/2024 06:02	Hardware	IP Camera	YVR O&M GATE CAMERA NOT WORKING.	C-6, O&M Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Lan Support Team	19/02/2024 09:02	74.65	High
7991	20240216C4	16/02/2024 10:02	Softwares	SAP	SAP Password issue..	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	16/02/2024 16:02	6.37	High
7992	20240216C5	16/02/2024 10:02	Hardware	Mouse	Mouse is not working.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Hardware Team	18/03/2024 10:03	744.24	High
7993	20240216C6	16/02/2024 10:02	General Calls	Presentation / VC	Need a connectivity of bluetooth in a TV.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	16/02/2024 13:02	3.75	High
7994	20240216C7	16/02/2024 10:02	Hardware	Printer	printer not working	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	16/02/2024 13:02	3.66	High
7995	20240216C8	16/02/2024 10:02	Hardware	Printer	printer 1108 driver install in laptop	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	16/02/2024 13:02	3.63	High
7996	20240216C9	16/02/2024 10:02	Lan Support	Lan Cable Replacement	LAN Point not working / Scada	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Lan Support Team	19/02/2024 09:02	71.24	High
7997	20240216C10	16/02/2024 10:02	Hardware	Scanner	Scanning issue in scanner	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	19/02/2024 14:02	76.18	High
7998	20240216C11	16/02/2024 10:02	Softwares	SAP	P92 login issue	Complaint Center (Ram Nagar)	Pahar Ganj	Closed By Site Engineer	16/02/2024 10:02	0.33	High
7999	20240216C12	16/02/2024 10:02	Hardware	UPS	UPS is not working.	S/Stn. No. 13, Ppg (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	20/02/2024 11:02	96.42	High
8000	20240216C13	16/02/2024 10:02	Softwares	Browser	https://pymonitorsystem.com/ is not working please check and resolve	Chilla Store, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Site Engineer	16/02/2024 11:02	0.35	Medium
8001	20240216C14	16/02/2024 10:02	Softwares	Domain Password	Reset password	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	16/02/2024 11:02	0.31	High
8002	20240216C15	16/02/2024 10:02	Hardware	Keyboard	keyboard faulty (number lock & special charter keys are not working)	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Hardware Team	06/03/2024 10:03	455.93	High
8003	20240216C16	16/02/2024 11:02	Hardware	Printer	Paper jam in printer	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	16/02/2024 13:02	2.95	High
8004	20240216C17	16/02/2024 11:02	Softwares	Domain Password	RESET PASSWORD	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	16/02/2024 11:02	0.16	High
8005	20240216C18	16/02/2024 11:02	Hardware	Printer	Printer cartridge issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	16/02/2024 14:02	2.89	High
8006	20240216C19	16/02/2024 11:02	Hardware	Printer	Printer is not detecting	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	16/02/2024 11:02	0	High
8007	20240216C20	16/02/2024 11:02	Hardware	TFT	TFT STAND DAMAGED HAS TO CHANGE IT (S/N-JBV4T72)	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	16/02/2024 11:02	0.11	High
8008	20240216C21	16/02/2024 11:02	Telecom	Clip Max	DISPLAY & TONE IS NOT COMING PLEASE CHECK	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Lan Support Team	20/02/2024 13:02	98.02	High
8009	20240216C22	16/02/2024 11:02	Softwares	IBM Lotus Notes	lotus quota warning issue	Comml Office Cbd-III	Karkardooma	Closed By Site Engineer	16/02/2024 12:02	0.92	High
8010	20240216C23	16/02/2024 11:02	Hardware	Mouse	Mouse right click not working.	Comml Office Cbd-III	Karkardooma	Closed By Hardware Team	28/02/2024 14:02	290.94	High
8011	20240216C24	16/02/2024 11:02	Hardware	Printer	printer driver installed	Comml Office Cbd-III	Karkardooma	Closed By Site Engineer	16/02/2024 12:02	0.75	High
8012	20240216C25	16/02/2024 11:02	Softwares	IBM Lotus Notes	mail receive and send issue	Aram Bagh Bm(Comml), Phg	Pahar Ganj	Closed By Site Engineer	16/02/2024 12:02	1.12	High
8013	20240216C26	16/02/2024 11:02	Hardware	PC_CPU	system start problem	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	16/02/2024 07:02	5.41	High
8014	20240216C27	16/02/2024 11:02	Hardware	PC_CPU	system setup	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	16/02/2024 11:03	5.36	High
8015	20240216C28	16/02/2024 11:02	Hardware	Scanner	Scanner Paper jam issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	16/02/2024 16:02	4.72	High
8016	20240216C29	16/02/2024 11:02	Networking	Link Down	Network is not working.	Training And Work Shop, (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	16/02/2024 16:02	4.45	High

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
8017	20240216C30	16/02/2024 12:02	Lan Support	Lan Cable Extension	Need to required cable extent around 1 meter / 2B Last cabin	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	19/02/2024 09:02	69.62	High
8018	20240216C31	16/02/2024 12:02	Softwares	Internet	DTM not working	Aram Bagh Bm(Comml), Phg	Pahar Ganj	Closed By Site Engineer	16/02/2024 14:02	2.31	High
8019	20240216C32	16/02/2024 12:02	Hardware	Printer	Unable to take print	Aram Bagh Bm(Comml), Phg	Pahar Ganj	Closed By Site Engineer	16/02/2024 14:02	2.31	High
8020	20240216C33	16/02/2024 12:02	Hardware	Keyboard	Key is not working	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Hardware Team	18/03/2024 10:03	742.13	High
8021	20240216C34	16/02/2024 12:02	Hardware	PC_CPU	Existing CPU S/n-F5YG152, Model no-DELL/3020MT Power supply getting faulty . Need to replace. Call assign to Arpit for the same.	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Hardware Team	16/02/2024 14:02	2.09	High
8022	20240216C35	16/02/2024 12:02	Hardware	PC_CPU	PC of Sh. Anand Kumar, E.No.40134633 is not working .	S/Stn. No. 13, Ppg (Ppg-2)	Laxmi Nagar	Closed By Hardware Team	21/02/2024 10:02	118.57	High
8023	20240216C36	16/02/2024 12:02	Softwares	Domain Password	Password reset	Store Rajghat Power House New Delhi 110002	Darya Ganj	Closed By Helpdesk	16/02/2024 12:02	0	High
8024	20240216C37	16/02/2024 12:02	Softwares	Windows	Scanning pc is working very slow and booting taking lot of time.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	21/02/2024 18:02	125.94	High
8025	20240216C38	16/02/2024 12:02	Hardware	Printer	printer not working	Bm (Comml.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	16/02/2024 17:02	4.82	High
8026	20240216C39	16/02/2024 12:02	Softwares	Domain Password	password issue	Bm (Comml.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	16/02/2024 17:02	4.79	High
8027	20240216C40	16/02/2024 12:02	Hardware	Keyboard	keyboard issue	Bm (Comml.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	16/02/2024 17:02	4.78	High
8028	20240216C41	16/02/2024 12:02	Hardware	Laptop	LAPTOP WORKING SLOW.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	16/02/2024 14:02	2.44	High
8029	20240216C42	16/02/2024 12:02	Softwares	OMS	WINDOW AND SOFTWARE NEED TO INSTALL IN ISSUED LAPTOP	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	16/02/2024 14:02	2.44	Medium
8030	20240216C43	16/02/2024 14:02	Softwares	Internet	Dotnet installation	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	16/02/2024 14:02	0.02	High
8031	20240216C44	16/02/2024 14:02	Softwares	Domain Password	Domain password reset	Comml Office Cbd-iii	Karkardooma	Closed By Helpdesk	16/02/2024 14:02	0.01	High
8032	20240216C45	16/02/2024 14:02	Telecom	Clip Max	Ring is not functioning in case of incoming calls.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	16/02/2024 17:02	2.68	High
8033	20240216C46	16/02/2024 14:02	Softwares	Domain Password	Password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	16/02/2024 14:02	0	High
8034	20240216C47	16/02/2024 14:02	Softwares	Windows	not able to login in window.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	16/02/2024 16:02	1.45	High
8035	20240216C48	16/02/2024 15:02	Hardware	PC_CPU	beep noise in cpu	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	16/02/2024 17:02	1.92	High
8036	20240216C49	16/02/2024 15:02	Hardware	Printer	paper jam in last bacin 2B	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	16/02/2024 15:02	0.29	High
8037	20240216C50	16/02/2024 15:02	Softwares	Windows	Windows update and system slow issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	16/02/2024 15:02	0.02	High
8038	20240216C51	16/02/2024 15:02	Hardware	Scanner	Scanner issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	16/02/2024 15:02	0.01	High
8039	20240216C52	16/02/2024 15:02	Softwares	Domain Password	Domain password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	16/02/2024 15:02	0	High
8040	20240216C53	16/02/2024 15:02	Lan Support	Lan Cable Replacement	lan cable faulty 2 meter lan cable pls assign to lan team pls assign to lan team	F-15/2, Krishna Nagar, Comml Office	Krishna Nagar	Closed By Lan Support Team	19/02/2024 09:02	65.65	High
8041	20240216C54	16/02/2024 16:02	Telecom	Clip Max	assign to lan team	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	19/02/2024 09:02	65.54	High
8042	20240216C55	16/02/2024 16:02	Telecom	Clip Max	phone issue to reg no. 6590	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	19/02/2024 09:02	65.08	High
8043	20240216C56	16/02/2024 16:02	Networking	Link Down	Network is not detecting in a PC / 9564.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	16/02/2024 17:02	0.89	High
8044	20240216C57	16/02/2024 16:02	Softwares	Cute PDF	cute pdf install	Aram Bagh Bm(Comml), Phg	Pahar Ganj	Closed By Site Engineer	16/02/2024 16:02	0.5	Medium
8045	20240216C58	16/02/2024 16:02	Hardware	Printer	unable to take print from sap	Aram Bagh Bm(Comml), Phg	Pahar Ganj	Closed By Site Engineer	16/02/2024 16:02	0.49	High
8046	20240216C59	16/02/2024 16:02	Softwares	IBM Lotus Notes	Quota Error issue persist again & again.	Training And Work Shop, (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	19/02/2024 10:02	66.14	High
8047	20240216C60	16/02/2024 17:02	Softwares	Domain Rejoin	System login issue	Aram Bagh Bm(Comml), Phg	Pahar Ganj	Closed By Site Engineer	20/02/2024 09:02	88.16	Medium
8048	20240217C1	17/02/2024 10:02	Softwares	Adobe Reader	Adobe is not opening	Gandhi Market Office	Darya Ganj	Closed By Helpdesk	17/02/2024 10:02	0.02	Medium
8049	20240217C2	17/02/2024 10:02	Softwares	Internet	Team bypl site is not opening	Gandhi Market Office	Darya Ganj	Closed By Helpdesk	17/02/2024 10:02	0.01	High
8050	20240217C3	17/02/2024 12:02	Softwares	IBM Lotus Notes	Lotus Mail issue of Devender Gupta	O&M (Ptn), 10-B, Rajindra Place, New Delhi-110 008 (Patel Auto)	Patel Nagar	Closed By Helpdesk	17/02/2024 12:02	0.02	High
8051	20240217C4	17/02/2024 12:02	Hardware	PC_CPU	System slow issue of Devender Gupta	O&M (Ptn), 10-B, Rajindra Place, New Delhi-110 008 (Patel Auto)	Patel Nagar	Closed By Helpdesk	17/02/2024 12:02	0.01	High
8052	20240217C5	17/02/2024 12:02	Softwares	Internet	Autocad file opening issue	Preet Vihar Grid (Civil, Protection & Mng Office)	Karkardooma	Closed By Helpdesk	17/02/2024 13:02	0	High
8053	20240219C1	19/02/2024 09:02	Softwares	Windows	windows problem	Complain Center, Sub-Stn. No. 3, Mayur Vihar Ph-iii, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	19/02/2024 16:02	7.27	High
8054	20240219C2	19/02/2024 09:02	Hardware	TFT	the TFT PANEL timings are there need to replace pc s/n 30670471434.	C-2 Complaint Center	Nand Nagari	Closed By Hardware Team	19/02/2024 12:02	2.29	High
8055	20240219C3	19/02/2024 09:02	Hardware	Mouse	mouse faulty PG02YWHQ--pc serial no	Mig Office, East Of Loni Road	Nand Nagari	Closed By Hardware Team	19/02/2024 15:02	5.12	High
8056	20240219C4	19/02/2024 09:02	Softwares	Domain Password	Password reset	Town Hall Business Office	Chandni Chowk	Closed By Helpdesk	19/02/2024 09:02	0	High
8057	20240219C5	19/02/2024 10:02	Softwares	Windows	Laptop not booting / CGRF	Cbd-ii Grid, Kkd	Karkardooma	Closed By Hardware Team	19/02/2024 14:02	4.59	High
8058	20240219C6	19/02/2024 10:02	Hardware	RAM	RAM IS FAULTY ( INA91403GK ) PLEASE ASSIGN TO ARPIT	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Hardware Team	05/03/2024 17:03	367.37	Medium
8059	20240219C7	19/02/2024 10:02	Networking	Link Down	network issue in my pc	Pkt-C, Mvr Ph-II, Delhi	Mayur Vihar	Closed By Site Engineer	19/02/2024 11:02	0.96	High
8060	20240219C8	19/02/2024 10:02	Lan Support	Lan Cable Replacement	network not working pl assign to lan team	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Lan Support Team	20/02/2024 13:02	27.12	High
8061	20240219C9	19/02/2024 10:02	Hardware	Mouse	mouse not working PG02YWK7	Mig Office, East Of Loni Road	Nand Nagari	Closed By Hardware Team	19/02/2024 14:02	4.54	High
8062	20240219C10	19/02/2024 10:02	Hardware	Mouse	MOUSE LEFT CLICK IS NOT WORKING, PLEASE REPLACE .	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Hardware Team	12/03/2024 14:03	531.72	High
8063	20240219C11	19/02/2024 10:02	Hardware	Keyboard	Keyboard is not working.	S/Stn. No. 15, Goc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Hardware Team	29/02/2024 14:02	243.68	High
8064	20240219C12	19/02/2024 10:02	Softwares	Antivirus	Antivirus Updation issue.	S/Stn. No. 15, Goc And Kcc Department (Ppg-2)	Laxmi Nagar	On Hold By Site Engineer			Medium
8065	20240219C13	19/02/2024 10:02	Softwares	Domain Password	Domain password issue.	S/Stn. No. 15, Goc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	19/02/2024 14:02	3.99	High
8066	20240219C14	19/02/2024 10:02	Hardware	PC_CPU	System logging issue	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Helpdesk	19/02/2024 10:02	0.01	High
8067	20240219C15	19/02/2024 10:02	Softwares	NAS	NAS SHARING ISSUE .	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	20/02/2024 12:02	25.99	Medium
8068	20240219C16	19/02/2024 10:02	Softwares	Domain Password	Domain password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	19/02/2024 10:02	0.01	High
8069	20240219C17	19/02/2024 10:02	Networking	Network Breaks	Network is not detecting in a PC / 9089.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	19/02/2024 12:02	1.59	High
8070	20240219C18	19/02/2024 10:02	Hardware	All In One Desktop	pinelap machine not work please resolve	Complain Center, Sub-Stn. No. 3, Mayur Vihar Ph-iii, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	19/02/2024 16:02	5.98	Medium
8071	20240219C19	19/02/2024 11:02	Hardware	TFT	there are dull display in tft	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	19/02/2024 13:02	2.38	High
8072	20240219C20	19/02/2024 11:02	Softwares	IBM Lotus Notes	needed to bypl.omshelpdesk configure	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	19/02/2024 13:02	2.34	High
8073	20240219C21	19/02/2024 11:02	Softwares	IBM Lotus Notes	Mail ID is not working.	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	20/02/2024 12:02	25.72	High
8074	20240219C22	19/02/2024 11:02	Hardware	PC_CPU	SMPS not working DELL-3020MT,PGYG152, Pls assign to Arpit	S/Stn. No. 9, Admin Store (Ppg)	Laxmi Nagar	Closed By Hardware Team	19/02/2024 16:02	5.67	High
8075	20240219C23	19/02/2024 11:02	Lan Support	Lan Cable Extension	lan cable is not working , correction & extention may be required please check and resolve the issue urgently as the mail is not working. work is held up form morning take it on fast track	Training And Work Shop, (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	19/02/2024 14:02	3.43	High

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
8076	20240219C24	19/02/2024 11:02	Softwares	CAS	PCM day open issue C.No-604	Comm Office Cbd-ii	Karkardooma	Closed By Site Engineer	19/02/2024 12:02	1.38	Medium
8077	20240219C25	19/02/2024 11:02	Softwares	Internet	WIFI is not working	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	19/02/2024 12:02	1.19	High
8078	20240219C26	19/02/2024 11:02	Lan Support	Lan Cable Extension	Given LAN point problem Pls assign to LAN Team	S/Stn No 5 Enf-2 (Ppg)	Laxmi Nagar	Closed By Lan Support Team	21/02/2024 09:02	45.88	High
8079	20240219C27	19/02/2024 11:02	Hardware	RAM	Ram Faulty assign arpit sir , S/no - 29JL542	Comm. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & ii	Mayur Vihar	Closed By Hardware Team	23/02/2024 11:02	95.97	Medium
8080	20240219C28	19/02/2024 11:02	Softwares	Antivirus	Trend micro remove and installation of Crowd strike antivirus. Call assign to Vikas Negi.	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Site Engineer	19/02/2024 12:02	0.86	Medium
8081	20240219C29	19/02/2024 11:02	Networking	Link Down	link down at mayur vihar phase 2	Comm. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & ii	Mayur Vihar	Closed By Site Engineer	19/02/2024 13:02	2.35	High
8082	20240219C30	19/02/2024 11:02	Softwares	Antivirus	Trend micro remove and installation of Crowd strike antivirus. Call assign to Vikas Negi.	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Site Engineer	19/02/2024 12:02	0.85	Medium
8083	20240219C31	19/02/2024 11:02	Softwares	Antivirus	Trend micro remove and installation of Crowd strike antivirus. Call assign to Vikas Negi.	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Site Engineer	19/02/2024 12:02	0.84	Medium
8084	20240219C32	19/02/2024 11:02	Softwares	Antivirus	Trend micro remove and installation of Crowd strike antivirus. Call assign to Vikas Negi.	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Site Engineer	19/02/2024 12:02	0.83	Medium
8085	20240219C33	19/02/2024 11:02	Softwares	IBM Lotus Notes	IBM Lotus Notes Locked issue.	S/Stn. No. 15, Goc And Koc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	19/02/2024 14:02	3.24	High
8086	20240219C34	19/02/2024 11:02	Softwares	Antivirus	Trend micro remove and installation of Crowd strike antivirus. Call assign to Vikas Negi.	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Site Engineer	19/02/2024 12:02	0.81	Medium
8087	20240219C35	19/02/2024 11:02	Softwares	Domain Rejoin	domain login issue (Vijayata Sharma)	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	19/02/2024 13:02	1.91	Medium
8088	20240219C36	19/02/2024 11:02	Softwares	Ms-Office	excel is not responding auditor derc	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	19/02/2024 16:02	5.19	High
8089	20240219C37	19/02/2024 12:02	Softwares	Antivirus	please check and update antivirus in rajender Pc	Comm. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & ii	Mayur Vihar	Closed By Site Engineer	19/02/2024 13:02	1.53	Medium
8090	20240219C38	19/02/2024 12:02	Softwares	Ms-Office	Excel print out issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	20/02/2024 16:02	28.21	High
8091	20240219C39	19/02/2024 13:02	Hardware	Printer	printer issue assign Nilesh	O&M(D) Office, Near Sadar Appt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Site Engineer	19/02/2024 13:02	0.56	High
8092	20240219C40	19/02/2024 13:02	Softwares	IBM Lotus Notes	mail account access issue	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	19/02/2024 14:02	0.76	High
8093	20240219C41	19/02/2024 13:02	Softwares	SAP	SAP (new BSP) login issue	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	19/02/2024 14:02	0.75	High
8094	20240219C42	19/02/2024 13:02	Hardware	PC_CPU	pc system slow working	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	19/02/2024 14:02	0.75	High
8095	20240219C43	19/02/2024 13:02	Softwares	Domain Password	Domain password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	19/02/2024 13:02	0	High
8096	20240219C44	19/02/2024 13:02	Networking	Link Down	network issue in my pc	Comm. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & ii	Mayur Vihar	Closed By Site Engineer	19/02/2024 15:02	1.46	High
8097	20240219C45	19/02/2024 14:02	Hardware	PC_CPU	bypl power scheduling pc 1 is not working	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	19/02/2024 15:02	1.72	High
8098	20240219C46	19/02/2024 14:02	Hardware	PC_CPU	System slow issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	19/02/2024 14:02	0.02	High
8099	20240219C47	19/02/2024 14:02	Softwares	Windows	windows update	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	19/02/2024 14:02	0	High
8100	20240219C48	19/02/2024 14:02	Hardware	Hard Disk	Due slow performance please install SSD for better performance .	Shakarpur Grid (Lnr)	Laxmi Nagar	Closed By Site Engineer	26/02/2024 13:02	167.03	High
8101	20240219C49	19/02/2024 14:02	Softwares	OS	pc login issue	Bm (Comm.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	19/02/2024 16:02	2.32	Medium
8102	20240219C50	19/02/2024 14:02	Softwares	IBM Lotus Notes	mail archive	Bm (Comm.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	19/02/2024 16:02	2.3	High
8103	20240219C51	19/02/2024 14:02	Softwares	Antivirus	check and update antivirus	Pkt-C, Mvr Ph-II, Delhi	Mayur Vihar	Closed By Site Engineer	19/02/2024 15:02	0.4	Medium
8104	20240219C52	19/02/2024 14:02	Softwares	Antivirus	needed to antivirus update	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	19/02/2024 15:02	1.11	Medium
8105	20240219C53	19/02/2024 14:02	Hardware	PC_CPU	QMS MACHINE NOT WORKING	Comm. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & ii	Mayur Vihar	Closed By Site Engineer	19/02/2024 15:02	0.29	High
8106	20240219C54	19/02/2024 15:02	Hardware	PC_CPU	PC NOT WORKING serial no --2st7152	Shahdara Store L-Block, Dishad Garden	GI Road	Closed By Hardware Team	21/02/2024 11:02	44.55	High
8107	20240219C55	19/02/2024 15:02	Hardware	Printer	Printer USB Cable not working properly last one week .	Hauz Quzi, Complaint Center	Darya Ganj	Closed By Site Engineer	21/02/2024 16:02	49.2	High
8108	20240219C56	19/02/2024 15:02	Hardware	Laptop	To fill up IT Hardware requisition form for Laptop	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Site Engineer	19/02/2024 15:02	0.02	High
8109	20240219C57	19/02/2024 15:02	Hardware	TFT	TFT not working for GNIIT PC 10B3-A06-71H, s.n-PG004Q82 pls assign to Arpit	S/Stn No 7, O&M, (Ppg)	Laxmi Nagar	Closed By Hardware Team	19/02/2024 16:02	1.42	High
8110	20240219C58	19/02/2024 15:02	Hardware	PC_CPU	Network issue	Training And Work Shop, (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	20/02/2024 16:02	24.35	High
8111	20240219C59	19/02/2024 15:02	Hardware	Mouse	Right click from the mouse not working	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	19/02/2024 16:02	1.26	High
8112	20240219C60	19/02/2024 15:02	Softwares	Domain Password	Domain password reset	Cbd-ii Grid, Kkd	Karkardooma	Closed By Helpdesk	19/02/2024 15:02	0	High
8113	20240219C61	19/02/2024 16:02	Hardware	PC_CPU	System installation of Sandeep Singh ,CGRF	Cgrf, Lal Bldg, Kkd (I/C Kkd Grid)	Karkardooma	Closed By Helpdesk	19/02/2024 16:02	0.09	High
8114	20240219C62	19/02/2024 16:02	Hardware	Printer	Printer installation	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	19/02/2024 16:02	0.03	High
8115	20240219C63	19/02/2024 16:02	Hardware	Laptop	IP Address issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	19/02/2024 16:02	0.02	High
8116	20240219C64	19/02/2024 16:02	Hardware	PC_CPU	token machine not working	F-15/2, Krishna Nagar, Comm. Office	Krishna Nagar	Closed By Site Engineer	20/02/2024 12:02	20.74	High
8117	20240219C65	19/02/2024 16:02	Softwares	Internet	Some sites are not opening in internet	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	19/02/2024 16:02	0.01	High
8118	20240219C66	19/02/2024 16:02	Softwares	IBM Lotus Notes	mail not working	F-15/2, Krishna Nagar, Comm. Office	Krishna Nagar	Closed By Site Engineer	20/02/2024 12:02	20.73	High
8119	20240219C67	19/02/2024 16:02	Hardware	PC_CPU	token machine not working	F-15/2, Krishna Nagar, Comm. Office	Krishna Nagar	Closed By Site Engineer	20/02/2024 12:02	20.72	High
8120	20240219C68	19/02/2024 16:02	Softwares	IBM Lotus Notes	sap password reset	F-15/2, Krishna Nagar, Comm. Office	Krishna Nagar	Closed By Site Engineer	20/02/2024 12:02	20.71	High
8121	20240219C69	19/02/2024 16:02	Hardware	PC_CPU	token machine not working	F-15/2, Krishna Nagar, Comm. Office	Krishna Nagar	Closed By Site Engineer	20/02/2024 12:02	20.7	High
8122	20240219C70	19/02/2024 16:02	Hardware	Printer	printer not working	F-15/2, Krishna Nagar, Comm. Office	Krishna Nagar	Closed By Site Engineer	20/02/2024 12:02	20.69	High
8123	20240219C71	19/02/2024 16:02	Softwares	OMS	DTM NOT WORKING	F-15/2, Krishna Nagar, Comm. Office	Krishna Nagar	Closed By Site Engineer	20/02/2024 12:02	20.68	Medium
8124	20240219C72	19/02/2024 16:02	Softwares	OMS	DTM NOT WORKING	F-15/2, Krishna Nagar, Comm. Office	Krishna Nagar	Closed By Site Engineer	20/02/2024 12:02	20.67	Medium
8125	20240219C73	19/02/2024 16:02	Hardware	Printer	pRINTER NOT WORKING	F-15/2, Krishna Nagar, Comm. Office	Krishna Nagar	Closed By Site Engineer	20/02/2024 12:02	20.66	High
8126	20240219C74	19/02/2024 16:02	Hardware	PC_CPU	token machine not working	F-15/2, Krishna Nagar, Comm. Office	Krishna Nagar	Closed By Site Engineer	20/02/2024 12:02	20.65	High
8127	20240219C75	19/02/2024 16:02	Hardware	Printer	TONER CHANGE PRINTER NOT WORKING	F-15/2, Krishna Nagar, Comm. Office	Krishna Nagar	Closed By Site Engineer	20/02/2024 12:02	20.64	High
8128	20240219C76	19/02/2024 16:02	Softwares	Domain Password	DOMAIN PASSWORD RESET	F-15/2, Krishna Nagar, Comm. Office	Krishna Nagar	Closed By Site Engineer	20/02/2024 12:02	20.62	High
8129	20240219C77	19/02/2024 16:02	Hardware	PC_CPU	VGA CABLE FAULTY	F-15/2, Krishna Nagar, Comm. Office	Krishna Nagar	Closed By Site Engineer	20/02/2024 12:02	20.61	High
8130	20240219C78	19/02/2024 16:02	Hardware	TFT	No power in a TFT / 7729.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	21/02/2024 18:02	50.02	High
8131	20240219C79	19/02/2024 16:02	Softwares	Domain Password	Domain password reset of Neeraj kumar (3503030)	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	19/02/2024 16:02	0.01	High

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
8132	20240219C80	19/02/2024 17:02	Lan Support	Lan Cable Replacement	assign to lan team.,	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	20/02/2024 16:02	23.48	High
8133	20240219C81	19/02/2024 17:02	Lan Support	Lan Cable Extension	I/O port Faulty	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Commf Office	Shankar Road	Closed By Lan Support Team	22/02/2024 10:02	64.96	High
8134	20240220C1	20/02/2024 04:02	Hardware	IP Camera	CC BG ROAD CCTV NOT WORKING	Complain Center Bg Road	Pahar Ganj	Closed By Lan Support Team	21/02/2024 09:02	28.73	High
8135	20240220C2	20/02/2024 04:02	Hardware	IP Camera	CC C-12 YVR CCTV NOT WORKING	C-12, Complain Centre Ghonda, Yamuna Vihar Delhi-53	Yamuna Vihar	Closed By Lan Support Team	23/02/2024 10:02	78.13	High
8136	20240220C3	20/02/2024 04:02	Hardware	IP Camera	CC MVR PKT- C CCTV NOT WORKING	Pkt-C, Mvr Ph-II, Delhi	Mayur Vihar	Closed By Lan Support Team	21/02/2024 09:02	28.59	High
8137	20240220C4	20/02/2024 04:02	Hardware	IP Camera	VIGILANCE OFFICE OUTSIDE CCTV NOT WORKING	Vigilance Office Prasad Nagar	Patel Nagar	Closed By Lan Support Team	26/02/2024 10:02	150.08	High
8138	20240220C5	20/02/2024 04:02	Hardware	IP Camera	YVR COMM MAIN GATE CCTV NOT WORKING	C-7, Commercial Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Lan Support Team	23/02/2024 10:02	78.07	High
8139	20240220C6	20/02/2024 04:02	Hardware	IP Camera	KWN COMM GATE CCTV NOT WORKING	Business Office, Karawal Nagar	Karawal Nagar	Closed By Lan Support Team	23/02/2024 10:02	78.09	High
8140	20240220C7	20/02/2024 04:02	Hardware	IP Camera	GH-2 GRID CCTV NOT WORKING	GH-II Grid (Ppg-2)	Laxmi Nagar	Closed By Lan Support Team	21/02/2024 09:02	28.52	High
8141	20240220C8	20/02/2024 10:02	Hardware	Scanner	Not working	Commf. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Site Engineer	20/02/2024 14:02	4.35	High
8142	20240220C9	20/02/2024 10:02	Hardware	PC_CPU	system slow	Aram Bagh Brn(Commf), Phg	Pahar Ganj	Closed By Site Engineer	20/02/2024 10:02	0.68	High
8143	20240220C10	20/02/2024 10:02	Softwares	Antivirus	antivirus install	Aram Bagh Brn(Commf), Phg	Pahar Ganj	Closed By Site Engineer	20/02/2024 10:02	0.67	Medium
8144	20240220C11	20/02/2024 10:02	Telecom	Clip Max	Telephone set is not functioning - dead in condition (9389)	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	20/02/2024 10:02	0.65	High
8145	20240220C12	20/02/2024 10:02	Hardware	PC_CPU	System is not butting	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	20/02/2024 10:02	0.63	High
8146	20240220C13	20/02/2024 10:02	Softwares	IBM Lotus Notes	mail issue	Samachar Aptt. Mayur Vihar Ph-I And li , Delhi	Mayur Vihar	Closed By Site Engineer	20/02/2024 11:02	1.58	High
8147	20240220C14	20/02/2024 10:02	Softwares	VPN	YVPN is not working.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	20/02/2024 13:02	2.94	Medium
8148	20240220C15	20/02/2024 10:02	Softwares	Teamviewer	Teamviewer updation issue.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	20/02/2024 13:02	2.92	Medium
8149	20240220C16	20/02/2024 10:02	Softwares	Domain Password	Domain password reset	Cgrf, Lal Bldg, Kkd (I/C Kkd Grid)	Karkardooma	Closed By Helpdesk	20/02/2024 10:02	0.05	High
8150	20240220C17	20/02/2024 10:02	Hardware	Printer	In printer print out is not coming	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	20/02/2024 10:02	0.34	High
8151	20240220C18	20/02/2024 10:02	Softwares	IBM Lotus Notes	lotus mail related issue	Commf Office Cbd-iii	Karkardooma	Closed By Site Engineer	20/02/2024 16:02	6.2	High
8152	20240220C19	20/02/2024 10:02	Telecom	Clip Max	assign to lan team reset phone set	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	20/02/2024 16:02	5.72	High
8153	20240220C20	20/02/2024 10:02	Hardware	PC_CPU	PC is not power on.	S/Stn. No. 13, Ppg (Ppg-2)	Laxmi Nagar	Closed By Hardware Team	23/02/2024 12:02	73.43	High
8154	20240220C21	20/02/2024 11:02	Softwares	IBM Lotus Notes	Lotus mail installation	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	20/02/2024 11:02	0.01	High
8155	20240220C22	20/02/2024 11:02	Hardware	PC_CPU	cpu starting issue	Samachar Aptt. Mayur Vihar Ph-I And li , Delhi	Mayur Vihar	Closed By Site Engineer	20/02/2024 11:02	0.6	High
8156	20240220C24	20/02/2024 11:02	Softwares	Cute PDF	winar is not working ..	A-Block, Preet Vihar (Lnr)	Laxmi Nagar	Closed By Site Engineer	20/02/2024 12:02	1.4	Medium
8157	20240220C23	20/02/2024 11:02	Softwares	Antivirus	check and update antivirus	Samachar Aptt. Mayur Vihar Ph-I And li , Delhi	Mayur Vihar	Closed By Site Engineer	20/02/2024 11:02	0.58	Medium
8158	20240220C25	20/02/2024 11:02	Softwares	IBM Lotus Notes	mail issue	Complain Center Sub-Stn. No. 4, Mig Housing Flat, Mayur Vihar Ph-II, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	20/02/2024 11:02	0.56	High
8159	20240220C26	20/02/2024 11:02	Softwares	IBM Lotus Notes	mail replicate issue	Commf Office Cbd-iii	Karkardooma	Closed By Site Engineer	20/02/2024 16:02	5.33	High
8160	20240220C27	20/02/2024 11:02	Softwares	Domain Password	password error	Complain Center, Sub-Stn. No. 3, Mayur Vihar Ph-iii, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	20/02/2024 17:02	5.79	High
8161	20240220C28	20/02/2024 11:02	Networking	Link Down	Network issue.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	20/02/2024 15:02	4.2	High
8162	20240220C29	20/02/2024 11:02	Hardware	PC_CPU	System is working slow	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	20/02/2024 11:02	0.03	High
8163	20240220C30	20/02/2024 11:02	Softwares	Domain Password	Domain password reset	Vivek Vihar Grid	Karkardooma	Closed By Helpdesk	20/02/2024 11:02	0.02	High
8164	20240220C31	20/02/2024 11:02	Softwares	IBM Lotus Notes	Mail not open	Cbd-ii Grid, Kkd	Karkardooma	Closed By Helpdesk	20/02/2024 11:02	0	High
8165	20240220C32	20/02/2024 11:02	Hardware	Printer	printer problem	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	20/02/2024 17:02	5.52	High
8166	20240220C33	20/02/2024 11:02	Softwares	Domain Rejoin	relationship problem issue	Complain Center, Sub-Stn. No. 3, Mayur Vihar Ph-iii, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	20/02/2024 17:02	5.51	Medium
8167	20240220C34	20/02/2024 12:02	Softwares	IBM Lotus Notes	Mail not open	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	20/02/2024 12:02	0	High
8168	20240220C35	20/02/2024 12:02	Softwares	IBM Lotus Notes	Create Archive	C Block Office, Dda Flats, Motia Khan, Dgm (O&M), Phg	Pahar Ganj	Closed By Site Engineer	20/02/2024 16:02	4.48	High
8169	20240220C36	20/02/2024 12:02	Hardware	Printer	Cartridge replacement - Regulatory.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	20/02/2024 15:02	2.54	High
8170	20240220C37	20/02/2024 12:02	Softwares	Antivirus	check and update antivirus	13-Block, Trilokpuri,Delhi	Mayur Vihar	Closed By Site Engineer	21/02/2024 09:02	20.94	Medium
8171	20240220C38	20/02/2024 12:02	Hardware	TFT	display ions does not show	13-Block, Trilokpuri,Delhi	Mayur Vihar	Closed By Site Engineer	21/02/2024 09:02	20.84	High
8172	20240220C39	20/02/2024 12:02	Hardware	Mouse	Mouse faulty . wire is physically damage PC S/N.PG02YWHG pls assign this call to Mr arpit	Yvr C7	Yamuna Vihar	Closed By Hardware Team	21/02/2024 11:02	22.41	High
8173	20240220C40	20/02/2024 12:02	Hardware	PC_CPU	USB PORT NOT WORKING S.no: PGBH435 PLEASE ASSIGN TO ARPIT	33kv Grid, Kamla Market Commf Office	Darya Ganj	Closed By Hardware Team	29/02/2024 15:02	218.16	High
8174	20240220C41	20/02/2024 13:02	Hardware	Scanner	install scanner driver	Commf. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Site Engineer	21/02/2024 09:02	20.51	High
8175	20240220C42	20/02/2024 13:02	Hardware	Scanner	install scanner driver	Commf. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Site Engineer	21/02/2024 09:02	20.49	High
8176	20240220C43	20/02/2024 13:02	Lan Support	Lan Cable Extension	LAN CABLE NOT WORKING	33kv Grid, Kamla Market Commf Office	Darya Ganj	Closed By Lan Support Team	27/02/2024 10:02	165.73	High
8177	20240220C44	20/02/2024 13:02	Hardware	Keyboard	keyboard not working	33kv Grid, Kamla Market Commf Office	Darya Ganj	Closed By Site Engineer	20/02/2024 17:02	4.81	High
8178	20240220C45	20/02/2024 13:02	Hardware	PC_CPU	system slow	C Block Office, Dda Flats, Motia Khan, Dgm (O&M), Phg	Pahar Ganj	Closed By Site Engineer	20/02/2024 16:02	3.71	High
8179	20240220C46	20/02/2024 13:02	Hardware	Printer	Printer not working	C Block Office, Dda Flats, Motia Khan, Dgm (O&M), Phg	Pahar Ganj	Closed By Site Engineer	20/02/2024 16:02	3.71	High
8180	20240220C47	20/02/2024 13:02	Hardware	Laptop	laptop working slow	C Block Office, Dda Flats, Motia Khan, Dgm (O&M), Phg	Pahar Ganj	Closed By Site Engineer	20/02/2024 16:02	3.33	High
8181	20240220C48	20/02/2024 13:02	Softwares	Antivirus	antivirus install	C Block Office, Dda Flats, Motia Khan, Dgm (O&M), Phg	Pahar Ganj	Closed By Site Engineer	20/02/2024 16:02	3.33	Medium
8182	20240220C49	20/02/2024 13:02	Hardware	Printer	printer install	C Block Office, Dda Flats, Motia Khan, Dgm (O&M), Phg	Pahar Ganj	Closed By Site Engineer	20/02/2024 16:02	3.32	High
8183	20240220C50	20/02/2024 13:02	Softwares	SAP	Sap not working	Town Hall Business Office	Chandni Chowk	Closed By Site Engineer	20/02/2024 16:02	2.32	High
8184	20240220C51	20/02/2024 13:02	Networking	Link Down	N/W not working	Town Hall	Chandni Chowk	Closed By Site Engineer	20/02/2024 16:02	2.33	High
8185	20240220C52	20/02/2024 13:02	Hardware	PC_CPU	need to pc shift another room	Town Hall	Chandni Chowk	Closed By Site Engineer	20/02/2024 16:02	2.3	High
8186	20240220C53	20/02/2024 13:02	Hardware	Keyboard	KBD not working	Town Hall Business Office	Chandni Chowk	Closed By Site Engineer	20/02/2024 16:02	2.28	High
8187	20240220C54	20/02/2024 13:02	Softwares	SAP	Sap not working	Town Hall	Chandni Chowk	Closed By Site Engineer	20/02/2024 16:02	2.27	High
8188	20240220C55	20/02/2024 13:02	Hardware	Mouse	Mouse not working	Town Hall Business Office	Chandni Chowk	Closed By Site Engineer	20/02/2024 16:02	2.28	High
8189	20240220C56	20/02/2024 13:02	Softwares	IBM Lotus Notes	Mail not working at chd user	Town Hall Business Office	Chandni Chowk	Closed By Site Engineer	20/02/2024 16:02	2.28	High



S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
8190	20240220C57	20/02/2024 13:02	Softwares	Antivirus	Trend micro remove and installation of Crowd strike antivirus. User:- Ravinder Emp id:- 9152770 Assign the call to Vikas Negi.	Surajmal Vihar C & M Store	Karkardooma	Closed By Site Engineer	20/02/2024 15:02	1.97	Medium
8191	20240220C58	20/02/2024 13:02	Softwares	Antivirus	Trend micro remove and installation of Crowd strike antivirus. call assign to Vikas Negi.	Surajmal Vihar C & M Store	Karkardooma	Closed By Site Engineer	20/02/2024 15:02	1.95	Medium
8192	20240220C59	20/02/2024 13:02	Softwares	Antivirus	Trend micro remove and installation of Crowd strike antivirus. call assign to Vikas Negi.	Surajmal Vihar C & M Store	Karkardooma	Closed By Site Engineer	20/02/2024 15:02	1.93	Medium
8193	20240220C60	20/02/2024 14:02	Softwares	Antivirus	Trend micro remove and installation of Crowd strike antivirus. Call assign to Vikas Negi.	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Site Engineer	20/02/2024 15:02	1.91	Medium
8194	20240220C61	20/02/2024 14:02	Softwares	Antivirus	Trend micro remove and installation of Crowd strike antivirus. Call assign to Vikas Negi.	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Site Engineer	20/02/2024 15:02	1.89	Medium
8195	20240220C62	20/02/2024 14:02	Hardware	Printer	Printer 2900 B driver installation. Call assign to Vikas Negi.	Preet Vihar Grid (Civil, Protection & Mmg Office)	Karkardooma	Closed By Site Engineer	20/02/2024 15:02	1.87	High
8196	20240220C63	20/02/2024 14:02	Softwares	Browser	Chrome browser is not supported need to latest version update. Call assign to Vikas Negi.	Preet Vihar Grid (Civil, Protection & Mmg Office)	Karkardooma	Closed By Site Engineer	20/02/2024 15:02	1.85	Medium
8197	20240220C64	20/02/2024 14:02	Softwares	Cute PDF	Installation of Cute PDF Writer. Call assign to Vikas Negi.	Preet Vihar Grid (Civil, Protection & Mmg Office)	Karkardooma	Closed By Site Engineer	20/02/2024 15:02	1.84	Medium
8198	20240220C65	20/02/2024 14:02	Softwares	Antivirus	Trend micro remove and installation of Crowd strike antivirus. Call assign to Vikas Negi.	Preet Vihar Grid (Civil, Protection & Mmg Office)	Karkardooma	Closed By Site Engineer	20/02/2024 15:02	1.82	Medium
8199	20240220C66	20/02/2024 14:02	Softwares	Domain Rejoin	User facing trust relationship error. Need to rejoin again. Call assign to vikas Negi.	Preet Vihar Grid (Civil, Protection & Mmg Office)	Karkardooma	Closed By Site Engineer	20/02/2024 15:02	1.77	Medium
8200	20240220C67	20/02/2024 14:02	Hardware	Laptop	Laptop working slow need to install ssd	Shakarpur Grid (Lnr)	Laxmi Nagar	Closed By Hardware Team	20/02/2024 15:02	1.76	High
8201	20240220C68	20/02/2024 14:02	Softwares	IBM Lotus Notes	Software installation & ned to configure mail id	Shakarpur Grid (Lnr)	Laxmi Nagar	Closed By Hardware Team	20/02/2024 15:02	1.76	High
8202	20240220C69	20/02/2024 14:02	Softwares	Teamviewer	Need to upgrade 15 Team viewer installed. Call assign to Vikas Negi.	Vivek Vihar Grid	Karkardooma	Closed By Site Engineer	20/02/2024 15:02	1.75	Medium
8203	20240220C70	20/02/2024 14:02	Softwares	Windows	Need to restore data	Shakarpur Grid (Lnr)	Laxmi Nagar	Closed By Hardware Team	20/02/2024 15:02	1.74	High
8204	20240220C71	20/02/2024 14:02	Hardware	Printer	Printer 2900 B driver installation. Call assign to Vikas Negi.	O & M Office Vivek Vihar B-Blk	Karkardooma	Closed By Site Engineer	20/02/2024 15:02	1.73	High
8205	20240220C72	20/02/2024 14:02	Softwares	Antivirus	Trend micro remove and installation of Crowd strike antivirus. Call assign to Vikas Negi.	O & M Office Vivek Vihar B-Blk	Karkardooma	Closed By Site Engineer	20/02/2024 15:02	1.71	Medium
8206	20240220C73	20/02/2024 14:02	Telecom	IP Phone	Ip phone adapter not working	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	20/02/2024 15:02	1.71	High
8207	20240220C74	20/02/2024 14:02	Hardware	TFT	TFT not working	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	20/02/2024 15:02	1.7	High
8208	20240220C75	20/02/2024 14:02	Hardware	Laptop	laptop not booting	Cbd-ii Grid, Kkd	Karkardooma	Closed By Hardware Team	20/02/2024 15:02	1.69	High
8209	20240220C76	20/02/2024 14:02	Softwares	IBM Lotus Notes	Need to create new Lotus archive. Call assign to Vikas Negi.	O & M Office Vivek Vihar B-Blk	Karkardooma	Closed By Site Engineer	20/02/2024 15:02	1.69	High
8210	20240220C77	20/02/2024 14:02	Hardware	PC_CPU	Desktop required for Mr. ( Sandeep Singh ) CGRF	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	20/02/2024 15:02	1.68	High
8211	20240220C78	20/02/2024 14:02	Softwares	IBM Lotus Notes	Software installation & need to configure mail id Mr. ( Sandeep Singh ) CGRF	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	20/02/2024 15:02	1.66	High
8212	20240220C79	20/02/2024 14:02	Softwares	Teamviewer	Need to upgrade 15 Team viewer installed. Call assign to Vikas Negi.	O & M Office Vivek Vihar B-Blk	Karkardooma	Closed By Site Engineer	20/02/2024 15:02	1.66	Medium
8213	20240220C80	20/02/2024 14:02	Hardware	PC_CPU	Laptop required for User ( Talvinder Singh ) Audit	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	20/02/2024 15:02	1.65	High
8214	20240220C81	20/02/2024 14:02	Softwares	IBM Lotus Notes	Software installation & need to configure mail id of for User ( Talvinder Singh ) Audit	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	20/02/2024 15:02	1.64	High
8215	20240220C82	20/02/2024 14:02	Hardware	Laptop	Need to replace laptop	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	20/02/2024 15:02	1.63	High
8216	20240220C83	20/02/2024 14:02	Softwares	IBM Lotus Notes	software installation & need to configure mail id	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	20/02/2024 15:02	1.62	High
8217	20240220C84	20/02/2024 14:02	Softwares	Windows	Need to restore data	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	20/02/2024 15:02	1.62	High
8218	20240220C85	20/02/2024 14:02	Softwares	Adobe Reader	Installation of Adobe Reader. Call to assign Vikas Negi.	O & M Office Vivek Vihar B-Blk	Karkardooma	Closed By Site Engineer	20/02/2024 15:02	1.62	Medium
8219	20240220C86	20/02/2024 14:02	Hardware	Laptop Battery	Laptop battery faulty	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	20/02/2024 15:02	1.61	High
8220	20240220C87	20/02/2024 14:02	Hardware	Laptop Battery	Laptop battery faulty	Sub-Divn O&M(Ptn), Kikanwala Chowk, Dev Nagar, New Delhi	Patel Nagar	Closed By Hardware Team	20/02/2024 15:02	1.6	High
8221	20240220C88	20/02/2024 14:02	Hardware	PC_CPU	Earlier ram was replaced with the pc but, Blue dump issue is coming again and again , So please replace the R.A.M .SIR PG0044K0	P.D.Vihar Zonal Office (Lnr)	Laxmi Nagar	Closed By Hardware Team	21/02/2024 15:02	24.75	High
8222	20240220C89	20/02/2024 14:02	Hardware	Laptop Adapter	Laptop adapter faulty	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Hardware Team	20/02/2024 15:02	1.59	High
8223	20240220C90	20/02/2024 14:02	Softwares	Internet	Internet not working need to update Host file . Call assign to Vikas Negi.	O & M Office Vivek Vihar B-Blk	Karkardooma	Closed By Site Engineer	20/02/2024 15:02	1.6	High
8224	20240220C91	20/02/2024 14:02	Hardware	PC_CPU	USB port not working	Jhilmil Division Gtr	Gt Road	Closed By Hardware Team	20/02/2024 15:02	1.58	High
8225	20240220C92	20/02/2024 14:02	Hardware	Mouse	Mouse right key is not working PC No 3KT7152.pls this call assign to Mr Arpit	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Commf Office	Shankar Road	Closed By Hardware Team	20/02/2024 15:02	1.48	High
8226	20240220C93	20/02/2024 14:02	Softwares	GIS	Ltm software not working. Need to upgrade New latest exe file . Call assign to Vikas Negi.	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Site Engineer	20/02/2024 15:02	1.54	Medium
8227	20240220C94	20/02/2024 14:02	Hardware	Printer	Unable to print from a shared printer	R-88 A Double Storey S/Stn. Building, R Block, New Rajinder Ngr, Shankar Rd, Delhi (O & M)	Shankar Road	Closed By Site Engineer	20/02/2024 16:02	1.8	High
8228	20240220C95	20/02/2024 14:02	Hardware	Printer	Unable to print from a shared printer	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Commf Office	Shankar Road	Closed By Site Engineer	20/02/2024 16:02	1.79	High
8229	20240220C96	20/02/2024 14:02	Hardware	Printer	Unable to print from a shared printer	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Commf Office	Shankar Road	Closed By Site Engineer	20/02/2024 16:02	1.77	High
8230	20240220C97	20/02/2024 14:02	Hardware	Printer	Unable to print from a shared printer	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Commf Office	Shankar Road	Closed By Site Engineer	20/02/2024 16:02	1.71	High
8231	20240220C98	20/02/2024 14:02	Softwares	IBM Lotus Notes	mail is not working	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Commf Office	Shankar Road	Closed By Site Engineer	20/02/2024 16:02	1.68	High
8232	20240220C99	20/02/2024 14:02	Networking	IP Conflict	link down at mayur vihar phase 2	Commf. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	21/02/2024 09:02	19.03	High
8233	20240220C100	20/02/2024 14:02	Softwares	IBM Lotus Notes	mail is not working	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Commf Office	Shankar Road	Closed By Site Engineer	20/02/2024 16:02	1.67	High
8234	20240220C101	20/02/2024 14:02	Softwares	ESS	ess not open	Dispensary, Desu Colony Tripolia, Rana Partap Bagh Delhi	Patel Nagar	Closed By Site Engineer	20/02/2024 16:02	1.62	Medium
8235	20240220C102	20/02/2024 14:02	Softwares	CAS	CAS exe not open	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Commf Office	Shankar Road	Closed By Site Engineer	20/02/2024 16:02	1.57	Medium
8236	20240220C103	20/02/2024 14:02	Softwares	IBM Lotus Notes	Mail is not sending	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Commf Office	Shankar Road	Closed By Site Engineer	20/02/2024 16:02	1.56	High
8237	20240220C104	20/02/2024 14:02	Networking	Network Breaks	Network is not working	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Commf Office	Shankar Road	Closed By Site Engineer	20/02/2024 16:02	1.52	High
8238	20240220C105	20/02/2024 14:02	Hardware	Printer	printer problem	Bm (Commf.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	20/02/2024 17:02	2.67	High
8239	20240220C106	20/02/2024 14:02	Hardware	PC_CPU	pds not working	Bm (Commf.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	20/02/2024 17:02	2.66	High
8240	20240220C107	20/02/2024 14:02	Softwares	Domain Rejoin	login issue	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	20/02/2024 17:02	2.63	Medium
8241	20240220C108	20/02/2024 14:02	Networking	Network Breaks	network problem	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	20/02/2024 17:02	2.62	High

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
8242	20240220C109	20/02/2024 14:02	Hardware	Printer	printer cartridge issue	Bm (Comml.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	20/02/2024 17:02	2.57	High
8243	20240220C110	20/02/2024 14:02	Softwares	BYPL Intranet	needed to internet access of user ashwani chauhan	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	20/02/2024 15:02	0.74	Medium
8244	20240220C111	20/02/2024 14:02	Softwares	Domain Rejoin	needed to domain creation in bypl of ashwani chauhan	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	20/02/2024 15:02	0.73	Medium
8245	20240220C112	20/02/2024 14:02	Softwares	Domain Rejoin	needed to be domain creation in bypl of tanya malhotra	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	20/02/2024 15:02	0.7	Medium
8246	20240220C113	20/02/2024 15:02	Lan Support	RJ 45 Connector	replace RJ45 Connector.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	20/02/2024 16:02	1.53	High
8247	20240220C114	20/02/2024 15:02	Softwares	SAP	SAP BSP configure	Complain Center, Sub-Stn. No. 3, Mayur Vihar Ph-III, Delhi-110 096	Vasundra Enclave	Closed By Helpdesk	20/02/2024 15:02	0	High
8248	20240220C115	20/02/2024 15:02	Hardware	PC_CPU	desktop booting issue continue showing blue screen	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	21/02/2024 09:02	18.36	High
8249	20240220C116	20/02/2024 15:02	Softwares	Windows	needed to win 10 install and drivers update	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	21/02/2024 09:02	18.38	High
8250	20240220C117	20/02/2024 15:02	Softwares	Teamviewer	needed to basic software install	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	21/02/2024 09:02	18.36	Medium
8251	20240220C118	20/02/2024 15:02	Softwares	Windows	needed to old data restore	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	21/02/2024 09:02	18.37	High
8252	20240220C119	20/02/2024 15:02	Softwares	IBM Lotus Notes	user unable to access their mail account	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Comml Office	Shankar Road	Closed By Site Engineer	21/02/2024 09:02	17.88	High
8253	20240220C120	20/02/2024 15:02	Softwares	Internet	Hot mail not working	Cbd-II Grid, Kkd	Karkardooma	Closed By Hardware Team	20/02/2024 18:02	2.75	High
8254	20240220C121	20/02/2024 15:02	Lan Support	RJ 45 Connector	Network issue to access Nas Folder	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	20/02/2024 16:02	0.59	High
8255	20240220C122	20/02/2024 15:02	Softwares	IBM Lotus Notes	mail id issue	Mig Office, East Of Loni Road	Nand Nagari	Closed By Site Engineer	20/02/2024 16:02	0.21	High
8256	20240220C123	20/02/2024 15:02	Softwares	Adobe Reader	adobe issue	Mig Office, East Of Loni Road	Nand Nagari	Closed By Site Engineer	20/02/2024 16:02	0.22	Medium
8257	20240220C124	20/02/2024 15:02	Softwares	Domain Rejoin	domain issue	Mig Office, East Of Loni Road	Nand Nagari	Closed By Site Engineer	20/02/2024 16:02	0.22	Medium
8258	20240220C125	20/02/2024 15:02	Softwares	Teamviewer	teamvwer issue	Mig Office, East Of Loni Road	Nand Nagari	Closed By Site Engineer	20/02/2024 16:02	0.22	Medium
8259	20240220C126	20/02/2024 15:02	Softwares	Windows	windows issue	Mig Office, East Of Loni Road	Nand Nagari	Closed By Site Engineer	20/02/2024 16:02	0.21	High
8260	20240220C127	20/02/2024 15:02	Softwares	Ms-Office	office reinstalled	Mig Office, East Of Loni Road	Nand Nagari	Closed By Site Engineer	20/02/2024 16:02	0.2	High
8261	20240220C128	20/02/2024 15:02	Hardware	Printer	print issue	Mig Office, East Of Loni Road	Nand Nagari	Closed By Site Engineer	20/02/2024 16:02	0.21	High
8262	20240220C129	20/02/2024 16:02	Lan Support	RJ 45 Connector	Patch code change	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	20/02/2024 16:02	0.34	High
8263	20240220C130	20/02/2024 16:02	Hardware	PC_CPU	System slow issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	20/02/2024 16:02	0.45	High
8264	20240220C131	20/02/2024 16:02	Hardware	TFT	TFT FAULTY--serial no --- CNC71101L9 serial no-- PG005J6S	Mig Office, East Of Loni Road	Nand Nagari	Closed By Hardware Team	21/02/2024 10:02	17.98	High
8265	20240220C132	20/02/2024 16:02	Hardware	Hard Disk	500GB Hard Disk crash PC SN-JPT7152 pL ASSINE TO MR ARPIT	Gandhi Market Office	Darya Ganj	Closed By Hardware Team	21/02/2024 15:02	22.65	High
8266	20240220C133	20/02/2024 17:02	Softwares	Domain Rejoin	Domain rejoin due to change location from Kkd to CBD3	Comml Office Cbd-III	Karkardooma	Closed By Site Engineer	20/02/2024 17:02	0.49	Medium
8267	20240220C134	20/02/2024 17:02	Softwares	IBM Lotus Notes	Lotus mail configure	Comml Office Cbd-II	Karkardooma	Closed By Site Engineer	20/02/2024 17:02	0.48	High
8268	20240221C1	21/02/2024 09:02	Hardware	Printer	Printer Installation issue.	Training And Work Shop. (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	21/02/2024 18:02	8.11	High
8269	20240221C2	21/02/2024 10:02	Hardware	Laptop	Laptop booting issue	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	21/02/2024 17:02	7.04	High
8270	20240221C3	21/02/2024 10:02	Softwares	IBM Lotus Notes	Account is locked out of Lotus mail	Cbd-II Grid, Kkd	Karkardooma	Closed By Helpdesk	21/02/2024 10:02	0.1	High
8271	20240221C4	21/02/2024 10:02	Softwares	GIS	ABB server login issue	Preet Vihar Grid (Civil, Protection & Mng Office)	Karkardooma	Closed By Helpdesk	21/02/2024 10:02	0	Medium
8272	20240221C5	21/02/2024 10:02	Hardware	Mouse	mouse not detecting ,_HF05042	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	21/02/2024 10:02	0.26	High
8273	20240221C6	21/02/2024 10:02	Softwares	IBM Lotus Notes	Creation of Archive in Lotus mail	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	21/02/2024 10:02	0.02	High
8274	20240221C7	21/02/2024 10:02	Softwares	Windows	System slow and update windows patches	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	21/02/2024 10:02	0.01	High
8275	20240221C8	21/02/2024 11:02	Networking	Link Down	network not working	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	22/02/2024 10:02	22.99	High
8276	20240221C9	21/02/2024 11:02	Softwares	Antivirus	Antivirus Updation issue.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	21/02/2024 18:02	6.79	Medium
8277	20240221C10	21/02/2024 11:02	General Calls	Presentation / VC	VGA NOT WORKING	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	23/02/2024 16:02	53.1	High
8278	20240221C11	21/02/2024 11:02	Softwares	Antivirus	Antivirus updation issue	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	21/02/2024 18:02	6.76	Medium
8279	20240221C12	21/02/2024 11:02	Hardware	Laptop	System issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	22/02/2024 11:02	23.84	High
8280	20240221C13	21/02/2024 11:02	Hardware	PC_CPU	Pc transfer request need to be fill	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	28/02/2024 12:02	169.05	High
8281	20240221C14	21/02/2024 11:02	Softwares	IBM Lotus Notes	IBM mail problem	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	21/02/2024 13:02	2.28	High
8282	20240221C15	21/02/2024 11:02	Hardware	PC_CPU	computer not starting	Mulla Colony Scrap Store, Near Gajipur Police Station	Vasundra Enclave	Closed By Site Engineer	21/02/2024 17:02	5.48	High
8283	20240221C16	21/02/2024 11:02	Hardware	TFT	Black wire issue	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	26/02/2024 16:02	124.47	High
8284	20240221C17	21/02/2024 11:02	Softwares	IBM Lotus Notes	Mail not working	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	23/02/2024 16:02	52.55	High
8285	20240221C18	21/02/2024 11:02	Softwares	Browser	request for data transfer	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	21/02/2024 13:02	1.82	Medium
8286	20240221C19	21/02/2024 11:02	Networking	Network Breaks	not working	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	21/02/2024 17:02	5.06	High
8287	20240221C20	21/02/2024 12:02	Hardware	Scanner	scanner not working	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	21/02/2024 13:02	1.71	High
8288	20240221C21	21/02/2024 12:02	Softwares	IBM Lotus Notes	mail not working	Comml Office Cbd-II	Karkardooma	Closed By Site Engineer	21/02/2024 17:02	4.9	High
8289	20240221C22	21/02/2024 12:02	Softwares	SAP	SAP file export issue in Hana	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	21/02/2024 17:02	5.06	High
8290	20240221C23	21/02/2024 12:02	Softwares	Domain Password	Domain password reset	Kasturba Nagar Complaint Centre	Karkardooma	Closed By Helpdesk	21/02/2024 12:02	0	High
8291	20240221C24	21/02/2024 12:02	General Calls	Presentation / VC	PRINTER NOT WORKING	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	28/02/2024 10:02	165.59	High
8292	20240221C25	21/02/2024 13:02	Lan Support	RJ 45 Connector	pc NETWORK CROSS ISSUE	Comml Office Cbd-II	Karkardooma	Closed By Site Engineer	21/02/2024 17:02	4.33	High
8293	20240221C26	21/02/2024 13:02	Softwares	IBM Lotus Notes	Mail install & configure	Comml Office Cbd-II	Karkardooma	Closed By Site Engineer	21/02/2024 17:02	4.22	High
8294	20240221C27	21/02/2024 13:02	Softwares	Antivirus	Antivirus Updation issue.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	21/02/2024 18:02	4.82	Medium
8295	20240221C28	21/02/2024 13:02	Softwares	Windows	windows issue	Shahdara Store L-Block, Dilshad Garden	Gt Road	Assign			High

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
8296	20240221C29	21/02/2024 13:02	Softwares	Ms-Office	office issue	Shahdara Store L-Block, Dilshad Garden	Gt Road	Assign			High
8297	20240221C30	21/02/2024 13:02	Softwares	CAS	GENEUS SOFTWARE INSTALL	Commf Office Cbd-ii	Karkardooma	Closed By Site Engineer	21/02/2024 17:02	4.14	Medium
8298	20240221C31	21/02/2024 13:02	Softwares	Antivirus	Antivirus Update issue.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	21/02/2024 18:02	4.65	Medium
8299	20240221C32	21/02/2024 14:02	Softwares	SAP	sap p92 not working	Aram Bagh Bm(Commf), Phg	Pahar Ganj	Closed By Site Engineer	21/02/2024 14:02	0.43	High
8300	20240221C33	21/02/2024 14:02	Softwares	Internet	DTM not working	Aram Bagh Bm(Commf), Phg	Pahar Ganj	Closed By Site Engineer	21/02/2024 14:02	0.42	High
8301	20240221C34	21/02/2024 14:02	Softwares	Domain Password	Password reset	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Commf Office	Shankar Road	Closed By Helpdesk	21/02/2024 14:02	0	High
8302	20240221C35	21/02/2024 14:02	Hardware	Keyboard	Keyboard Faulty (PG00TA44) Call assign to Mr. Arpit	Complaint Office, Sonia Vihar	Karawal Nagar	Closed By Hardware Team	23/02/2024 12:02	46.3	High
8303	20240221C36	21/02/2024 14:02	Hardware	Keyboard	Keyboard Faulty (CHT7152) call assign to Mr. Arpit	Complaint Office, Sonia Vihar	Karawal Nagar	Closed By Hardware Team	23/02/2024 12:02	46.28	High
8304	20240221C37	21/02/2024 14:02	Softwares	Antivirus	Antivirus Update issue.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	21/02/2024 18:02	3.35	Medium
8305	20240221C38	21/02/2024 14:02	Softwares	Internet	ioms file opening issue	Kanti Nagar Complaint Centre	Krishna Nagar	Closed By Helpdesk	21/02/2024 14:02	0	High
8306	20240221C39	21/02/2024 15:02	Hardware	Printer	Printer cartridge change HP600	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	22/02/2024 15:02	24	High
8307	20240221C40	21/02/2024 15:02	Softwares	ESS	ess not working	Bm (Commf.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	21/02/2024 17:02	1.74	Medium
8308	20240221C41	21/02/2024 15:02	Hardware	Printer	printing porblem	Complain Center, Sub-Stn. No. 3, Mayur Vihar Ph-iii, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	21/02/2024 17:02	1.72	High
8309	20240221C42	21/02/2024 15:02	Hardware	Laptop	Laptop logging and key issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	21/02/2024 15:02	0	High
8310	20240221C43	21/02/2024 15:02	Softwares	Domain Password	Domain password reset.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	21/02/2024 15:02	0	High
8311	20240221C44	21/02/2024 16:02	Softwares	Antivirus	Antivirus update issue.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	21/02/2024 18:02	1.77	Medium
8312	20240221C45	21/02/2024 16:02	Softwares	Domain Password	Domain password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	21/02/2024 16:02	0.01	High
8313	20240221C46	21/02/2024 16:02	Softwares	Antivirus	Antivirus update issue.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	21/02/2024 18:02	1.47	Medium
8314	20240221C47	21/02/2024 16:02	Softwares	IBM Lotus Notes	Mail issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	21/02/2024 16:02	0.04	High
8315	20240221C48	21/02/2024 16:02	Softwares	IBM Lotus Notes	Mail issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	21/02/2024 16:02	0	High
8316	20240221C49	21/02/2024 16:02	Hardware	Laptop Adapter	laptop adoptor not working	Commf Office Cbd-iii	Karkardooma	Closed By Hardware Team	22/02/2024 11:02	19.1	High
8317	20240221C50	21/02/2024 16:02	Softwares	Antivirus	need to be anti virus update	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Commf Office	Shankar Road	Closed By Site Engineer	21/02/2024 17:02	1	Medium
8318	20240221C51	21/02/2024 16:02	Softwares	Antivirus	needed to antivirus update	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	21/02/2024 17:02	1	Medium
8319	20240221C52	21/02/2024 16:02	Softwares	IBM Lotus Notes	Lotus mail opening issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	21/02/2024 16:02	0	High
8320	20240221C53	21/02/2024 16:02	Softwares	SAP	SAP BSP login issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	21/02/2024 16:02	0	High
8321	20240221C54	21/02/2024 16:02	Hardware	PC CPU	system pc working slow	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Site Engineer	21/02/2024 17:02	0.88	High
8322	20240221C55	21/02/2024 16:02	Softwares	BYPL Intranet	CRM Access issue	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	21/02/2024 17:02	0.85	Medium
8323	20240221C56	21/02/2024 16:02	Softwares	SAP	SAP Not Working	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	21/02/2024 17:02	0.86	High
8324	20240221C57	21/02/2024 16:02	Softwares	Antivirus	check and update antivirus	Anand Lok Complaint Centre,	Mayur Vihar	Closed By Site Engineer	22/02/2024 15:02	22.38	Medium
8325	20240221C58	21/02/2024 16:02	Softwares	Domain Password	Reset of 40133321 .	Mig Office, East Of Loni Road	Nand Nagari	Closed By Helpdesk	21/02/2024 17:02	0.93	High
8326	20240221C59	21/02/2024 16:02	Hardware	Printer	Printer settings reset - save as pdf issue.	Commf Office Cbd-iii	Karkardooma	Closed By Helpdesk	21/02/2024 17:02	0.89	High
8327	20240221C60	21/02/2024 17:02	Softwares	Domain Password	Domain reset.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	21/02/2024 17:02	0.86	High
8328	20240221C61	21/02/2024 17:02	Softwares	IBM Lotus Notes	Guide for web mail password reset.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	21/02/2024 17:02	0.85	High
8329	20240221C62	21/02/2024 17:02	Softwares	Domain Password	Reset of 40136859 .	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Commf Office	Shankar Road	Closed By Helpdesk	21/02/2024 17:02	0.84	High
8330	20240221C63	21/02/2024 17:02	Softwares	NAS	NAS requisition raised.	C Block Office, Dda Flats, Motia Khan, Dgm (O&M), Phg	Pahar Ganj	Closed By Helpdesk	21/02/2024 17:02	0.84	Medium
8331	20240221C64	21/02/2024 17:02	Softwares	Domain Password	Domain reset.	Commf Office Cbd-iii	Karkardooma	Closed By Helpdesk	21/02/2024 17:02	0.83	High
8332	20240221C65	21/02/2024 17:02	Softwares	Internet	UID creation of sandeep singh.	Cbd-ii Grid, Kkd	Karkardooma	Closed By Helpdesk	21/02/2024 17:02	0.82	High
8333	20240221C66	21/02/2024 17:02	Softwares	Internet	IT hardware req raised of sandeep singh.	Cbd-ii Grid, Kkd	Karkardooma	Closed By Helpdesk	21/02/2024 17:02	0.81	High
8334	20240221C67	21/02/2024 17:02	Softwares	Domain Password	Domain reset as per nilesh.	Commf. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & ii	Mayur Vihar	Closed By Helpdesk	21/02/2024 17:02	0.8	High
8335	20240221C68	21/02/2024 17:02	Softwares	Domain Password	Domain reset.	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Helpdesk	21/02/2024 17:02	0.78	High
8336	20240221C69	21/02/2024 17:02	Softwares	Domain Password	Domain reset of bs7666.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	21/02/2024 17:02	0.76	High
8337	20240221C70	21/02/2024 17:02	Hardware	Printer	Printer install.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	21/02/2024 17:02	0.74	High
8338	20240221C71	21/02/2024 17:02	Softwares	Ms-Office	EXCEL HANG & TOOLBAR ISSUE.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	21/02/2024 17:02	0.73	High
8339	20240221C72	21/02/2024 17:02	Softwares	VPN	VPN setting reset of 4101699.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	21/02/2024 17:02	0.71	Medium
8340	20240221C73	21/02/2024 17:02	Softwares	VPN	VPN setting reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	21/02/2024 17:02	0.7	Medium
8341	20240221C74	21/02/2024 17:02	Softwares	VPN	Reset for VPN.	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Helpdesk	21/02/2024 17:02	0.68	Medium
8342	20240221C75	21/02/2024 17:02	Softwares	OS	Desktop icons reset.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	21/02/2024 17:02	0.66	Medium
8343	20240221C76	21/02/2024 17:02	Softwares	Domain Password	Domain reset.	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Helpdesk	21/02/2024 17:02	0.66	High
8344	20240221C77	21/02/2024 17:02	Softwares	Domain Password	Domain reset.	Commf Office Cbd-iii	Karkardooma	Closed By Helpdesk	21/02/2024 17:02	0.65	High
8345	20240221C78	21/02/2024 17:02	Softwares	Ms-Office	MS office 2016 install	Commf Office Cbd-iii	Karkardooma	Closed By Site Engineer	22/02/2024 10:02	17.15	High
8346	20240221C79	21/02/2024 17:02	Softwares	Domain Password	Domain reset.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	21/02/2024 17:02	0.65	High
8347	20240221C80	21/02/2024 17:02	Softwares	Domain Password	Reset of 160319857.	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Commf Office	Shankar Road	Closed By Helpdesk	21/02/2024 17:02	0.64	High
8348	20240221C81	21/02/2024 17:02	Softwares	OS	Temp files remove.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	21/02/2024 17:02	0.63	Medium
8349	20240221C82	21/02/2024 17:02	Softwares	OS	Need to know about bitlocker exclamation mark.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	21/02/2024 17:02	0.62	Medium
8350	20240221C83	21/02/2024 17:02	Softwares	Domain Password	Domain reset.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	21/02/2024 17:02	0.61	High
8351	20240221C84	21/02/2024 17:02	Softwares	Ms-Office	Excel setting check of sumit bhalla.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	21/02/2024 17:02	0.59	High
8352	20240221C85	21/02/2024 17:02	Softwares	Antivirus	check and update antivirus in rohit pc	Anand Lok Complaint Centre,	Mayur Vihar	Closed By Site Engineer	22/02/2024 15:02	22.02	Medium
8353	20240221C86	21/02/2024 17:02	Softwares	SAP	Have some query in sap r3 form.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	21/02/2024 17:02	0.58	High

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
8354	20240221C87	21/02/2024 17:02	Softwares	SAP	SAP install.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	21/02/2024 17:02	0.57	High
8355	20240221C88	21/02/2024 17:02	Softwares	VPN	VPN connect failed.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	21/02/2024 17:02	0.46	Medium
8356	20240221C89	21/02/2024 17:02	Softwares	Domain Password	Domain reset.	Jhilmil Division Gtr	Gt Road	Closed By Helpdesk	21/02/2024 17:02	0.36	High
8357	20240221C90	21/02/2024 17:02	Hardware	Printer	Printer is not performing as per shweta mishra.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	21/02/2024 17:02	0.35	High
8358	20240221C91	21/02/2024 17:02	Softwares	Antivirus	Anti virus installation	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	21/02/2024 18:02	0.84	Medium
8359	20240221C92	21/02/2024 17:02	Softwares	Antivirus	Anti virus installation	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	21/02/2024 18:02	0.83	Medium
8360	20240221C93	21/02/2024 17:02	Softwares	IBM Lotus Notes	New archive create of nitin vasishth.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	21/02/2024 17:02	0.31	High
8361	20240221C94	21/02/2024 17:02	Softwares	NAS	Credentials issue in NAS.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	21/02/2024 17:02	0.3	Medium
8362	20240221C95	21/02/2024 17:02	Softwares	Antivirus	Anti virus installation	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	21/02/2024 18:02	0.79	Medium
8363	20240221C96	21/02/2024 17:02	Softwares	Ms-Office	rms office activation	Comm Office Cbd-iii	Karkardooma	Closed By Hardware Team	21/02/2024 18:02	0.77	High
8364	20240221C97	21/02/2024 17:02	Softwares	SAP	SAP P96 configure.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	21/02/2024 17:02	0.26	High
8365	20240221C98	21/02/2024 17:02	Softwares	Domain Password	Domain reset of 40135210 .	Cbd-ii Grid, Kkd	Karkardooma	Closed By Helpdesk	21/02/2024 17:02	0.25	High
8366	20240221C99	21/02/2024 17:02	Softwares	IBM Lotus Notes	Mail reinstallation of DBA.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	21/02/2024 17:02	0.24	High
8367	20240221C100	21/02/2024 17:02	Softwares	Domain Password	Domain reset.	33kv Grid, Kamla Market Comm Office	Darya Ganj	Closed By Helpdesk	21/02/2024 17:02	0.23	High
8368	20240221C101	21/02/2024 17:02	Softwares	VPN	vpn server setting reset.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	21/02/2024 17:02	0.22	Medium
8369	20240221C102	21/02/2024 17:02	Softwares	Antivirus	Anti virus installation	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	22/02/2024 11:02	17.83	Medium
8370	20240221C103	21/02/2024 17:02	Softwares	Domain Password	Domain password updation.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	21/02/2024 17:02	0.22	High
8371	20240221C104	21/02/2024 17:02	Softwares	Internet	Approval link sent of user.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	21/02/2024 17:02	0.2	High
8372	20240221C105	21/02/2024 17:02	Softwares	Internet	IP configuration.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	21/02/2024 17:02	0.19	High
8373	20240221C106	21/02/2024 17:02	Softwares	IBM Lotus Notes	Mail not responding.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	21/02/2024 17:02	0.19	High
8374	20240221C107	21/02/2024 17:02	Softwares	VPN	VPN server setting reset.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	21/02/2024 17:02	0.18	Medium
8375	20240221C108	21/02/2024 17:02	Softwares	IBM Lotus Notes	Mail from somebody is not receive.	Comm Office Cbd-iii	Karkardooma	Closed By Helpdesk	21/02/2024 17:02	0.17	High
8376	20240221C109	21/02/2024 17:02	Softwares	OS	ID file & archive share to ganpati.	Comm Office Cbd-iii	Karkardooma	Closed By Helpdesk	21/02/2024 17:02	0.16	Medium
8377	20240221C110	21/02/2024 17:02	Softwares	Internet	IT hardware request raised.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	21/02/2024 17:02	0.15	High
8378	20240221C111	21/02/2024 17:02	Softwares	VPN	VPN failed to connect.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	21/02/2024 17:02	0.15	Medium
8379	20240221C112	21/02/2024 17:02	Softwares	IBM Lotus Notes	Mail archive issue of mukesh.	33 Kv Grid, G.T.Road Comm Bldg	Gt Road	Closed By Helpdesk	21/02/2024 17:02	0.13	High
8380	20240221C113	21/02/2024 17:02	Softwares	Domain Password	Need to login into domain account.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	21/02/2024 17:02	0.13	High
8381	20240221C114	21/02/2024 17:02	Softwares	Internet	PDF file download issue from govt. site.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	21/02/2024 17:02	0.11	High
8382	20240221C115	21/02/2024 17:02	Softwares	IBM Lotus Notes	Attachment is unable to load in a mail.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	21/02/2024 17:02	0.1	High
8383	20240221C116	21/02/2024 17:02	Softwares	IBM Lotus Notes	Lotus patch copied.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	21/02/2024 17:02	0.09	High
8384	20240221C117	21/02/2024 17:02	Softwares	Internet	Guide to Mr. gaurav for steps of ip configuration.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	21/02/2024 17:02	0.07	High
8385	20240221C118	21/02/2024 17:02	Softwares	Domain Password	Domain reset as per 41018288.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	21/02/2024 17:02	0.06	High
8386	20240221C119	21/02/2024 17:02	Softwares	Domain Password	Domain reset.	Preet Vihar Grid (Civil, Protection & Mmg Office)	Karkardooma	Closed By Helpdesk	21/02/2024 17:02	0.06	High
8387	20240221C120	21/02/2024 17:02	Softwares	IBM Lotus Notes	Mail not responding of nitin vasishth.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	21/02/2024 17:02	0.04	High
8388	20240221C121	21/02/2024 17:02	Softwares	IBM Lotus Notes	Lotus mail password issue.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	21/02/2024 17:02	0.03	High
8389	20240221C122	21/02/2024 18:02	Hardware	Printer	Printer required for PMG Head	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	22/02/2024 11:02	17.11	High
8390	20240222C1	22/02/2024 08:02	Hardware	IP Camera	srd o&m gate cctv not working	R-88 A Double Storey S/Stn. Building, R Block, New Rajinder Ngr, Shankar Rd, Delhi (O & M)	Shankar Road	Closed By Lan Support Team	26/02/2024 10:02	98.39	High
8391	20240222C2	22/02/2024 09:02	Telecom	Telephone Cord	Noise distraction during call cant talk on calls kindly resolve it on prior basis.	Comm Office Cbd-iii	Karkardooma	Closed By Lan Support Team	27/02/2024 10:02	121.36	High
8392	20240222C3	22/02/2024 09:02	Softwares	Domain Password	Domain password reset	C-2 Complaint Center	Nand Nagari	Closed By Helpdesk	22/02/2024 09:02	0.01	High
8393	20240222C4	22/02/2024 09:02	Softwares	IBM Lotus Notes	mail accounts login issue	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	22/02/2024 13:02	3.55	High
8394	20240222C5	22/02/2024 09:02	Hardware	PC_CPU	system booting issue	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	22/02/2024 13:02	3.51	High
8395	20240222C6	22/02/2024 09:02	Softwares	IBM Lotus Notes	lotus accounts locked	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	22/02/2024 13:02	3.5	High
8396	20240222C7	22/02/2024 09:02	Hardware	PC_CPU	system pc login issue	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	22/02/2024 13:02	3.36	High
8397	20240222C8	22/02/2024 09:02	Softwares	IBM Lotus Notes	mail accounts login issue	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	22/02/2024 13:02	3.35	High
8398	20240222C9	22/02/2024 10:02	Hardware	Laptop	Marry gold to connect Laptop for presentation of New Join candidates	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	22/02/2024 11:02	1.67	High
8399	20240222C10	22/02/2024 10:02	Softwares	Windows	System booting issue / 3B	Shakti Kiran Bldg., Kkd	Karkardooma	On Hold By Hardware Team			High
8400	20240222C11	22/02/2024 10:02	Softwares	Domain Password	Domain password reset	O&M Office, Karawal Nagar	Karawal Nagar	Closed By Helpdesk	22/02/2024 10:02	0	High
8401	20240222C12	22/02/2024 10:02	Softwares	OS	windows problem	Mulla Colony Scrap Store, Near Gajipur Police Station	Vasundra Enclave	Closed By Site Engineer	22/02/2024 17:02	6.69	Medium
8402	20240222C13	22/02/2024 10:02	Hardware	Keyboard	ALL KEYS NOT WORKING....	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Hardware Team	18/03/2024 10:03	599.76	High
8403	20240222C14	22/02/2024 10:02	Telecom	Telephone Cord	NOT WORKING	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Hardware Team	05/03/2024 15:03	292.64	High
8404	20240222C15	22/02/2024 10:02	Hardware	Laptop	Laptop logging issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	22/02/2024 10:02	0.01	High
8405	20240222C16	22/02/2024 10:02	Softwares	Antivirus	Trend micro remove and installation of Crowd strike antivirus. Call assign to Vikas Negi.	Preet Vihar Grid (Civil, Protection & Mmg Office)	Karkardooma	Closed By Site Engineer	22/02/2024 12:02	1.34	Medium
8406	20240222C17	22/02/2024 10:02	Softwares	Browser	vendor site not working	Comm. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	22/02/2024 15:02	4.57	Medium
8407	20240222C18	22/02/2024 10:02	Softwares	Antivirus	Trend micro remove and installation of Crowd strike antivirus. Call assign to Vikas Negi.	Preet Vihar Grid (Civil, Protection & Mmg Office)	Karkardooma	Closed By Site Engineer	22/02/2024 12:02	1.31	Medium



S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
8408	20240222C19	22/02/2024 10:02	Lan Support	RJ 45 Connector	IP Phone Connector not working pls assign to LAN team	S/Stn No 7, O&M, (Ppg)	Laxmi Nagar	Closed By Lan Support Team	26/02/2024 10:02	95.95	High
8409	20240222C20	22/02/2024 10:02	Softwares	Antivirus	Trend micro remove and installation of Crowd strike antivirus. Call assign to Vikas Negi.	Preet Vihar Grid (Civil, Protection & Mmg Office)	Karkardooma	Closed By Site Engineer	22/02/2024 12:02	1.3	Medium
8410	20240222C21	22/02/2024 10:02	Softwares	Antivirus	check and update antivirus	Anand Lok Complaint Centre,	Mayur Vihar	Closed By Site Engineer	22/02/2024 15:02	4.54	Medium
8411	20240222C22	22/02/2024 10:02	Lan Support	RJ 45 Connector	PC of GNIT LAN port problem pls assign to LAN TEAM	S/Stn No 7, O&M, (Ppg)	Laxmi Nagar	Closed By Lan Support Team	26/02/2024 10:02	95.93	High
8412	20240222C23	22/02/2024 10:02	Softwares	Antivirus	Trend micro remove and installation of Crowd strike antivirus. Call assign to Vikas Negi.	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Site Engineer	22/02/2024 12:02	1.28	Medium
8413	20240222C24	22/02/2024 10:02	Telecom	Clip Max	ext. no-9250 voice disturbance issue	CommI Office Cbd-III	Karkardooma	Closed By Lan Support Team	27/02/2024 10:02	120.08	High
8414	20240222C25	22/02/2024 10:02	Softwares	Antivirus	Trend micro remove and installation of Crowd strike antivirus. Call assign to Vikas Negi.	O & M Office Vivek Vihar B-Blk	Karkardooma	Closed By Site Engineer	22/02/2024 12:02	1.27	Medium
8415	20240222C26	22/02/2024 10:02	Hardware	Printer	Abnorm noise coming from printer and no print out coming pls assign to this <del>call to Mr. Amit</del>	C-7, Commercial Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Hardware Team	23/02/2024 11:02	24.51	High
8416	20240222C27	22/02/2024 10:02	Softwares	Antivirus	Trend micro remove and installation of Crowd strike antivirus. Call assign to Vikas Negi.	Preet Vihar Grid (Civil, Protection & Mmg Office)	Karkardooma	Closed By Site Engineer	22/02/2024 12:02	1.25	Medium
8417	20240222C28	22/02/2024 10:02	Lan Support	Lan Cable Extension	Given LAN point not working properly Pls assign to LAN TEAM	S/Stn No 7, O&M, (Ppg)	Laxmi Nagar	Closed By Lan Support Team	26/02/2024 10:02	95.89	High
8418	20240222C29	22/02/2024 10:02	Softwares	Antivirus	Trend micro remove and installation of Crowd strike antivirus. Call assign to Vikas Negi.	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Site Engineer	22/02/2024 12:02	1.24	Medium
8419	20240222C30	22/02/2024 10:02	Softwares	Antivirus	Trend micro remove and installation of Crowd strike antivirus. Call assign to Vikas Negi.	Surajmal Vihar C & M Store	Karkardooma	Closed By Site Engineer	22/02/2024 12:02	1.19	Medium
8420	20240222C31	22/02/2024 10:02	Softwares	Antivirus	Trend micro remove and installation of Crowd strike antivirus. Call assign to Vikas Negi.	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Site Engineer	22/02/2024 12:02	1.18	Medium
8421	20240222C32	22/02/2024 10:02	Softwares	Antivirus	Trend micro remove and installation of Crowd strike antivirus. Call assign to Vikas Negi.	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Site Engineer	22/02/2024 12:02	1.17	Medium
8422	20240222C33	22/02/2024 10:02	Softwares	Antivirus	Trend micro remove and installation of Crowd strike antivirus. Call assign to Vikas Negi.	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Site Engineer	22/02/2024 12:02	1.15	Medium
8423	20240222C34	22/02/2024 10:02	Softwares	Antivirus	Trend micro remove and installation of Crowd strike antivirus. Call assign to Vikas Negi.	O & M Office Vivek Vihar B-Blk	Karkardooma	Closed By Site Engineer	22/02/2024 12:02	1.14	Medium
8424	20240222C35	22/02/2024 10:02	Softwares	Antivirus	Trend micro remove and installation of Crowd strike antivirus. Call assign to Vikas Negi.	Preet Vihar Grid (Civil, Protection & Mmg Office)	Karkardooma	Closed By Site Engineer	22/02/2024 12:02	1.13	Medium
8425	20240222C36	22/02/2024 10:02	Softwares	Antivirus	Trend micro remove and installation of Crowd strike antivirus. Call assign to Vikas Negi.	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Site Engineer	22/02/2024 12:02	1.12	Medium
8426	20240222C37	22/02/2024 10:02	Softwares	Antivirus	Trend micro remove and installation of Crowd strike antivirus. Call assign to Vikas Negi.	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Site Engineer	22/02/2024 12:02	1.1	Medium
8427	20240222C38	22/02/2024 10:02	Softwares	Antivirus	Trend micro remove and installation of Crowd strike antivirus. Call assign to Vikas Negi.	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Site Engineer	22/02/2024 12:02	1.09	Medium
8428	20240222C39	22/02/2024 10:02	Softwares	Antivirus	Trend micro remove and installation of Crowd strike antivirus. Call assign to Vikas Negi.	O & M Office Vivek Vihar B-Blk	Karkardooma	Closed By Site Engineer	22/02/2024 12:02	1.08	Medium
8429	20240222C40	22/02/2024 10:02	Softwares	Antivirus	Trend micro remove and installation of Crowd strike antivirus. Call assign to Vikas Negi.	Preet Vihar Grid (Civil, Protection & Mmg Office)	Karkardooma	Closed By Site Engineer	22/02/2024 12:02	1.06	Medium
8430	20240222C41	22/02/2024 10:02	Softwares	Antivirus	Trend micro remove and installation of Crowd strike antivirus. Call assign to Vikas Negi.	Preet Vihar Grid (Civil, Protection & Mmg Office)	Karkardooma	Closed By Site Engineer	22/02/2024 12:02	1.05	Medium
8431	20240222C42	22/02/2024 11:02	Softwares	Antivirus	Trend micro remove and installation of Crowd strike antivirus. Call assign to Vikas Negi.	Preet Vihar Grid (Civil, Protection & Mmg Office)	Karkardooma	Closed By Site Engineer	22/02/2024 12:02	0.98	Medium
8432	20240222C43	22/02/2024 11:02	Softwares	Antivirus	Trend micro remove and installation of Crowd strike antivirus. Call assign to Vikas Negi.	Saini Enclave Complaint Centre	Karkardooma	Closed By Site Engineer	22/02/2024 12:02	0.97	Medium
8433	20240222C44	22/02/2024 11:02	Hardware	Printer	Print issue.	Gazipur Store (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	22/02/2024 15:02	4.09	High
8434	20240222C45	22/02/2024 11:02	Hardware	All In One Desktop	P.K AGGARWAL SYSTEM NOT BOOTING	Cbd-II Grid, Kkd	Karkardooma	Closed By Hardware Team	26/02/2024 10:02	95.55	Medium
8435	20240222C46	22/02/2024 11:02	Hardware	PC_CPU	PC is not working.	Gazipur Store (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	22/02/2024 17:02	6.58	High
8436	20240222C47	22/02/2024 11:02	Hardware	Printer	Capex verification group near marry gold meeting room.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	22/02/2024 17:02	5.64	High
8437	20240222C48	22/02/2024 11:02	Networking	Link Down	Link Down issue.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	22/02/2024 15:02	3.73	High
8438	20240222C49	22/02/2024 11:02	Softwares	Antivirus	Trend micro remove and installation of Crowd strike antivirus. Call assign to Vikas Negi.	O & M Office Vivek Vihar B-Blk	Karkardooma	Closed By Site Engineer	22/02/2024 12:02	0.39	Medium
8439	20240222C50	22/02/2024 11:02	Softwares	OS	window update	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	23/02/2024 10:02	23.16	Medium
8440	20240222C51	22/02/2024 11:02	Hardware	Laptop	laptop not start	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	22/02/2024 17:02	5.28	High
8441	20240222C52	22/02/2024 11:02	Softwares	IBM Lotus Notes	Lotus Notes Locked issue.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	22/02/2024 15:02	3.42	High
8442	20240222C53	22/02/2024 11:02	Hardware	Printer	2d printer not working and other printer toner replace require	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	22/02/2024 17:02	5.02	High
8443	20240222C54	22/02/2024 12:02	Softwares	Domain Password	Domain password reset	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Helpdesk	22/02/2024 12:02	0	High
8444	20240222C55	22/02/2024 12:02	Softwares	Antivirus	install anti virus.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	22/02/2024 17:02	4.63	Medium
8445	20240222C56	22/02/2024 12:02	Softwares	NAS	please create share folder access ...	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	23/02/2024 10:02	22.46	Medium
8446	20240222C57	22/02/2024 12:02	Hardware	PC_CPU	New pc required	Anand Lok Complaint Centre,	Mayur Vihar	Closed By Hardware Team	22/02/2024 17:02	5.07	High
8447	20240222C58	22/02/2024 12:02	Softwares	Antivirus	install window 7 patch.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	22/02/2024 17:02	4.45	Medium
8448	20240222C59	22/02/2024 12:02	Softwares	Antivirus	install window 7 patch.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	22/02/2024 17:02	4.38	Medium
8449	20240222C60	22/02/2024 12:02	Softwares	Antivirus	install anti virus.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	22/02/2024 17:02	4.38	Medium
8450	20240222C61	22/02/2024 12:02	Softwares	OS	pc working slow	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	22/02/2024 17:02	4.36	Medium
8451	20240222C62	22/02/2024 12:02	Softwares	OS	pc working slow	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	22/02/2024 17:02	4.35	Medium
8452	20240222C63	22/02/2024 12:02	Softwares	IBM Lotus Notes	Lotus notes mail issue.	(P&E), S/Stn. No 16, (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	22/02/2024 15:02	2.45	High
8453	20240222C64	22/02/2024 12:02	Softwares	OMS	IOMS Report is not working.	S/Stn. No. 13, Ppg (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	22/02/2024 15:02	2.3	Medium
8454	20240222C65	22/02/2024 13:02	Softwares	IBM Lotus Notes	lotus mail not working	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	23/02/2024 10:02	21.31	High
8455	20240222C66	22/02/2024 13:02	Softwares	VPN	VPN connecting issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	22/02/2024 13:02	0.01	Medium
8456	20240222C67	22/02/2024 14:02	Networking	Network Breaks	Network Breaks	Aram Bagh Bm(CommI), Phg	Pahar Ganj	Closed By Site Engineer	22/02/2024 16:02	2.15	High
8457	20240222C68	22/02/2024 14:02	Softwares	IBM Lotus Notes	Mail send receive issue	Aram Bagh Bm(CommI), Phg	Pahar Ganj	Closed By Site Engineer	22/02/2024 16:02	2.15	High

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
8458	22040222C69	22/02/2024 14:02	Networking	Network Breaks	Network is not detecting (do change lan cable also).	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	22/02/2024 15:02	0.71	High
8459	22040222C70	22/02/2024 14:02	Hardware	Laptop	Laptop scrolling issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	22/02/2024 14:02	0.01	High
8460	22040222C71	22/02/2024 15:02	Networking	VPN Connectivity	Plase arrange the Net in my PC for use Thermo-scanning camera report	O&M(D) Office, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Site Engineer	22/02/2024 15:02	0.65	Medium
8461	22040222C72	22/02/2024 15:02	Softwares	Adobe Reader	Adobe issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	22/02/2024 15:02	0	Medium
8462	22040222C73	22/02/2024 15:02	Lan Support	Lan Cable Replacement	Lan cable replacement.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	23/02/2024 10:02	19.36	High
8463	22040222C74	22/02/2024 15:02	Lan Support	Lan Cable Replacement	Network up & down issue.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	23/02/2024 10:02	19.33	High
8464	22040222C75	22/02/2024 15:02	Softwares	Domain Password	Password reset	Surajmal Vihar C & M Store	Karkardooma	Closed By Helpdesk	22/02/2024 15:02	0	High
8465	22040222C76	22/02/2024 15:02	Hardware	PC_CPU	system slow	C Block Office, Dda Flats, Motia Khan, Dgm (O&M), Phg	Pahar Ganj	Closed By Site Engineer	22/02/2024 16:02	0.54	High
8466	22040222C77	22/02/2024 15:02	Softwares	Adobe Reader	win rar install	C Block Office, Dda Flats, Motia Khan, Dgm (O&M), Phg	Pahar Ganj	Closed By Site Engineer	22/02/2024 16:02	0.54	Medium
8467	22040222C78	22/02/2024 15:02	Softwares	SAP	SAP installation	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	22/02/2024 15:02	0.01	High
8468	22040222C79	22/02/2024 16:02	Networking	Link Down	internet issue in my pc	Comm. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	23/02/2024 12:02	20.04	High
8469	22040222C80	22/02/2024 16:02	Hardware	Scanner	scanner not working	Bm (Comm.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	26/02/2024 10:02	90.05	High
8470	22040222C81	22/02/2024 16:02	Softwares	SAP	report not open	Bm (Comm.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	26/02/2024 10:02	90.03	High
8471	22040222C82	22/02/2024 16:02	Networking	Link Down	Network down.	Ppg Incl. Area Grid (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	23/02/2024 17:02	24.71	High
8472	22040222C83	22/02/2024 16:02	Hardware	PC_CPU	PC is working too slow & hanging issue.	Ppg Incl. Area Grid (Ppg-2)	Laxmi Nagar	Closed By Hardware Team	28/02/2024 10:02	138.22	High
8473	22040222C84	22/02/2024 16:02	Softwares	MSB	MSB NOT WORKING	C Block Office, Dda Flats, Motia Khan, Dgm (O&M), Phg	Pahar Ganj	Closed By Site Engineer	23/02/2024 10:02	17.88	Medium
8474	22040222C85	22/02/2024 17:02	Lan Support	Lan Cable Replacement	lan cable faulty. assign to lan team.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	23/02/2024 10:02	17.55	High
8475	22040222C86	22/02/2024 17:02	Hardware	Printer	cartiage change	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	22/02/2024 17:02	0.03	High
8476	22040222C87	22/02/2024 17:02	Hardware	Printer	printer issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	23/02/2024 09:02	16.53	High
8477	22040222C88	22/02/2024 17:02	Softwares	OS	OS need to login.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	22/02/2024 17:02	0.23	Medium
8478	22040222C89	22/02/2024 17:02	Softwares	IBM Lotus Notes	Mail ID is unable to find as per eng. Harsh.	Jafrabad Complaint Centre	Gt Road	Closed By Helpdesk	22/02/2024 17:02	0.19	High
8479	22040222C90	22/02/2024 17:02	Softwares	Domain Password	Domain reset.	Jafrabad Complaint Centre	Gt Road	Closed By Helpdesk	22/02/2024 17:02	0.19	High
8480	22040222C91	22/02/2024 17:02	Softwares	Domain Password	Domain reset.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	22/02/2024 17:02	0.17	High
8481	22040222C92	22/02/2024 17:02	Softwares	Domain Password	Reset of 2555599 .	Guest House, Shrestha Vihar	Karkardooma	Closed By Helpdesk	22/02/2024 17:02	0.16	High
8482	22040222C93	22/02/2024 17:02	Softwares	IBM Lotus Notes	Mail login failure.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	22/02/2024 17:02	0.15	High
8483	22040222C94	22/02/2024 17:02	Softwares	IBM Lotus Notes	Lotus patch install.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	22/02/2024 17:02	0.15	High
8484	22040222C95	22/02/2024 17:02	Softwares	IBM Lotus Notes	Mail quota issue.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	22/02/2024 17:02	0.14	High
8485	22040222C96	22/02/2024 17:02	Softwares	Teamviewer	Teamviewer password updation.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	22/02/2024 17:02	0.12	Medium
8486	22040222C97	22/02/2024 17:02	Softwares	Domain Rejoin	User creation in AD.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	22/02/2024 17:02	0.06	Medium
8487	22040222C98	22/02/2024 17:02	Softwares	Internet	ITSM login failure.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	22/02/2024 17:02	0.05	High
8488	22040222C99	22/02/2024 17:02	Softwares	Antivirus	Antivirus installation	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	22/02/2024 18:02	0.58	Medium
8489	22040222C100	22/02/2024 17:02	Softwares	Internet	IT hardware request raised.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	22/02/2024 17:02	0.04	High
8490	22040222C101	22/02/2024 17:02	Softwares	Antivirus	Antivirus installation ( Aditya K Singh )	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	22/02/2024 18:02	0.56	Medium
8491	22040222C102	22/02/2024 17:02	Softwares	Antivirus	Anti virus installation	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	22/02/2024 18:02	0.55	Medium
8492	22040222C103	22/02/2024 17:02	Softwares	Internet	Mail requisition raised.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	22/02/2024 17:02	0.01	High
8493	22040222C104	22/02/2024 17:02	General Calls	Presentation / VC	Meeting in bord room	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	22/02/2024 18:02	0.54	High
8494	22040222C105	22/02/2024 17:02	Softwares	Domain Password	Password reset	Gandhi Market Office	Darya Ganj	Closed By Helpdesk	22/02/2024 17:02	0.01	High
8495	22040222C106	22/02/2024 17:02	General Calls	Presentation / VC	Meeting in bord room	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Hardware Team	22/02/2024 18:02	0.53	High
8496	22040222C107	22/02/2024 17:02	Softwares	Internet	BSESDHLL.COM NOT WORKING	Comm Office Cbd-III	Karkardooma	Closed By Hardware Team	22/02/2024 18:02	0.52	High
8497	22040222C108	22/02/2024 18:02	Softwares	Antivirus	Antivirus installation	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	23/02/2024 11:02	17.17	Medium
8498	22040223C1	23/02/2024 08:02	Hardware	IP Camera	STORE CHILLA MAIN GATE CCTV NOT WORKING	Chilla Store, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	On Hold By Lan Support Team			High
8499	22040223C2	23/02/2024 08:02	Hardware	IP Camera	GMT COMM GATE-1 CCTV NOT WORKING	Gandhi Market Office	Darya Ganj	Closed By Lan Support Team	27/02/2024 10:02	96.34	High
8500	22040223C3	23/02/2024 08:02	Hardware	IP Camera	MVR=1 O&M CCTV NOT WORKING	O&M(D) Office, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Lan Support Team	23/02/2024 10:02	2.17	High
8501	22040223C4	23/02/2024 10:02	Softwares	Windows	needed to upgrade win7 to win 10	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	23/02/2024 13:02	2.89	High
8502	22040223C5	23/02/2024 10:02	Softwares	Windows	needed to lotus install and mail configure	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	23/02/2024 13:02	2.89	High
8503	22040223C6	23/02/2024 10:02	Softwares	Windows	needed to old data restore	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	23/02/2024 13:02	2.89	High
8504	22040223C7	23/02/2024 10:02	Softwares	Domain Rejoin	needed to domain join	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	23/02/2024 13:02	2.88	Medium
8505	22040223C8	23/02/2024 10:02	Softwares	SAP	sap install and configure	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	23/02/2024 13:02	2.88	High
8506	22040223C9	23/02/2024 10:02	Telecom	Clip Max	Telephone is not functioning properly of CONTROL ROOM (9693) / call received from 9726.	O&M(D) Office, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Lan Support Team	26/02/2024 10:02	72.37	High
8507	22040223C10	23/02/2024 10:02	Hardware	Mouse	mouse faulty ,	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	23/02/2024 13:02	2.37	High
8508	22040223C11	23/02/2024 10:02	Hardware	PC_CPU	Planner usb port is not working . Kinly replace INA9250FLO. pl assign arpit	Dvsn. Office, (Lnr)	Laxmi Nagar	Closed By Hardware Team	29/02/2024 14:02	147.58	High
8509	22040223C12	23/02/2024 10:02	Softwares	Ms-Office	ms office not working , there are a issue of layer adding in GIS	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	23/02/2024 13:02	2.34	High
8510	22040223C13	23/02/2024 10:02	Softwares	SAP	SAP BSP login issue	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	23/02/2024 13:02	2.33	High

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
8511	20240223C14	23/02/2024 11:02	Hardware	Printer	Printer installation issue.	S/Stn. No. 13, Ppg (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	27/02/2024 10:02	95	High
8512	20240223C15	23/02/2024 11:02	Softwares	Browser	token display not working	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	23/02/2024 14:02	3.61	Medium
8513	20240223C16	23/02/2024 11:02	Lan Support	Lan Cable Extension	assign to lan team issue new joined lan cable reception	Cbd-li Grid, Kkd	Karkardooma	Closed By Lan Support Team	26/02/2024 10:02	71.45	High
8514	20240223C17	23/02/2024 11:02	Hardware	Printer	printer not working	Cbd-li Grid, Kkd	Karkardooma	Closed By Hardware Team	23/02/2024 13:02	2.17	High
8515	20240223C18	23/02/2024 11:02	Networking	Link Down	network issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	23/02/2024 13:02	1.99	High
8516	20240223C19	23/02/2024 11:02	Softwares	IBM Lotus Notes	mail not working	Krishan Nagar Dispensary	Karkardooma	Closed By Site Engineer	23/02/2024 17:02	6.14	High
8517	20240223C20	23/02/2024 11:02	Hardware	Mouse	mouse not working	Krishan Nagar Dispensary	Karkardooma	Closed By Hardware Team	18/03/2024 10:03	574.64	High
8518	20240223C21	23/02/2024 11:02	Hardware	Hard Disk	hdd crushed	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	23/02/2024 17:02	5.57	High
8519	20240223C22	23/02/2024 11:02	Softwares	Windows	needed to win 10 install and update	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	23/02/2024 17:02	5.56	High
8520	20240223C23	23/02/2024 11:02	Softwares	Domain Password	Domain password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	23/02/2024 11:02	0.02	High
8521	20240223C24	23/02/2024 11:02	Softwares	IBM Lotus Notes	needed to lotus install and mail configure	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	23/02/2024 17:02	5.55	High
8522	20240223C25	23/02/2024 11:02	Softwares	Internet	Bypl site opening issue	Mig Office, East Of Loni Road	Nand Nagari	Closed By Helpdesk	23/02/2024 11:02	0.01	High
8523	20240223C26	23/02/2024 11:02	Softwares	Ms-Office	needed to ms office install	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	23/02/2024 17:02	5.53	High
8524	20240223C27	23/02/2024 11:02	Softwares	Domain Rejoin	needed to domain join	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	23/02/2024 17:02	5.54	Medium
8525	20240223C28	23/02/2024 12:02	Softwares	Domain Rejoin	Change host name in my pc	Pkt-C, Mvr Ph-I, Delhi	Mayur Vihar	Closed By Site Engineer	23/02/2024 13:02	1.61	Medium
8526	20240223C29	23/02/2024 12:02	Softwares	Domain Rejoin	please change host name in my pc	Comm1. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Site Engineer	23/02/2024 13:02	1.59	Medium
8527	20240223C30	23/02/2024 12:02	Softwares	Browser	vendor site not working	Comm1. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Site Engineer	23/02/2024 13:02	1.57	Medium
8528	20240223C31	23/02/2024 12:02	Softwares	Domain Password	Domain password reset	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Helpdesk	23/02/2024 12:02	0	High
8529	20240223C32	23/02/2024 12:02	Hardware	PC_CPU	CPU IS VERY SLOW WORKING THIS CALL LOCK BY DAYA KRISHAN	Comm1. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Site Engineer	23/02/2024 13:02	1.32	High
8530	20240223C33	23/02/2024 12:02	Hardware	Laptop	IT Hardware form needs to be submitted in ITSM portal to get better performance	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	23/02/2024 13:02	0.54	High
8531	20240223C34	23/02/2024 12:02	Softwares	Internet	IP assign on system	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	23/02/2024 12:02	0	High
8532	20240223C35	23/02/2024 12:02	Lan Support	Lan Cable Replacement	LAN CABLE AND R J 45 CONNECTER HAS BEEN FAULTY PLS ASSIGN TO LAN TEAM	F-15/2, Krishna Nagar, Comm1 Office	Krishna Nagar	Closed By Lan Support Team	27/02/2024 10:02	94.29	High
8533	20240223C36	23/02/2024 12:02	Softwares	Domain Password	Domain password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	23/02/2024 12:02	0.01	High
8534	20240223C37	23/02/2024 13:02	Hardware	Printer	printer not working hp 1536	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	23/02/2024 17:02	4.22	High
8535	20240223C38	23/02/2024 13:02	Softwares	Domain Rejoin	needed to be domain update( transfer from Krishna Nagar to Scada Shankar road )	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	23/02/2024 17:02	4.19	Medium
8536	20240223C39	23/02/2024 13:02	Hardware	All In One Desktop	system setup call	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	26/02/2024 10:02	69.11	Medium
8537	20240223C40	23/02/2024 13:02	Softwares	ESS	not working	Bm (Comm1.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	26/02/2024 10:02	69.09	Medium
8538	20240223C41	23/02/2024 13:02	Lan Support	Lan Cable Replacement	lan cable faulty	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Comm1 Office	Shankar Road	Closed By Site Engineer	23/02/2024 14:02	1.27	High
8539	20240223C42	23/02/2024 13:02	Hardware	Printer	page blockage issue	O&M(D) Office, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Site Engineer	23/02/2024 15:02	1.49	High
8540	20240223C43	23/02/2024 13:02	Hardware	Printer	request for new printer	O&M(D) Office, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Site Engineer	26/02/2024 10:02	68.51	High
8541	20240223C44	23/02/2024 13:02	Softwares	Domain Rejoin	check and update pc name	O&M(D) Office, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Site Engineer	23/02/2024 15:02	1.44	Medium
8542	20240223C45	23/02/2024 14:02	Lan Support	Lan Cable Replacement	4 LAN point not working	Permanent Lok Adalat, Mata Sundri Road	Darya Ganj	Closed By Lan Support Team	29/02/2024 10:02	140.32	High
8543	20240223C46	23/02/2024 14:02	Softwares	Domain Password	please reset my domain password	Near Radhu Palace, Delhi (Lnr)	Laxmi Nagar	Closed By Site Engineer	23/02/2024 14:02	0.14	High
8544	20240223C47	23/02/2024 14:02	Softwares	SAP	Sap installation	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	23/02/2024 14:02	0.02	High
8545	20240223C48	23/02/2024 14:02	Hardware	Laptop	System slow issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	23/02/2024 14:02	0.01	High
8546	20240223C49	23/02/2024 14:02	Softwares	IBM Lotus Notes	mail send receive issue	Aram Bagh Bm(Comm1), Phg	Pahar Ganj	Closed By Site Engineer	23/02/2024 17:02	2.46	High
8547	20240223C50	23/02/2024 14:02	Hardware	PC_CPU	system is working slow	Aram Bagh Bm(Comm1), Phg	Pahar Ganj	Closed By Site Engineer	23/02/2024 17:02	2.44	High
8548	20240223C51	23/02/2024 14:02	Hardware	Printer	printer issue hp 1606dn	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	26/02/2024 10:02	67.95	High
8549	20240223C52	23/02/2024 14:02	Lan Support	Lan Cable Extension	assign to lan team	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	26/02/2024 10:02	67.79	High
8550	20240223C53	23/02/2024 14:02	Lan Support	Lan Cable Replacement	assign to lan team lan cable replacement	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	26/02/2024 10:02	67.78	High
8551	20240223C54	23/02/2024 14:02	Hardware	Printer	2 d printer and issue one printer extra	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	26/02/2024 10:02	67.92	High
8552	20240223C55	23/02/2024 15:02	Hardware	Printer	Cartridge change in printer	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	23/02/2024 17:02	2.23	High
8553	20240223C56	23/02/2024 15:02	Hardware	PC_CPU	ADS server not booting mother board faulty, I have checked 3597-1R0_PGBH422 assign to Arpit	Guest House, Shrestha Vihar	Karkardooma	Closed By Hardware Team	29/02/2024 14:02	142.83	High
8554	20240223C57	23/02/2024 16:02	Hardware	Printer	Half printing issue of GF printer	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	24/02/2024 12:02	20.43	High
8555	20240223C58	23/02/2024 16:02	Hardware	PC_CPU	CPU NOT WORKING. ALREADY HAND OVER THE CPU TO IT-BACKENED EXECUTIVE MR JEETESH	Near Radhu Palace, Delhi (Lnr)	Laxmi Nagar	Closed By Hardware Team	29/02/2024 14:02	142.12	High
8556	20240223C59	23/02/2024 16:02	Softwares	Domain Password	Domain password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	23/02/2024 16:02	0.13	High
8557	20240223C60	23/02/2024 16:02	Hardware	Printer	Printer installation	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	23/02/2024 16:02	0.01	High
8558	20240223C61	23/02/2024 17:02	Hardware	Printer	Printer issue 3rd. A HP[2]	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	26/02/2024 10:02	65.48	High
8559	20240223C62	23/02/2024 17:02	Softwares	Adobe Reader	adobe reader install	33 Kv Grid, G.T.Road Comm1 Bldg	GI Road	Closed By Hardware Team	26/02/2024 10:02	64.82	Medium
8560	20240223C63	23/02/2024 17:02	Softwares	Ms-Office	ms office 7 install	33 Kv Grid, G.T.Road Comm1 Bldg	GI Road	Closed By Hardware Team	26/02/2024 10:02	64.61	High
8561	20240223C64	23/02/2024 17:02	Softwares	IBM Lotus Notes	mail install	33 Kv Grid, G.T.Road Comm1 Bldg	GI Road	Closed By Hardware Team	26/02/2024 10:02	64.6	High
8562	20240223C65	23/02/2024 17:02	Softwares	Domain Password	password reset	33 Kv Grid, G.T.Road Comm1 Bldg	GI Road	Closed By Hardware Team	26/02/2024 10:02	64.6	High

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time[Total Hours]	Priority
8563	20240223C66	23/02/2024 17:02	Softwares	Browser	chrome install	33 Kv Grid, G.T.Road Comm1 Bldg	Gt Road	Closed By Hardware Team	26/02/2024 10:02	64.59	Medium
8564	20240223C67	23/02/2024 17:02	Softwares	Antivirus	TM antivirus install	33 Kv Grid, G.T.Road Comm1 Bldg	Gt Road	Closed By Hardware Team	26/02/2024 10:02	64.57	Medium
8565	20240223C68	23/02/2024 17:02	Softwares	SAP	sap install	33 Kv Grid, G.T.Road Comm1 Bldg	Gt Road	Closed By Hardware Team	26/02/2024 10:02	64.56	High
8566	20240223C69	23/02/2024 17:02	Hardware	Laptop	LAPTOP REQUIRE FOR OFFICE USE	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	26/02/2024 09:02	63.91	High
8567	20240223C70	23/02/2024 17:02	Softwares	Teamviewer	teamviewer 15 install	33 Kv Grid, G.T.Road Comm1 Bldg	Gt Road	Closed By Hardware Team	26/02/2024 10:02	64.55	Medium
8568	20240223C71	23/02/2024 17:02	Softwares	OS	WINDOW AND SOFTWARE NEED TO INSTALL IN ISSUE LAPTOP	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	26/02/2024 09:02	63.9	Medium
8569	20240223C72	23/02/2024 17:02	Networking	IP Conflict	IP NOT GETTING IN 3A	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	26/02/2024 09:02	63.91	High
8570	20240223C73	23/02/2024 17:02	Softwares	Windows	windows install	33 Kv Grid, G.T.Road Comm1 Bldg	Gt Road	Closed By Hardware Team	26/02/2024 10:02	64.54	High
8571	20240224C1	24/02/2024 07:02	Hardware	IP Camera	CCK COMM CASH AND ENTRY CCTV NOT WORKING	Town Hall Business Office	Chandni Chowk	Closed By Lan Support Team	28/02/2024 11:02	99.2	High
8572	20240224C2	24/02/2024 08:02	Hardware	IP Camera	NNG COMM GATE CCTV NOT WORKING	Commercial Office, Nng	Nand Nagari	Closed By Lan Support Team	26/02/2024 10:02	50.62	High
8573	20240224C3	24/02/2024 11:02	Softwares	Domain Password	Need to reset password	Commercial Office, Nng	Nand Nagari	Closed By Hardware Team	26/02/2024 09:02	45.45	High
8574	20240226C1	26/02/2024 09:02	Lan Support	Lan Cable Replacement	Lan cable replacement.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	27/02/2024 10:02	25.05	High
8575	20240226C2	26/02/2024 09:02	Hardware	IP Camera	TV flickering issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	27/02/2024 16:02	30.11	High
8576	20240226C3	26/02/2024 10:02	Softwares	Domain Password	Password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	26/02/2024 10:02	0	High
8577	20240226C4	26/02/2024 10:02	Networking	Link Down	LINK DOWN AT POCKET C MAYUR VIHAR	Comm1. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	26/02/2024 16:02	6.02	High
8578	20240226C5	26/02/2024 10:02	Softwares	SAP	In Sap Bsp folder creation	Preet Vihar Grid (Civil, Protection & Mmg Office)	Karkardooma	Closed By Helpdesk	26/02/2024 10:02	0.06	High
8579	20240226C6	26/02/2024 10:02	Softwares	IBM Lotus Notes	Lotus mail installation	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	26/02/2024 10:02	0.02	High
8580	20240226C7	26/02/2024 10:02	Softwares	IBM Lotus Notes	Archive creation in Lotus mail	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	26/02/2024 10:02	0.01	High
8581	20240226C8	26/02/2024 10:02	Hardware	UPS	UPS not working may pl repalce on priority.	Complain Center, Sub-Stn. No. 3, Mayur Vihar Ph-III, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	26/02/2024 12:02	2.23	High
8582	20240226C9	26/02/2024 10:02	Hardware	RAM	RAM Faulty 2GB (PC Sr No PGBM352) 3597	Complaint Office, Sonia Vihar	Karawal Nagar	Closed By Hardware Team	28/02/2024 10:02	48.1	Medium
8583	20240226C10	26/02/2024 10:02	Hardware	PC_CPU	System issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	26/02/2024 12:02	2.07	High
8584	20240226C11	26/02/2024 10:02	Hardware	Mouse	wireless mouse not working of Scada screen	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	26/02/2024 15:02	5.12	High
8585	20240226C12	26/02/2024 10:02	Softwares	IBM Lotus Notes	Archive folder not access	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	26/02/2024 15:02	5.09	High
8586	20240226C13	26/02/2024 10:02	Softwares	IBM Lotus Notes	need to be lotus mail configure	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	26/02/2024 15:02	5.04	High
8587	20240226C14	26/02/2024 10:02	Hardware	PC_CPU	UNABLE TO INSTALL PDS ON DEVICE ALL USB PORTS ARE FAULTY , KINDLY ARRANGE TO REPLACE THE PC. .	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Hardware Team	26/02/2024 10:02	47.93	High
8588	20240226C15	26/02/2024 10:02	Softwares	BYPL Intranet Sites	CRM Not Working	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	26/02/2024 15:02	4.99	High
8589	20240226C16	26/02/2024 10:02	Hardware	PC_CPU	system pc hang on desktop , booting issue	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Comm1 Office	Shankar Road	Closed By Site Engineer	26/02/2024 15:02	4.95	High
8590	20240226C17	26/02/2024 10:02	Hardware	Printer	PRINTER PAPER NOT CLEAR PRINT.	Comm1 Office Cbd-III	Karkardooma	Closed By Site Engineer	26/02/2024 13:02	2.21	High
8591	20240226C18	26/02/2024 11:02	Hardware	Scanner	Cannon Scanner installation	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	26/02/2024 11:02	0.01	High
8592	20240226C19	26/02/2024 11:02	Hardware	Mouse	MOUSE ISSUE PC SERIAL NO.—PGBM332	Shahdara Store L-Block, Dilshad Garden	Gt Road	Closed By Hardware Team	04/03/2024 15:03	172.46	High
8593	20240226C20	26/02/2024 11:02	Hardware	Mouse	MOUSE FAULTY PC SERIAL NO.—L963210	Mig Office, East Of Loni Road	Nand Nagari	Closed By Hardware Team	04/03/2024 15:03	172.34	High
8594	20240226C21	26/02/2024 11:02	Hardware	Keyboard	In Keyboard Down arrow button is not working (S/N-2FYG152)	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	28/02/2024 10:02	47.07	High
8595	20240226C22	26/02/2024 11:02	Hardware	Mouse	Mouse Faulty Sr. No GN1NH32 call assign to Mr. Arpit	Complaint Office, Karawal Nagar	Karawal Nagar	Closed By Hardware Team	27/02/2024 10:02	22.64	High
8596	20240226C23	26/02/2024 11:02	Softwares	IBM Lotus Notes	Lotus mail is not coming .pl check	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	26/02/2024 13:02	1.41	High
8597	20240226C24	26/02/2024 11:02	Hardware	TFT	TFT display issue graphics not visible .pl assign to arpit. .s/n: CN-0657PN-64180-4AU-0H21 cpu : CBFH32	Bm (Comm1.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Hardware Team	27/02/2024 09:02	22.06	High
8598	20240226C25	26/02/2024 11:02	Hardware	TFT	tft problem	Bm (Comm1.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	26/02/2024 12:02	1.03	High
8599	20240226C26	26/02/2024 11:02	Hardware	Scanner	scanner not working	Comm1. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	26/02/2024 12:02	1.02	High
8600	20240226C27	26/02/2024 12:02	Softwares	IBM Lotus Notes	needed to lotus id file for mail configure	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	26/02/2024 15:02	3.76	High
8601	20240226C28	26/02/2024 12:02	Softwares	VPN	VPN Logging issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	26/02/2024 12:02	0.02	Medium
8602	20240226C29	26/02/2024 12:02	Hardware	Laptop	System slow and windows update	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	26/02/2024 12:02	0.01	High
8603	20240226C30	26/02/2024 12:02	Hardware	Laptop	System slow and windows update	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	26/02/2024 12:02	0.01	High
8604	20240226C31	26/02/2024 12:02	Softwares	NAS	NAS SHARING IS NOT WORKING .	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	26/02/2024 14:02	2.31	Medium
8605	20240226C32	26/02/2024 12:02	Softwares	IBM Lotus Notes	Pl configure lotus on 10.125.213.145.	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	26/02/2024 14:02	1.95	High
8606	20240226C33	26/02/2024 12:02	Softwares	ESS	Ess not open	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Comm1 Office	Shankar Road	Closed By Site Engineer	26/02/2024 15:02	2.82	Medium
8607	20240226C34	26/02/2024 12:02	Hardware	Printer	printer is not working	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Comm1 Office	Shankar Road	Closed By Site Engineer	26/02/2024 15:02	2.81	High
8608	20240226C35	26/02/2024 12:02	Softwares	CAS	Cas exe not open	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Comm1 Office	Shankar Road	Closed By Site Engineer	26/02/2024 15:02	2.79	Medium
8609	20240226C36	26/02/2024 12:02	Softwares	IBM Lotus Notes	Mail is not responding showing on server error	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Comm1 Office	Shankar Road	Closed By Site Engineer	26/02/2024 15:02	2.76	High
8610	20240226C37	26/02/2024 12:02	Softwares	IBM Lotus Notes	Mail router error	R-88 A Double Storey S/Stn. Building, R Block, New Rajinder Ngr, Shankar Rd, Delhi (O & M)	Shankar Road	Closed By Site Engineer	26/02/2024 15:02	2.72	High
8611	20240226C38	26/02/2024 12:02	Hardware	PC_CPU	pc start problem	Complain Center, Sub-Stn. No. 3, Mayur Vihar Ph-III, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	26/02/2024 17:02	4.32	High
8612	20240226C39	26/02/2024 12:02	Hardware	Printer	printer issue	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	26/02/2024 17:02	4.31	High
8613	20240226C40	26/02/2024 12:02	Hardware	PC_CPU	CPU SPEED ISSUE	Samachar Aptt. Mayur Vihar Ph-I And II, Delhi	Mayur Vihar	Closed By Site Engineer	26/02/2024 15:02	2.6	High
8614	20240226C41	26/02/2024 12:02	Networking	Network Breaks	network work slow	Mulla Colony Scrap Store, Near Gajipur Police Station	Vasundra Enclave	Closed By Site Engineer	26/02/2024 17:02	4.29	High
8615	20240226C42	26/02/2024 12:02	Softwares	Domain Rejoin	login issue	Bm (Comm1.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	26/02/2024 17:02	4.29	Medium
8616	20240226C43	26/02/2024 12:02	Hardware	Printer	printer attach	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	26/02/2024 17:02	4.28	High
8617	20240226C44	26/02/2024 12:02	Networking	Network Breaks	NETWORK ISSUE	O&M(D) Office, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Site Engineer	26/02/2024 15:02	2.57	High



S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time[Total Hours]	Priority
8618	20240226C45	26/02/2024 13:02	Softwares	IBM Lotus Notes	Please map my archive .	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	26/02/2024 14:02	1.45	High
8619	20240226C46	26/02/2024 14:02	Lan Support	RJ 45 Connector	connector replace require, assign to lan team	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	27/02/2024 10:02	20.57	High
8620	20240226C47	26/02/2024 14:02	Softwares	Windows	WIN 10 64 bit install	C Block Office, Dda Flats, Motia Khan, Dgm (O&M), Phg	Pahar Ganj	Closed By Site Engineer	26/02/2024 14:02	0.64	High
8621	20240226C48	26/02/2024 14:02	Softwares	Antivirus	antivirus install	C Block Office, Dda Flats, Motia Khan, Dgm (O&M), Phg	Pahar Ganj	Closed By Site Engineer	26/02/2024 14:02	0.64	Medium
8622	20240226C49	26/02/2024 14:02	Softwares	Teamviewer	Team viewer install and configuration	C Block Office, Dda Flats, Motia Khan, Dgm (O&M), Phg	Pahar Ganj	Closed By Site Engineer	26/02/2024 14:02	0.63	Medium
8623	20240226C50	26/02/2024 14:02	Softwares	IBM Lotus Notes	mail install and configure	C Block Office, Dda Flats, Motia Khan, Dgm (O&M), Phg	Pahar Ganj	Closed By Site Engineer	26/02/2024 14:02	0.62	High
8624	20240226C51	26/02/2024 14:02	Softwares	Domain Rejoin	Domain join	C Block Office, Dda Flats, Motia Khan, Dgm (O&M), Phg	Pahar Ganj	Closed By Site Engineer	26/02/2024 14:02	0.62	Medium
8625	20240226C52	26/02/2024 14:02	Hardware	Printer	Printer install	C Block Office, Dda Flats, Motia Khan, Dgm (O&M), Phg	Pahar Ganj	Closed By Site Engineer	26/02/2024 14:02	0.61	High
8626	20240226C53	26/02/2024 14:02	Softwares	Cute PDF	cute pdf install	C Block Office, Dda Flats, Motia Khan, Dgm (O&M), Phg	Pahar Ganj	Closed By Site Engineer	26/02/2024 14:02	0.61	Medium
8627	20240226C54	26/02/2024 14:02	Softwares	Adobe Reader	adobe 9 install	C Block Office, Dda Flats, Motia Khan, Dgm (O&M), Phg	Pahar Ganj	Closed By Site Engineer	26/02/2024 14:02	0.6	Medium
8628	20240226C55	26/02/2024 14:02	Softwares	Ms-Office	ms office install	C Block Office, Dda Flats, Motia Khan, Dgm (O&M), Phg	Pahar Ganj	Closed By Site Engineer	26/02/2024 14:02	0.6	High
8629	20240226C56	26/02/2024 14:02	Softwares	SAP	SAP install and module configure	C Block Office, Dda Flats, Motia Khan, Dgm (O&M), Phg	Pahar Ganj	Closed By Site Engineer	26/02/2024 14:02	0.58	High
8630	20240226C57	26/02/2024 14:02	Softwares	Domain Rejoin	trust relationship error while login with akshat login.3C	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	26/02/2024 17:02	3.24	Medium
8631	20240226C58	26/02/2024 14:02	Softwares	Ms-Office	excel file issue	33 Kv Grid, G.T.Road Comm'l Bldg	Gt Road	Closed By Helpdesk	26/02/2024 14:02	0.28	High
8632	20240226C59	26/02/2024 14:02	Softwares	IBM Lotus Notes	unlock lotus account of abhik siddique	Saini Enclave Complaint Centre	Karkardooma	Closed By Helpdesk	26/02/2024 14:02	0.22	High
8633	20240226C60	26/02/2024 14:02	Softwares	Domain Password	Password reset	O&M Office, Karawal Nagar	Karawal Nagar	Closed By Helpdesk	26/02/2024 14:02	0	High
8634	20240226C61	26/02/2024 14:02	Softwares	IBM Lotus Notes	unlock lotus account of abhik siddie	Saini Enclave Complaint Centre	Karkardooma	Closed By Helpdesk	26/02/2024 14:02	0.17	High
8635	20240226C62	26/02/2024 14:02	Softwares	IBM Lotus Notes	User Amit K Verma/REL/RelianceADA has registered the following device with the Traveler server RADAGTRVLR05/SVR/RelianceADA. The device will be unable to sync data until approved by a Traveler Administrat	Bm (Comm'l.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Helpdesk	26/02/2024 14:02	0.08	High
8636	20240226C63	26/02/2024 14:02	Softwares	IBM Lotus Notes	kindly unlock lotus account of Praveen G Kumar/Services/REL/RelianceADA,	Mig Office, East Of Loni Road	Nand Nagari	Closed By Helpdesk	26/02/2024 14:02	0.02	High
8637	20240226C64	26/02/2024 14:02	Softwares	IBM Lotus Notes	kindly unlock lotus account of Praveen G Kumar Services/REL RelianceADA,	Mig Office, East Of Loni Road	Nand Nagari	Closed By Helpdesk	26/02/2024 14:02	0.01	High
8638	20240226C65	26/02/2024 14:02	Softwares	IBM Lotus Notes	Account is locked out of Lotus mail	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	26/02/2024 14:02	0	High
8639	20240226C66	26/02/2024 15:02	Hardware	Printer	paper jam in printer	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	04/03/2024 16:03	169.83	High
8640	20240226C67	26/02/2024 15:02	Softwares	IBM Lotus Notes	margin issue in lotus	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	26/02/2024 15:02	0.01	High
8641	20240226C68	26/02/2024 15:02	Network Hardware	Rack Server	VISIT CHILLA GRID FOR GRID REPORT	Comm'l. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	26/02/2024 16:02	1.46	High
8642	20240226C69	26/02/2024 15:02	Network Hardware	Rack Server	VISIT KHICRIPUR GRID FOR GRID REPORT	Comm'l. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	26/02/2024 16:02	1.45	High
8643	20240226C70	26/02/2024 15:02	Network Hardware	Rack Server	VISIT NOIDA MOR GRID FOR GRID REPORT	Comm'l. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	26/02/2024 16:02	1.45	High
8644	20240226C71	26/02/2024 15:02	Softwares	Ms-Office	WPS install	Complaint Center Pp Qtr	Pahar Ganj	Closed By Site Engineer	26/02/2024 16:02	0.98	High
8645	20240226C72	26/02/2024 15:02	Softwares	Domain Password	Need to login ppg2 trn2	Training And Work Shop, (Ppg-2)	Laxmi Nagar	Closed By Helpdesk	26/02/2024 16:02	0.54	High
8646	20240226C73	26/02/2024 15:02	Softwares	Internet	Want to access bypl intranet.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	26/02/2024 16:02	0.53	High
8647	20240226C74	26/02/2024 15:02	Softwares	Internet	M-teams how to join.	Cbd-li Grid, Kkd	Karkardooma	Closed By Helpdesk	26/02/2024 16:02	0.52	High
8648	20240226C75	26/02/2024 15:02	Softwares	Internet	Internet request raised.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	26/02/2024 16:02	0.4	High
8649	20240226C76	26/02/2024 15:02	Softwares	VPN	VPN request raised.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	26/02/2024 16:02	0.39	Medium
8650	20240226C77	26/02/2024 15:02	Softwares	Domain Password	Domain reset.	Near Radhu Palace, Delhi (Lnr)	Laxmi Nagar	Closed By Helpdesk	26/02/2024 16:02	0.39	High
8651	20240226C78	26/02/2024 15:02	Softwares	Domain Password	Domain reset.	Comm'l Office Cbd-III	Karkardooma	Closed By Helpdesk	26/02/2024 16:02	0.38	High
8652	20240226C79	26/02/2024 15:02	Softwares	IBM Lotus Notes	Lotus archive creation.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	26/02/2024 16:02	0.35	High
8653	20240226C80	26/02/2024 15:02	Softwares	Domain Password	Domain reset.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	26/02/2024 16:02	0.3	High
8654	20240226C81	26/02/2024 15:02	Softwares	IBM Lotus Notes	Lotus archive creation.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	26/02/2024 16:02	0.3	High
8655	20240226C82	26/02/2024 15:02	General Calls	Presentation / VC	Auditors meeting at orchid - confirm mail id for same to shweta mishra.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	26/02/2024 16:02	0.28	High
8656	20240226C83	26/02/2024 15:02	Softwares	SAP	SAP P92 configuration.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	26/02/2024 16:02	0.27	High
8657	20240226C84	26/02/2024 15:02	Softwares	Domain Password	Domain reset.	Shahdara Store L-Block, Dilshad Garden	Gt Road	Closed By Helpdesk	26/02/2024 16:02	0.26	High
8658	20240226C85	26/02/2024 15:02	Softwares	Domain Password	Domain a/c reset as per H/W engineer.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	26/02/2024 16:02	0.24	High
8659	20240226C86	26/02/2024 15:02	Softwares	Domain Password	Domain reset.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	26/02/2024 16:02	0.24	High
8660	20240226C87	26/02/2024 15:02	Softwares	IBM Lotus Notes	File does not exist issue in a mail.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	26/02/2024 16:02	0.22	High
8661	20240226C88	26/02/2024 15:02	Softwares	IBM Lotus Notes	Lotus performing issue.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	26/02/2024 16:02	0.18	High
8662	20240226C89	26/02/2024 15:02	Softwares	IBM Lotus Notes	Network failure to user 81533861.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	26/02/2024 16:02	0.15	High
8663	20240226C90	26/02/2024 15:02	Networking	Limited connectivity (Afifa)	Network failure in a system.	33 Kv Grid, G.T.Road Comm'l Bldg	Gt Road	Closed By Helpdesk	26/02/2024 16:02	0.13	High

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
8664	20240226C91	26/02/2024 15:02	Softwares	IBM Lotus Notes	Mail interface issue.	Cgrf, Lal Bldg, Kkd (I/C Kkd Grid)	Karkardooma	Closed By Helpdesk	26/02/2024 16:02	0.12	High
8665	20240226C92	26/02/2024 15:02	Softwares	Domain Password	Domain reset.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	26/02/2024 16:02	0.12	High
8666	20240226C93	26/02/2024 15:02	Softwares	SAP	SAP BSP installation.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	26/02/2024 16:02	0.09	High
8667	20240226C94	26/02/2024 16:02	Softwares	Internet	Teambypl need to access.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	26/02/2024 16:02	0.09	High
8668	20240226C95	26/02/2024 16:02	Softwares	Domain Password	Domain reset.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Helpdesk	26/02/2024 16:02	0.08	High
8669	20240226C96	26/02/2024 16:02	Softwares	IBM Lotus Notes	Mail alignment issue.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	26/02/2024 16:02	0.07	High
8670	20240226C97	26/02/2024 16:02	Softwares	Domain Password	Reset of bs1764 .	Saini Enclave Complaint Centre	Karkardooma	Closed By Helpdesk	26/02/2024 16:02	0.06	High
8671	20240226C98	26/02/2024 16:02	Softwares	Domain Password	Reset of 40132310 .	33 Kv Grid, G.T.Road Comm Bldg	Gt Road	Closed By Helpdesk	26/02/2024 16:02	0.05	High
8672	20240226C99	26/02/2024 16:02	Hardware	Mouse	Mouse not working.SN-PG011QDY.PI Assign to Mr Arpit	Lok Adalat	Darya Ganj	Closed By Hardware Team	27/02/2024 09:02	17.92	High
8673	20240226C100	26/02/2024 16:02	Hardware	Printer	Printer installation.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	26/02/2024 16:02	0.03	High
8674	20240226C101	26/02/2024 16:02	Softwares	Domain Password	Domain reset.	F-15/2, Krishna Nagar, Commil Office	Krishna Nagar	Closed By Helpdesk	26/02/2024 16:02	0.02	High
8675	20240226C102	26/02/2024 16:02	Hardware	Printer	print is not coming from printer	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	26/02/2024 16:02	0.01	High
8676	20240226C103	26/02/2024 16:02	Telecom	Clip Max	Disturbance in phone line (9315).	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	27/02/2024 16:02	23.96	High
8677	20240226C104	26/02/2024 16:02	Hardware	Printer	CVZ printer settings reset via server end.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	26/02/2024 16:02	0	High
8678	20240226C105	26/02/2024 16:02	Hardware	Hard Disk	Hard disk faulty PC serial no --L963210	Mig Office, East Of Loni Road	Nand Nagari	Closed By Hardware Team	04/03/2024 15:03	167.39	High
8679	20240226C106	26/02/2024 16:02	Hardware	Hard Disk	pc harddisk is faulty PC serial no --PGEK955	Commercial Office, Nng	Nand Nagari	Closed By Hardware Team	04/03/2024 15:03	167.37	High
8680	20240226C107	26/02/2024 16:02	Hardware	Mouse	Mouse not working Sn-H2FCZL2.PI ashine to Mr Arpit	Permanent Lok Adalat, Mata Sundri Road	Darya Ganj	Closed By Hardware Team	27/02/2024 10:02	18.15	High
8681	20240226C108	26/02/2024 16:02	Softwares	Domain Password	Password Reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	26/02/2024 16:02	0	High
8682	20240226C109	26/02/2024 16:02	Hardware	PC_CPU	CPU NOT WORKING IT ENGINEER KAPIL	S/Stn No 7, O&M, (Ppg)	Laxmi Nagar	On Hold By Site Engineer			High
8683	20240226C110	26/02/2024 16:02	Hardware	RAM	PC working slow need to increase ram	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	26/02/2024 17:02	1.09	Medium
8684	20240226C111	26/02/2024 16:02	Hardware	Laptop Battery	Laptop battery faulty need to replace	Near Radhu Palace, Delhi (Lnr)	Laxmi Nagar	Closed By Hardware Team	26/02/2024 17:02	1.08	High
8685	20240226C112	26/02/2024 16:02	Hardware	Laptop	Laptop required	Near Radhu Palace, Delhi (Lnr)	Laxmi Nagar	Closed By Hardware Team	26/02/2024 17:02	1.08	High
8686	20240226C113	26/02/2024 16:02	Softwares	Domain Rejoin	Need to join domain	Near Radhu Palace, Delhi (Lnr)	Laxmi Nagar	Closed By Hardware Team	26/02/2024 17:02	1.07	Medium
8687	20240226C114	26/02/2024 16:02	Softwares	Windows	Software installation on laptop for Mr. Nikhil kumar	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	26/02/2024 17:02	1.05	High
8688	20240226C115	26/02/2024 17:02	Hardware	PC_CPU	No Display	Aram Bagh Bm(Commil), Phg	Pahar Ganj	Closed By Site Engineer	27/02/2024 09:02	16.79	High
8689	20240226C116	26/02/2024 17:02	Softwares	Domain Rejoin	Due to change location from KWN to CBD3 so join AD in CBD3	Commil Office Cbd-ili	Karkardooma	Closed By Site Engineer	26/02/2024 18:02	1.16	Medium
8690	20240226C117	26/02/2024 17:02	Hardware	PC_CPU	CPU SPEED ISSUE	Commil. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Site Engineer	27/02/2024 11:02	18.17	High
8691	20240226C118	26/02/2024 17:02	Softwares	Antivirus	CHECK AND UPDATE ANTIVIRUS	O&M(D) Office, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Site Engineer	27/02/2024 11:02	18.09	Medium
8692	20240226C119	26/02/2024 17:02	Softwares	Domain Password	Domain reset.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	26/02/2024 17:02	0.06	High
8693	20240226C120	26/02/2024 17:02	Softwares	Domain Password	Reset of 81374.	33 Kv.Substation (Srd Building), Shankar Road, New Delhi-110 060 Commil Office	Shankar Road	Closed By Helpdesk	26/02/2024 17:02	0.03	High
8694	20240227C1	27/02/2024 06:02	Hardware	IP Camera	STORE CHILLA MAIN GATE CAMERA NOT WORKING	Chilla Store, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Lan Support Team	29/02/2024 10:02	51.76	High
8695	20240227C2	27/02/2024 06:02	Hardware	IP Camera	CC MUKHIYA MKT KWN CAMERA NOT WORKING	Complaint Office, Karawal Nagar	Karawal Nagar	Closed By Lan Support Team	27/02/2024 11:02	28.3	High
8696	20240227C3	27/02/2024 06:02	Hardware	IP Camera	CC PD VIHAR CAMERA NOT WORKING	P.D.Vihar Zonal Office (Lnr)	Laxmi Nagar	Closed By Lan Support Team	28/02/2024 11:02	28.27	High
8697	20240227C4	27/02/2024 09:02	Softwares	Domain Password	Domain password reset	Jama Masjid, Complaint Center	Darya Ganj	Closed By Helpdesk	27/02/2024 09:02	0.01	High
8698	20240227C5	27/02/2024 10:02	Softwares	IBM Lotus Notes	Mail login issue	Complaint Center Pp Qtr	Pahar Ganj	Closed By Site Engineer	27/02/2024 10:02	0.68	High
8699	20240227C6	27/02/2024 10:02	Hardware	PC_CPU	system slow	Complaint Center Pp Qtr	Pahar Ganj	Closed By Site Engineer	27/02/2024 10:02	0.68	High
8700	20240227C7	27/02/2024 10:02	Hardware	Printer	Paper stuck in printer / 2D	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	27/02/2024 12:02	2.72	High
8701	20240227C8	27/02/2024 10:02	Hardware	PC_CPU	mobile not connect to pc	Training And Work Shop, (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	27/02/2024 15:02	5.34	High
8702	20240227C9	27/02/2024 10:02	Hardware	Laptop	Laptop is not working.	S/Stn. No. 13, Ppg (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	27/02/2024 15:02	5.18	High
8703	20240227C10	27/02/2024 10:02	Lan Support	RJ 45 Connector	printer room cable connector	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	27/02/2024 10:02	0.43	High
8704	20240227C11	27/02/2024 10:02	Lan Support	Lan Connectivity Provision	assign to lan team 2 d printer	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	27/02/2024 10:02	0.42	High
8705	20240227C12	27/02/2024 10:02	Softwares	VPN	VPN Logging issue	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Helpdesk	27/02/2024 10:02	0.01	Medium
8706	20240227C13	27/02/2024 10:02	Softwares	Domain Password	Domain password reset	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Helpdesk	27/02/2024 10:02	0	High
8707	20240227C14	27/02/2024 10:02	Softwares	IBM Lotus Notes	Lotus mail password issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	27/02/2024 10:02	0.03	High
8708	20240227C15	27/02/2024 10:02	Softwares	Internet	To fill up Telephone requ. form in IT Sampark	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	27/02/2024 10:02	0.01	High
8709	20240227C16	27/02/2024 10:02	Softwares	Domain Password	Domain password reset	O&M(D) Office, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Helpdesk	27/02/2024 10:02	0	High
8710	20240227C17	27/02/2024 10:02	Hardware	Keyboard	Existing Keyboard not working Not detect. S/n-PG0044JZ , Model no-10B3 . Assign the call to Arpit for a replacement.	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Hardware Team	29/02/2024 14:02	52.27	High
8711	20240227C18	27/02/2024 10:02	Hardware	Keyboard	Existing Keyboard some keys not working 0 & Arrow Up Down keys not work. S/n- PG004Q89 , Model- 10B3 . Assign the call to Arpit for a replacement.	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Hardware Team	29/02/2024 14:02	52.22	High
8712	20240227C19	27/02/2024 10:02	Hardware	PC_CPU	system on issue	Aram Bagh Bm(Commil), Phg	Pahar Ganj	Closed By Site Engineer	27/02/2024 11:02	1.17	High
8713	20240227C20	27/02/2024 11:02	Softwares	SAP	SAP is not working.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	27/02/2024 15:02	4.37	High
8714	20240227C21	27/02/2024 11:02	Softwares	SAP	To create Logging in Sap BSP.P92.and P96	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	27/02/2024 11:02	0.01	High
8715	20240227C22	27/02/2024 11:02	Hardware	Printer	Printer Paper Jam issue persist again & again.	S/Stn. No. 13, Ppg (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	01/03/2024 11:03	71.85	High
8716	20240227C23	27/02/2024 11:02	Hardware	Printer	Card Machine not working	Complaint Center (Ram Nagar)	Pahar Ganj	Closed By Site Engineer	27/02/2024 15:02	3.48	High
8717	20240227C24	27/02/2024 11:02	Hardware	PC_CPU	system is working slow	Complaint Center (Ram Nagar)	Pahar Ganj	Closed By Site Engineer	27/02/2024 15:02	3.48	High
8718	20240227C25	27/02/2024 11:02	Softwares	Domain Password	Domain password reset	Mig Office, East Of Loni Road	Nand Nagari	Closed By Helpdesk	27/02/2024 11:02	0	High
8719	20240227C26	27/02/2024 12:02	Hardware	Printer	printer setting issue	O&M(D) Office, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Site Engineer	27/02/2024 15:02	2.57	High
8720	20240227C27	27/02/2024 12:02	Softwares	Adobe Reader	install adobe reader	O&M(D) Office, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Site Engineer	27/02/2024 15:02	2.57	Medium
8721	20240227C28	27/02/2024 12:02	Hardware	Printer	add manually printer working fine	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	27/02/2024 16:02	3.34	High
8722	20240227C29	27/02/2024 12:02	Hardware	Printer	add manually printer working fine	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	27/02/2024 16:02	3.32	High

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
8723	20240227C30	27/02/2024 13:02	Networking	Red Cross	Red cross issue persist again & again.	(P&E), S/Stn. No 16, (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	27/02/2024 15:02	2.19	High
8724	20240227C31	27/02/2024 13:02	Softwares	IBM Lotus Notes	lotus accounts locked from server	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	29/02/2024 17:02	52.14	High
8725	20240227C32	27/02/2024 13:02	Networking	Limited connectivity (Affifa)	limited connectivity	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	29/02/2024 17:02	52.04	High
8726	20240227C33	27/02/2024 13:02	Softwares	OMS	IOMS not working at data center	Town Hall Business Office	Chandni Chowk	Closed By Site Engineer	27/02/2024 16:02	3.26	Medium
8727	20240227C34	27/02/2024 13:02	Hardware	Printer	Printer not working	Town Hall Business Office	Chandni Chowk	Closed By Site Engineer	27/02/2024 16:02	3.23	High
8728	20240227C35	27/02/2024 13:02	Softwares	ESS	ESS not working	Lahori Gate	Chandni Chowk	Closed By Site Engineer	27/02/2024 16:02	3.17	Medium
8729	20240227C36	27/02/2024 13:02	Hardware	Keyboard	KBD not working at CC	Lahori Gate	Chandni Chowk	Closed By Site Engineer	27/02/2024 16:02	3.11	High
8730	20240227C37	27/02/2024 13:02	Networking	Link Down	Power on problem at 24 switch	Old Lalpat Rai Mkt	Chandni Chowk	Closed By Site Engineer	27/02/2024 16:02	3.02	High
8731	20240227C38	27/02/2024 14:02	Softwares	Domain Password	Password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	27/02/2024 14:02	0	High
8732	20240227C39	27/02/2024 14:02	Telecom	Avaya Digital	Exno. 9229 has installed at 1floor C Block.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	28/02/2024 11:02	20.92	High
8733	20240227C40	27/02/2024 14:02	Softwares	Domain Password	Domain password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	27/02/2024 14:02	0	High
8734	20240227C41	27/02/2024 14:02	Softwares	Domain Rejoin	Domain rejoin	CommI Office Cbd-iii	Karkardooma	Closed By Helpdesk	27/02/2024 14:02	0.01	Medium
8735	20240227C42	27/02/2024 14:02	Softwares	Domain Password	Domain password reset	CommI Office Cbd-iii	Karkardooma	Closed By Helpdesk	27/02/2024 14:02	0	High
8736	20240227C43	27/02/2024 14:02	Lan Support	Lan Cable Replacement	LAN CABLE FAULTY ASSIGN NILESH	CommI. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & ii	Mayur Vihar	Closed By Lan Support Team	29/02/2024 10:02	44.04	High
8737	20240227C44	27/02/2024 15:02	Softwares	Antivirus	check and update antivirus	5-Block, Triok Puri Dispensary, Delhi	Mayur Vihar	Closed By Site Engineer	27/02/2024 16:02	0.68	Medium
8738	20240227C45	27/02/2024 16:02	Hardware	Laptop	12 LAPTOP REQUIRE FOR SCADA TRAINING.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	27/02/2024 16:02	0.48	High
8739	20240227C46	27/02/2024 16:02	Networking	Red Cross	Network not accessible / 3B	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	28/02/2024 10:02	18.54	High
8740	20240227C47	27/02/2024 16:02	Hardware	PC CPU	10 PC REQUIRE FOR SCADA TRAINING.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	27/02/2024 16:02	0.44	High
8741	20240227C48	27/02/2024 16:02	Softwares	Nitro PDF	FOR SCADA TRAINING SOFTWARE NEED TO INSTALL IN LAPTOP FOR SCADA TRAINING.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	27/02/2024 16:02	0.42	High
8742	20240227C49	27/02/2024 16:02	Softwares	OS	FOR SCADA TRAINING SOFTWARE NEED TO INSTALL IN LAPTOP FOR SCADA TRAINING.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	27/02/2024 16:02	0.42	Medium
8743	20240227C50	27/02/2024 16:02	Telecom	Telephone Cord	HEAD PHONE REQUIRE FOR SCADA TRAINING	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	27/02/2024 16:02	0.41	High
8744	20240227C51	27/02/2024 16:02	Hardware	WPS Dongle	USB ETHERNET CARD REQUIRE FOR SCADA TRAINING	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	27/02/2024 16:02	0.4	Medium
8745	20240227C52	27/02/2024 16:02	Hardware	Laptop	LAPTOP KEYS NOT WORKING	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	27/02/2024 16:02	0.8	High
8746	20240227C53	27/02/2024 16:02	Hardware	Laptop	LAPTOP KEYS NOT WORKING	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	27/02/2024 16:02	0.8	High
8747	20240227C54	27/02/2024 16:02	Hardware	Laptop	LAPTOP ADAPTER REQUIRE FOR TEMPORARY	C Block Office, Dda Flats, Motia Khan, Dgm (O&M), Phg	Pahar Ganj	Closed By Hardware Team	27/02/2024 16:02	0.37	High
8748	20240227C55	27/02/2024 16:02	Softwares	VPN	VPN Logging issue of Gangs Sagar Kumar	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	27/02/2024 16:02	0.03	Medium
8749	20240227C56	27/02/2024 16:02	Softwares	BYPL Intranet	Admin Helpdesk link is not working.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	28/02/2024 12:02	20.31	Medium
8750	20240227C57	27/02/2024 16:02	Hardware	Printer	printer not working	F-15/2, Krishna Nagar, CommI Office	Krishna Nagar	Closed By Site Engineer	27/02/2024 17:02	1.29	High
8751	20240227C58	27/02/2024 16:02	Hardware	PC CPU	token machine not working	F-15/2, Krishna Nagar, CommI Office	Krishna Nagar	Closed By Site Engineer	27/02/2024 17:02	1.3	High
8752	20240227C59	27/02/2024 16:02	Hardware	PC CPU	token machine not working	F-15/2, Krishna Nagar, CommI Office	Krishna Nagar	Closed By Site Engineer	27/02/2024 17:02	1.3	High
8753	20240227C60	27/02/2024 16:02	Hardware	Printer	printer not working	F-15/2, Krishna Nagar, CommI Office	Krishna Nagar	Closed By Site Engineer	27/02/2024 17:02	1.29	High
8754	20240227C61	27/02/2024 16:02	Hardware	Printer	printer not working	F-15/2, Krishna Nagar, CommI Office	Krishna Nagar	Closed By Site Engineer	27/02/2024 17:02	1.29	High
8755	20240227C62	27/02/2024 16:02	Hardware	PC CPU	token machine not working	F-15/2, Krishna Nagar, CommI Office	Krishna Nagar	Closed By Site Engineer	27/02/2024 17:02	1.27	High
8756	20240227C63	27/02/2024 16:02	Hardware	Printer	printer not working	F-15/2, Krishna Nagar, CommI Office	Krishna Nagar	Closed By Site Engineer	27/02/2024 17:02	1.27	High
8757	20240227C64	27/02/2024 16:02	Hardware	Printer	printer not working	F-15/2, Krishna Nagar, CommI Office	Krishna Nagar	Closed By Site Engineer	27/02/2024 17:02	1.23	High
8758	20240227C65	27/02/2024 16:02	Hardware	Printer	printer not working	F-15/2, Krishna Nagar, CommI Office	Krishna Nagar	Closed By Site Engineer	27/02/2024 17:02	1.24	High
8759	20240227C66	27/02/2024 16:02	Softwares	Antivirus	antivirus update	F-15/2, Krishna Nagar, CommI Office	Krishna Nagar	Closed By Site Engineer	27/02/2024 17:02	1.21	Medium
8760	20240227C67	27/02/2024 16:02	Hardware	PC CPU	printer not working	F-15/2, Krishna Nagar, CommI Office	Krishna Nagar	Closed By Site Engineer	27/02/2024 18:02	1.23	High
8761	20240227C68	27/02/2024 16:02	Softwares	Domain Password	domain password reset	F-15/2, Krishna Nagar, CommI Office	Krishna Nagar	Closed By Site Engineer	27/02/2024 17:02	1.19	High
8762	20240227C69	27/02/2024 16:02	Softwares	CAS	cas not working	F-15/2, Krishna Nagar, CommI Office	Krishna Nagar	Closed By Site Engineer	27/02/2024 18:02	1.19	Medium
8763	20240227C70	27/02/2024 16:02	Softwares	ESS	ess password reset	F-15/2, Krishna Nagar, CommI Office	Krishna Nagar	Closed By Site Engineer	27/02/2024 17:02	1.15	Medium
8764	20240227C71	27/02/2024 16:02	Softwares	BYPL Intranet Sites	Admin link is not working.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	28/02/2024 12:02	19.83	High
8765	20240227C72	27/02/2024 17:02	Hardware	Keyboard	Keyboard keys number not showing S/N - BCYGB82	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	27/02/2024 17:02	0.08	High
8766	20240227C73	27/02/2024 17:02	Hardware	Laptop	laptop working slow need to install ssd	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	27/02/2024 17:02	0.65	High
8767	20240227C74	27/02/2024 17:02	Softwares	IBM Lotus Notes	Software installation & ned to configure mail id	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	27/02/2024 17:02	0.64	High
8768	20240227C75	27/02/2024 17:02	Softwares	Windows	Need to restore data	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	27/02/2024 17:02	0.64	High
8769	20240227C76	27/02/2024 17:02	Telecom	Clip Max	Telephone required for Mr. Nikhil Kumar	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	27/02/2024 17:02	0.63	High
8770	20240227C77	27/02/2024 17:02	Softwares	OS	Temp files remove.	CommI Office Cbd-iii	Karkardooma	Closed By Helpdesk	27/02/2024 18:02	0.15	Medium
8771	20240227C78	27/02/2024 17:02	Softwares	IBM Lotus Notes	Lotus mail visible issue at morning.	CommI Office Cbd-iii	Karkardooma	Closed By Helpdesk	27/02/2024 18:02	0.14	High
8772	20240227C79	27/02/2024 17:02	Softwares	IBM Lotus Notes	Lotus mail password issue.	O & M Office Vivek Vihar B-Blk	Karkardooma	Closed By Helpdesk	27/02/2024 18:02	0.11	High
8773	20240227C80	27/02/2024 17:02	Softwares	IBM Lotus Notes	Mail issue to user.	Mig Office, East Of Loni Road	Nand Nagari	Closed By Helpdesk	27/02/2024 18:02	0.1	High
8774	20240227C81	27/02/2024 17:02	Softwares	ESS	ESS password is unable to reset.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	27/02/2024 18:02	0.11	Medium
8775	20240227C82	27/02/2024 17:02	Hardware	Printer	Command is unable to print full.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	27/02/2024 18:02	0.07	High
8776	20240227C83	27/02/2024 17:02	Softwares	VPN	Fortlient installation.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	27/02/2024 18:02	0.06	Medium
8777	20240227C84	27/02/2024 17:02	Softwares	SAP	SAP logons are unable to visible.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	27/02/2024 18:02	0.05	High
8778	20240227C85	27/02/2024 17:02	Softwares	VPN	VPN connect failure.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	27/02/2024 18:02	0.04	Medium
8779	20240227C86	27/02/2024 17:02	Hardware	Scanner	Scanner installation.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	27/02/2024 18:02	0.03	High
8780	20240227C87	27/02/2024 17:02	Softwares	IBM Lotus Notes	Lotus mail cannot find issue displays again around 3 pm.	CommI Office Cbd-iii	Karkardooma	Closed By Helpdesk	27/02/2024 18:02	0.02	High
8781	20240228C1	28/02/2024 07:02	Hardware	IP Camera	NNG O&M ROOM CAMERA NOT WORKING	Mig Office, East Of Loni Road	Nand Nagari	Closed By Lan Support Team	29/02/2024 10:02	26.96	High
8782	20240228C2	28/02/2024 07:02	Hardware	IP Camera	MVR-1 O&M CAMERA NOT WORKING	O&M(D) Office, Near Sadar Appit., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Lan Support Team	29/02/2024 10:02	26.98	High
8783	20240228C3	28/02/2024 09:02	Softwares	IBM Lotus Notes	Lotus mail logging issue	Cbd-ii Grid, Kkd	Karkardooma	Closed By Helpdesk	28/02/2024 09:02	0.02	High
8784	20240228C4	28/02/2024 09:02	Softwares	Domain Password	Domain logging issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	28/02/2024 09:02	0	High
8785	20240228C5	28/02/2024 09:02	Networking	Link Down	Network issue	Complain Center, Sub-Stn. No. 3, Mayur Vihar Ph-iii, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	28/02/2024 17:02	7.37	High
8786	20240228C6	28/02/2024 09:02	Softwares	IBM Lotus Notes	Mail issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	28/02/2024 09:02	0	High

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
8787	20240228C7	28/02/2024 09:02	Softwares	IBM Lotus Notes	Mail issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	28/02/2024 09:02	0	High
8788	20240228C8	28/02/2024 10:02	Softwares	Domain Password	Domain password issue.	Training And Work Shop., (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	28/02/2024 12:02	2.68	High
8789	20240228C9	28/02/2024 10:02	Hardware	Printer	Print is not coming from printer	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	28/02/2024 10:02	0	High
8790	20240228C10	28/02/2024 10:02	Hardware	Keyboard	Keyboard is not working	33kv Grid, Kamla Market Comml Office	Darya Ganj	Closed By Site Engineer	28/02/2024 11:02	1.32	High
8791	20240228C11	28/02/2024 10:02	Softwares	Antivirus	Antivirus update	33kv Grid, Kamla Market Comml Office	Darya Ganj	Closed By Site Engineer	28/02/2024 11:02	1.3	Medium
8792	20240228C12	28/02/2024 11:02	Hardware	PC_CPU	System booting failure - last row.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	04/03/2024 16:03	125.59	High
8793	20240228C13	28/02/2024 11:02	Lan Support	Lan Connectivity Provision	lan port issue	Commercial Office, Nng	Nand Nagari	Closed By Lan Support Team	29/02/2024 10:02	23.27	High
8794	20240228C14	28/02/2024 11:02	Hardware	Laptop	Laptop not turning ON. show power issue in the laptop S/no- PGEPT763 please assign Arpit	Pkt-C, Mvr Ph-Ii, Delhi	Mayur Vihar	Closed By Hardware Team	29/02/2024 14:02	27.58	High
8795	20240228C15	28/02/2024 11:02	Hardware	Laptop	power issue assign Nilesh	Pkt-C, Mvr Ph-Ii, Delhi	Mayur Vihar	Closed By Site Engineer	28/02/2024 14:02	3.16	High
8796	20240228C16	28/02/2024 11:02	Softwares	Ms-Office	Office file is not open.	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	28/02/2024 12:02	1.3	High
8797	20240228C17	28/02/2024 11:02	General Calls	Presentation / VC	MEETING SETUP READY IN TULIP	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	28/02/2024 17:02	5.57	High
8798	20240228C18	28/02/2024 11:02	Hardware	Mouse	Mouse not working.SN-93YG152	Gandhi Market	Darya Ganj	Closed By Hardware Team	28/02/2024 17:02	5.75	High
8799	20240228C19	28/02/2024 11:02	Hardware	Printer	PRINTER CHANGED 27/02/24	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	28/02/2024 17:02	5.52	High
8800	20240228C20	28/02/2024 11:02	Softwares	CAS	cas not working	Bm (Comml.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	28/02/2024 17:02	5.52	Medium
8801	20240228C21	28/02/2024 11:02	Hardware	Mouse	mouse not working	33kv Grid, Kamla Market Comml Office	Darya Ganj	Closed By Site Engineer	28/02/2024 12:02	0.66	High
8802	20240228C22	28/02/2024 11:02	Softwares	Adobe Reader	adobe not working	33kv Grid, Kamla Market Comml Office	Darya Ganj	Closed By Site Engineer	28/02/2024 12:02	0.64	Medium
8803	20240228C23	28/02/2024 11:02	Hardware	All In One Desktop	card machine not work	Complain Center, Sub-Stn. No. 3, Mayur Vihar Ph-III, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	28/02/2024 17:02	5.34	Medium
8804	20240228C24	28/02/2024 11:02	Lan Support	RJ 45 Connector	connector issue	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	28/02/2024 17:02	5.26	High
8805	20240228C25	28/02/2024 11:02	Hardware	Printer	printer not working	Complaint Center Sub-Stn. No. 4, Mig Housing Flat, Mayur Vihar Ph-III, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	28/02/2024 17:02	5.24	High
8806	20240228C26	28/02/2024 11:02	Hardware	All In One Desktop	issue in pine lap	Bm (Comml.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	28/02/2024 17:02	5.19	Medium
8807	20240228C27	28/02/2024 11:02	Hardware	TFT	power issue	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	28/02/2024 17:02	5.18	High
8808	20240228C28	28/02/2024 12:02	Hardware	Keyboard	Keyboard Not working	Comml Office Cbd-III	Karkardooma	Closed By Hardware Team	01/03/2024 10:03	46.23	High
8809	20240228C29	28/02/2024 12:02	Networking	Link Down	network issue network slow working	18-Block Geeta Colony, Delhi	Krishna Nagar	Closed By Site Engineer	28/02/2024 15:02	3	High
8810	20240228C30	28/02/2024 12:02	Softwares	Domain Password	domain password reset	18-Block Geeta Colony, Delhi	Krishna Nagar	Closed By Site Engineer	28/02/2024 15:02	3.04	High
8811	20240228C31	28/02/2024 12:02	Softwares	Windows	window update and antivirus update	18 Block, Geeta Colony O&M Office	Krishna Nagar	Closed By Site Engineer	28/02/2024 15:02	3	High
8812	20240228C32	28/02/2024 12:02	Softwares	IBM Lotus Notes	lotus password reset	18 Block, Geeta Colony O&M Office	Krishna Nagar	Closed By Site Engineer	28/02/2024 15:02	3	High
8813	20240228C33	28/02/2024 12:02	Networking	Network Breaks	network break again and again	18 Block, Geeta Colony O&M Office	Krishna Nagar	Closed By Site Engineer	28/02/2024 15:02	2.98	High
8814	20240228C34	28/02/2024 12:02	Softwares	Ms-Office	WPS not working	33kv Grid, Kamla Market Comml Office	Darya Ganj	Closed By Site Engineer	28/02/2024 14:02	2.23	High
8815	20240228C35	28/02/2024 12:02	Networking	Network Breaks	network break and slow working	18-Block Geeta Colony, Delhi	Krishna Nagar	Closed By Site Engineer	28/02/2024 15:02	2.96	High
8816	20240228C36	28/02/2024 12:02	Softwares	IBM Lotus Notes	archive not open	18-Block Geeta Colony, Delhi	Krishna Nagar	Closed By Site Engineer	28/02/2024 15:02	2.95	High
8817	20240228C37	28/02/2024 12:02	Softwares	ESS	ess not open . pls resolve	18-Block Geeta Colony, Delhi	Krishna Nagar	Closed By Site Engineer	28/02/2024 15:02	2.94	Medium
8818	20240228C38	28/02/2024 12:02	Softwares	OMS	oms install	18-Block Geeta Colony, Delhi	Krishna Nagar	Closed By Site Engineer	28/02/2024 15:02	2.83	Medium
8819	20240228C39	28/02/2024 12:02	Hardware	Printer	3015 printer not working	18-Block Geeta Colony, Delhi	Krishna Nagar	Closed By Site Engineer	28/02/2024 15:02	2.82	High
8820	20240228C40	28/02/2024 12:02	Networking	Network Breaks	network brak issue	18 Block, Geeta Colony O&M Office	Krishna Nagar	Closed By Site Engineer	28/02/2024 15:02	2.78	High
8821	20240228C41	28/02/2024 12:02	Hardware	Printer	printer not working	18 Block, Geeta Colony O&M Office	Krishna Nagar	Closed By Site Engineer	28/02/2024 15:02	2.77	High
8822	20240228C42	28/02/2024 12:02	Networking	Network Breaks	airtal network break again and again	18 Block, Geeta Colony O&M Office	Krishna Nagar	Closed By Site Engineer	28/02/2024 15:02	2.74	High
8823	20240228C43	28/02/2024 12:02	Softwares	ESS	ess password reset	Samachar Aptt. Mayur Vihar Ph-I And II, Delhi	Mayur Vihar	Closed By Site Engineer	28/02/2024 14:02	1.92	Medium
8824	20240228C44	28/02/2024 12:02	Hardware	PC_CPU	printer not working	18 Block, Geeta Colony O&M Office	Krishna Nagar	Closed By Site Engineer	28/02/2024 15:02	2.68	High
8825	20240228C45	28/02/2024 12:02	Hardware	PC_CPU	speed issue	Samachar Aptt. Mayur Vihar Ph-I And II, Delhi	Mayur Vihar	Closed By Site Engineer	28/02/2024 14:02	1.91	High
8826	20240228C46	28/02/2024 12:02	Networking	Network Breaks	network break issue	18 Block, Geeta Colony O&M Office	Krishna Nagar	Closed By Site Engineer	28/02/2024 15:02	2.66	High
8827	20240228C47	28/02/2024 12:02	Softwares	ESS	ess password issue	Complaint Center Sub-Stn. No. 4, Mig Housing Flat, Mayur Vihar Ph-III, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	28/02/2024 14:02	1.9	Medium
8828	20240228C48	28/02/2024 12:02	Softwares	IBM Lotus Notes	archive issue	18 Block, Geeta Colony O&M Office	Krishna Nagar	Closed By Site Engineer	28/02/2024 15:02	2.65	High
8829	20240228C49	28/02/2024 12:02	Hardware	Mouse	mouse faulty	Complaint Center Sub-Stn. No. 4, Mig Housing Flat, Mayur Vihar Ph-III, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	29/02/2024 16:02	27.78	High
8830	20240228C50	28/02/2024 12:02	Hardware	Printer	light print issue	18 Block, Geeta Colony O&M Office	Krishna Nagar	Closed By Site Engineer	28/02/2024 15:02	2.64	High
8831	20240228C51	28/02/2024 12:02	Softwares	IBM Lotus Notes	archive issue	18 Block, Geeta Colony O&M Office	Krishna Nagar	Closed By Site Engineer	28/02/2024 15:02	2.63	High
8832	20240228C52	28/02/2024 12:02	Networking	Network Breaks	airtal link break issue	18 Block, Geeta Colony O&M Office	Krishna Nagar	Closed By Site Engineer	28/02/2024 15:02	2.57	High
8833	20240228C53	28/02/2024 12:02	Softwares	IBM Lotus Notes	archive issue	18 Block, Geeta Colony O&M Office	Krishna Nagar	Closed By Site Engineer	28/02/2024 15:02	2.54	High
8834	20240228C54	28/02/2024 12:02	Networking	Network Breaks	network break issue again and again	18 Block, Geeta Colony O&M Office	Krishna Nagar	Closed By Site Engineer	28/02/2024 15:02	2.58	High
8835	20240228C55	28/02/2024 12:02	Hardware	Printer	light print issue	18 Block, Geeta Colony O&M Office	Krishna Nagar	Closed By Site Engineer	28/02/2024 15:02	2.52	High
8836	20240228C56	28/02/2024 12:02	Softwares	SAP	BSP sap password block	18 Block, Geeta Colony O&M Office	Krishna Nagar	Closed By Site Engineer	28/02/2024 15:02	2.51	High
8837	20240228C57	28/02/2024 12:02	Hardware	Printer	Blank printing in cabin printer.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	28/02/2024 17:02	4.54	High
8838	20240228C58	28/02/2024 12:02	Hardware	PC_CPU	system booting issue	F-15/2, Krishna Nagar, Comml Office	Krishna Nagar	Closed By Site Engineer	28/02/2024 15:02	2.35	High
8839	20240228C59	28/02/2024 12:02	Softwares	Domain Password	domain password reset	F-15/2, Krishna Nagar, Comml Office	Krishna Nagar	Closed By Site Engineer	28/02/2024 15:02	2.35	High
8840	20240228C60	28/02/2024 12:02	Softwares	IBM Lotus Notes	archive issue	F-15/2, Krishna Nagar, Comml Office	Krishna Nagar	Closed By Site Engineer	28/02/2024 15:02	2.33	High
8841	20240228C61	28/02/2024 12:02	Softwares	IBM Lotus Notes	lotus archive issue	F-15/2, Krishna Nagar, Comml Office	Krishna Nagar	Closed By Site Engineer	28/02/2024 15:02	2.31	High



S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
8842	20240228C62	28/02/2024 12:02	Hardware	PC_CPU	pds not connect issue	F-15/2, Krishna Nagar, Comml Office	Krishna Nagar	Closed By Site Engineer	28/02/2024 15:02	2.31	High
8843	20240228C63	28/02/2024 12:02	Softwares	Antivirus	antivirus update issue	F-15/2, Krishna Nagar, Comml Office	Krishna Nagar	Closed By Site Engineer	28/02/2024 15:02	2.29	Medium
8844	20240228C64	28/02/2024 12:02	Softwares	IBM Lotus Notes	archive issue	F-15/2, Krishna Nagar, Comml Office	Krishna Nagar	Closed By Site Engineer	28/02/2024 15:02	2.28	High
8845	20240228C65	28/02/2024 12:02	Softwares	IBM Lotus Notes	lotus password not working	F-15/2, Krishna Nagar, Comml Office	Krishna Nagar	Closed By Site Engineer	28/02/2024 15:02	2.27	High
8846	20240228C66	28/02/2024 12:02	Telecom	Avaya Digital	land line phone not working	F-15/2, Krishna Nagar, Comml Office	Krishna Nagar	Closed By Site Engineer	28/02/2024 15:02	2.26	High
8847	20240228C67	28/02/2024 12:02	Hardware	Scanner	scanner not working	F-15/2, Krishna Nagar, Comml Office	Krishna Nagar	Closed By Site Engineer	28/02/2024 15:02	2.23	High
8848	20240228C68	28/02/2024 12:02	Softwares	Antivirus	antivirus not working , system restat again and again	F-15/2, Krishna Nagar, Comml Office	Krishna Nagar	Closed By Site Engineer	28/02/2024 15:02	2.21	Medium
8849	20240228C69	28/02/2024 13:02	Softwares	Antivirus	antivirus issue system slow issue	F-15/2, Krishna Nagar, Comml Office	Krishna Nagar	Closed By Site Engineer	28/02/2024 15:02	2.19	Medium
8850	20240228C70	28/02/2024 13:02	Hardware	Keyboard	keyboard not working	F-15/2, Krishna Nagar, Comml Office	Krishna Nagar	Closed By Site Engineer	28/02/2024 15:02	2.17	High
8851	20240228C71	28/02/2024 13:02	Softwares	IBM Lotus Notes	archive issue	F-15/2, Krishna Nagar, Comml Office	Krishna Nagar	Closed By Site Engineer	28/02/2024 15:02	2.14	High
8852	20240228C72	28/02/2024 13:02	Softwares	SAP	P92 PASSWORD RESET SAP NOT WORKING	F-15/2, Krishna Nagar, Comml Office	Krishna Nagar	Closed By Site Engineer	28/02/2024 15:02	2.11	High
8853	20240228C73	28/02/2024 13:02	Softwares	Domain Password	DOMAIN PASSWORD RESET	F-15/2, Krishna Nagar, Comml Office	Krishna Nagar	Closed By Site Engineer	28/02/2024 15:02	2.1	High
8854	20240228C74	28/02/2024 13:02	Hardware	Laptop	issue gate pass for Surrender laptop printer scanner	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	28/02/2024 14:02	1.09	High
8855	20240228C75	28/02/2024 14:02	Softwares	Antivirus	Need to install antivirus	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	28/02/2024 17:02	3.16	Medium
8856	20240228C76	28/02/2024 14:02	Hardware	Printer	Prinr fed issue.	S/Stn. No. 02 (Ppg)	Laxmi Nagar	Closed By Site Engineer	29/02/2024 12:02	22.35	High
8857	20240228C77	28/02/2024 14:02	Hardware	Keyboard	KeyBoard is not working.	S/Stn. No. 02 (Ppg)	Laxmi Nagar	Closed By Hardware Team	18/03/2024 10:03	451.91	High
8858	20240228C78	28/02/2024 14:02	Softwares	Antivirus	Trend micro remove and installation of Crowd strike antivirus. Assign the call to Vikas Negi.	Saini Enclave Complaint Centre	Karkardooma	Closed By Site Engineer	28/02/2024 15:02	1.14	Medium
8859	20240228C79	28/02/2024 14:02	Softwares	IBM Lotus Notes	Trend micro remove and installation of Crowd strike antivirus. Assign the call to Vikas Negi.	Saini Enclave Complaint Centre	Karkardooma	Closed By Site Engineer	28/02/2024 15:02	1.11	High
8860	20240228C80	28/02/2024 14:02	Softwares	Antivirus	Trend micro remove and installation of Crowd strike antivirus. User :- Sameer Kumar. Assign the call to Vikas Negi.	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Site Engineer	28/02/2024 15:02	1.09	Medium
8861	20240228C81	28/02/2024 14:02	Softwares	IBM Lotus Notes	Need to create new Lotus archive. Assign the call to Vikas Negi.	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Site Engineer	28/02/2024 15:02	1.08	High
8862	20240228C82	28/02/2024 14:02	Softwares	GIS	LTM Software not working. Ora error showing. Need to replace Tns file replace with new one. Assign to Vikas Negi.	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Site Engineer	28/02/2024 15:02	0.91	Medium
8863	20240228C83	28/02/2024 14:02	Hardware	PC_CPU	System power issue	18-Block, East Patel Nagar, New Delhi-110 005 Comml Office	Patel Nagar	Closed By Site Engineer	28/02/2024 15:02	0.94	High
8864	20240228C84	28/02/2024 14:02	Softwares	Domain Rejoin	password problem	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	28/02/2024 17:02	2.37	Medium
8865	20240228C85	28/02/2024 14:02	Hardware	Printer	cartridge replace	Bm (Comml.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	28/02/2024 17:02	2.36	High
8866	20240228C86	28/02/2024 14:02	Softwares	IBM Lotus Notes	mail sending issue	Bm (Comml.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	28/02/2024 17:02	2.35	High
8867	20240228C87	28/02/2024 14:02	Softwares	Teamviewer	TEAMVIEWER NOT WORKING	Near Radhu Palace, Delhi (Lnr)	Laxmi Nagar	Closed By Site Engineer	28/02/2024 15:02	1.05	Medium
8868	20240228C88	28/02/2024 15:02	Lan Support	Lan Cable Extension	lan point issue	18-Block, East Patel Nagar, New Delhi-110 005 Comml Office	Patel Nagar	Closed By Site Engineer	28/02/2024 15:02	0.76	High
8869	20240228C89	28/02/2024 15:02	Lan Support	Lan Cable Replacement	One LAN cable is faulty. Need LAN team at GTR E&F Office sai chowck.	Jhilmil Division Gtr	Gt Road	Closed By Lan Support Team	01/03/2024 15:03	48.06	High
8870	20240228C90	28/02/2024 15:02	Softwares	IBM Lotus Notes	lotus mail location is not mapped , PI check	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	28/02/2024 15:02	0.81	High
8871	20240228C91	28/02/2024 15:02	Softwares	IBM Lotus Notes	Lotus Notes Password issue.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	28/02/2024 15:02	0.71	High
8872	20240228C92	28/02/2024 15:02	Hardware	Laptop	Laptop butting issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	04/03/2024 16:03	121.37	High
8873	20240228C93	28/02/2024 15:02	Softwares	Antivirus	antivirus issue.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	28/02/2024 16:02	1.31	Medium
8874	20240228C94	28/02/2024 15:02	Softwares	Antivirus	antivirus issue.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	28/02/2024 16:02	1.3	Medium
8875	20240228C95	28/02/2024 15:02	Softwares	Antivirus	1061673	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	28/02/2024 16:02	1.37	Medium
8876	20240228C96	28/02/2024 15:02	Hardware	Printer	light print issue.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	28/02/2024 16:02	1.32	High
8877	20240228C97	28/02/2024 15:02	Softwares	Antivirus	antivirus issue.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	28/02/2024 16:02	1.28	Medium
8878	20240228C98	28/02/2024 15:02	Hardware	Mouse	mouse is faulty.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	28/02/2024 16:02	1.32	High
8879	20240228C99	28/02/2024 15:02	Hardware	Printer	paper jam in printer.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	28/02/2024 16:02	1.32	High
8880	20240228C100	28/02/2024 15:02	Softwares	Antivirus	antivirus issue.	33 Kv Grid, G.T.Road Comml Bldg	Gt Road	Closed By Site Engineer	28/02/2024 16:02	1.26	Medium
8881	20240228C101	28/02/2024 15:02	Softwares	Antivirus	antivirus issue.	Jhilmil Division Gtr	Gi Road	Closed By Site Engineer	28/02/2024 16:02	1.25	Medium
8882	20240228C102	28/02/2024 15:02	Softwares	Antivirus	antivirus issue.	O & M Office B-Block, Dilshad Garden, Delhi	Gt Road	Closed By Site Engineer	28/02/2024 16:02	1.25	Medium
8883	20240228C103	28/02/2024 15:02	Softwares	Adobe Reader	adobe issue.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	28/02/2024 16:02	1.25	Medium
8884	20240228C104	28/02/2024 15:02	Softwares	Antivirus	antivirus issue.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	28/02/2024 16:02	1.23	Medium
8885	20240228C105	28/02/2024 15:02	Hardware	Printer	paper jam in printer.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	28/02/2024 16:02	1.28	High
8886	20240228C106	28/02/2024 15:02	Softwares	Antivirus	antivirus issue.	33 Kv Grid, G.T.Road Comml Bldg	Gt Road	Closed By Site Engineer	28/02/2024 16:02	1.22	Medium
8887	20240228C107	28/02/2024 15:02	Softwares	IBM Lotus Notes	lotus issue.	Dwarka Puri Grid	Gt Road	Closed By Site Engineer	28/02/2024 16:02	1.28	High
8888	20240228C108	28/02/2024 15:02	Hardware	Printer	light print issue.	33 Kv Grid, G.T.Road Comml Bldg	Gt Road	Closed By Site Engineer	28/02/2024 16:02	1.24	High
8889	20240228C109	28/02/2024 15:02	Softwares	Domain Password	domain password issue.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	28/02/2024 16:02	1.26	High
8890	20240228C110	28/02/2024 15:02	Softwares	Antivirus	antivirus issue.,	Jhilmil Division Gtr	Gi Road	Closed By Site Engineer	28/02/2024 16:02	1.19	Medium
8891	20240228C111	28/02/2024 15:02	Softwares	Antivirus	antivirus issue.	Jhilmil Division Gtr	Gi Road	Closed By Site Engineer	28/02/2024 16:02	1.19	Medium
8892	20240228C112	28/02/2024 15:02	Hardware	Printer	printer issue.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	28/02/2024 16:02	1.21	High
8893	20240228C113	28/02/2024 15:02	Softwares	Adobe Reader	adobe issue.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	28/02/2024 16:02	1.19	Medium
8894	20240228C114	28/02/2024 15:02	Softwares	Antivirus	antivirus issue.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	28/02/2024 16:02	1.17	Medium
8895	20240228C115	28/02/2024 15:02	Hardware	Printer	printing issue.	33 Kv Grid, G.T.Road Comml Bldg	Gi Road	Closed By Site Engineer	28/02/2024 16:02	1.19	High
8896	20240228C116	28/02/2024 15:02	Hardware	Mouse	mouse is faulty.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	28/02/2024 16:02	1.2	High
8897	20240228C117	28/02/2024 15:02	Softwares	Antivirus	antivirus issue.	Jhilmil Division Gtr	Gi Road	Closed By Site Engineer	28/02/2024 16:02	1.15	Medium
8898	20240228C118	28/02/2024 15:02	Softwares	Domain Password	Domain a/c reset.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	28/02/2024 15:02	0.22	High
8899	20240228C119	28/02/2024 15:02	Softwares	Domain Password	Domai A/c reset.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	28/02/2024 15:02	0.22	High
8900	20240228C120	28/02/2024 15:02	Softwares	IBM Lotus Notes	Mail notes INI setting issue.	Cbd-ii Grid, Kkd	Karkardooma	Closed By Helpdesk	28/02/2024 15:02	0.2	High
8901	20240228C121	28/02/2024 15:02	Softwares	Domain Password	Reset of 40130759.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Helpdesk	28/02/2024 15:02	0.17	High
8902	20240228C122	28/02/2024 15:02	Hardware	Printer	Printer install.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	28/02/2024 15:02	0.16	High

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
8903	20240228C123	28/02/2024 15:02	General Calls	Presentation / VC	Mail ID confirmation for Tulip meeting.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	28/02/2024 15:02	0.14	High
8904	20240228C124	28/02/2024 15:02	Softwares	Internet	.Net framework installation.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	28/02/2024 15:02	0.13	High
8905	20240228C125	28/02/2024 15:02	Softwares	Domain Password	Domain reset.	18-Block Geeta Colony, Delhi	Krishna Nagar	Closed By Helpdesk	28/02/2024 15:02	0.11	High
8906	20240228C126	28/02/2024 15:02	Softwares	Domain Password	Doamain reset.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	28/02/2024 15:02	0.1	High
8907	20240228C127	28/02/2024 15:02	Softwares	Domain Password	Reset of 903011118 .	Cbd-li Grid, Kkd	Karkardooma	Closed By Helpdesk	28/02/2024 15:02	0.09	High
8908	20240228C128	28/02/2024 15:02	Softwares	MSB	Mail ID confirmation for MSB access.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	28/02/2024 15:02	0.08	Medium
8909	20240228C129	28/02/2024 15:02	Hardware	PC_CPU	SYSTEM NOT OPEN ( PASSWORD ISSUE )	O&M (Pin), 10-B, Rajindra Place, New Delhi-110 008 (Patel Auto)	Patel Nagar	Closed By Site Engineer	29/02/2024 13:02	21.36	High
8910	20240228C130	28/02/2024 15:02	Softwares	IBM Lotus Notes	Mail quota exceed issue.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	28/02/2024 16:02	0.78	High
8911	20240228C131	28/02/2024 15:02	Hardware	Printer	Printer installation in other PC.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	28/02/2024 15:02	0.07	High
8912	20240228C132	28/02/2024 15:02	Softwares	OS	Taskbar setting issue.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	28/02/2024 15:02	0.06	Medium
8913	20240228C133	28/02/2024 15:02	Softwares	Internet	Internet access failure.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	28/02/2024 15:02	0.06	High
8914	20240228C134	28/02/2024 16:02	Softwares	Antivirus	Antivirus installation	Cbd-li Grid, Kkd	Karkardooma	Closed By Hardware Team	28/02/2024 17:02	1.33	Medium
8915	20240228C135	28/02/2024 16:02	Softwares	Cute PDF	REQUEST TO INSTALL PDF SOFTWARE IN MY SYSTEM.	Kasturba Nagar Complaint Centre	Karkardooma	Closed By Site Engineer	04/03/2024 12:03	116.52	Medium
8916	20240228C136	28/02/2024 16:02	Softwares	Antivirus	Antivirus not updated	S/Sin No 4, Energy Audit Scada (Ppg)	Laxmi Nagar	Closed By Site Engineer	01/03/2024 15:03	46.69	Medium
8917	20240228C137	28/02/2024 16:02	Hardware	Keyboard	keyboard not working	33kv Grid, Kamla Market Comml Office	Darya Ganj	Closed By Site Engineer	01/03/2024 18:03	49.83	High
8918	20240228C138	28/02/2024 16:02	Softwares	IBM Lotus Notes	lotus mail not working	33kv Grid, Kamla Market Comml Office	Darya Ganj	Closed By Site Engineer	01/03/2024 18:03	49.82	High
8919	20240228C139	28/02/2024 16:02	Softwares	Adobe Reader	Adobe not working	33kv Grid, Kamla Market Comml Office	Darya Ganj	Closed By Site Engineer	01/03/2024 18:03	49.82	Medium
8920	20240228C140	28/02/2024 16:02	Softwares	Antivirus	Antivirus installation	Cgrf, Lal Bldg, Kkd (IC Kkd Grid)	Karkardooma	Closed By Hardware Team	28/02/2024 17:02	0.87	Medium
8921	20240228C141	28/02/2024 16:02	Softwares	GIS	gis not working	Aram Bagh Bm(Comml), Phg	Pahar Ganj	Closed By Site Engineer	28/02/2024 16:02	0.51	Medium
8922	20240228C142	28/02/2024 16:02	Hardware	PC_CPU	System slow	Aram Bagh Bm(Comml), Phg	Pahar Ganj	Closed By Site Engineer	28/02/2024 16:02	0.5	High
8923	20240228C143	28/02/2024 16:02	Softwares	IBM Lotus Notes	Document deleted error in mail.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	28/02/2024 16:02	0	High
8924	20240228C144	28/02/2024 16:02	Softwares	Ms-Office	MS Office file Editing issue.	Training And Work Shop, (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	29/02/2024 12:02	19.72	High
8925	20240228C145	28/02/2024 16:02	Softwares	VPN	VPN is not working.	Training And Work Shop, (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	29/02/2024 12:02	19.65	Medium
8926	20240228C146	28/02/2024 17:02	Hardware	PC_CPU	System Power issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	28/02/2024 17:02	0	High
8927	20240228C147	28/02/2024 17:02	Softwares	Antivirus	Antivirus installation	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	28/02/2024 17:02	0.29	Medium
8928	20240228C148	28/02/2024 17:02	Softwares	OS	Temp files remove.	Kanti Nagar Complaint Centre	Krishna Nagar	Closed By Helpdesk	28/02/2024 17:02	0.01	Medium
8929	20240228C149	28/02/2024 17:02	Softwares	IBM Lotus Notes	Lotus is not performing.	Kanti Nagar Complaint Centre	Krishna Nagar	Closed By Helpdesk	28/02/2024 17:02	0	High
8930	20240228C150	28/02/2024 17:02	Hardware	Scanner	Scanning issue in scanner	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	28/02/2024 17:02	0	High
8931	20240228C151	28/02/2024 17:02	Hardware	Laptop	new laptop need to ready for nehru place traning	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	29/02/2024 09:02	16.12	High
8932	20240228C152	28/02/2024 17:02	Softwares	OS	windows and software need to install in nehru place traning	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	29/02/2024 09:02	16.1	Medium
8933	20240228C153	28/02/2024 17:02	Hardware	Keyboard	keyboard is not working (key 012345678,CTRL.)Please arrange to replace the same .	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Hardware Team	06/03/2024 10:03	161.44	High
8934	20240229C1	29/02/2024 07:02	Hardware	IP Camera	STORE TRF WORKSHOP-2 CAMERA NOT WORKING	Training And Work Shop, (Ppg-2)	Laxmi Nagar	Closed By Lan Support Team	05/03/2024 08:03	121.11	High
8935	20240229C2	29/02/2024 07:02	Hardware	IP Camera	CC JYOTI NAGAR CAMERA NOT WORKING	Jyoti Colony Complaint Center, East Of Loni Road	Nand Nagari	On Hold By Lan Support Team			High
8936	20240229C3	29/02/2024 08:02	Softwares	IBM Lotus Notes	mail issue	Mig Office, East Of Loni Road	Nand Nagari	Closed By Site Engineer	29/02/2024 11:02	3.42	High
8937	20240229C4	29/02/2024 08:02	Softwares	Ms-Office	office issue	Mig Office, East Of Loni Road	Nand Nagari	Closed By Site Engineer	29/02/2024 11:02	3.43	High
8938	20240229C5	29/02/2024 08:02	Hardware	Printer	print issue	33 Kv Grid, G.T.Road Comml Bldg	Gt Road	Assign			High
8939	20240229C6	29/02/2024 08:02	Softwares	Ms-Office	excel issue	33 Kv Grid, G.T.Road Comml Bldg	Gt Road	Assign			High
8940	20240229C7	29/02/2024 08:02	Softwares	Domain Rejoin	domain issue	Shahdara Store L-Block, Dilshad Garden	Gt Road	Assign			Medium
8941	20240229C8	29/02/2024 08:02	Hardware	Printer	print issue	Shahdara Store L-Block, Dilshad Garden	Gt Road	Assign			High
8942	20240229C9	29/02/2024 08:02	Softwares	Adobe Reader	adobe issue	Commercial Office, Nng	Nand Nagari	Closed By Site Engineer	29/02/2024 11:02	3.39	Medium
8943	20240229C10	29/02/2024 08:02	Hardware	Scanner	scanning issue	Commercial Office, Nng	Nand Nagari	Closed By Site Engineer	29/02/2024 11:02	3.39	High
8944	20240229C11	29/02/2024 08:02	Softwares	IBM Lotus Notes	mail archive issue	Commercial Office, Nng	Nand Nagari	Closed By Site Engineer	29/02/2024 11:02	3.37	High
8945	20240229C12	29/02/2024 08:02	Hardware	Printer	print issue	Commercial Office, Nng	Nand Nagari	Closed By Site Engineer	29/02/2024 11:02	3.38	High
8946	20240229C13	29/02/2024 08:02	Hardware	PC_CPU	ON/OFF Switch not working PG00Q44Q---PC serial no	Shahdara Store L-Block, Dilshad Garden	Gt Road	Assign			High
8947	20240229C14	29/02/2024 09:02	Softwares	Domain Password	Domain password reset	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Helpdesk	29/02/2024 09:02	0.01	High
8948	20240229C15	29/02/2024 10:02	Hardware	Laptop Battery	Laptop battery problem call assign to Arpit (PF-OKTPYN)	Complaint Office, Karawal Nagar	Karawal Nagar	Closed By Hardware Team	04/03/2024 10:03	96.55	High
8949	20240229C16	29/02/2024 10:02	Telecom	Avaya Digital	land line phone voice not clear in land line phone pls assign to lan team 07982038977	F-15/2, Krishna Nagar, Comml Office	Krishna Nagar	Closed By Lan Support Team	05/03/2024 10:03	120.08	High
8950	20240229C17	29/02/2024 10:02	Telecom	Avaya Digital	voice not clear in land line phone pls assign to LAN TEAM	F-15/2, Krishna Nagar, Comml Office	Krishna Nagar	Closed By Lan Support Team	05/03/2024 15:03	124.65	High
8951	20240229C18	29/02/2024 10:02	Softwares	Ms-Office	Excel file read/write issue	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	29/02/2024 17:02	6.82	High
8952	20240229C19	29/02/2024 10:02	Lan Support	Lan Connectivity Provision	Network is not coming (between A and B block of 2nd. floor)9128 Bishmender Singh	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	29/02/2024 16:02	5.23	High
8953	20240229C20	29/02/2024 10:02	Hardware	Mouse	Mouse Faulty (GN1NH32) call assign to Arpit	Complaint Office, Karawal Nagar	Karawal Nagar	Closed By Hardware Team	18/03/2024 10:03	431.43	High
8954	20240229C21	29/02/2024 10:02	Lan Support	Lan Cable Replacement	Network connectivity issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	01/03/2024 15:03	28.2	High
8955	20240229C22	29/02/2024 10:02	Hardware	Printer	Printer issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	29/02/2024 16:02	5.08	High
8956	20240229C23	29/02/2024 11:02	Hardware	Printer	Blank printing in C&M 2nd printer.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	29/02/2024 16:02	4.99	High
8957	20240229C24	29/02/2024 11:02	Softwares	SAP	pl configure bsp urgently ...	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	29/02/2024 14:02	3.12	High
8958	20240229C25	29/02/2024 11:02	Softwares	Domain Password	System password reset of counter no-5801	33kv Grid, Kamla Market Comml Office	Darya Ganj	Closed By Helpdesk	29/02/2024 11:02	0	High
8959	20240229C26	29/02/2024 11:02	Softwares	Domain Password	Password reset of counter no 5801	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	29/02/2024 11:02	0	High
8960	20240229C27	29/02/2024 11:02	Softwares	IBM Lotus Notes	Mail issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	29/02/2024 11:02	0	High
8961	20240229C28	29/02/2024 11:02	Hardware	Printer	Distribution Printer cartridge need to be replace /2B	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	29/02/2024 16:02	4.56	High
8962	20240229C29	29/02/2024 12:02	Hardware	Printer	printer not working	Bm (Comml.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	29/02/2024 16:02	4.88	High
8963	20240229C30	29/02/2024 12:02	Telecom	IP Phone	phone login issue	Bm (Comml.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	29/02/2024 16:02	4.87	High

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
8964	20240229C31	29/02/2024 12:02	Hardware	PC_CPU	pc not start	Mulla Colony Scrap Store, Near Gajpur Police Station	Vasundra Enclave	Closed By Site Engineer	29/02/2024 16:02	4.86	High
8965	20240229C32	29/02/2024 12:02	Hardware	Printer	printer installed	Comml Office Cbd-iii	Karkardooma	Closed By Site Engineer	29/02/2024 17:02	5.31	High
8966	20240229C33	29/02/2024 12:02	Hardware	All In One Desktop	pinelap not working	Complain Center, Sub-Stn. No. 3, Mayur Vihar Ph-iii, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	29/02/2024 16:02	4.85	Medium
8967	20240229C34	29/02/2024 12:02	Softwares	IBM Lotus Notes	Lotus mail Archive folder is not showing	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	29/02/2024 12:02	0	High
8968	20240229C35	29/02/2024 12:02	Softwares	SAP	SAP Password issue.	Gh-ii Grid (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	29/02/2024 16:02	3.71	High
8969	20240229C36	29/02/2024 12:02	Hardware	Printer	printer not working	Hauz Quzi Complaint Center	Darya Ganj	Closed By Site Engineer	01/03/2024 18:03	29.55	High
8970	20240229C37	29/02/2024 12:02	Softwares	Antivirus	Antivirus Updation issue.	S/Stn. No. 13, Ppg (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	29/02/2024 16:02	3.58	Medium
8971	20240229C38	29/02/2024 13:02	Softwares	CAS	CAS application install with oracle	Comml Office Cbd-iii	Karkardooma	Closed By Site Engineer	29/02/2024 17:02	4.32	Medium
8972	20240229C39	29/02/2024 13:02	Softwares	Windows	windows crashed	O&M (Ptn), 10-B, Rajindra Place, New Delhi-110 008 (Patel Auto)	Patel Nagar	Closed By Site Engineer	01/03/2024 12:03	23.6	High
8973	20240229C40	29/02/2024 14:02	Hardware	Laptop	Kindly help to file the requisition for replacement of laptop .	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	01/03/2024 10:03	19.78	High
8974	20240229C41	29/02/2024 14:02	Hardware	Laptop	Kindly help to fill the IT requisition for laptop replacement .	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	01/03/2024 10:03	19.74	High
8975	20240229C42	29/02/2024 14:02	Softwares	IBM Lotus Notes	mail sending issue	Bm (Comml.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	29/02/2024 16:02	2.4	High
8976	20240229C43	29/02/2024 14:02	Softwares	SAP	file not opening	Bm (Comml.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	29/02/2024 16:02	2.39	High
8977	20240229C44	29/02/2024 14:02	Hardware	PC_CPU	QMS Machine not working	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & ii	Mayur Vihar	Closed By Site Engineer	29/02/2024 16:02	1.96	High
8978	20240229C45	29/02/2024 14:02	Hardware	Printer	printer not working	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & ii	Mayur Vihar	Closed By Site Engineer	29/02/2024 16:02	1.94	High
8979	20240229C46	29/02/2024 14:02	Hardware	Printer	last Cabin printer paper jam	Mulla Colony Scrap Store, Near Gajpur Police Station	Vasundra Enclave	Closed By Hardware Team	29/02/2024 16:02	1.07	High
8980	20240229C47	29/02/2024 14:02	Hardware	Printer	Prinetr plain paper is coming.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	29/02/2024 16:02	1.05	High
8981	20240229C48	29/02/2024 14:02	Hardware	Printer	printer add	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	01/03/2024 10:03	19.09	High
8982	20240229C49	29/02/2024 14:02	Hardware	All In One Desktop	mail not opening	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	29/02/2024 16:02	1.91	Medium
8983	20240229C50	29/02/2024 15:02	Softwares	Windows	PRINTER Need to attach	C-7, Commercial Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Site Engineer	29/02/2024 17:02	1.96	High
8984	20240229C51	29/02/2024 15:02	Lan Support	Lan Cable Replacement	ONE Lan Port not working	33 Kv Sub./Station Lines I.P. Estate New Delhi 110002	Darya Ganj	Closed By Lan Support Team	05/03/2024 08:03	113.02	High
8985	20240229C52	29/02/2024 16:02	Hardware	Scanner	Scanner installation	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	01/03/2024 16:03	24.29	High
8986	20240229C53	29/02/2024 16:02	Softwares	Windows	printer need to attach	C-7, Commercial Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Site Engineer	29/02/2024 17:02	1.37	High
8987	20240229C54	29/02/2024 16:02	Softwares	Antivirus	AV Need to install	C-6, O&M Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Site Engineer	29/02/2024 17:02	1.35	Medium
8988	20240229C55	29/02/2024 16:02	Softwares	Browser	\\10.125.75.234 copy issue	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & ii	Mayur Vihar	Closed By Site Engineer	01/03/2024 11:03	19.59	Medium
8989	20240229C56	29/02/2024 16:02	Softwares	Browser	issue for internet rights please resolve this issue nilesh	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & ii	Mayur Vihar	Closed By Site Engineer	01/03/2024 11:03	19.53	Medium
8990	20240229C57	29/02/2024 16:02	Hardware	TFT	error showing on Ift screen	C-6, O&M Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Site Engineer	01/03/2024 09:03	17.12	High
8991	20240229C58	29/02/2024 16:02	Softwares	Antivirus	antivirus need to install	C-7, Commercial Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Site Engineer	01/03/2024 09:03	17.08	Medium
8992	20240229C59	29/02/2024 16:02	Hardware	Mouse	mouse left click not working please replace this mouse S/no - PG00X13C Please assign Arpit sir	Complaint Center Sub-Stn. No. 4, Mig Housing Flat, Mayur Vihar Ph-iii, Delhi-110 096	Vasundra Enclave	Closed By Hardware Team	18/03/2024 10:03	425.42	High
8993	20240229C60	29/02/2024 16:02	Hardware	Laptop	4 laptop require for RPL traning	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	01/03/2024 10:03	17.64	High
8994	20240229C61	29/02/2024 16:02	Hardware	Laptop	4 laptop require for RPL traning	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	01/03/2024 10:03	17.64	High
8995	20240229C62	29/02/2024 16:02	Softwares	OS	window and software need to install in RPL traning laptop	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	01/03/2024 10:03	17.63	Medium
8996	20240229C63	29/02/2024 16:02	Softwares	OS	window and software need to install in RPL traning laptop	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	01/03/2024 10:03	17.63	Medium
8997	20240229C64	29/02/2024 17:02	Hardware	Mouse	Left click not working.	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Hardware Team	04/03/2024 10:03	89.13	High
8998	20240229C65	29/02/2024 17:02	Networking	Link Down	Network down in whole systems at morning.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	29/02/2024 17:02	0.19	High
8999	20240229C66	29/02/2024 17:02	Softwares	Domain Password	Reset of hemant.	Saini Enclave Complaint Centre	Karkardooma	Closed By Helpdesk	29/02/2024 17:02	0.19	High
9000	20240229C67	29/02/2024 17:02	Hardware	Barcode Reader	Barcode Scanner not working property	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	01/03/2024 17:03	23.9	Medium
9001	20240229C68	29/02/2024 17:02	Softwares	IBM Lotus Notes	Lotus not performing.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	29/02/2024 17:02	0.17	High
9002	20240229C69	29/02/2024 17:02	Softwares	Browser	share folder issue	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & ii	Mayur Vihar	Closed By Site Engineer	29/02/2024 17:02	0.3	Medium
9003	20240229C70	29/02/2024 17:02	Softwares	IBM Lotus Notes	Lotus mail password.	Mig Office, East Of Loni Road	Nand Nagari	Closed By Helpdesk	29/02/2024 17:02	0.16	High
9004	20240229C71	29/02/2024 17:02	Softwares	Domain Password	Reset of 40136702 .	18-Block, East Patel Nagar, New Delhi-110 005 Comml Office	Patel Nagar	Closed By Helpdesk	29/02/2024 17:02	0.14	High
9005	20240229C72	29/02/2024 17:02	Softwares	Domain Password	Reset of 40013547 .	18-Block, East Patel Nagar, New Delhi-110 005 Comml Office	Patel Nagar	Closed By Helpdesk	29/02/2024 17:02	0.14	High
9006	20240229C73	29/02/2024 17:02	Softwares	Domain Password	Reset of 41000031.	18-Block, East Patel Nagar, New Delhi-110 005 Comml Office	Patel Nagar	Closed By Helpdesk	29/02/2024 17:02	0.14	High
9007	20240229C74	29/02/2024 17:02	Softwares	Domain Password	Reset of audit pc02.	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Comml Office	Shankar Road	Closed By Helpdesk	29/02/2024 17:02	0.13	High
9008	20240229C75	29/02/2024 17:02	Softwares	IBM Lotus Notes	Lotus quota issue.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	29/02/2024 17:02	0.12	High
9009	20240229C76	29/02/2024 17:02	Softwares	IBM Lotus Notes	Lotus performing issue.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	29/02/2024 17:02	0.11	High
9010	20240229C77	29/02/2024 17:02	Networking	Network Breaks	Verify network connectivity via IP access.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	29/02/2024 17:02	0.06	High
9011	20240229C78	29/02/2024 17:02	Softwares	ITSM Request	Pen drive request raised.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	29/02/2024 17:02	0.05	High
9012	20240229C79	29/02/2024 17:02	Softwares	VPN	VPN connectivity failed.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	29/02/2024 17:02	0.04	Medium
9013	20240229C80	29/02/2024 17:02	Softwares	Domain Password	Reset of sf7457.	C-7, Commercial Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Helpdesk	29/02/2024 17:02	0.04	High
9014	20240229C81	29/02/2024 17:02	Hardware	Printer	Printer installation in sonu PC.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	29/02/2024 17:02	0.03	High
9015	20240229C82	29/02/2024 17:02	Softwares	VPN	VPN connectivity issue in sonu PC.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	29/02/2024 17:02	0.26	Medium
9016	20240229C83	29/02/2024 17:02	Softwares	VTMS	Share folder is not opening.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	29/02/2024 17:02	0.04	Medium
9017	20240229C84	29/02/2024 17:02	Softwares	Windows	Share folder is not opening.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	29/02/2024 17:02	0.02	High
9018	20240229C85	29/02/2024 17:02	Softwares	Windows	Share folder is not opening.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	29/02/2024 17:02	0.01	High
9019	20240229C86	29/02/2024 17:02	Softwares	CAS	Cash software not open of kamal kumar	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	29/02/2024 17:02	0.03	Medium
9020	20240229C87	29/02/2024 17:02	Softwares	Ms-Office	Excel file issue of kamal kumar	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	29/02/2024 17:02	0.02	High

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
9021	20240229C88	29/02/2024 17:02	Softwares	IBM Lotus Notes	Mail issue of kamal kumar	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	29/02/2024 17:02	0.02	High
9022	20240229C89	29/02/2024 17:02	Softwares	Antivirus	Virus reinstall of kamal kumar	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	29/02/2024 17:02	0.01	Medium
9023	20240229C90	29/02/2024 17:02	Softwares	ESS	Ess not open of Kamal kumar	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	29/02/2024 17:02	0	Medium
9024	20240229C91	29/02/2024 17:02	Softwares	Cute PDF	cute PDF software install of Sudhir yadav	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	29/02/2024 17:02	0.03	Medium
9025	20240229C92	29/02/2024 17:02	Softwares	Domain Password	password reset of Sudhir yadav	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	29/02/2024 17:02	0.02	High
9026	20240229C93	29/02/2024 17:02	Softwares	IBM Lotus Notes	Mail issue of Sudhir Yadav	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	29/02/2024 17:02	0.02	High
9027	20240229C94	29/02/2024 17:02	Softwares	Browser	Google chrome of Sudhir yadav	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	29/02/2024 17:02	0.01	Medium
9028	20240229C95	29/02/2024 17:02	Softwares	Domain Rejoin	domain join of Sudhir yadav	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	29/02/2024 17:02	0	Medium
9029	20240229C96	29/02/2024 17:02	Softwares	CAS	CAS software issue of Vijay singh	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	29/02/2024 17:02	0.05	Medium
9030	20240229C97	29/02/2024 17:02	Softwares	ESS	ESS not open of Vijay singh	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	29/02/2024 17:02	0.04	Medium
9031	20240229C98	29/02/2024 17:02	Softwares	Ms-Office	Excel file not open of Vijay singh	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	29/02/2024 17:02	0.03	High
9032	20240229C99	29/02/2024 17:02	Softwares	Domain Password	Password reset of vijay singh	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	29/02/2024 17:02	0.02	High
9033	20240229C100	29/02/2024 17:02	Softwares	Domain Rejoin	Domain rejoin of Vijay singh	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	29/02/2024 17:02	0.02	Medium
9034	20240229C101	29/02/2024 17:02	Softwares	SAP	SAP file not open of Vijay singh	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	29/02/2024 17:02	0.01	High
9035	20240229C102	29/02/2024 17:02	Softwares	BYPL Intranet	ITSM form fill - up of Manoj Kumar	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	29/02/2024 17:02	0.04	Medium
9036	20240229C103	29/02/2024 17:02	Softwares	IBM Lotus Notes	Mail issue of Manoj Kumar	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	29/02/2024 17:02	0.03	High
9037	20240229C104	29/02/2024 17:02	Softwares	Domain Password	Password reset of Manoj Kumar	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	29/02/2024 17:02	0.02	High
9038	20240229C105	29/02/2024 17:02	Softwares	Antivirus	Antivirus upgrade of Manoj kumar	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	29/02/2024 17:02	0.02	Medium
9039	20240229C106	29/02/2024 17:02	Softwares	Browser	Google chrome reinstall of Manoj Kumar	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	29/02/2024 17:02	0.01	Medium
9040	20240229C107	29/02/2024 17:02	Softwares	ESS	ESS not open Of Manoj Kumar	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	29/02/2024 17:02	0	Medium
9041	20240229C108	29/02/2024 17:02	Softwares	Browser	Google chrome issue Jaswant Kumar	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	29/02/2024 17:02	0.01	Medium
9042	20240229C109	29/02/2024 17:02	Softwares	Ms-Office	Excel file issue of Jaswant Kumar	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	29/02/2024 17:02	0	High
9043	20240301C1	01/03/2024 07:03	Hardware	IP Camera	CC C-2 NAND NAGARI CAMERA NOT WORKING	CC C-2 Complaint.Center	Nand Nagari	Closed By Lan Support Team	05/03/2024 08:03	97.15	High
9044	20240301C2	01/03/2024 07:03	Hardware	IP Camera	CC PKT-C MVR CAMERA NOT WORKING	Pkt-C, Mvr Ph-Ii, Delhi	Mayur Vihar	Closed By Lan Support Team	05/03/2024 10:03	98.94	High
9045	20240301C3	01/03/2024 07:03	Hardware	IP Camera	GH-2 GRID CAMERA NOT WORKING	GH-II Grid (Ppg-2)	Laxmi Nagar	Closed By Lan Support Team	05/03/2024 08:03	97.12	High
9046	20240301C4	01/03/2024 09:03	Hardware	Printer	printer not working	Miq Office, East Of Loni Road	Nand Nagari	Closed By Site Engineer	05/03/2024 10:03	96.99	High
9047	20240301C5	01/03/2024 09:03	Hardware	PC, CPU	PC display issue serial no --PG00Q44Q	Shahdara Store L-Block, Dilshad Garden	Gt Road	Closed By Hardware Team	04/03/2024 10:03	72.47	High
9048	20240301C6	01/03/2024 09:03	Telecom	Telephone Shifting	Pl shift telephone EXTN-9437 from Pooja B Mishra to Vishal Rauthan Desk	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	01/03/2024 11:03	2.2	High
9049	20240301C7	01/03/2024 09:03	Hardware	Printer	PRINTER NOT WORKING PROPER	Aram Bagh Brm(Comm), Phg	Pahar Ganj	Closed By Site Engineer	04/03/2024 14:03	76.53	High
9050	20240301C8	01/03/2024 10:03	Networking	Link Down	visit pocket c mayur vihar for FLT network	Comm. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & Ii	Mayur Vihar	Closed By Site Engineer	01/03/2024 11:03	1.76	High
9051	20240301C9	01/03/2024 10:03	Hardware	Printer	printer not working	Complain Center, Sub-Stn. No. 3, Mayur Vihar Ph-Iii, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	01/03/2024 16:03	6.57	High
9052	20240301C10	01/03/2024 10:03	Hardware	Scanner	software essu by scanner	Pkt-C, Mvr Ph-Ii, Delhi	Mayur Vihar	Closed By Site Engineer	01/03/2024 11:03	1.21	High
9053	20240301C11	01/03/2024 10:03	Networking	Link Down	link done	Pkt-C, Mvr Ph-Ii, Delhi	Mayur Vihar	Closed By Site Engineer	01/03/2024 11:03	1.19	High
9054	20240301C12	01/03/2024 10:03	Hardware	Laptop	As per user Laptop is heavy so discussed with Manish Singh Sir	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	01/03/2024 13:03	2.32	High
9055	20240301C13	01/03/2024 10:03	Hardware	Printer	blank print out is coming from printer	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	01/03/2024 13:03	2.31	High
9056	20240301C14	01/03/2024 10:03	Hardware	Printer	printer not working	C-7, Commercial Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Site Engineer	01/03/2024 17:03	6.52	High
9057	20240301C15	01/03/2024 11:03	Softwares	OMS	report not open	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	01/03/2024 16:03	5.84	Medium
9058	20240301C16	01/03/2024 11:03	Softwares	Admin Helpdesk	password reset	Pkt-C, Mvr Ph-Ii, Delhi	Mayur Vihar	Closed By Site Engineer	01/03/2024 11:03	0.61	Medium
9059	20240301C17	01/03/2024 11:03	Softwares	IBM Lotus Notes	mail not working	18-Block, East Patel Nagar, New Delhi-110 005 Commf Office	Patel Nagar	Closed By Site Engineer	01/03/2024 12:03	1.52	High
9060	20240301C18	01/03/2024 11:03	Telecom	IP Phone	telecom not working	T-Sohan Lal Marg, Prasad Nagar, New Delhi (Vigilance Office)	Patel Nagar	Closed By Site Engineer	01/03/2024 12:03	1.49	High
9061	20240301C19	01/03/2024 11:03	Softwares	Ms-Office	Office file is not editing.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	01/03/2024 11:03	0.52	High
9062	20240301C20	01/03/2024 11:03	Lan Support	Lan Cable Conduiting	lan point not working	T-Sohan Lal Marg, Prasad Nagar, New Delhi (Vigilance Office)	Patel Nagar	Closed By Site Engineer	01/03/2024 12:03	1.48	High
9063	20240301C21	01/03/2024 11:03	Networking	Link Down	Network issue.	S/Stn. No. 13, Ppg (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	13/03/2024 17:03	294.13	High
9064	20240301C22	01/03/2024 11:03	Hardware	PC, CPU	REPLACEMENT CPU	Near Radhu Palace, Delhi (Lnr)	Laxmi Nagar	On Hold By Site Engineer			High
9065	20240301C23	01/03/2024 11:03	Softwares	Domain Password	Password reset	Commf Office Cbd-Iii	Karkardooma	Closed By Helpdesk	01/03/2024 11:03	0	High
9066	20240301C24	01/03/2024 11:03	Networking	Link Down	Airtel Link Down please check . call assign to Vikas	Saini Enclave Complaint Centre	Karkardooma	Closed By Site Engineer	01/03/2024 14:03	2.37	High
9067	20240301C25	01/03/2024 11:03	Hardware	RAM	Ram problem required update	S/Stn No 4, Energy Audit Scada (Ppg)	Laxmi Nagar	Closed By Site Engineer	01/04/2024 16:04	748.57	Medium
9068	20240301C26	01/03/2024 11:03	Softwares	IBM Lotus Notes	archive not access	Bm (Comm.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	01/03/2024 16:03	5.07	High
9069	20240301C27	01/03/2024 11:03	Lan Support	Lan Cable Replacement	LAN cable replace lily room / GF	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	01/03/2024 15:03	3.19	High
9070	20240301C28	01/03/2024 11:03	Hardware	PC, CPU	Vijay B Lal Sir PC is not power on.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	01/03/2024 15:03	3.54	High
9071	20240301C29	01/03/2024 11:03	Hardware	Printer	printer issue	Commf. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & Ii	Mayur Vihar	Closed By Site Engineer	01/03/2024 16:03	4.37	High
9072	20240301C30	01/03/2024 12:03	Hardware	Printer	printer issue	Commf. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & Ii	Mayur Vihar	Closed By Site Engineer	01/03/2024 16:03	4.18	High
9073	20240301C31	01/03/2024 12:03	Softwares	Domain Password	Password reset	Bm (Comm.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Helpdesk	01/03/2024 12:03	0	High
9074	20240301C32	01/03/2024 12:03	Hardware	Laptop	Lan connector is not working from long time even though after so many complaints no solution provided by IT team.	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Hardware Team	05/03/2024 17:03	101.13	High
9075	20240301C33	01/03/2024 12:03	Hardware	Mouse	Mouse not working( Del3020, Sr BCWP882), Engineer : Kapil Sharma	S/Stn No 4, Energy Audit Scada (Ppg)	Laxmi Nagar	Closed By Hardware Team	04/03/2024 11:03	70.99	High
9076	20240301C34	01/03/2024 12:03	Hardware	PC, CPU	cpu ethernet port not working	Commf Office Cbd-Iii	Karkardooma	Closed By Site Engineer	01/03/2024 15:03	3.44	High
9077	20240301C35	01/03/2024 12:03	Softwares	SAP	P92 SAP installed	Commf Office Cbd-Iii	Karkardooma	Closed By Site Engineer	01/03/2024 15:03	3.39	High
9078	20240301C36	01/03/2024 12:03	Lan Support	RJ 45 Connector	LAN POINT NOT WORKING PLS ASSIGN TO LAN TEAM	Kanti Nagar Complaint Centre	Krishna Nagar	Closed By Lan Support Team	05/03/2024 08:03	92.26	High
9079	20240301C37	01/03/2024 12:03	Softwares	Windows	PC window not start	Commf Office Cbd-Iii	Karkardooma	Closed By Site Engineer	01/03/2024 15:03	3.23	High
9080	20240301C38	01/03/2024 12:03	Hardware	Laptop Adapter	power cord connected with adaptor is faulty . please arrange to check the power cord	Shakarpur Grid (Lnr)	Laxmi Nagar	Closed By Hardware Team	08/03/2024 15:03	170.97	High
9081	20240301C39	01/03/2024 12:03	Hardware	Printer	Printer cartridge need to replace	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	04/03/2024 16:03	76.06	High
9082	20240301C40	01/03/2024 12:03	Hardware	Printer	Printer installation in Data center team	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	01/03/2024 12:03	0.02	High



S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
9083	20240301C41	01/03/2024 12:03	Softwares	IBM Lotus Notes	Lotus mail password issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	01/03/2024 12:03	0.01	High
9084	20240301C42	01/03/2024 12:03	Softwares	IBM Lotus Notes	Lotus mail not start.	Comm1 Office Cbd-ii	Karkardooma	Closed By Site Engineer	01/03/2024 15:03	2.88	High
9085	20240301C43	01/03/2024 13:03	Softwares	IBM Lotus Notes	New archive creation	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	01/03/2024 13:03	0	High
9086	20240301C44	01/03/2024 13:03	Lan Support	Lan Cable Extension	lan issue	Mig Office, East Of Loni Road	Nand Nagari	Closed By Lan Support Team	13/03/2024 10:03	285.4	High
9087	20240301C45	01/03/2024 13:03	Lan Support	Lan Cable Replacement	lan issue	Mig Office, East Of Loni Road	Nand Nagari	Closed By Lan Support Team	13/03/2024 10:03	285.39	High
9088	20240301C46	01/03/2024 13:03	Hardware	Printer	printer not working	Mulla Colony Scrap Store, Near Gajipur Police Station	Vasundra Enclave	Closed By Site Engineer	01/03/2024 16:03	3.85	High
9089	20240301C47	01/03/2024 13:03	Lan Support	RJ 45 Connector	connector damage	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	04/03/2024 17:03	76.15	High
9090	20240301C48	01/03/2024 13:03	Softwares	IBM Lotus Notes	mail password issue	Bm (Comm1.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	01/03/2024 16:03	3.77	High
9091	20240301C49	01/03/2024 13:03	Hardware	Printer	printer paper not clear print hp 3015 legal	Comm1 Office Cbd-ii	Karkardooma	Closed By Site Engineer	01/03/2024 18:03	4.49	High
9092	20240301C50	01/03/2024 14:03	Hardware	Laptop	laptop power not on	Comm1 Office Cbd-ii	Karkardooma	Closed By Site Engineer	01/03/2024 18:03	3.91	High
9093	20240301C51	01/03/2024 14:03	Hardware	PC_CPU	qms machine not working	Comm1. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & ii	Mayur Vihar	Closed By Site Engineer	01/03/2024 16:03	2.15	High
9094	20240301C52	01/03/2024 14:03	Softwares	Digi Portal	TOKEN IS NOT DISPLAY	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	04/03/2024 18:03	75.62	Medium
9095	20240301C53	01/03/2024 14:03	General Calls	Presentation / VC	Projector connect / Marigold	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	04/03/2024 16:03	74.28	High
9096	20240301C54	01/03/2024 14:03	Softwares	Windows	window crashed	Yvr C7	Yamuna Vihar	Closed By Site Engineer	01/03/2024 17:03	2.75	High
9097	20240301C55	01/03/2024 14:03	Softwares	Windows	window running very slow	C-6, O&M Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Site Engineer	01/03/2024 17:03	2.73	High
9098	20240301C56	01/03/2024 14:03	Hardware	PC_CPU	cpu not booting up	C-7, Commercial Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Site Engineer	01/03/2024 17:03	2.68	High
9099	20240301C57	01/03/2024 14:03	Hardware	PC_CPU	display stuck on bios screen	C-7, Commercial Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Site Engineer	01/03/2024 17:03	2.64	High
9100	20240301C58	01/03/2024 15:03	Softwares	SAP	Some site is not opening	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	01/03/2024 15:03	0.05	High
9101	20240301C59	01/03/2024 15:03	Hardware	Laptop	System is slow issue to update the windows patches	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	01/03/2024 15:03	0.03	High
9102	20240301C60	01/03/2024 15:03	Hardware	Laptop	To join meeting	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	01/03/2024 15:03	0.01	High
9103	20240301C61	01/03/2024 15:03	Softwares	Domain Rejoin	Check and update hostname	O&M(D) Office, Near Sadar Appt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Site Engineer	01/03/2024 16:03	1.14	Medium
9104	20240301C62	01/03/2024 15:03	Softwares	Domain Rejoin	Check and update hostname	O&M(D) Office, Near Sadar Appt., Mvr Ph-I, Delhi	Mayur Vihar	Rejected By Site Engineer			Medium
9105	20240301C63	01/03/2024 15:03	Hardware	PC_CPU	PC Installation issue.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	01/03/2024 17:03	1.75	High
9106	20240301C64	01/03/2024 15:03	Networking	Link Down	Network is not detecting due to lan cable unattachable into IO port.	Cgrf, Lal Bldg, Kkd (I/C Kkd Grid)	Karkardooma	Assign			High
9107	20240301C65	01/03/2024 15:03	Softwares	IBM Lotus Notes	Lotus mail opening issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	01/03/2024 15:03	0.01	High
9108	20240301C66	01/03/2024 16:03	Hardware	Scanner	scanpro installation.	Shakti Kiran Bldg., Kkd	Karkardooma	Assign			High
9109	20240301C67	01/03/2024 16:03	Hardware	Laptop	Need to replace laptop	C-6, O&M Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Hardware Team	01/03/2024 17:03	1.6	High
9110	20240301C68	01/03/2024 16:03	Softwares	IBM Lotus Notes	Software installation & need to configure mail id	C-6, O&M Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Hardware Team	01/03/2024 17:03	1.54	High
9111	20240301C69	01/03/2024 16:03	Softwares	Windows	Need to restore data	C-6, O&M Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Hardware Team	01/03/2024 17:03	1.53	High
9112	20240301C70	01/03/2024 16:03	Softwares	Antivirus	Need to install antivirus	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	01/03/2024 17:03	1.52	Medium
9113	20240301C71	01/03/2024 16:03	Hardware	Laptop	LPATP REQUIRE AGAINST DESKTOP	Vigilance Office Prasad Nagar	Patel Nagar	Closed By Hardware Team	01/03/2024 17:03	0.63	High
9114	20240301C72	01/03/2024 16:03	Softwares	OS	window and software need to instal in issued laptop	Vigilance Office Prasad Nagar	Patel Nagar	Closed By Hardware Team	01/03/2024 17:03	0.62	Medium
9115	20240301C73	01/03/2024 16:03	Softwares	OS	data require from desktop to laptop	Vigilance Office Prasad Nagar	Patel Nagar	Closed By Hardware Team	01/03/2024 17:03	0.62	Medium
9116	20240301C74	01/03/2024 16:03	Softwares	Ms-Office	ms excel file not working and	Comm1. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & ii	Mayur Vihar	Closed By Site Engineer	04/03/2024 14:03	69.25	High
9117	20240301C75	01/03/2024 17:03	Hardware	Mouse	Mouse not working at Gazipur store.	Gazipur Store (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	04/03/2024 15:03	70.54	High
9118	20240301C76	01/03/2024 17:03	Lan Support	Lan Cable Replacement	assign to lan team	Cgrf, Lal Bldg, Kkd (I/C Kkd Grid)	Karkardooma	Closed By Lan Support Team	05/03/2024 14:03	93.28	High
9119	20240301C77	01/03/2024 17:03	Softwares	IBM Lotus Notes	mail issue quota warning	Comm1. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & ii	Mayur Vihar	Closed By Site Engineer	04/03/2024 14:03	68.79	High
9120	20240301C78	01/03/2024 17:03	Lan Support	Lan Cable Extension	assign to lan team	Cgrf, Lal Bldg, Kkd (I/C Kkd Grid)	Karkardooma	Closed By Lan Support Team	05/03/2024 14:03	93.19	High
9121	20240301C79	01/03/2024 17:03	Hardware	Mouse	Mouse faulty SN-L936499.PI assign to Mr Arpit	Gandhi Market	Darya Ganj	Closed By Hardware Team	04/03/2024 15:03	70.29	High
9122	20240301C80	01/03/2024 17:03	Softwares	IBM Lotus Notes	Lotus mail password accept failure.	Mig Office, East Of Loni Road	Nand Nagari	Closed By Helpdesk	01/03/2024 18:03	0.13	High
9123	20240301C81	01/03/2024 17:03	Softwares	IBM Lotus Notes	Lotus mail reconfiguration.	Mig Office, East Of Loni Road	Nand Nagari	Closed By Helpdesk	01/03/2024 18:03	0.12	High
9124	20240301C82	01/03/2024 17:03	Softwares	Adobe Reader	Adobe installation.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	01/03/2024 18:03	0.09	Medium
9125	20240301C83	01/03/2024 17:03	Softwares	Adobe Reader	PDF Files are not opening	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	04/03/2024 09:03	63.68	Medium
9126	20240301C84	01/03/2024 17:03	Softwares	ITSM Request	Mail request raised.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	01/03/2024 18:03	0.08	High
9127	20240301C85	01/03/2024 17:03	Softwares	Domain Password	Reset of 40135718 .	Mig Office, East Of Loni Road	Nand Nagari	Closed By Helpdesk	01/03/2024 18:03	0.07	High
9128	20240301C86	01/03/2024 17:03	Softwares	Internet	User creation in AD.	Mig Office, East Of Loni Road	Nand Nagari	Closed By Helpdesk	01/03/2024 18:03	0.06	High
9129	20240301C87	01/03/2024 17:03	Softwares	Internet	New registration of rekhia in IT sampark.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	01/03/2024 18:03	0.04	High
9130	20240301C88	01/03/2024 17:03	Softwares	Adobe Reader	Adobe updation.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	01/03/2024 18:03	0.04	Medium
9131	20240301C89	01/03/2024 18:03	Softwares	Domain Password	Reset of 61153591 .	S/Stn No 6 Complaint Centre, Ppg, Mandawali (Ppg)	Laxmi Nagar	Closed By Helpdesk	01/03/2024 18:03	0.01	High
9132	20240302C1	02/03/2024 12:03	Softwares	Internet	JOMS link is not accessible due to connection not private.	O&M(D) Office, Near Sadar Appt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Helpdesk	02/03/2024 12:03	0	High
9133	20240303C1	03/03/2024 07:03	Hardware	IP Camera	CC C-12 YVR CAMERA NOT WORKING	C-12, Complain Centre Ghonda, Yamuna Vihar Delhi-53	Yamuna Vihar	On Hold By Lan Support Team			High
9134	20240303C2	03/03/2024 07:03	Hardware	IP Camera	CC C-2 NNG CAMERA NOT WORKING	C-2 Complaint Center	Nand Nagari	Closed By Lan Support Team	05/03/2024 08:03	48.77	High
9135	20240303C3	03/03/2024 07:03	Hardware	IP Camera	CC P.D.VIHAR CAMERA NOT WORKING	P.D.Vihar Zonal Office (Lnr)	Laxmi Nagar	Closed By Lan Support Team	05/03/2024 08:03	48.75	High
9136	20240304C1	04/03/2024 09:03	Softwares	Internet	unable to login CASH Counter	Aram Bagh Bm(Comm1), Phg	Pahar Ganj	Closed By Site Engineer	04/03/2024 12:03	2.21	High
9137	20240304C2	04/03/2024 10:03	Hardware	PC_CPU	system not start	Bm (Comm1.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	04/03/2024 17:03	6.87	High
9138	20240304C3	04/03/2024 10:03	Softwares	Domain Password	Domain password reset of Jyotsana Rajput	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Helpdesk	04/03/2024 10:03	0	High
9139	20240304C4	04/03/2024 10:03	Hardware	All In One Desktop	card machine not working	Complain Center, Sub-Stn. No. 3, Mayur Vihar Ph-iii, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	04/03/2024 17:03	6.79	Medium
9140	20240304C5	04/03/2024 10:03	Softwares	Windows	software issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	04/03/2024 10:03	0	High

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
9141	20240304C6	04/03/2024 10:03	Hardware	PC_CPU	system slow	Aram Bagh Bm(Comm), Phg	Pahar Ganj	Closed By Site Engineer	04/03/2024 12:03	1.34	High
9142	20240304C7	04/03/2024 10:03	Hardware	Printer	Printer install	Aram Bagh Bm(Comm), Phg	Pahar Ganj	Closed By Site Engineer	04/03/2024 12:03	1.32	High
9143	20240304C8	04/03/2024 10:03	Softwares	IBM Lotus Notes	Lotus account locked issue.	S/Stn. No. 15, Goc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	04/03/2024 14:03	3.67	High
9144	20240304C9	04/03/2024 10:03	Hardware	PC_CPU	system slow	Aram Bagh Bm(Comm), Phg	Pahar Ganj	Closed By Site Engineer	04/03/2024 12:03	1.09	High
9145	20240304C10	04/03/2024 10:03	Hardware	TFT	no power in screen	Aram Bagh Bm(Comm), Phg	Pahar Ganj	Closed By Site Engineer	04/03/2024 12:03	1.08	High
9146	20240304C11	04/03/2024 11:03	Hardware	Mouse	Left and write button of Mouse is not working (S/N-L906101)	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	04/03/2024 11:03	0.32	High
9147	20240304C12	04/03/2024 11:03	Hardware	Printer	Printer installation	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	04/03/2024 11:03	0	High
9148	20240304C13	04/03/2024 11:03	Hardware	Laptop	No Display Call assign to Mr Arpit (DELL 3450, CSTFZ32)	O&M Office, Karawal Nagar	Karawal Nagar	Closed By Hardware Team	04/03/2024 15:03	4.4	High
9149	20240304C14	04/03/2024 11:03	Hardware	Mouse	Mouse Faulty (7L1NH32) call assign to Mr Arpit	Business Office, Karawal Nagar	Karawal Nagar	Closed By Hardware Team	04/03/2024 15:03	4.28	High
9150	20240304C15	04/03/2024 11:03	Hardware	Mouse	Mouse not detecting / 1B	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	04/03/2024 11:03	0.36	High
9151	20240304C16	04/03/2024 11:03	Softwares	IBM Lotus Notes	Account is locked out of Lotus mail	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	04/03/2024 11:03	0.39	High
9152	20240304C17	04/03/2024 11:03	Hardware	Printer	Paper JAM	Aram Bagh Bm(Comm), Phg	Pahar Ganj	Closed By Site Engineer	04/03/2024 12:03	0.32	High
9153	20240304C18	04/03/2024 11:03	Softwares	IBM Lotus Notes	issue in mail	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	04/03/2024 17:03	5.52	High
9154	20240304C19	04/03/2024 11:03	Softwares	IBM Lotus Notes	mail install	Bm (Comm.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	04/03/2024 17:03	5.51	High
9155	20240304C20	04/03/2024 11:03	Softwares	Admin Helpdesk	create admin helpdesk shortcut	Aram Bagh Bm(Comm), Phg	Pahar Ganj	Closed By Site Engineer	04/03/2024 12:03	0.27	Medium
9156	20240304C21	04/03/2024 11:03	Hardware	PC_CPU	system slow	Aram Bagh Bm(Comm), Phg	Pahar Ganj	Closed By Site Engineer	04/03/2024 12:03	0.98	High
9157	20240304C22	04/03/2024 11:03	Softwares	IBM Lotus Notes	create new archive	Aram Bagh Bm(Comm), Phg	Pahar Ganj	Closed By Site Engineer	04/03/2024 12:03	0.97	High
9158	20240304C23	04/03/2024 11:03	Softwares	Domain Rejoin	Domain join on my name in PC	Commf Office Cbd-ii	Karkardooma	Closed By Site Engineer	04/03/2024 12:03	0.59	Medium
9159	20240304C24	04/03/2024 12:03	Hardware	IP Camera	KKD H/O CANTEEN CCTV LOCATION IS INCORRECT	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	05/03/2024 14:03	26.39	High
9160	20240304C25	04/03/2024 12:03	Telecom	Clip Max	Disturbance in phone line (9523) PMG.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	05/03/2024 15:03	27.1	High
9161	20240304C26	04/03/2024 12:03	Hardware	PC_CPU	MOTHER FAULTY SN-12YG152_LJ ASSINE TO MR ARPIT	Gandhi Market Office	Darya Ganj	Closed By Hardware Team	04/03/2024 15:03	3.34	High
9162	20240304C27	04/03/2024 12:03	Hardware	Printer	paper jam	Aram Bagh Bm(Comm), Phg	Pahar Ganj	Closed By Site Engineer	04/03/2024 14:03	2.01	High
9163	20240304C28	04/03/2024 12:03	Softwares	Antivirus	Antivirus installation issue.	S/Stn. No. 13, Ppg (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	04/03/2024 14:03	1.88	Medium
9164	20240304C29	04/03/2024 12:03	Softwares	ITSM Request	PLEASE CREATE REQUEST FOR REPLACEMENT	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Hardware Team	05/03/2024 09:03	21.04	High
9165	20240304C30	04/03/2024 12:03	Hardware	Printer	install printer in sadar appt	O&M(D) Office, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Site Engineer	04/03/2024 14:03	1.54	High
9166	20240304C31	04/03/2024 12:03	Softwares	IBM Lotus Notes	ibm mail document opening issue	O&M(D) Office, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Site Engineer	04/03/2024 14:03	1.52	High
9167	20240304C32	04/03/2024 12:03	Hardware	Mouse	Mouse is not working properly	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Hardware Team	21/03/2024 16:03	411.61	High
9168	20240304C33	04/03/2024 12:03	Hardware	Mouse	Mouse is not working properly	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Hardware Team	05/03/2024 09:03	20.78	High
9169	20240304C34	04/03/2024 12:03	Softwares	CAS	font not clear	Bm (Comm.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	04/03/2024 17:03	4.31	Medium
9170	20240304C35	04/03/2024 12:03	Hardware	Mouse	Mouse Faulty. need to be replace. Please Assign this call to Mr. Arpit System S/No.-INA805SJ09	Complaint Center Pp Qtr	Pahar Ganj	Closed By Hardware Team	12/03/2024 11:03	190.98	High
9171	20240304C36	04/03/2024 12:03	Hardware	Keyboard	Keyboard Faulty. need to be replace. Please Assign this call to Mr. Arpit System S/No.-INA805SJ09	Complaint Center Pp Qtr	Pahar Ganj	Closed By Hardware Team	12/03/2024 11:03	190.97	High
9172	20240304C37	04/03/2024 13:03	Hardware	Mouse	Mouse Faulty. need to be replace. Please Assign this call to Mr. Arpit System S/No.-PGBM335	Aram Bagh Bm(Comm), Phg	Pahar Ganj	Closed By Hardware Team	04/03/2024 16:03	3.35	High
9173	20240304C38	04/03/2024 13:03	Hardware	Keyboard	Mouse Faulty. need to be replace. Please Assign this call to Mr. Arpit System S/No.-PGEK923	Aram Bagh Bm(Comm), Phg	Pahar Ganj	Closed By Hardware Team	12/03/2024 11:03	190.92	High
9174	20240304C39	04/03/2024 13:03	Hardware	Mouse	Mouse Faulty. need to be replace. Please Assign this call to Mr. Arpit System S/No.-3K1RH32	C Block Office, Dda Flats, Mota Khan, Dgm (O&M), Phg	Pahar Ganj	Closed By Hardware Team	12/03/2024 11:03	190.88	High
9175	20240304C40	04/03/2024 13:03	Softwares	IBM Lotus Notes	mail account locked out	Seelam Pur Complaint Centre, Delhi-53	Yamuna Vihar	Closed By Site Engineer	04/03/2024 16:03	3.72	High
9176	20240304C41	04/03/2024 13:03	Lan Support	RJ 45 Connector	network connectivity issue	C-12, Complain Centre Ghonda, Yamuna Vihar Delhi-53	Yamuna Vihar	Closed By Site Engineer	04/03/2024 16:03	3.69	High
9177	20240304C42	04/03/2024 13:03	Hardware	Printer	paper jam in printer HP 400 M401	C-7, Commercial Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Site Engineer	04/03/2024 16:03	3.66	High
9178	20240304C43	04/03/2024 13:03	Hardware	Printer	Paper Jam issue.	S/Stn. No. 15, Goc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	05/03/2024 17:03	28.07	High
9179	20240304C44	04/03/2024 13:03	Softwares	IBM Lotus Notes	Archive folder require	F-15/2, Krishna Nagar, Commf Office	Krishna Nagar	Closed By Site Engineer	04/03/2024 18:03	4.74	High
9180	20240304C45	04/03/2024 13:03	Softwares	IBM Lotus Notes	ibm mail issue	O&M(D) Office, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Site Engineer	04/03/2024 14:03	0.97	High
9181	20240304C46	04/03/2024 13:03	Lan Support	Lan Cable Replacement	assign to lan team	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	05/03/2024 14:03	24.49	High
9182	20240304C47	04/03/2024 14:03	Softwares	NAS	sharing issue on 10.125.75.199 pl check	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	04/03/2024 18:03	4	Medium
9183	20240304C48	04/03/2024 14:03	Hardware	PC_CPU	issue gate pass for transfer Mvr to jlm	Pkt-C, Mvr Ph-II, Delhi	Mayur Vihar	Closed By Site Engineer	04/03/2024 14:03	0.31	High
9184	20240304C49	04/03/2024 14:03	Hardware	Printer	Printer installation	Jhilmil Division Gtr	Gt Road	Closed By Helpdesk	04/03/2024 14:03	0.02	High
9185	20240304C50	04/03/2024 14:03	Softwares	Domain Password	Domain password reset	Minto Road	Darya Ganj	Closed By Helpdesk	04/03/2024 14:03	0	High
9186	20240304C51	04/03/2024 14:03	Hardware	Printer	pl add printer	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	04/03/2024 17:03	3.65	High
9187	20240304C52	04/03/2024 14:03	Softwares	EDMS	Pl add dtm link	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	04/03/2024 17:03	3.64	Medium
9188	20240304C53	04/03/2024 14:03	Softwares	IBM Lotus Notes	Error occurred while archive the mail	F-15/2, Krishna Nagar, Commf Office	Krishna Nagar	Closed By Site Engineer	11/03/2024 15:03	168.4	High
9189	20240304C54	04/03/2024 15:03	Hardware	Printer	printer issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	04/03/2024 16:03	1.03	High
9190	20240304C55	04/03/2024 15:03	Softwares	IBM Lotus Notes	Mail SEND RECEIVE issue	Aram Bagh Bm(Comm), Phg	Pahar Ganj	Closed By Site Engineer	04/03/2024 15:03	0.4	High
9191	20240304C56	04/03/2024 15:03	Softwares	IBM Lotus Notes	Create new archive	Aram Bagh Bm(Comm), Phg	Pahar Ganj	Closed By Site Engineer	04/03/2024 15:03	0.39	High
9192	20240304C57	04/03/2024 15:03	Softwares	VPN	VPN NOT WORKING IN LAPTOP	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	05/03/2024 15:03	23.64	Medium
9193	20240304C58	04/03/2024 15:03	Hardware	Printer	pl connect printer 10.125.117.212	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	04/03/2024 17:03	2.27	High
9194	20240304C59	04/03/2024 15:03	Softwares	Domain Password	Domain password issue.	S/Stn. No. 15, Goc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	04/03/2024 16:03	1.08	High
9195	20240304C60	04/03/2024 16:03	Softwares	IBM Lotus Notes	Mail open issue	Aram Bagh Bm(Comm), Phg	Pahar Ganj	Closed By Site Engineer	04/03/2024 16:03	0.84	High
9196	20240304C61	04/03/2024 16:03	Softwares	SAP	password reset	Commf. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	04/03/2024 16:03	0.84	High
9197	20240304C62	04/03/2024 16:03	Hardware	PC_CPU	system very slow working	Kanti Nagar Complaint Centre	Krishna Nagar	Assign			High
9198	20240304C63	04/03/2024 16:03	Hardware	PC_CPU	CPU NOT WORKING, VERY SLOW WORKING	Kanti Nagar Complaint Centre	Krishna Nagar	Assign			High

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
9199	20240304C64	04/03/2024 16:03	Hardware	Printer	Request for cartiage replace	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	04/03/2024 17:03	0.25	High
9200	20240304C65	04/03/2024 16:03	Hardware	Printer	Request for cartiage replace	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	04/03/2024 17:03	0.24	High
9201	20240304C66	04/03/2024 16:03	Softwares	IBM Lotus Notes	Lotus mail issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	04/03/2024 16:03	0.01	High
9202	20240304C67	04/03/2024 17:03	Hardware	Laptop	Laptop Power Button Issue	Divn. Office, (Lnr)	Laxmi Nagar	On Hold By Site Engineer			High
9203	20240304C68	04/03/2024 17:03	Hardware	RAM	4 GB DDR4 REXTENDED RAM FAULTY , Window hanging or currupt sometimes PC S/N. PG02DPK0	Yvr C7	Yamuna Vihar	Closed By Hardware Team	05/03/2024 09:03	16.27	Medium
9204	20240304C69	04/03/2024 17:03	Hardware	Printer	Command is unable to print as actual	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	05/03/2024 15:03	21.79	High
9205	20240305C1	05/03/2024 08:03	Softwares	Antivirus	antivirus issue	Seemapuri Dispensary	GI Road	Assign			Medium
9206	20240305C2	05/03/2024 10:03	Softwares	VPN	VPNI is not working	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	05/03/2024 13:03	3.73	Medium
9207	20240305C3	05/03/2024 10:03	Hardware	Laptop	laptop need to replace	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	05/03/2024 12:03	1.92	High
9208	20240305C4	05/03/2024 10:03	Softwares	OS	windows and software need to install in issued laptop	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	05/03/2024 12:03	1.91	Medium
9209	20240305C5	05/03/2024 10:03	Softwares	OS	data require from old laptop to issued laptop	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	05/03/2024 12:03	1.91	Medium
9210	20240305C6	05/03/2024 10:03	Hardware	Laptop	Need to replace pc with laptop	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	05/03/2024 10:03	0.3	High
9211	20240305C7	05/03/2024 10:03	Softwares	IBM Lotus Notes	Software installation	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	05/03/2024 10:03	0.29	High
9212	20240305C8	05/03/2024 10:03	Softwares	Windows	Need to restore data	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	05/03/2024 10:03	0.28	High
9213	20240305C9	05/03/2024 10:03	Hardware	RAM	Need to upgrade ram	O & M Office Vivek Vihar B-Blk	Karkardooma	Closed By Hardware Team	05/03/2024 10:03	0.25	Medium
9214	20240305C10	05/03/2024 10:03	Softwares	IBM Lotus Notes	PL INSTALL SEWA KENDRA , SAP & WPS ...	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	08/03/2024 14:03	75.51	High
9215	20240305C11	05/03/2024 10:03	Hardware	Laptop	Continuous sound is coming from Laptop	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	05/03/2024 16:03	5.61	High
9216	20240305C12	05/03/2024 10:03	Hardware	RAM	Need to Upgrade RAM ( Durvesh Kumar )	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	05/03/2024 11:03	0.75	Medium
9217	20240305C13	05/03/2024 10:03	Hardware	RAM	Need to Upgrade RAM ( vishnu kumar - sf9109 )	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	05/03/2024 11:03	0.74	Medium
9218	20240305C14	05/03/2024 10:03	Hardware	RAM	Need to Upgrade RAM ( Prateek Srivastava - sf9414 )	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	05/03/2024 11:03	0.73	Medium
9219	20240305C15	05/03/2024 10:03	Hardware	RAM	Need to Upgrade RAM ( Rakesh Kumar Bharti - sf8981 )	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	05/03/2024 11:03	0.72	Medium
9220	20240305C16	05/03/2024 10:03	Softwares	IBM Lotus Notes	lotus not working	Geeta Colony Complaint Centre, 17 Block	Krishna Nagar	Closed By Site Engineer	05/03/2024 14:03	4.09	High
9221	20240305C17	05/03/2024 10:03	Hardware	Printer	printer not working	Geeta Colony Complaint Centre, 17 Block	Krishna Nagar	Closed By Site Engineer	05/03/2024 14:03	4.08	High
9222	20240305C18	05/03/2024 10:03	Softwares	SAP	sap id creation form	Geeta Colony Complaint Centre, 17 Block	Krishna Nagar	Closed By Site Engineer	05/03/2024 14:03	4.06	High
9223	20240305C19	05/03/2024 11:03	Softwares	IBM Lotus Notes	Mail replication issue	Aram Bagh Bm(Comml), Phg	Pahar Ganj	Closed By Site Engineer	05/03/2024 12:03	0.8	High
9224	20240305C20	05/03/2024 11:03	Hardware	Laptop Battery	Laptop battery faulty	Preet Vihar Grid (Civil, Protection & Mmg Office)	Karkardooma	Closed By Hardware Team	05/03/2024 11:03	0.13	High
9225	20240305C21	05/03/2024 11:03	Hardware	Laptop	Power On Switch Is not Working (L430), Sr. NO: PGEPT69 Engineer: Kapil Sharma Pl assign to Mr. Arpit.	S/Stn No 4, Energy Audit Scada (Pgg)	Laxmi Nagar	Closed By Hardware Team	27/03/2024 16:03	532.79	High
9226	20240305C22	05/03/2024 11:03	Hardware	Printer	printer cartridge problem	Dgm (O&M) Office, Sub-Stn. No. 2. Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	05/03/2024 17:03	5.6	High
9227	20240305C23	05/03/2024 11:03	Telecom	Clip Max	Ext. No-7139 not working not display number on handset screen.	Comml Office Cbd-III	Karkardooma	Closed By Lan Support Team	13/03/2024 10:03	190.81	High
9228	20240305C24	05/03/2024 11:03	Hardware	Printer	paper stuck in printer	Comml Office Cbd-III	Karkardooma	Closed By Site Engineer	05/03/2024 12:03	0.41	High
9229	20240305C25	05/03/2024 11:03	Hardware	PC_CPU	system not working	O&M (Ptn), 10-B. Rajindra Place, New Delhi-110 008 (Patel Auto)	Patel Nagar	Closed By Site Engineer	05/03/2024 16:03	4.51	High
9230	20240305C26	05/03/2024 11:03	Softwares	IBM Lotus Notes	IBM Lotus Notes installation issue.	S/Stn. No. 13, Ppg (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	05/03/2024 17:03	5.56	High
9231	20240305C27	05/03/2024 11:03	Softwares	IBM Lotus Notes	ibm mail issue	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	05/03/2024 12:03	0.66	High
9232	20240305C28	05/03/2024 11:03	Softwares	IBM Lotus Notes	Qouta Error issue.	Gazipur Store (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	05/03/2024 17:03	5.49	High
9233	20240305C29	05/03/2024 11:03	Networking	Network Breaks	network problem	Dgm (O&M) Office, Sub-Stn. No. 2. Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	05/03/2024 17:03	5.32	High
9234	20240305C30	05/03/2024 11:03	Softwares	Domain Rejoin	pofile login issue relationship issue	Mulla Colony Scrap Store, Near Gajipur Police Station	Vasundra Enclave	Closed By Site Engineer	05/03/2024 17:03	5.3	Medium
9235	20240305C31	05/03/2024 11:03	Lan Support	Lan Cable Replacement	LAN CABLE NEED to replace alreday inform to LAN team	Mig Office, East Of Loni Road	Nand Nagari	Closed By Lan Support Team	11/03/2024 09:03	141.5	High
9236	20240305C32	05/03/2024 12:03	Lan Support	Lan Cable Replacement	LAN CABLE REPLACEMENT NEEDED Inform to LAN team	Mig Office, East Of Loni Road	Nand Nagari	Closed By Lan Support Team	11/03/2024 09:03	141.45	High
9237	20240305C33	05/03/2024 12:03	Hardware	PC_CPU	token machine is not working ...	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	06/03/2024 16:03	28.66	High
9238	20240305C34	05/03/2024 12:03	Hardware	Printer	Print is not coming clear from printer	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	05/03/2024 12:03	0.4	High
9239	20240305C35	05/03/2024 12:03	Hardware	PC_CPU	System slow issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	05/03/2024 12:03	0.05	High
9240	20240305C36	05/03/2024 12:03	Softwares	MSB	Msb password issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	05/03/2024 12:03	0.04	Medium
9241	20240305C37	05/03/2024 12:03	Softwares	VPN	VPNI issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	05/03/2024 12:03	0.03	Medium
9242	20240305C38	05/03/2024 12:03	Softwares	IBM Lotus Notes	Lotus mail issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	05/03/2024 12:03	0.02	High
9243	20240305C39	05/03/2024 12:03	Softwares	Internet	BYPLITSM Logging issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	05/03/2024 12:03	0.01	High
9244	20240305C40	05/03/2024 12:03	Softwares	NAS	10.12.2.202.1397 (NAS server) is not accessible , second cabin PC, external	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	05/03/2024 18:03	5.51	Medium
9245	20240305C41	05/03/2024 12:03	Softwares	SAP	sap password reset	F-15/2, Krishna Nagar, Comml Office	Krishna Nagar	Closed By Site Engineer	05/03/2024 16:03	3.98	High
9246	20240305C42	05/03/2024 12:03	Softwares	Antivirus	antivirus update	F-15/2, Krishna Nagar, Comml Office	Krishna Nagar	Closed By Site Engineer	05/03/2024 16:03	3.97	Medium
9247	20240305C43	05/03/2024 12:03	Softwares	Domain Password	domain password reset	F-15/2, Krishna Nagar, Comml Office	Krishna Nagar	Closed By Site Engineer	05/03/2024 16:03	3.96	High
9248	20240305C44	05/03/2024 12:03	Softwares	Domain Password	SYSTEM LOGIN ISSUE	Aram Bagh Bm(Comml), Phg	Pahar Ganj	Closed By Site Engineer	05/03/2024 15:03	2.55	High
9249	20240305C45	05/03/2024 12:03	Softwares	Antivirus	antivirus update	F-15/2, Krishna Nagar, Comml Office	Krishna Nagar	Closed By Site Engineer	05/03/2024 16:03	3.95	Medium
9250	20240305C46	05/03/2024 12:03	Softwares	IBM Lotus Notes	MAIL LOGIN ISSUE	Aram Bagh Bm(Comml), Phg	Pahar Ganj	Closed By Site Engineer	05/03/2024 15:03	2.54	High
9251	20240305C47	05/03/2024 12:03	Softwares	IBM Lotus Notes	UNABLE TO ARCHIVE	Aram Bagh Bm(Comml), Phg	Pahar Ganj	Closed By Site Engineer	05/03/2024 15:03	2.54	High
9252	20240305C48	05/03/2024 12:03	Hardware	UPS	ups not working	18 Block, Geeta Colony O&M Office	Krishna Nagar	Closed By Site Engineer	05/03/2024 16:03	3.93	High
9253	20240305C49	05/03/2024 12:03	Telecom	Avaya Digital	lan line phone not working	F-15/2, Krishna Nagar, Comml Office	Krishna Nagar	Closed By Site Engineer	05/03/2024 16:03	3.91	High
9254	20240305C50	05/03/2024 12:03	Softwares	SAP	sap password reset	F-15/2, Krishna Nagar, Comml Office	Krishna Nagar	Closed By Site Engineer	05/03/2024 16:03	3.9	High
9255	20240305C51	05/03/2024 12:03	Softwares	IBM Lotus Notes	lotus arhive issue	F-15/2, Krishna Nagar, Comml Office	Krishna Nagar	Closed By Site Engineer	05/03/2024 16:03	3.89	High
9256	20240305C52	05/03/2024 12:03	Hardware	Keyboard	keyboard change	F-15/2, Krishna Nagar, Comml Office	Krishna Nagar	Closed By Site Engineer	05/03/2024 16:03	3.82	High
9257	20240305C53	05/03/2024 12:03	Softwares	Domain Password	domain password reset	F-15/2, Krishna Nagar, Comml Office	Krishna Nagar	Closed By Site Engineer	05/03/2024 16:03	3.82	High

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
9258	20240305C54	05/03/2024 12:03	Softwares	IBM Lotus Notes	lotus archive issue	F-15/2, Krishna Nagar, Comml Office	Krishna Nagar	Closed By Site Engineer	05/03/2024 16:03	3.81	High
9259	20240305C55	05/03/2024 12:03	Softwares	SAP	sap print issue	F-15/2, Krishna Nagar, Comml Office	Krishna Nagar	Closed By Site Engineer	05/03/2024 16:03	3.8	High
9260	20240305C56	05/03/2024 12:03	Hardware	UPS	ups not working . pls resolve issue	18 Block, Geeta Colony O&M Office	Krishna Nagar	Closed By Site Engineer	05/03/2024 16:03	3.77	High
9261	20240305C57	05/03/2024 12:03	Softwares	Teamviewer	team viewer update	18 Block, Geeta Colony O&M Office	Krishna Nagar	Closed By Site Engineer	05/03/2024 16:03	3.76	Medium
9262	20240305C58	05/03/2024 12:03	Hardware	UPS	ups not working	18 Block, Geeta Colony O&M Office	Krishna Nagar	Closed By Site Engineer	05/03/2024 16:03	3.75	High
9263	20240305C59	05/03/2024 12:03	Hardware	UPS	ups not working	18-Block Geeta Colony, Delhi	Krishna Nagar	Closed By Site Engineer	05/03/2024 16:03	3.74	High
9264	20240305C60	05/03/2024 12:03	Hardware	UPS	ups not working pls resolve issue	18 Block, Geeta Colony O&M Office	Krishna Nagar	Closed By Site Engineer	05/03/2024 16:03	3.67	High
9265	20240305C61	05/03/2024 12:03	Hardware	UPS	ups not working pls resolve issue	18 Block, Geeta Colony O&M Office	Krishna Nagar	Closed By Site Engineer	05/03/2024 16:03	3.65	High
9266	20240305C62	05/03/2024 12:03	Hardware	PC_CPU	INSTALL WINDOW	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	05/03/2024 16:03	3.46	High
9267	20240305C63	05/03/2024 12:03	Hardware	UPS	ups not working pls resolve issue	18-Block Geeta Colony, Delhi	Krishna Nagar	Closed By Site Engineer	05/03/2024 16:03	3.64	High
9268	20240305C64	05/03/2024 12:03	Softwares	Browser	INSTALL BROWSER	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	05/03/2024 16:03	3.45	Medium
9269	20240305C65	05/03/2024 12:03	Softwares	IBM Lotus Notes	INSTALL IBM MAIL	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	05/03/2024 16:03	3.44	High
9270	20240305C66	05/03/2024 13:03	Softwares	SAP	issue in sap	Bm (Comml.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	05/03/2024 17:03	3.2	High
9271	20240305C67	05/03/2024 13:03	Hardware	All In One Desktop	card machine problem	Bm (Comml.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	05/03/2024 17:03	3.19	Medium
9272	20240305C68	05/03/2024 14:03	Hardware	Mouse	mouse not working	Bm (Comml.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	05/03/2024 17:03	3.18	High
9273	20240305C69	05/03/2024 14:03	Hardware	Laptop	Laptop need to be replace	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	05/03/2024 15:03	1.06	High
9274	20240305C70	05/03/2024 14:03	Hardware	Laptop	Laptop need to be replace	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	05/03/2024 15:03	1.01	High
9275	20240305C71	05/03/2024 14:03	Softwares	Windows	Software installation & need to configure mail id & data transfer	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	05/03/2024 15:03	1	High
9276	20240305C72	05/03/2024 14:03	Hardware	Scanner	Scanner is not working	5-Block, Trilok Puri Dispensary, Delhi	Mayur Vihar	Closed By Site Engineer	05/03/2024 16:03	1.94	High
9277	20240305C73	05/03/2024 14:03	Hardware	PC_CPU	test call audit	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	05/03/2024 16:03	2.07	High
9278	20240305C74	05/03/2024 14:03	Hardware	Scanner	scanner connection error	Mulla Colony Scrap Store, Near Gajipur Police Station	Vasundra Enclave	Closed By Site Engineer	05/03/2024 16:03	1.84	High
9279	20240305C75	05/03/2024 14:03	Softwares	Domain Password	please reset domain password	O&M(D) Office, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Site Engineer	05/03/2024 16:03	1.83	High
9280	20240305C76	05/03/2024 14:03	Networking	Link Down	Fleet management network down,	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	05/03/2024 15:03	0.61	High
9281	20240305C77	05/03/2024 14:03	Hardware	Printer	Printer issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	05/03/2024 15:03	0.39	High
9282	20240305C78	05/03/2024 14:03	Hardware	Scanner	Scanner is stuck while scanning. Scanner Sno AG8AC05231 pls assign this call to Mr Arpit	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Comml Office	Shankar Road	Closed By Hardware Team	06/03/2024 11:03	20.35	High
9283	20240305C79	05/03/2024 14:03	Softwares	Ms-Office	Office 16 activation required	Comml Office Cbd-III	Karkardooma	Closed By Hardware Team	05/03/2024 15:03	0.2	High
9284	20240305C80	05/03/2024 14:03	Networking	Link Down	assing to lan team	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	06/03/2024 10:03	19.62	High
9285	20240305C81	05/03/2024 15:03	Lan Support	RJ 45 Connector	network connectivity issue	Shastripark	Yamuna Vihar	Closed By Site Engineer	05/03/2024 17:03	1.65	High
9286	20240305C82	05/03/2024 15:03	Softwares	Browser	google chrome hanging	Yvr C7	Yamuna Vihar	Closed By Site Engineer	05/03/2024 17:03	1.61	Medium
9287	20240305C83	05/03/2024 15:03	Hardware	Printer	paper jam in printer	C-7, Commercial Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Site Engineer	05/03/2024 17:03	1.57	High
9288	20240305C84	05/03/2024 15:03	Hardware	Scanner	lining showing scanning	C-7, Commercial Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Site Engineer	05/03/2024 16:03	1.5	High
9289	20240305C85	05/03/2024 15:03	Hardware	Keyboard	Some keys are not working in Key board (In Auditor P.C)	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	05/03/2024 16:03	0.93	High
9290	20240305C86	05/03/2024 16:03	Softwares	IBM Lotus Notes	In Lotus mail Account is Locked out	S/Stn No 6 Complaint Centre, Pgg, Mandawali (Pgg)	Laxmi Nagar	Closed By Helpdesk	05/03/2024 16:03	0.18	High
9291	20240305C87	05/03/2024 16:03	Softwares	OS	C:/ drive is full file not saved so pls check	Comml Office Cbd-III	Karkardooma	Closed By Site Engineer	05/03/2024 18:03	1.72	Medium
9292	20240305C88	05/03/2024 16:03	Softwares	Antivirus	Trend Micro antivirus pop Up issue on my screen so i am unable to work.	Comml Office Cbd-III	Karkardooma	Closed By Site Engineer	05/03/2024 18:03	1.46	Medium
9293	20240305C89	05/03/2024 16:03	Telecom	Avaya Digital	Two Landline phones are not working in CHD at SHANKAR ROAD Div. Landline No. 01141249353 and 01141249342.pls this call assign to lan team	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Comml Office	Shankar Road	Closed By Lan Support Team	13/03/2024 10:03	185.43	High
9294	20240305C90	05/03/2024 16:03	Softwares	Domain Rejoin	Domain join my name in CPU old domain remove	Comml Office Cbd-III	Karkardooma	Closed By Site Engineer	05/03/2024 18:03	1.13	Medium
9295	20240305C91	05/03/2024 17:03	Softwares	Adobe Reader	PDF FILE ISSUE	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	05/03/2024 17:03	0.23	Medium
9296	20240305C92	05/03/2024 17:03	Softwares	Domain Password	Reset of cac106 .	C-7, Commercial Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Helpdesk	05/03/2024 17:03	0.38	High
9297	20240305C93	05/03/2024 17:03	Softwares	Domain Password	Domain reset.	Rajghat Store	Darya Ganj	Closed By Helpdesk	05/03/2024 17:03	0.35	High
9298	20240305C94	05/03/2024 17:03	Softwares	Domain Password	Domain reset.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	05/03/2024 17:03	0.35	High
9299	20240305C95	05/03/2024 17:03	Softwares	Domain Password	Domain reset.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	05/03/2024 17:03	0.34	High
9300	20240305C96	05/03/2024 17:03	Softwares	Domain Password	Reset of powerscheduling.	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Helpdesk	05/03/2024 17:03	0.33	High
9301	20240305C97	05/03/2024 17:03	Softwares	Domain Password	Reset of 22013012.	Complaint Center Sub-Stn. No. 4, Mig Housing Flat, Mayur Vihar Ph-II, Delhi-110 096	Vasundra Enclave	Closed By Helpdesk	05/03/2024 17:03	0.32	High
9302	20240305C98	05/03/2024 17:03	Hardware	Laptop	Laptop replaced request raised.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	05/03/2024 17:03	0.31	High
9303	20240305C99	05/03/2024 17:03	Softwares	IBM Lotus Notes	Lotus mail check - working fine or not.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	05/03/2024 17:03	0.3	High
9304	20240305C100	05/03/2024 17:03	Softwares	SAP	P34 reinstall.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	05/03/2024 17:03	0.29	High
9305	20240305C101	05/03/2024 17:03	Softwares	Domain Password	Domain A/C reset.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	05/03/2024 17:03	0.28	High
9306	20240305C102	05/03/2024 17:03	Softwares	VPN	VPN connectivity failed.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	05/03/2024 17:03	0.28	Medium
9307	20240305C103	05/03/2024 17:03	Softwares	VPN	VPN failed to connect.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	05/03/2024 17:03	0.27	Medium
9308	20240305C104	05/03/2024 17:03	Softwares	Domain Password	Domain a/c reset.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	05/03/2024 17:03	0.26	High
9309	20240305C105	05/03/2024 17:03	Softwares	Domain Password	Domain a/c reset.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	05/03/2024 17:03	0.26	High
9310	20240305C106	05/03/2024 17:03	Softwares	Internet	Zoom link is not accessible.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	05/03/2024 17:03	0.23	High
9311	20240305C107	05/03/2024 17:03	Softwares	Antivirus	Manage engine end point system prompt for restart.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	05/03/2024 17:03	0.22	Medium
9312	20240305C108	05/03/2024 17:03	Softwares	IBM Lotus Notes	Mail is unable to archive due to flag issue.	Gandhi Market	Darya Ganj	Closed By Helpdesk	05/03/2024 17:03	0.21	High
9313	20240305C109	05/03/2024 17:03	Softwares	Antivirus	Manage engine end point system prompt for restart.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	05/03/2024 17:03	0.2	Medium
9314	20240305C110	05/03/2024 17:03	Softwares	Domain Password	Domain reset.	18-Block, East Patel Nagar, New Delhi-110 005 Comml Office	Patel Nagar	Closed By Helpdesk	05/03/2024 17:03	0.19	High
9315	20240305C111	05/03/2024 17:03	Softwares	SAP	SAP issue due to network.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	05/03/2024 17:03	0.17	High
9316	20240305C112	05/03/2024 17:03	Softwares	OS	OS updation in Mr. manoj pc.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	05/03/2024 17:03	0.16	Medium



S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
9317	20240305C113	05/03/2024 17:03	Softwares	Domain Password	Reset of 41004641 .	Saini Enclave Complaint Centre	Karkardooma	Closed By Helpdesk	05/03/2024 17:03	0.15	High
9318	20240305C114	05/03/2024 17:03	Softwares	IBM Lotus Notes	Mail not responding.	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Helpdesk	05/03/2024 17:03	0.14	High
9319	20240305C115	05/03/2024 17:03	Softwares	ITSM Request	ITSM interface issue	O & M Office Vivek Vihar B-Blk	Karkardooma	Closed By Helpdesk	05/03/2024 17:03	0.13	High
9320	20240305C116	05/03/2024 17:03	Softwares	Domain Password	Reset of 41019825 .	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	05/03/2024 17:03	0.13	High
9321	20240305C117	05/03/2024 17:03	Softwares	VPN	VPN setting reset of 41019825 .	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	05/03/2024 17:03	0.12	Medium
9322	20240305C118	05/03/2024 17:03	Softwares	IBM Lotus Notes	Control room kn mail not responding.	F-15/2, Krishna Nagar, Comml Office	Krishna Nagar	Closed By Helpdesk	05/03/2024 17:03	0.11	High
9323	20240305C119	05/03/2024 17:03	Softwares	Domain Password	Reset of fw007186.	F-15/2, Krishna Nagar, Comml Office	Krishna Nagar	Closed By Helpdesk	05/03/2024 17:03	0.1	High
9324	20240305C120	05/03/2024 17:03	Softwares	NAS	199 is not accessible to auditor shivendra.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	05/03/2024 17:03	0.09	Medium
9325	20240305C121	05/03/2024 17:03	Softwares	IBM Lotus Notes	Mail quota issue.	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Helpdesk	05/03/2024 17:03	0.09	High
9326	20240305C122	05/03/2024 17:03	Softwares	Domain Password	Domain reset of 41019912.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	05/03/2024 17:03	0.07	High
9327	20240305C123	05/03/2024 17:03	Softwares	Domain Password	Reset of 41019912.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	05/03/2024 17:03	0.06	High
9328	20240305C124	05/03/2024 17:03	Softwares	Domain Password	Domain reset.	Mig Office, East Of Loni Road	Nand Nagari	Closed By Helpdesk	05/03/2024 17:03	0.06	High
9329	20240305C125	05/03/2024 17:03	Softwares	OS	Need to login into os.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	05/03/2024 17:03	0.05	Medium
9330	20240305C126	05/03/2024 17:03	Softwares	ESS	SAP window issue in an ESS to amit saini.	Karnti Nagar Complaint Centre	Krishna Nagar	Closed By Helpdesk	05/03/2024 17:03	0.03	Medium
9331	20240306C1	06/03/2024 06:03	Hardware	IP Camera	Meter lab inside and gate camera not working.	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Lan Support Team	08/03/2024 10:03	51.94	High
9332	20240306C2	06/03/2024 06:03	Hardware	IP Camera	PTZ Ghazipur back camera not working.	Gazipur Store (Pgg-2)	Laxmi Nagar	Closed By Lan Support Team	20/03/2024 11:03	340.63	High
9333	20240306C3	06/03/2024 09:03	Softwares	Domain Password	Domain password reset of cac656	Mig Office, East Of Loni Road	Nand Nagari	Closed By Helpdesk	06/03/2024 09:03	0.04	High
9334	20240306C4	06/03/2024 09:03	Hardware	PC_CPU	System Power off Automatic.	S/Stn. No. 13, Pgg (Pgg-2)	Laxmi Nagar	Closed By Site Engineer	06/03/2024 17:03	7.98	High
9335	20240306C5	06/03/2024 10:03	Hardware	Printer	Light printing	Aram Bagh Brn(Comml), Phg	Pahar Ganj	Closed By Site Engineer	06/03/2024 11:03	1.48	High
9336	20240306C6	06/03/2024 10:03	Softwares	IBM Lotus Notes	Mail not receive	Aram Bagh Brn(Comml), Phg	Pahar Ganj	Closed By Site Engineer	06/03/2024 11:03	1.47	High
9337	20240306C7	06/03/2024 10:03	Hardware	Mouse	Mouse Clicks not working ( HFZG152 –3020) Send to Arpit	Sub-Divn O&M(Ptn), Kikanwala Chowk, Dev Nagar, New Delhi	Patel Nagar	Closed By Hardware Team	21/03/2024 16:03	365.84	High
9338	20240306C8	06/03/2024 10:03	Lan Support	Lan Connectivity Provision	I would like to inform that there are need to required One Lan port at Vivek Vihar B- Block O&M office. New Sitting is allotted to Prashant Sharma. Kindly call assign to Lan team for further action.	O & M Office Vivek Vihar B-Blk	Karkardooma	Closed By Lan Support Team	08/03/2024 10:03	48.04	High
9339	20240306C9	06/03/2024 10:03	Softwares	VPN	VPN password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	06/03/2024 10:03	0	Medium
9340	20240306C10	06/03/2024 10:03	Softwares	IBM Lotus Notes	Lotus mail not working .	18-Block, East Patel Nagar, New Delhi-110 005 Comml Office	Patel Nagar	Closed By Site Engineer	06/03/2024 12:03	1.39	High
9341	20240306C11	06/03/2024 10:03	Hardware	Printer	printer not connected	18-Block, East Patel Nagar, New Delhi-110 005 Comml Office	Patel Nagar	Closed By Site Engineer	06/03/2024 12:03	1.37	High
9342	20240306C12	06/03/2024 10:03	Softwares	Ms-Office	Office 16 installation	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	06/03/2024 12:03	1.39	High
9343	20240306C13	06/03/2024 11:03	Softwares	NAS	NAS folder access issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	06/03/2024 12:03	1.15	Medium
9344	20240306C14	06/03/2024 11:03	Softwares	Ms-Office	OFFICE 16 INSTALLATION ( Mr. Brijesh Jha )	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	06/03/2024 12:03	1.16	High
9345	20240306C15	06/03/2024 11:03	Softwares	SAP	issue in sap report	Bm (Comml.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	06/03/2024 17:03	6.16	High
9346	20240306C16	06/03/2024 11:03	Hardware	Printer	printer problem	Bm (Comml.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	06/03/2024 17:03	6.15	High
9347	20240306C17	06/03/2024 11:03	Softwares	SAP	SAP Logging issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	06/03/2024 11:03	0	High
9348	20240306C18	06/03/2024 11:03	Softwares	IBM Lotus Notes	mail not responding	Mulla Colony Scrap Store, Near Gajipur Police Station	Vasundra Enclave	Closed By Site Engineer	06/03/2024 17:03	6.08	High
9349	20240306C19	06/03/2024 11:03	Hardware	Printer	network printer not working at store pl resolve	Mulla Colony Scrap Store, Near Gajipur Police Station	Vasundra Enclave	Closed By Site Engineer	06/03/2024 17:03	6.07	High
9350	20240306C20	06/03/2024 11:03	Softwares	SAP	In P96 Analyzer issue	Comml Office Cbd-ii	Karkardooma	Closed By Helpdesk	06/03/2024 11:03	0.04	High
9351	20240306C21	06/03/2024 11:03	Networking	Link Down	link down	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & ii	Mayur Vihar	Closed By Site Engineer	06/03/2024 15:03	4.43	High
9352	20240306C22	06/03/2024 11:03	Lan Support	Lan Cable Extension	LAN CABLE NEEDS TO EXTEND	Commercial Office, Nng	Nand Nagari	Closed By Lan Support Team	11/03/2024 09:03	117.85	High
9353	20240306C23	06/03/2024 11:03	Softwares	OS	Window OS issue	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Comml Office	Shankar Road	Closed By Site Engineer	06/03/2024 13:03	1.8	Medium
9354	20240306C24	06/03/2024 11:03	Networking	Link Down	Network issue.	S/Stn. No. 15, Gcc And Kcc Department (Pgg-2)	Laxmi Nagar	Closed By Lan Support Team	11/03/2024 09:03	117.6	High
9355	20240306C25	06/03/2024 11:03	Softwares	Ms-Office	Office 16 activation required	Comml Office Cbd-ii	Karkardooma	Closed By Hardware Team	06/03/2024 12:03	0.42	High
9356	20240306C26	06/03/2024 11:03	Telecom	Telephone Shifting	Eno. 9654 is shifting from one cubical to another	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	07/03/2024 10:03	22.26	High
9357	20240306C27	06/03/2024 11:03	Softwares	IBM Lotus Notes	Lotus mail not open need to configure ID file. Assign the call to Vikas Negi.	O & M Office Vivek Vihar B-Blk	Karkardooma	Closed By Site Engineer	06/03/2024 14:03	2.27	High
9358	20240306C28	06/03/2024 11:03	Hardware	PC_CPU	system install at cash counter mvr3	Complain Center, Sub-Stn. No. 3, Mayur Vihar Ph-ii, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	06/03/2024 17:03	5.36	High
9359	20240306C29	06/03/2024 11:03	Telecom	Clip Max	Eno. 9463 has to installed	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	07/03/2024 10:03	22.23	High
9360	20240306C30	06/03/2024 11:03	Softwares	Antivirus	Trend micro remove and installation of Crowd strike antivirus. Assign the call to Vikas Negi.	O & M Office Vivek Vihar B-Blk	Karkardooma	Closed By Site Engineer	06/03/2024 14:03	2.25	Medium
9361	20240306C31	06/03/2024 12:03	Softwares	Antivirus	Trend micro remove and installation of Crowd strike antivirus. Assign the call to Vikas Negi.	O & M Office Vivek Vihar B-Blk	Karkardooma	Closed By Site Engineer	06/03/2024 14:03	2.24	Medium
9362	20240306C32	06/03/2024 12:03	Softwares	GIS	Ltm software not working. Need to upgrade New latest exe file . call assign the Vikas Negi	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Site Engineer	06/03/2024 14:03	2.53	Medium
9363	20240306C33	06/03/2024 12:03	Softwares	GIS	Ltm software not working. Need to upgrade New latest exe file. Call assign to Vikas Negi.	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Site Engineer	06/03/2024 14:03	2.51	Medium
9364	20240306C34	06/03/2024 12:03	Softwares	GIS	Ltm software not working. Need to upgrade New latest exe file . Call assign the Vikas Negi.	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Site Engineer	06/03/2024 14:03	2.5	Medium
9365	20240306C35	06/03/2024 12:03	Hardware	Printer	printer paper not clear print.	Comml Office Cbd-ii	Karkardooma	Closed By Site Engineer	06/03/2024 17:03	5.23	High
9366	20240306C36	06/03/2024 12:03	Softwares	GIS	Ltm software not working. Need to upgrade New latest exe file . Call assign to Vikas Negi.	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Site Engineer	06/03/2024 14:03	2.49	Medium
9367	20240306C37	06/03/2024 12:03	Softwares	GIS	Ltm software not working. Need to upgrade New latest exe file . Call assign to Vikas Negi.	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Site Engineer	06/03/2024 14:03	2.47	Medium
9368	20240306C38	06/03/2024 12:03	Softwares	Domain Rejoin	User facing trust relationship error. Need to rejoin again. Call assign to vikas Negi.	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Site Engineer	06/03/2024 14:03	2.45	Medium

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
9369	20240306C39	06/03/2024 12:03	Softwares	Domain Rejoin	User facing trust relationship error. Need to rejoin again. Call assign to Vikas Negi.	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Site Engineer	06/03/2024 14:03	2.44	Medium
9370	20240306C40	06/03/2024 12:03	Softwares	GIS	Ltm software not working. Need to update New latest exe file . Call assign to Vikas Negi.	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Site Engineer	06/03/2024 14:03	2.43	Medium
9371	20240306C41	06/03/2024 12:03	Softwares	Teamviewer	Team Dpvr site is not open. Need to update Host file. Call assign to Vikas Negi.	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Site Engineer	06/03/2024 14:03	2.41	Medium
9372	20240306C42	06/03/2024 12:03	Softwares	Domain Rejoin	User facing trust relationship error. Need to rejoin again. Call assign to Vikas Negi.	Preet Vihar Grid (Civil, Protection & Mmg Office)	Karkardooma	Closed By Site Engineer	06/03/2024 14:03	2.39	Medium
9373	20240306C43	06/03/2024 12:03	Softwares	ESS	ESS not working browser issue. Call assign to Vikas Negi.	Preet Vihar Grid (Civil, Protection & Mmg Office)	Karkardooma	Closed By Site Engineer	06/03/2024 14:03	2.38	Medium
9374	20240306C44	06/03/2024 12:03	Softwares	Teamviewer	Team Dpvr site is not open. Need to update Host file. Call assign to Vikas Negi.	Preet Vihar Grid (Civil, Protection & Mmg Office)	Karkardooma	Closed By Site Engineer	06/03/2024 14:03	2.36	Medium
9375	20240306C45	06/03/2024 12:03	Softwares	IBM Lotus Notes	Lotus mail not open need to configure ID file. Call assign to Vikas Negi.	Preet Vihar Grid (Civil, Protection & Mmg Office)	Karkardooma	Closed By Site Engineer	06/03/2024 14:03	2.33	High
9376	20240306C46	06/03/2024 12:03	Softwares	Domain Password	Domain password reset of Bhismendra Singh	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	06/03/2024 12:03	0.01	High
9377	20240306C47	06/03/2024 12:03	Hardware	Mouse	Mouse is not working properly- DRAG/DROP, AND LEFT CLICK IS NOT WORKING. its very difficult to work	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Hardware Team	07/03/2024 17:03	29.07	High
9378	20240306C48	06/03/2024 12:03	Hardware	Printer	printer issue	Commf. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Site Engineer	06/03/2024 15:03	3.31	High
9379	20240306C49	06/03/2024 13:03	Softwares	IBM Lotus Notes	Lotus mail not open need to configure ID file. Call assign to Vikas Negi.	O & M Office Vivek Vihar B-Blk	Karkardooma	Closed By Site Engineer	06/03/2024 14:03	0.74	High
9380	20240306C50	06/03/2024 13:03	Softwares	Domain Rejoin	User facing trust relationship error. Need to rejoin again. Call assign to Vikas Negi.	O & M Office Vivek Vihar B-Blk	Karkardooma	Closed By Site Engineer	06/03/2024 14:03	0.72	Medium
9381	20240306C51	06/03/2024 14:03	Softwares	IBM Lotus Notes	unable to archive mail	Aram Bagh Bm(Commf), Phg	Pahar Ganj	Closed By Site Engineer	06/03/2024 15:03	0.86	High
9382	20240306C52	06/03/2024 14:03	Hardware	Printer	Paper Jam	Aram Bagh Bm(Commf), Phg	Pahar Ganj	Closed By Site Engineer	06/03/2024 15:03	0.85	High
9383	20240306C53	06/03/2024 14:03	Telecom	Clip Max	voice disturbance in 3a extn: 7113	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	07/03/2024 10:03	19.84	High
9384	20240306C54	06/03/2024 14:03	Softwares	IBM Lotus Notes	mail quota warning issue not received	Commf Office Cbd-ii	Karkardooma	Closed By Site Engineer	06/03/2024 17:03	2.93	High
9385	20240306C55	06/03/2024 14:03	Hardware	Printer	Legal Dept. Printer is not working.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	06/03/2024 15:03	0.36	High
9386	20240306C56	06/03/2024 15:03	Hardware	Printer	PRINTER CARTIAGE CHANGE	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	06/03/2024 15:03	0.2	High
9387	20240306C57	06/03/2024 15:03	Hardware	Printer	PRINTER ISSUE	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	06/03/2024 15:03	0.15	High
9388	20240306C58	06/03/2024 15:03	Softwares	VTMS	VTMS site is not opening	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	06/03/2024 15:03	0.01	Medium
9389	20240306C59	06/03/2024 15:03	Hardware	PC_CPU	update window in vijay pc	Commf. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Site Engineer	06/03/2024 16:03	0.58	High
9390	20240306C60	06/03/2024 15:03	Softwares	Browser	install all dss software	Commf. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Site Engineer	06/03/2024 16:03	0.56	Medium
9391	20240306C61	06/03/2024 15:03	Softwares	Antivirus	check and update antivirus ravi and vijay pc	Commf. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Site Engineer	06/03/2024 16:03	0.55	Medium
9392	20240306C62	06/03/2024 15:03	Hardware	PC_CPU	window update issue again and again	Commf. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Site Engineer	06/03/2024 16:03	0.52	High
9393	20240306C63	06/03/2024 16:03	Softwares	Domain Password	Domain password reset	O&M (Ptn), 10-B, Rajindra Place, New Delhi-110 008 (Patel Auto)	Patel Nagar	Closed By Helpdesk	06/03/2024 16:03	0	High
9394	20240306C64	06/03/2024 16:03	Softwares	IBM Lotus Notes	mail id not working	O&M (Ptn), 10-B, Rajindra Place, New Delhi-110 008 (Patel Auto)	Patel Nagar	Closed By Site Engineer	06/03/2024 16:03	0.45	High
9395	20240306C65	06/03/2024 16:03	Softwares	IBM Lotus Notes	problem in lotus mail	Town Hall Business Office	Chandni Chowk	Closed By Site Engineer	06/03/2024 17:03	0.77	High
9396	20240306C66	06/03/2024 16:03	Softwares	ESS	ESS not working	Lahori Gate	Chandni Chowk	Closed By Site Engineer	06/03/2024 17:03	0.75	Medium
9397	20240306C67	06/03/2024 16:03	Softwares	OMS	OMS not working	Old Lajpat Rai Mkt	Chandni Chowk	Closed By Site Engineer	06/03/2024 17:03	0.74	Medium
9398	20240306C68	06/03/2024 16:03	Softwares	IBM Lotus Notes	Mail not working due to id file issue	Fountain Grid	Chandni Chowk	Closed By Site Engineer	06/03/2024 17:03	0.71	High
9399	20240306C69	06/03/2024 16:03	Softwares	IBM Lotus Notes	mail not received	Commf Office Cbd-ii	Karkardooma	Closed By Site Engineer	06/03/2024 17:03	0.61	High
9400	20240306C70	06/03/2024 16:03	Hardware	Laptop	Laptop key are not working , PI replace (fn,m,n)(L4501PF0KCGF9)	P.D.Vihar Zonal Office (Lnr)	Laxmi Nagar	Closed By Hardware Team	06/03/2024 17:03	1.14	High
9401	20240306C71	06/03/2024 16:03	Network Hardware	Switch	network issue	Commf Office Cbd-ii	Karkardooma	Closed By Site Engineer	06/03/2024 17:03	0.58	High
9402	20240306C72	06/03/2024 16:03	Hardware	Mouse	Mouse left click is not working , Please replace (Previous call no 20240124C51) Assign to Arpit LENOVO/4089A34/L911481	Guru Angad Nagar Grid (Lnr)	Laxmi Nagar	Closed By Hardware Team	12/03/2024 14:03	141.52	High
9403	20240306C73	06/03/2024 17:03	Softwares	VPN	VPN issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	06/03/2024 17:03	0.01	Medium
9404	20240306C74	06/03/2024 17:03	Softwares	Domain Password	Domain password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	06/03/2024 17:03	0.01	High
9405	20240306C75	06/03/2024 17:03	Lan Support	Lan Cable Extension	User seating change , need to required LAN cable extend / 3C	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	07/03/2024 10:03	17.04	High
9406	20240306C76	06/03/2024 17:03	Lan Support	Lan Connectivity Provision	Attendance Machine of kasturba nagar office network not up Key not available so Kindly assign call to LAN team.	Commf Office Cbd-ii	Karkardooma	Closed By Lan Support Team	08/03/2024 10:03	41.34	High
9407	20240306C77	06/03/2024 17:03	Hardware	Laptop	2 NEW LAPTOP NEED TO READY FOR ISSUED	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	06/03/2024 17:03	0.37	High
9408	20240306C78	06/03/2024 17:03	Softwares	OS	WINDOW AND SOFTWARE NEED TO INSTALL IN NEW LAPTOP	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	06/03/2024 17:03	0.36	Medium
9409	20240306C79	06/03/2024 17:03	Hardware	Laptop	LAPTOP REQUIRE USER NAME - GAURAV THAPAN	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	06/03/2024 17:03	0.29	High
9410	20240306C80	06/03/2024 17:03	Softwares	OS	WINDOW AND SOFTWARE NEED TO INSTALL IN ISSUED LAPTOP	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	06/03/2024 17:03	0.29	Medium
9411	20240307C1	07/03/2024 09:03	Hardware	Printer	Pine lab Machine not working	Complain Center, Sub-Str. No. 3, Mayur Vihar Ph-ii, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	07/03/2024 17:03	7.48	High
9412	20240307C2	07/03/2024 10:03	Softwares	Domain Password	Password reset	Kanti Nagar Complaint Centre	Krishna Nagar	Closed By Helpdesk	07/03/2024 10:03	0	High
9413	20240307C3	07/03/2024 10:03	Softwares	Domain Password	Domain password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	07/03/2024 10:03	0.01	High
9414	20240307C4	07/03/2024 10:03	Hardware	Printer	printer not working	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	07/03/2024 15:03	5.72	High
9415	20240307C5	07/03/2024 10:03	Hardware	Printer	Cash counter poss printer is faulty EPSON/TM-U220/RHFF30180.	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Hardware Team	13/03/2024 10:03	144.22	High
9416	20240307C6	07/03/2024 10:03	Softwares	SAP	BSP login issue	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	07/03/2024 15:03	5.67	High
9417	20240307C7	07/03/2024 10:03	Hardware	Mouse	keyboard mouse not working	F-15/2, Krishna Nagar, Commf Office	Krishna Nagar	Closed By Site Engineer	07/03/2024 15:03	5.62	High
9418	20240307C8	07/03/2024 10:03	Hardware	Mouse	mouse not working	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Commf Office	Shankar Road	Closed By Site Engineer	07/03/2024 15:03	5.53	High
9419	20240307C9	07/03/2024 10:03	Softwares	SAP	In SAP P92 logging issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	07/03/2024 10:03	0	High
9420	20240307C10	07/03/2024 10:03	Hardware	PC_CPU	sleep mode timing increase	C Block Office, Dda Flats, Motta Khan, Dgm (O&M), Phg	Pahar Ganj	Closed By Site Engineer	07/03/2024 11:03	0.49	High
9421	20240307C11	07/03/2024 10:03	Hardware	Laptop	To connect network 1st. floor meeting room (Rose)	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	07/03/2024 13:03	3	High
9422	20240307C12	07/03/2024 11:03	Softwares	IBM Lotus Notes	Mail not received	Cbd-Ii Grid, Kkd	Karkardooma	Closed By Helpdesk	07/03/2024 11:03	0.02	High

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
9423	20240307C13	07/03/2024 11:03	Softwares	Domain Password	Password reset of Pawan gautam	Jhilmil Division Gtr	Gt Road	Closed By Helpdesk	07/03/2024 11:03	0	High
9424	20240307C14	07/03/2024 11:03	Softwares	Adobe Reader	Adobe opening issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	07/03/2024 11:03	0.01	Medium
9425	20240307C15	07/03/2024 11:03	Softwares	IBM Lotus Notes	OET ID Configuration issue.	Ppg Indl. Area Grid (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	07/03/2024 13:03	2.1	High
9426	20240307C16	07/03/2024 11:03	Softwares	Browser	qms site not working	66 Kv, Khicripur Grid, Delhi	Mayur Vihar	Closed By Site Engineer	07/03/2024 11:03	0.1	Medium
9427	20240307C17	07/03/2024 11:03	Softwares	IBM Lotus Notes	mail accounts locked	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	07/03/2024 15:03	4.51	High
9428	20240307C18	07/03/2024 11:03	Hardware	PC_CPU	system login issue	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	07/03/2024 15:03	4.49	High
9429	20240307C19	07/03/2024 11:03	Softwares	Windows	Hindi font install	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	07/03/2024 11:03	0	High
9430	20240307C20	07/03/2024 11:03	Softwares	IBM Lotus Notes	Mail pdf issue	Comm. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Site Engineer	07/03/2024 13:03	1.89	High
9431	20240307C21	07/03/2024 11:03	Hardware	Printer	printer setup issue	Comm. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Site Engineer	07/03/2024 13:03	1.81	High
9432	20240307C22	07/03/2024 11:03	Hardware	Scanner	SCANNER REQUIRE	Permanent Lok Adalat, Mata Sundri Road	Darya Ganj	Closed By Hardware Team	07/03/2024 13:03	2.25	High
9433	20240307C23	07/03/2024 11:03	Hardware	Scanner	SCANNER REQUIRE	Permanent Lok Adalat, Mata Sundri Road	Darya Ganj	Closed By Hardware Team	07/03/2024 13:03	2.25	High
9434	20240307C24	07/03/2024 11:03	Softwares	IBM Lotus Notes	Lotus mail password issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	07/03/2024 11:03	0.01	High
9435	20240307C25	07/03/2024 11:03	Softwares	IBM Lotus Notes	mail not working	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	07/03/2024 17:03	5.36	High
9436	20240307C26	07/03/2024 11:03	Hardware	Printer	printer problem	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	07/03/2024 17:03	5.35	High
9437	20240307C27	07/03/2024 11:03	Hardware	Printer	printer problem	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	07/03/2024 17:03	5.35	High
9438	20240307C28	07/03/2024 11:03	Hardware	Printer	Printer problem	Complaint Office, Sonia Vihar	Karawal Nagar	Closed By Site Engineer	07/03/2024 12:03	0.67	High
9439	20240307C29	07/03/2024 11:03	Hardware	Keyboard	Keyboard problem	Complaint Office, Sonia Vihar	Karawal Nagar	Closed By Site Engineer	07/03/2024 12:03	0.67	High
9440	20240307C30	07/03/2024 11:03	Hardware	Printer	print out problem	O&M Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	07/03/2024 12:03	0.66	High
9441	20240307C31	07/03/2024 11:03	Softwares	IBM Lotus Notes	mail problem	O&M Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	07/03/2024 12:03	0.66	High
9442	20240307C32	07/03/2024 11:03	Hardware	Printer	Print out problem	Complaint Office, Sonia Vihar	Karawal Nagar	Closed By Site Engineer	07/03/2024 12:03	0.61	High
9443	20240307C33	07/03/2024 11:03	Softwares	VPN	VPN Problem	Complaint Office, Gokul Puri	Karawal Nagar	Closed By Site Engineer	07/03/2024 12:03	0.6	Medium
9444	20240307C34	07/03/2024 11:03	Lan Support	RJ 45 Connector	RJ45 problem	Complaint Office, Gokul Puri	Karawal Nagar	Closed By Site Engineer	07/03/2024 12:03	0.59	High
9445	20240307C35	07/03/2024 11:03	Lan Support	RJ 45 Connector	RJ 45 Problem	Complaint Office, Gokul Puri	Karawal Nagar	Closed By Site Engineer	07/03/2024 12:03	0.58	High
9446	20240307C36	07/03/2024 11:03	Softwares	IBM Lotus Notes	system problem	Complaint Office, Gokul Puri	Karawal Nagar	Closed By Site Engineer	07/03/2024 12:03	0.58	High
9447	20240307C37	07/03/2024 11:03	Lan Support	RJ 45 Connector	RJ 45 Problem	Complaint Office, Gokul Puri	Karawal Nagar	Closed By Site Engineer	07/03/2024 12:03	0.57	High
9448	20240307C38	07/03/2024 11:03	Softwares	IBM Lotus Notes	notes problem	Complaint Office, Gokul Puri	Karawal Nagar	Closed By Site Engineer	07/03/2024 12:03	0.57	High
9449	20240307C40	07/03/2024 11:03	Hardware	Printer	Print out problem	66 Kv, Bhagirathi Grid	Karawal Nagar	Closed By Site Engineer	07/03/2024 12:03	0.55	High
9450	20240307C39	07/03/2024 11:03	Hardware	TFT	display issue	Comm. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Site Engineer	07/03/2024 13:03	1.56	High
9451	20240307C41	07/03/2024 11:03	Softwares	IBM Lotus Notes	Mail not working	66 Kv, Bhagirathi Grid	Karawal Nagar	Closed By Site Engineer	07/03/2024 12:03	0.54	High
9452	20240307C42	07/03/2024 11:03	Softwares	Cute PDF	PDF Problem	66 Kv, Bhagirathi Grid	Karawal Nagar	Closed By Site Engineer	07/03/2024 12:03	0.54	Medium
9453	20240307C43	07/03/2024 11:03	Hardware	Printer	Print out problem	66 Kv, Bhagirathi Grid	Karawal Nagar	Closed By Site Engineer	07/03/2024 12:03	0.53	High
9454	20240307C44	07/03/2024 11:03	Softwares	Ms-Office	office problem	66 Kv, Bhagirathi Grid	Karawal Nagar	Closed By Site Engineer	07/03/2024 12:03	0.53	High
9455	20240307C45	07/03/2024 11:03	Softwares	Antivirus	Antivirus installation issue.	S/Stn. No. 13, Ppg (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	07/03/2024 13:03	1.25	Medium
9456	20240307C46	07/03/2024 11:03	Softwares	Adobe Reader	Adobe reader installation issue.	S/Stn. No. 13, Ppg (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	07/03/2024 13:03	1.23	Medium
9457	20240307C47	07/03/2024 12:03	Softwares	IBM Lotus Notes	IBM Lotus installation & configuration issue.	S/Stn. No. 13, Ppg (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	07/03/2024 13:03	1.21	High
9458	20240307C48	07/03/2024 12:03	Softwares	Ms-Office	WPS Office installation issue.	S/Stn. No. 13, Ppg (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	07/03/2024 13:03	1.2	High
9459	20240307C49	07/03/2024 12:03	Hardware	PC_CPU	SPEAKER ISSUE AGAINST REQ NO.	Comm. Office Cbd-iii	Karkardooma	Closed By Hardware Team	07/03/2024 12:03	0.05	High
9460	20240307C50	07/03/2024 12:03	Telecom	Telephone Cord	CORD CHANGE NOW WORKING FINE	Comm. Office Cbd-iii	Karkardooma	Closed By Hardware Team	07/03/2024 12:03	0.06	High
9461	20240307C51	07/03/2024 12:03	Telecom	Telephone Cord	PHONE HANSET CHANGED	Comm. Office Cbd-iii	Karkardooma	Closed By Hardware Team	07/03/2024 12:03	0.04	High
9462	20240307C52	07/03/2024 12:03	Softwares	NAS	My hard disk already corrupted , need storage in server	S/Stn. No. 15, Gcc And Kcd Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	18/03/2024 17:03	269.38	Medium
9463	20240307C53	07/03/2024 12:03	Telecom	IP Phone	IP PHONE NOT WORKING FINE	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	08/03/2024 10:03	22.52	High
9464	20240307C54	07/03/2024 12:03	Hardware	Printer	Printer faulty	Jyoti Colony Complaint Center, East Of Loni Road	Nand Nagari	Closed By Site Engineer	11/03/2024 10:03	93.62	High
9465	20240307C55	07/03/2024 12:03	Hardware	Mouse	Left button of Mouse is not working (S/N-B9P1T72)	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	07/03/2024 12:03	0.07	High
9466	20240307C56	07/03/2024 12:03	Softwares	SAP	P92 LOGIN ISSUE	Aram Bagh Bm(Comm), Phg	Pahar Ganj	Closed By Site Engineer	07/03/2024 16:03	4.12	High
9467	20240307C57	07/03/2024 12:03	Hardware	PC_CPU	SYSTEM SLOW	Aram Bagh Bm(Comm), Phg	Pahar Ganj	Closed By Site Engineer	07/03/2024 16:03	4.12	High
9468	20240307C58	07/03/2024 12:03	Networking	Network Breaks	network problem	Bm (Comm.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	07/03/2024 17:03	4.52	High
9469	20240307C59	07/03/2024 12:03	Softwares	Browser	application not working	Bm (Comm.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	07/03/2024 17:03	4.45	Medium
9470	20240307C60	07/03/2024 12:03	Softwares	SAP	printing issue	Bm (Comm.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	07/03/2024 17:03	4.44	High
9471	20240307C61	07/03/2024 12:03	Hardware	Laptop	laptop webcam not working	Comm. Office Cbd-iii	Karkardooma	Closed By Hardware Team	29/04/2024 11:04	1270.91	High
9472	20240307C62	07/03/2024 12:03	Telecom	Clip Max	Eno. 9523 is not working properly (Humming sound is coming)	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	07/03/2024 14:03	1.72	High
9473	20240307C63	07/03/2024 14:03	Softwares	Domain Password	Password reset	Mig Office, East Of Loni Road	Nand Nagari	Closed By Helpdesk	07/03/2024 14:03	0	High
9474	20240307C64	07/03/2024 14:03	Hardware	Printer	Printer getting blank print / 3A	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	07/03/2024 15:03	0.58	High
9475	20240307C65	07/03/2024 14:03	Hardware	Printer	Paper jam in C&M printer / 3A	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	07/03/2024 15:03	0.5	High
9476	20240307C66	07/03/2024 14:03	Hardware	Scanner	scanning issue	Bm (Comm.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	07/03/2024 17:03	2.62	High
9477	20240307C67	07/03/2024 14:03	Softwares	Domain Rejoin	login issue	Bm (Comm.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	07/03/2024 17:03	2.62	Medium
9478	20240307C68	07/03/2024 14:03	Hardware	Printer	printer cartidge	Bm (Comm.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	07/03/2024 17:03	2.6	High

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
9479	20240307C69	07/03/2024 14:03	Telecom	IP Phone	phone not working	Bm (Comml.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	07/03/2024 17:03	2.58	High
9480	20240307C70	07/03/2024 14:03	Softwares	Domain Password	Domain password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	07/03/2024 14:03	0.01	High
9481	20240307C71	07/03/2024 14:03	Hardware	Printer	printer paper jam	Bm (Comml.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	07/03/2024 17:03	2.51	High
9482	20240307C72	07/03/2024 14:03	Softwares	IBM Lotus Notes	mail archive issue	Bm (Comml.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	07/03/2024 17:03	2.51	High
9483	20240307C73	07/03/2024 14:03	Softwares	IBM Lotus Notes	New laptop need to configure	C-6, O&M Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Site Engineer	07/03/2024 17:03	2.52	High
9484	20240307C74	07/03/2024 14:03	Hardware	Keyboard	Keyboard faulty	C-7, Commercial Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Site Engineer	07/03/2024 17:03	2.5	High
9485	20240307C75	07/03/2024 14:03	Softwares	Windows	windows crashed	C-7, Commercial Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Site Engineer	07/03/2024 17:03	2.48	High
9486	20240307C76	07/03/2024 14:03	Softwares	Windows	window crashing frequently	C-7, Commercial Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Site Engineer	07/03/2024 17:03	2.46	High
9487	20240307C77	07/03/2024 14:03	Hardware	UPS	ups beep sound	Mulla Colony Scrap Store, Near Gajipur Police Station	Vasundra Enclave	Closed By Site Engineer	07/03/2024 17:03	2.15	High
9488	20240307C78	07/03/2024 15:03	Lan Support	Lan IO Port	assign to lan team phone wire changed	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	08/03/2024 10:03	19.67	High
9489	20240307C79	07/03/2024 15:03	Softwares	Teamviewer	teamviewer update	Mulla Colony Scrap Store, Near Gajipur Police Station	Vasundra Enclave	Closed By Site Engineer	07/03/2024 17:03	2.07	Medium
9490	20240307C80	07/03/2024 15:03	Softwares	Teamviewer	teamviewer update	Mulla Colony Scrap Store, Near Gajipur Police Station	Vasundra Enclave	Closed By Site Engineer	07/03/2024 17:03	2.07	Medium
9491	20240307C81	07/03/2024 15:03	Hardware	Mouse	s/n-pg020kdn mouse faulty right click not working	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	07/03/2024 17:03	2.06	High
9492	20240307C82	07/03/2024 15:03	Softwares	IBM Lotus Notes	mail not working	O&M (Ptn), 10-B, Rajindra Place, New Delhi-110 008 (Patel Auto)	Patel Nagar	Closed By Site Engineer	07/03/2024 16:03	1.46	High
9493	20240307C83	07/03/2024 15:03	Networking	Network Breaks	Network issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	07/03/2024 15:03	0.75	High
9494	20240307C84	07/03/2024 15:03	Networking	Link Down	network issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	07/03/2024 17:03	2.07	High
9495	20240307C85	07/03/2024 15:03	Softwares	Internet	Bill tracking system site is not opening.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	07/03/2024 15:03	0.04	High
9496	20240307C86	07/03/2024 15:03	Softwares	Internet	Bill tracking system site is not opening.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	07/03/2024 15:03	0.03	High
9497	20240307C87	07/03/2024 15:03	Softwares	Internet	Bill tracking system site is not opening.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	07/03/2024 15:03	0.01	High
9498	20240307C88	07/03/2024 15:03	Hardware	Laptop	Laptop Hanging issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	08/03/2024 16:03	25.41	High
9499	20240307C89	07/03/2024 15:03	Hardware	Printer	printer issue	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	07/03/2024 16:03	1.41	High
9500	20240307C90	07/03/2024 15:03	Telecom	Telephone Cord	asing to lan team	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	08/03/2024 10:03	19.27	High
9501	20240307C91	07/03/2024 15:03	Softwares	Internet	Bill tracking system site is not opening	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	07/03/2024 15:03	0.01	High
9502	20240307C92	07/03/2024 15:03	Softwares	OS	win 10 64bit install	C Block Office, Dda Flats, Motia Khan, Dgm (O&M), Phg	Pahar Ganj	Closed By Site Engineer	08/03/2024 09:03	17.95	Medium
9503	20240307C93	07/03/2024 15:03	Softwares	Adobe Reader	adobe reader install	C Block Office, Dda Flats, Motia Khan, Dgm (O&M), Phg	Pahar Ganj	Closed By Site Engineer	08/03/2024 09:03	17.94	Medium
9504	20240307C94	07/03/2024 15:03	Softwares	Domain Rejoin	Domain join	C Block Office, Dda Flats, Motia Khan, Dgm (O&M), Phg	Pahar Ganj	Closed By Site Engineer	08/03/2024 09:03	17.94	Medium
9505	20240307C95	07/03/2024 16:03	Softwares	IBM Lotus Notes	Mail install & configure	C Block Office, Dda Flats, Motia Khan, Dgm (O&M), Phg	Pahar Ganj	Closed By Site Engineer	08/03/2024 09:03	17.93	High
9506	20240307C96	07/03/2024 16:03	Softwares	SAP	SAP install & module configure	C Block Office, Dda Flats, Motia Khan, Dgm (O&M), Phg	Pahar Ganj	Closed By Site Engineer	08/03/2024 09:03	17.92	High
9507	20240307C97	07/03/2024 16:03	Softwares	Ms-Office	MS office install	C Block Office, Dda Flats, Motia Khan, Dgm (O&M), Phg	Pahar Ganj	Closed By Site Engineer	08/03/2024 09:03	17.92	High
9508	20240307C98	07/03/2024 16:03	Softwares	Antivirus	Antivirus install	C Block Office, Dda Flats, Motia Khan, Dgm (O&M), Phg	Pahar Ganj	Closed By Site Engineer	08/03/2024 09:03	17.91	Medium
9509	20240307C99	07/03/2024 16:03	Softwares	Teamviewer	team viewer install & configure	C Block Office, Dda Flats, Motia Khan, Dgm (O&M), Phg	Pahar Ganj	Closed By Site Engineer	08/03/2024 09:03	17.9	Medium
9510	20240307C100	07/03/2024 16:03	Softwares	Browser	Google Chrome install	C Block Office, Dda Flats, Motia Khan, Dgm (O&M), Phg	Pahar Ganj	Closed By Site Engineer	08/03/2024 09:03	17.9	Medium
9511	20240307C101	07/03/2024 16:03	Softwares	Adobe Reader	win rar install	C Block Office, Dda Flats, Motia Khan, Dgm (O&M), Phg	Pahar Ganj	Closed By Site Engineer	08/03/2024 09:03	17.89	Medium
9512	20240307C102	07/03/2024 16:03	Hardware	Mouse	MOUSE NOT WORKING	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	11/03/2024 17:03	96.78	High
9513	20240307C103	07/03/2024 16:03	Lan Support	Lan Cable Replacement	Lan cable Faulty	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Lan Support Team	13/03/2024 10:03	138.02	High
9514	20240307C104	07/03/2024 16:03	Hardware	Laptop	LAPTOP REQUIRE FOR DEPARTMENTAL USE	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	08/03/2024 16:03	24.34	High
9515	20240307C105	07/03/2024 16:03	Softwares	OS	WINDOW AND SOFTWARE NEED TO INSTALL IN ISSUED LAPTOP	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	08/03/2024 16:03	24.34	Medium
9516	20240307C106	07/03/2024 16:03	Hardware	Keyboard	numbers ketyas are not working , INI6308JTM	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	07/03/2024 17:03	0.61	High
9517	20240307C107	07/03/2024 16:03	Lan Support	Lan Cable Conduiting	one LAN point not working ( send to lan team )	18-Block, East Patel Nagar, New Delhi-110 005 Comml Office	Patel Nagar	Closed By Lan Support Team	13/03/2024 10:03	137.82	High
9518	20240307C108	07/03/2024 16:03	Hardware	PC_CPU	Display Fluctuation	C Block Office, Dda Flats, Motia Khan, Dgm (O&M), Phg	Pahar Ganj	Closed By Site Engineer	08/03/2024 09:03	17.23	High
9519	20240307C109	07/03/2024 16:03	Hardware	TFT	TFT stand has to connect.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	07/03/2024 17:03	0.46	High
9520	20240307C110	07/03/2024 17:03	Hardware	Mouse	scroll and mouse curser not moving	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Hardware Team	08/04/2024 17:04	767.97	High
9521	20240307C111	07/03/2024 17:03	Softwares	CAS	CAS SOFTWARE IS NOT WORKING.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	08/03/2024 10:03	16.94	Medium
9522	20240307C112	07/03/2024 17:03	Softwares	CAS	CAS SOFTWARE IS NOT WORKING.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	08/03/2024 10:03	16.94	Medium
9523	20240308C1	08/03/2024 10:03	Softwares	OMS	OMS NOT WORKING	33 Kv Sub./Station Lines I.P. Estate New Delhi 110002	Darya Ganj	Closed By Site Engineer	11/03/2024 16:03	78.66	Medium
9524	20240308C2	08/03/2024 10:03	Hardware	PC_CPU	CPU INSTALLED ON USER DESK	33 Kv Sub./Station Lines I.P. Estate New Delhi 110002	Darya Ganj	Closed By Site Engineer	11/03/2024 16:03	78.65	High
9525	20240308C3	08/03/2024 10:03	Hardware	Printer	Printer issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	08/03/2024 15:03	4.8	High
9526	20240308C4	08/03/2024 10:03	Hardware	Printer	unable to take print	Aram Bagh Bm(Comml), Phg	Pahar Ganj	Closed By Site Engineer	08/03/2024 10:03	0.18	High
9527	20240308C5	08/03/2024 10:03	Hardware	Mouse	Mouse is not working.	S/Stn. No. 02 (Ppg)	Laxmi Nagar	Closed By Site Engineer	08/03/2024 15:03	5.2	High
9528	20240308C6	08/03/2024 10:03	Telecom	Clip Max	Telephone is not functioning.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	08/03/2024 10:03	0.07	High
9529	20240308C7	08/03/2024 11:03	Hardware	PC_CPU	CPU Buting issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	08/03/2024 12:03	1.08	High
9530	20240308C8	08/03/2024 11:03	Lan Support	Lan Cable Extension	Required lan cable in room no-305 on urgent basis	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Lan Support Team	13/03/2024 10:03	119.03	High
9531	20240308C9	08/03/2024 11:03	Hardware	Printer	print out issue from printer	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	08/03/2024 11:03	0	High
9532	20240308C10	08/03/2024 11:03	Softwares	OMS	OMS slow.	Jhilmil Division Gtr	Gt Road	Closed By Helpdesk	08/03/2024 13:03	2.12	Medium
9533	20240308C11	08/03/2024 11:03	Softwares	Domain Password	Reset of 7160 .	Mig Office, East Of Loni Road	Nand Nagari	Closed By Helpdesk	08/03/2024 13:03	2.11	High



S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
9534	20240308C12	08/03/2024 11:03	Softwares	Domain Password	Reset of harsh nain.	33 Kv.Substation (Srd Building), Shankar Road, New Delhi-110 060 CommI Office	Shankar Road	Closed By Helpdesk	08/03/2024 13:03	2.1	High
9535	20240308C13	08/03/2024 11:03	Softwares	IBM Lotus Notes	Need to remove flag in a mail.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	08/03/2024 13:03	2.09	High
9536	20240308C14	08/03/2024 11:03	Softwares	IBM Lotus Notes	Lotus quota.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	08/03/2024 13:03	2.09	High
9537	20240308C15	08/03/2024 11:03	Softwares	IBM Lotus Notes	Lotus locked.	Cbd-ii Grid, Kkd	Karkardooma	Closed By Helpdesk	08/03/2024 13:03	2.08	High
9538	20240308C16	08/03/2024 11:03	Softwares	Domain Password	Domain reset.	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Helpdesk	08/03/2024 13:03	2.07	High
9539	20240308C17	08/03/2024 11:03	Softwares	IBM Lotus Notes	Lotus mail password issue.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	08/03/2024 13:03	2.04	High
9540	20240308C18	08/03/2024 11:03	Softwares	IBM Lotus Notes	Mail lock of lan support.	Kanti Nagar Complaint Centre	Krishna Nagar	Closed By Helpdesk	08/03/2024 13:03	2.03	High
9541	20240308C19	08/03/2024 11:03	Softwares	VPN	NEED TO ACCESS VPN.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	08/03/2024 13:03	2.03	Medium
9542	20240308C20	08/03/2024 11:03	Softwares	IBM Lotus Notes	VPN CONNECT FAILED.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	08/03/2024 13:03	2.02	High
9543	20240308C21	08/03/2024 11:03	Softwares	OMS	Reports is unable to access in IOMS.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	08/03/2024 13:03	2.01	Medium
9544	20240308C22	08/03/2024 11:03	Softwares	SAP	SAP installation.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	08/03/2024 13:03	2	High
9545	20240308C23	08/03/2024 11:03	Softwares	Internet	VLC player installation.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	08/03/2024 13:03	1.99	High
9546	20240308C24	08/03/2024 12:03	Softwares	Adobe Reader	PDF file size issue after access.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	08/03/2024 13:03	1.97	Medium
9547	20240308C25	08/03/2024 12:03	Softwares	Domain Password	Reset of 40134633.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Helpdesk	08/03/2024 13:03	1.97	High
9548	20240308C26	08/03/2024 12:03	Softwares	Adobe Reader	Copy paste font issue in word.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	08/03/2024 13:03	1.96	Medium
9549	20240308C27	08/03/2024 12:03	Hardware	Printer	Printer installation.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	08/03/2024 13:03	1.95	High
9550	20240308C28	08/03/2024 12:03	Softwares	IBM Lotus Notes	Mail not responding.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	08/03/2024 13:03	1.93	High
9551	20240308C29	08/03/2024 12:03	Hardware	Printer	Printer install	C Block Office, Dda Flats, Motia Khan, Dgm (O&M), Phg	Pahar Ganj	Closed By Site Engineer	08/03/2024 15:03	3.76	High
9552	20240308C30	08/03/2024 12:03	Softwares	Domain Password	Domain reset of 41017723.	Complaint Center (Ram Nagar)	Pahar Ganj	Closed By Helpdesk	08/03/2024 13:03	1.9	High
9553	20240308C31	08/03/2024 12:03	Telecom	Telephone Cord	issue one telephone cord -01 9436 number	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	08/03/2024 16:03	4.05	High
9554	20240308C32	08/03/2024 12:03	Softwares	Teamviewer	Teamviewer password setting reset.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	08/03/2024 13:03	1.4	Medium
9555	20240308C33	08/03/2024 12:03	Softwares	Teamviewer	Teamviewer password setting reset.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	08/03/2024 13:03	1.39	Medium
9556	20240308C34	08/03/2024 12:03	Softwares	Teamviewer	Teamviewer password setting reset.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	08/03/2024 13:03	1.38	Medium
9557	20240308C35	08/03/2024 12:03	Softwares	Teamviewer	Teamviewer password setting reset.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	08/03/2024 13:03	1.36	Medium
9558	20240308C36	08/03/2024 12:03	Softwares	Teamviewer	Teamviewer password setting reset.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	08/03/2024 13:03	1.36	Medium
9559	20240308C37	08/03/2024 12:03	Softwares	Teamviewer	Teamviewer password setting reset.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	08/03/2024 13:03	1.34	Medium
9560	20240308C38	08/03/2024 12:03	Softwares	Teamviewer	Teamviewer password setting reset.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	08/03/2024 13:03	1.32	Medium
9561	20240308C39	08/03/2024 12:03	Softwares	Teamviewer	Teamviewer password setting reset of pramod sharma.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	08/03/2024 13:03	1.26	Medium
9562	20240308C40	08/03/2024 12:03	Softwares	Teamviewer	Teamviewer password setting reset.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	08/03/2024 13:03	1.21	Medium
9563	20240308C41	08/03/2024 12:03	Softwares	Teamviewer	Teamviewer password setting reset.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	08/03/2024 13:03	1.2	Medium
9564	20240308C42	08/03/2024 12:03	Softwares	Teamviewer	Teamviewer password setting reset.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	08/03/2024 13:03	1.19	Medium
9565	20240308C43	08/03/2024 12:03	Softwares	Teamviewer	Teamviewer password setting reset.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	08/03/2024 13:03	1.17	Medium
9566	20240308C44	08/03/2024 12:03	Lan Support	RJ 45 Connector	asing to lan team	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	11/03/2024 09:03	68.65	High
9567	20240308C45	08/03/2024 12:03	Softwares	OS	PC OS not booting hard disk chkdsk error again & again issue	CommI Office Cbd-ii	Karkardooma	Closed By Hardware Team	14/03/2024 11:03	142.84	Medium
9568	20240308C46	08/03/2024 12:03	Softwares	Teamviewer	Teamviewer password setting reset.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	08/03/2024 13:03	1.16	Medium
9569	20240308C47	08/03/2024 12:03	Softwares	Teamviewer	Teamviewer password setting reset.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	08/03/2024 13:03	1.14	Medium
9570	20240308C48	08/03/2024 12:03	Softwares	Drivers	New scanner issue so driver install Fi-6130z	Kasturba Nagar Complaint Centre	Karkardooma	Closed By Site Engineer	08/03/2024 13:03	0.5	High
9571	20240308C49	08/03/2024 12:03	Telecom	Telephone Cord	assign to lan team	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	11/03/2024 09:03	68.61	High
9572	20240308C50	08/03/2024 12:03	Softwares	Teamviewer	Teamviewer password setting reset.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	08/03/2024 13:03	1.12	Medium
9573	20240308C51	08/03/2024 12:03	Softwares	Teamviewer	Teamviewer password setting reset.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	08/03/2024 13:03	1.12	Medium
9574	20240308C52	08/03/2024 12:03	Softwares	Teamviewer	Teamviewer password setting reset.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	08/03/2024 13:03	1.11	Medium
9575	20240308C53	08/03/2024 12:03	Softwares	Teamviewer	Teamviewer password setting reset.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	08/03/2024 13:03	1.1	Medium
9576	20240308C54	08/03/2024 12:03	Softwares	Teamviewer	Teamviewer password setting reset of sanjeev rawat.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	08/03/2024 13:03	1.08	Medium
9577	20240308C55	08/03/2024 12:03	Softwares	Teamviewer	Teamviewer password setting reset.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	08/03/2024 13:03	1.07	Medium
9578	20240308C56	08/03/2024 12:03	Hardware	PC_CPU	PC NOT WORKING	CommI. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & ii	Mayur Vihar	Closed By Site Engineer	08/03/2024 15:03	2.68	High
9579	20240308C57	08/03/2024 13:03	Softwares	SAP	sap issue	CommI. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & ii	Mayur Vihar	Closed By Site Engineer	08/03/2024 15:03	2.63	High
9580	20240308C58	08/03/2024 13:03	Softwares	Teamviewer	Teamviewer password setting reset of ctroom pc 1.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	08/03/2024 13:03	0.19	Medium
9581	20240308C59	08/03/2024 13:03	Softwares	Teamviewer	Teamviewer password setting reset of ctroom pc 2.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	08/03/2024 13:03	0.19	Medium
9582	20240308C60	08/03/2024 13:03	Softwares	Teamviewer	Teamviewer password setting reset of ctroom pc 3.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	08/03/2024 13:03	0.18	Medium
9583	20240308C61	08/03/2024 13:03	Softwares	Teamviewer	Teamviewer password setting reset of panchsheel.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	08/03/2024 13:03	0.17	Medium
9584	20240308C62	08/03/2024 13:03	Softwares	Teamviewer	Teamviewer password setting reset of lokesh kumar gate pass.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	08/03/2024 13:03	0.16	Medium
9585	20240308C63	08/03/2024 13:03	Softwares	Teamviewer	Teamviewer password setting reset.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	08/03/2024 13:03	0.14	Medium
9586	20240308C64	08/03/2024 13:03	Softwares	Teamviewer	Teamviewer password setting reset.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	08/03/2024 13:03	0.13	Medium
9587	20240308C65	08/03/2024 13:03	Softwares	Teamviewer	Teamviewer password setting reset.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	08/03/2024 13:03	0.12	Medium
9588	20240308C66	08/03/2024 13:03	Softwares	Teamviewer	Teamviewer password setting reset.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	08/03/2024 13:03	0.11	Medium
9589	20240308C67	08/03/2024 13:03	Softwares	Teamviewer	Teamviewer password setting reset.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	08/03/2024 13:03	0.1	Medium
9590	20240308C68	08/03/2024 13:03	Softwares	Teamviewer	Teamviewer password setting reset.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	08/03/2024 13:03	0.08	Medium
9591	20240308C69	08/03/2024 13:03	Softwares	Domain Password	change password	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	08/03/2024 16:03	2.83	High
9592	20240308C70	08/03/2024 13:03	Softwares	Teamviewer	Teamviewer password setting reset of jyoti verma.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	08/03/2024 13:03	0.06	Medium
9593	20240308C71	08/03/2024 13:03	Softwares	Teamviewer	Teamviewer password setting reset of savita.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	08/03/2024 13:03	0.05	Medium
9594	20240308C72	08/03/2024 13:03	Softwares	Teamviewer	Teamviewer password setting reset.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	08/03/2024 13:03	0.04	Medium
9595	20240308C73	08/03/2024 14:03	Softwares	Browser	ftp uploader install and login account	CommI. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & ii	Mayur Vihar	Closed By Site Engineer	08/03/2024 15:03	1.56	Medium
9596	20240308C74	08/03/2024 14:03	Hardware	PC_CPU	pc faulty 4f4ph32	Shahdara Store L-Block, Dilshad Garden	Gt Road	Closed By Hardware Team	13/03/2024 18:03	123.75	High
9597	20240308C75	08/03/2024 14:03	Hardware	Printer	Print fed issue.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	08/03/2024 15:03	1.33	High
9598	20240308C76	08/03/2024 14:03	Softwares	Ms-Office	install ms office	CommI. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & ii	Mayur Vihar	Closed By Site Engineer	08/03/2024 15:03	0.8	High

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
9599	20240308C77	08/03/2024 14:03	General Calls	Presentation / VC	Low volume in a TV at rose meeting room.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	08/03/2024 15:03	0.21	High
9600	20240308C78	08/03/2024 14:03	Softwares	Internet	PCM not working	Aram Bagh Bm(Comm), Phg	Pahar Ganj	Closed By Site Engineer	08/03/2024 15:03	0.83	High
9601	20240308C79	08/03/2024 14:03	Hardware	Printer	Printer offline	Aram Bagh Bm(Comm), Phg	Pahar Ganj	Closed By Site Engineer	08/03/2024 15:03	0.83	High
9602	20240308C80	08/03/2024 15:03	Telecom	IP Phone	IP phone adopter faulty	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	08/03/2024 16:03	1.16	High
9603	20240308C81	08/03/2024 15:03	Softwares	Teamviewer	Team viewer password issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	08/03/2024 15:03	0.02	Medium
9604	20240308C82	08/03/2024 15:03	Hardware	PC_CPU	system slow	Aram Bagh Bm(Comm), Phg	Pahar Ganj	Closed By Site Engineer	08/03/2024 15:03	0.41	High
9605	20240308C83	08/03/2024 15:03	Hardware	Printer	Print issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	08/03/2024 15:03	0.01	High
9606	20240308C84	08/03/2024 15:03	Softwares	SAP	Installation of SAP Software application. Assign the call to Vikas Negl.	O & M Office Vivek Vihar B-Blk	Karkardooma	Closed By Site Engineer	08/03/2024 17:03	2.16	High
9607	20240308C85	08/03/2024 15:03	Telecom	IP Phone	IP Phone Power Adopter faulty Need to replace. Call assign to Kunal.	Preet Vihar Grid (Civil, Protection & Mmg Office)	Karkardooma	Closed By Hardware Team	08/03/2024 17:03	2.05	High
9608	20240308C86	08/03/2024 15:03	Softwares	IBM Lotus Notes	mail not working	O&M (Ptn), 10-B, Rajindra Place, New Delhi-110 008 (Patel Auto)	Patel Nagar	Closed By Site Engineer	11/03/2024 10:03	66.55	High
9609	20240308C87	08/03/2024 15:03	Softwares	IBM Lotus Notes	mail not working	O&M (Ptn), 10-B, Rajindra Place, New Delhi-110 008 (Patel Auto)	Patel Nagar	Closed By Site Engineer	11/03/2024 10:03	66.52	High
9610	20240308C88	08/03/2024 15:03	Hardware	TFT	TFT STAND IS LOOSE , PL HELP TO FIX	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	11/03/2024 09:03	65.99	High
9611	20240308C89	08/03/2024 15:03	Networking	Network Breaks	Network is not detecting in a laptop & telephone as well.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	08/03/2024 17:03	1.35	High
9612	20240308C90	08/03/2024 16:03	Softwares	ESS	login issue	Aram Bagh Bm(Comm), Phg	Pahar Ganj	Closed By Site Engineer	11/03/2024 09:03	65.17	Medium
9613	20240308C91	08/03/2024 16:03	Lan Support	Lan Cable Replacement	This is to inform you that the LAN wire of Shastri park grid is being damaged by squirrels. network is not working. pls assign this call to LAN TEAM	Complaint Center, Shankar Road	Shankar Road	Closed By Lan Support Team	13/03/2024 10:03	113.9	High
9614	20240308C92	08/03/2024 16:03	Hardware	Mouse	Left click not working.	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Hardware Team	21/03/2024 16:03	311.78	High
9615	20240308C93	08/03/2024 16:03	Softwares	IBM Lotus Notes	Mail Archive issue	Aram Bagh Bm(Comm), Phg	Pahar Ganj	Closed By Site Engineer	11/03/2024 09:03	64.67	High
9616	20240308C94	08/03/2024 17:03	Softwares	Domain Password	Domain password reset	Preet Vihar Grid (Civil, Protection & Mmg Office)	Karkardooma	Closed By Helpdesk	08/03/2024 17:03	0.01	High
9617	20240308C95	08/03/2024 17:03	Softwares	OS	D drive is not accessible	Aram Bagh Bm(Comm), Phg	Pahar Ganj	Closed By Site Engineer	11/03/2024 09:03	64.28	Medium
9618	20240308C96	08/03/2024 17:03	Lan Support	Lan Connectivity Provision	assign to lan team	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	11/03/2024 09:03	64.17	High
9619	20240308C97	08/03/2024 17:03	Softwares	VPN	VPN configuration issue.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	11/03/2024 10:03	65.23	Medium
9620	20240308C98	08/03/2024 17:03	Softwares	VPN	VPN connectivity failed.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	08/03/2024 17:03	0.05	Medium
9621	20240308C99	08/03/2024 17:03	Softwares	IBM Lotus Notes	Lotus mail quota issue.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	08/03/2024 17:03	0.03	High
9622	20240308C100	08/03/2024 17:03	Softwares	Teamviewer	Teamviewer password is not displaying.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	08/03/2024 17:03	0	Medium
9623	20240309C1	09/03/2024 06:03	Hardware	IP Camera	KRN COMM OUTSIDE,CASH,CHD,GATE CAERA NOT WORKING.	F-15/2, Krishna Nagar, Commil Office	Krishna Nagar	Closed By Lan Support Team	11/03/2024 09:03	50.97	High
9624	20240309C2	09/03/2024 06:03	Hardware	IP Camera	NNG O&M ROOM AND GATE CAMERA NOT WORKING.	Commercial Office, Nng	Nand Nagari	Closed By Lan Support Team	11/03/2024 09:03	50.92	High
9625	20240309C3	09/03/2024 06:03	Hardware	IP Camera	PTZ RMU PPG CAMERA NOT WORKING.	Training And Work Shop, (Ppg-2)	Laxmi Nagar	Closed By Lan Support Team	11/03/2024 09:03	51	High
9626	20240309C4	09/03/2024 10:03	Telecom	Telephone Cord	Landine phone issue	Commil. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Site Engineer	11/03/2024 10:03	48.39	High
9627	20240311C1	11/03/2024 09:03	Softwares	Domain Password	Domain password reset	Store Rajghat Power House New Delhi 110002	Darya Ganj	Closed By Helpdesk	11/03/2024 09:03	0.01	High
9628	20240311C2	11/03/2024 09:03	Hardware	Laptop	System issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	11/03/2024 16:03	7.31	High
9629	20240311C3	11/03/2024 09:03	Telecom	Clip Max	Noise disturbance in telephone extr no - 9380 / Cash Revenue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	11/03/2024 10:03	0.43	High
9630	20240311C4	11/03/2024 09:03	Softwares	IBM Lotus Notes	Lotus password issue.	S/Stn. No. 13, Ppg (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	11/03/2024 10:03	0.97	High
9631	20240311C5	11/03/2024 09:03	Softwares	SAP	SAP password issue.	S/Stn. No. 13, Ppg (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	11/03/2024 10:03	1	High
9632	20240311C6	11/03/2024 10:03	Lan Support	Lan IO Port	ASSIGN TO LAN TEAM	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	13/03/2024 10:03	48.2	High
9633	20240311C7	11/03/2024 10:03	Lan Support	Lan Cable Conduiting	one Lan point not working ( Send to lan team)	18-Block, East Patel Nagar, New Delhi-110 005 Commil Office	Patel Nagar	Closed By Lan Support Team	13/03/2024 10:03	48.24	High
9634	20240311C8	11/03/2024 10:03	Softwares	Domain Password	Domain password reset	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Helpdesk	11/03/2024 10:03	0.01	High
9635	20240311C9	11/03/2024 10:03	Hardware	Printer	PRINTER ISSUE	Commil. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Site Engineer	11/03/2024 10:03	0.44	High
9636	20240311C10	11/03/2024 10:03	Softwares	Admin Helpdesk	Unable to login admin helpdesk	Aram Bagh Bm(Comm), Phg	Pahar Ganj	Closed By Site Engineer	11/03/2024 11:03	1	Medium
9637	20240311C11	11/03/2024 10:03	Softwares	Antivirus	Trend Micro remove	Aram Bagh Bm(Comm), Phg	Pahar Ganj	Closed By Site Engineer	11/03/2024 11:03	1	Medium
9638	20240311C12	11/03/2024 10:03	Softwares	IBM Lotus Notes	IBM MAIL ISSUE	Commil. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Site Engineer	11/03/2024 10:03	0.41	High
9639	20240311C13	11/03/2024 10:03	Hardware	Printer	PRINTER NOT WORKING, ENGR. KAPIL SHARMA	S/Stn No 5 Enf-2 (Ppg)	Laxmi Nagar	Closed By Site Engineer	11/03/2024 17:03	7.11	High
9640	20240311C14	11/03/2024 10:03	Hardware	PC_CPU	System butting issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	11/03/2024 10:03	0.01	High
9641	20240311C15	11/03/2024 10:03	Softwares	IBM Lotus Notes	ARCHIVE FOLDER IS NOT WORKING IN MY MAIL	Commil. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Site Engineer	11/03/2024 15:03	4.59	High
9642	20240311C16	11/03/2024 11:03	Softwares	IBM Lotus Notes	ibm mail sending issue	Samachar Aptt. Mayur Vihar Ph-I And li , Delhi	Mayur Vihar	Closed By Site Engineer	11/03/2024 15:03	4.43	High
9643	20240311C17	11/03/2024 11:03	Hardware	PC_CPU	PC is not open	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Commil Office	Shankar Road	Closed By Site Engineer	11/03/2024 11:03	0.64	High
9644	20240311C18	11/03/2024 11:03	Softwares	Adobe Reader	PDF file is not open	R-88 A Double Storey S/Stn. Building, R Block, New Rajinder Ngr, Shankar Rd, Delhi (O & M)	Shankar Road	Closed By Site Engineer	11/03/2024 11:03	0.61	Medium
9645	20240311C19	11/03/2024 11:03	Softwares	Domain Password	Domain password reset	33kv Grid, Kamla Market Commil Office	Darya Ganj	Closed By Helpdesk	11/03/2024 11:03	0	High
9646	20240311C20	11/03/2024 11:03	Softwares	Antivirus	Antivirus updation call	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Commil Office	Shankar Road	Closed By Site Engineer	11/03/2024 11:03	0.59	Medium
9647	20240311C21	11/03/2024 11:03	Hardware	Scanner	Scanner is not working	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Commil Office	Shankar Road	Closed By Site Engineer	11/03/2024 11:03	0.57	High
9648	20240311C22	11/03/2024 11:03	Hardware	Mouse	mouse is not working	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Commil Office	Shankar Road	Closed By Site Engineer	11/03/2024 11:03	0.54	High
9649	20240311C23	11/03/2024 11:03	Hardware	Mouse	mouse is not working	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Commil Office	Shankar Road	Closed By Site Engineer	11/03/2024 11:03	0.53	High
9650	20240311C24	11/03/2024 11:03	Softwares	Ms-Office	Excel issue	Commil. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Site Engineer	11/03/2024 15:03	4.31	High
9651	20240311C25	11/03/2024 11:03	Softwares	Ms-Office	Installation of Hana App.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	11/03/2024 11:03	0.49	High
9652	20240311C26	11/03/2024 11:03	Softwares	Domain Password	Domain password reset	Commil Office Cbd-lii	Karkardooma	Closed By Helpdesk	11/03/2024 11:03	0	High
9653	20240311C27	11/03/2024 11:03	Softwares	Internet	Internet issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	11/03/2024 11:03	0	High
9654	20240311C28	11/03/2024 11:03	Hardware	PC_CPU	Mother board faulty S.No: 5ST7152 Please asgin to Arpit	33kv Grid, Kamla Market Commil Office	Darya Ganj	Closed By Hardware Team	15/03/2024 15:03	100.38	High

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
9655	20240311C29	11/03/2024 11:03	Softwares	OS	user profile dasktop data not showing	Comm Office Cbd-ii	Karkardooma	Closed By Site Engineer	11/03/2024 12:03	0.57	Medium
9656	20240311C30	11/03/2024 11:03	Softwares	MSB	msb not login	Comm Office Cbd-ii	Karkardooma	Closed By Site Engineer	11/03/2024 12:03	0.52	Medium
9657	20240311C31	11/03/2024 11:03	Hardware	Printer	printing issue	Complain Center, Sub-Stn. No. 3, Mayur Vihar Ph-ii, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	11/03/2024 17:03	5.38	High
9658	20240311C32	11/03/2024 11:03	Softwares	Browser	ess issue	Complain Center, Sub-Stn. No. 3, Mayur Vihar Ph-ii, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	11/03/2024 17:03	5.38	Medium
9659	20240311C33	11/03/2024 11:03	Softwares	Internet	To connect WIFI	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	11/03/2024 12:03	0	High
9660	20240311C34	11/03/2024 12:03	Softwares	SAP	report not generate	Complain Center, Sub-Stn. No. 3, Mayur Vihar Ph-ii, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	11/03/2024 17:03	5.1	High
9661	20240311C35	11/03/2024 12:03	Hardware	Mouse	Mouse not working. It need to be replace. Please assign this call to Mr. Arpit System S.No. - 2J1RH32	Aram Bagh Bm(Comm), Phg	Pahar Ganj	Closed By Hardware Team	12/03/2024 11:03	23.89	High
9662	20240311C36	11/03/2024 12:03	Hardware	Mouse	Mouse not working	Minto Road	Darya Ganj	Closed By Hardware Team	08/04/2024 17:04	677.53	High
9663	20240311C37	11/03/2024 12:03	Hardware	Mouse	Mouse left click not working	Comm Office Cbd-ii	Karkardooma	Closed By Hardware Team	11/03/2024 15:03	3.09	High
9664	20240311C38	11/03/2024 12:03	Softwares	IBM Lotus Notes	Lotus mail issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	11/03/2024 12:03	0	High
9665	20240311C39	11/03/2024 12:03	Softwares	ITSM Request	ITSM Request fill of Rohit kumar	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	11/03/2024 12:03	0	High
9666	20240311C40	11/03/2024 12:03	Softwares	Browser	dtm site issue	Comm. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & ii	Mayur Vihar	Closed By Site Engineer	11/03/2024 15:03	3.04	Medium
9667	20240311C41	11/03/2024 12:03	Softwares	Admin Helpdesk	Admin helpdesk login issue	C Block Office, Dda Flats, Motia Khan, Dgm (O&M), Phg	Pahar Ganj	Closed By Site Engineer	11/03/2024 14:03	1.37	Medium
9668	20240311C42	11/03/2024 13:03	Hardware	Printer	1108 printer need to add	Preet Vihar Zonal Office (Lnr)	Laxmi Nagar	Closed By Site Engineer	12/03/2024 17:03	27.47	High
9669	20240311C43	11/03/2024 13:03	Hardware	PC_CPU	SYSTEM SETUP	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	12/03/2024 10:03	20.25	High
9670	20240311C44	11/03/2024 14:03	Hardware	PC_CPU	Motherboard Problem SL-N963217.PI assign Mr Arpit	Gandhi Market Office	Darya Ganj	Closed By Hardware Team	27/03/2024 16:03	386.43	High
9671	20240311C45	11/03/2024 14:03	Hardware	PC_CPU	power issue in cpu	Comm. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & ii	Mayur Vihar	Closed By Site Engineer	11/03/2024 15:03	1.37	High
9672	20240311C46	11/03/2024 14:03	Softwares	Windows	pm surya solar site not open	Comm Office Cbd-ii	Karkardooma	Closed By Site Engineer	11/03/2024 15:03	1.14	High
9673	20240311C47	11/03/2024 14:03	Hardware	Printer	printer paper not clear print change the cartidge	Comm Office Cbd-ii	Karkardooma	Closed By Site Engineer	11/03/2024 15:03	0.95	High
9674	20240311C48	11/03/2024 14:03	Telecom	Clip Max	Exno. 9873 is not working.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	13/03/2024 10:03	43.83	High
9675	20240311C49	11/03/2024 14:03	Hardware	Printer	2nd. B Last cabin (New Cartridge installed in 3015 printer)	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	11/03/2024 15:03	0.66	High
9676	20240311C50	11/03/2024 14:03	Hardware	PC_CPU	PC SMPS is faulty. Serial No. - PG00D2TC , Model - 10B3A0L2H 14 pin SMPS is required.	33 Kv Grid, G.T.Road Comm Bldg	Gt Road	Closed By Hardware Team	12/03/2024 15:03	24.65	High
9677	20240311C51	11/03/2024 14:03	Softwares	OMS	OMS not working	Complaint Center Pp Qtr	Pahar Ganj	Closed By Site Engineer	11/03/2024 16:03	1.16	Medium
9678	20240311C52	11/03/2024 15:03	Softwares	Browser	pdf no open	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	18/03/2024 13:03	166.44	Medium
9679	20240311C53	11/03/2024 16:03	Hardware	Printer	System booting failure.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	12/03/2024 09:03	17.35	High
9680	20240311C54	11/03/2024 16:03	Hardware	Printer	Both printers are not working in C&M Dept.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	12/03/2024 10:03	17.56	High
9681	20240311C55	11/03/2024 16:03	Hardware	Mouse	mouse install	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	12/03/2024 09:03	17.11	High
9682	20240311C56	11/03/2024 16:03	Hardware	Keyboard	keyboard install	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	12/03/2024 09:03	17.1	High
9683	20240311C57	11/03/2024 16:03	Hardware	Printer	printer install	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	12/03/2024 09:03	17.1	High
9684	20240311C58	11/03/2024 16:03	Hardware	PC_CPU	all set install	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	12/03/2024 09:03	17.09	High
9685	20240311C59	11/03/2024 16:03	Networking	IP Conflict	IP address install	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	12/03/2024 09:03	17.07	High
9686	20240311C60	11/03/2024 16:03	Softwares	Domain Password	System Password reset as per mail Rohit J sharma	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	11/03/2024 16:03	0	High
9687	20240311C61	11/03/2024 16:03	Softwares	IBM Lotus Notes	Mail id lock	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	11/03/2024 16:03	0.06	High
9688	20240311C62	11/03/2024 16:03	Softwares	Adobe Reader	PDF file issue	Comm. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & ii	Mayur Vihar	Closed By Site Engineer	12/03/2024 10:03	17.43	Medium
9689	20240311C63	11/03/2024 16:03	Softwares	OS	pc restart issue	Comm Office Cbd-ii	Karkardooma	Closed By Site Engineer	11/03/2024 17:03	0.91	Medium
9690	20240311C64	11/03/2024 17:03	Networking	Link Down	CBD-2, Gate number 2 camera is not working	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	13/03/2024 10:03	41.15	High
9691	20240311C65	11/03/2024 17:03	Networking	Link Down	CBD-2 ,Parking camera is not working	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	13/03/2024 10:03	41.14	High
9692	20240311C66	11/03/2024 17:03	Softwares	Internet	Internet issue.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	11/03/2024 17:03	0.17	High
9693	20240311C67	11/03/2024 17:03	Softwares	IBM Lotus Notes	Mail issue in nagendra.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Helpdesk	11/03/2024 17:03	0.16	High
9694	20240311C68	11/03/2024 17:03	Softwares	Domain Password	Domain a/c reset.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	11/03/2024 17:03	0.16	High
9695	20240311C69	11/03/2024 17:03	Softwares	Domain Password	Domain a/c reset of meghna Kapoor.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	11/03/2024 17:03	0.15	High
9696	20240311C70	11/03/2024 17:03	Softwares	VPN	Password updation for VPN access.	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Helpdesk	11/03/2024 17:03	0.14	Medium
9697	20240311C71	11/03/2024 17:03	Softwares	IBM Lotus Notes	Lotus mail password ordered from mumbai.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	11/03/2024 17:03	0.06	High
9698	20240311C72	11/03/2024 17:03	Softwares	IBM Lotus Notes	Mail re-configuration.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	11/03/2024 17:03	0.06	High
9699	20240311C73	11/03/2024 17:03	Softwares	IBM Lotus Notes	Mail not responding.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	11/03/2024 17:03	0.05	High
9700	20240311C74	11/03/2024 17:03	Softwares	ITSM Request	Hardware request raised of vijender via ITSM.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	11/03/2024 17:03	0.03	High
9701	20240311C75	11/03/2024 17:03	Softwares	IBM Lotus Notes	Mail not responding.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	11/03/2024 17:03	0.02	High
9702	20240311C76	11/03/2024 17:03	Softwares	Domain Password	Reset of 41019915.	Complaint Center (Ram Nagar)	Pahar Ganj	Closed By Helpdesk	11/03/2024 17:03	0.02	High
9703	20240311C77	11/03/2024 17:03	Softwares	Domain Password	Domain reset.	Comm Office Cbd-ii	Karkardooma	Closed By Helpdesk	11/03/2024 17:03	0.01	High
9704	20240312C1	12/03/2024 08:03	Hardware	IP Camera	CC JYOTI NAGAR CCTV NOT WORKING	Jyoti Colony Complaint Center, East Of Loni Road	Nand Nagari	Closed By Lan Support Team	20/03/2024 11:03	195.24	High
9705	20240312C2	12/03/2024 08:03	Hardware	IP Camera	NNG COMM GATE CCTV NOT WORKING	Commercial Office, Nng	Nand Nagari	Closed By Lan Support Team	14/03/2024 08:03	48.56	High
9706	20240312C3	12/03/2024 08:03	Hardware	IP Camera	NNG COMM O&M GATE AND ROOM CCTV NOT WORKING	Mig Office, East Of Loni Road	Nand Nagari	Closed By Lan Support Team	14/03/2024 08:03	48.51	High
9707	20240312C4	12/03/2024 08:03	Hardware	IP Camera	PPG PTZ RMU CCTV NOT WORKING	Ppg Indl. Area Grid (Ppg-2)	Laxmi Nagar	Closed By Lan Support Team	14/03/2024 08:03	48.41	High
9708	20240312C5	12/03/2024 09:03	Hardware	PC_CPU	System is not butting.	Cbd-ii Grid, Kkd	Karkardooma	Closed By Hardware Team	12/03/2024 14:03	4.95	High
9709	20240312C6	12/03/2024 09:03	Softwares	SAP	P92 configuration issue.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	12/03/2024 12:03	2.52	High
9710	20240312C7	12/03/2024 09:03	Lan Support	Lan Cable Extension	Need lan cable for today (2A - PMG).	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Lan Support Team	13/03/2024 10:03	24.69	High
9711	20240312C8	12/03/2024 09:03	Softwares	Internet	chrome issue	Liq Complaint Center, East Of Loni Road	Nand Nagari	Closed By Site Engineer	12/03/2024 10:03	0.94	High
9712	20240312C9	12/03/2024 10:03	Telecom	Clip Max	Phone not working at Room no 108. Ext. No.-9367 Please assign this call to LAN Team.	Aram Bagh Bm(Comm), Phg	Pahar Ganj	Closed By Lan Support Team	14/03/2024 08:03	46.78	High
9713	20240312C10	12/03/2024 10:03	Softwares	Windows	To update windows patches	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Comm Office	Shankar Road	Closed By Helpdesk	12/03/2024 10:03	0	High
9714	20240312C11	12/03/2024 10:03	Hardware	Laptop	laptop power butten is damage	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Hardware Team	12/03/2024 14:03	4.26	High

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
9715	20240312C12	12/03/2024 10:03	Hardware	Laptop	temporary laptop require for office work	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Hardware Team	12/03/2024 14:03	4.25	High
9716	20240312C13	12/03/2024 10:03	Softwares	ITSM Request	Mail id request fill up of Sandeep Kumar	Cbd-Ii Grid, Kkd	Karkardooma	Closed By Helpdesk	12/03/2024 10:03	0	High
9717	20240312C14	12/03/2024 10:03	Lan Support	Lan Connectivity Provision	lan issue	Mig Office, East Of Loni Road	Nand Nagari	Closed By Lan Support Team	15/03/2024 09:03	71.25	High
9718	20240312C15	12/03/2024 10:03	Softwares	IBM Lotus Notes	Lotus mail issue	Commercial Office, Nng	Nand Nagari	Closed By Helpdesk	12/03/2024 10:03	0.02	High
9719	20240312C16	12/03/2024 10:03	Hardware	Keyboard	ctrl is not working & space button crack from centre. (PG00QLSQ).	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	13/03/2024 15:03	28.63	High
9720	20240312C17	12/03/2024 10:03	Softwares	Domain Password	Domain password reset	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Helpdesk	12/03/2024 10:03	0	High
9721	20240312C18	12/03/2024 10:03	Hardware	Printer	3015 ACM PRINTER NOT WORKING	F-15/2, Krishna Nagar, Comml Office	Krishna Nagar	Closed By Site Engineer	13/03/2024 16:03	29.09	High
9722	20240312C19	12/03/2024 11:03	Softwares	IBM Lotus Notes	pl check mail issue	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	12/03/2024 17:03	5.98	High
9723	20240312C20	12/03/2024 11:03	Hardware	TFT	lft power issue	Bm (Comml.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	13/03/2024 11:03	24.7	High
9724	20240312C21	12/03/2024 11:03	Softwares	ESS	ess not working	Bm (Comml.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	13/03/2024 11:03	24.69	Medium
9725	20240312C22	12/03/2024 11:03	Hardware	Laptop	Laptop Logging issue ,user is available in 2nd. A Block PMG Dept.	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Hardware Team	12/03/2024 11:03	0.78	High
9726	20240312C23	12/03/2024 11:03	Softwares	Domain Password	Domain password reset	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Helpdesk	12/03/2024 11:03	0	High
9727	20240312C24	12/03/2024 11:03	Softwares	Internet	To fill up IT Hardware requisition form for Laptop in IT Sampark	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	12/03/2024 11:03	0.01	High
9728	20240312C25	12/03/2024 11:03	Softwares	IBM Lotus Notes	ibm not open plz check	13-Block,Trilokpuri,Delhi	Mayur Vihar	Closed By Site Engineer	13/03/2024 15:03	27.68	High
9729	20240312C26	12/03/2024 11:03	Networking	IP Conflict	IP conflict issue of Akshat Negi / 3C	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	12/03/2024 11:03	0.44	High
9730	20240312C27	12/03/2024 11:03	Softwares	Teamviewer	teamviewer not working	13-Block,Trilokpuri,Delhi	Mayur Vihar	Closed By Site Engineer	13/03/2024 15:03	27.64	Medium
9731	20240312C28	12/03/2024 11:03	Softwares	IBM Lotus Notes	mail not working	13-Block,Trilokpuri,Delhi	Mayur Vihar	Closed By Site Engineer	13/03/2024 15:03	27.58	High
9732	20240312C29	12/03/2024 12:03	Softwares	Antivirus	new anti virus crowdstrike installed	Comml Office Cbd-Iii	Karkardooma	Closed By Site Engineer	12/03/2024 18:03	5.99	Medium
9733	20240312C30	12/03/2024 12:03	Softwares	Antivirus	facon av installed	Comml Office Cbd-Iii	Karkardooma	Closed By Site Engineer	12/03/2024 18:03	5.9	Medium
9734	20240312C31	12/03/2024 12:03	Softwares	Windows	WINDOW UPDATE PROBLEM ENG KAPIL SHARMA	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Site Engineer	12/03/2024 14:03	1.87	High
9735	20240312C32	12/03/2024 12:03	Softwares	IBM Lotus Notes	lotus mail quota warning issue	Kasturba Nagar Complaint Centre	Karkardooma	Closed By Site Engineer	12/03/2024 18:03	5.62	High
9736	20240312C33	12/03/2024 12:03	Softwares	Adobe Reader	pdf file is not open	R-88 A Double Storey S/Stn. Building, R Block, New Rajinder Ngr, Shankar Rd, Delhi (O & M)	Shankar Road	Closed By Site Engineer	12/03/2024 16:03	3.42	Medium
9737	20240312C34	12/03/2024 12:03	Softwares	OS	Desktop icons are not showing on screen	33 Kv.Substation (Srd Building), Shankar Road, New Delhi-110 060 Comml Office	Shankar Road	Closed By Site Engineer	12/03/2024 16:03	3.4	Medium
9738	20240312C35	12/03/2024 12:03	Softwares	ESS	ess not open	33 Kv.Substation (Srd Building), Shankar Road, New Delhi-110 060 Comml Office	Shankar Road	Closed By Site Engineer	12/03/2024 16:03	3.36	Medium
9739	20240312C36	12/03/2024 12:03	Softwares	IBM Lotus Notes	Mail account is locked	33 Kv.Substation (Srd Building), Shankar Road, New Delhi-110 060 Comml Office	Shankar Road	Closed By Site Engineer	12/03/2024 16:03	3.34	High
9740	20240312C37	12/03/2024 12:03	Hardware	Printer	Unable to print from shared printer	Complaint Center, Shankar Road	Shankar Road	Closed By Site Engineer	12/03/2024 16:03	3.27	High
9741	20240312C38	12/03/2024 12:03	Hardware	Mouse	Scroll of the mouse is not working.	S/Stn No 7, O&M, (Ppg)	Laxmi Nagar	Closed By Hardware Team	08/04/2024 17:04	652.75	High
9742	20240312C39	12/03/2024 12:03	Softwares	Domain Password	Domain password issue.	Ppg Indl. Area Grid (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	13/03/2024 17:03	28.76	High
9743	20240312C40	12/03/2024 13:03	Softwares	IBM Lotus Notes	PL INSTALL MY MAIL ID	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	12/03/2024 17:03	4	High
9744	20240312C41	12/03/2024 13:03	Hardware	Printer	printr paper not clear print pls repair	Comml Office Cbd-Iii	Karkardooma	Closed By Site Engineer	12/03/2024 15:03	2.16	High
9745	20240312C42	12/03/2024 13:03	Softwares	Antivirus	anti virus new crowdstrike installed	Comml Office Cbd-Iii	Karkardooma	Closed By Site Engineer	12/03/2024 15:03	2.13	Medium
9746	20240312C43	12/03/2024 13:03	Hardware	Printer	printer not working	18-Block Geeta Colony, Delhi	Krishna Nagar	Closed By Site Engineer	13/03/2024 16:03	26.71	High
9747	20240312C44	12/03/2024 13:03	Softwares	IBM Lotus Notes	mail not receive	Aram Bagh Bm(Comml), Phg	Pahar Ganj	Closed By Site Engineer	12/03/2024 14:03	0.72	High
9748	20240312C45	12/03/2024 13:03	Hardware	Printer	paper jam	Aram Bagh Bm(Comml), Phg	Pahar Ganj	Closed By Site Engineer	12/03/2024 14:03	0.71	High
9749	20240312C46	12/03/2024 14:03	Network Hardware	Switch	Network not work due to 24 port switch is not working, kindly arrange to replace.	Paiwalan O & M Office	Chandni Chowk	Assign			High
9750	20240312C47	12/03/2024 14:03	Hardware	Printer	printer issue	Bm (Comml.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	13/03/2024 11:03	21.19	High
9751	20240312C48	12/03/2024 14:03	Softwares	SAP	report not opening	Bm (Comml.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	13/03/2024 11:03	21.18	High
9752	20240312C49	12/03/2024 14:03	Telecom	IP Phone	connector damage	Bm (Comml.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	13/03/2024 11:03	21.18	High
9753	20240312C50	12/03/2024 14:03	Telecom	IP Phone	iphone not working	Bm (Comml.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	13/03/2024 11:03	21.15	High
9754	20240312C51	12/03/2024 14:03	Softwares	Domain Password	passwor issue	Bm (Comml.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	13/03/2024 11:03	21.14	High
9755	20240312C52	12/03/2024 14:03	Networking	Network Breaks	network not working	Mulla Colony Scrap Store, Near Gajipur Police Station	Vasundra Enclave	Closed By Site Engineer	13/03/2024 11:03	21.12	High
9756	20240312C53	12/03/2024 14:03	Hardware	Printer	printer paper jam	Mulla Colony Scrap Store, Near Gajipur Police Station	Vasundra Enclave	Closed By Site Engineer	13/03/2024 11:03	21.11	High
9757	20240312C54	12/03/2024 14:03	Telecom	Clip Max	pl arrange to update the extension in IMS INVENTORY : 9024	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	12/03/2024 17:03	2.3	High
9758	20240312C55	12/03/2024 14:03	Softwares	IBM Lotus Notes	Lotus mail server lock issue is coming , PI check	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	12/03/2024 17:03	2.28	High
9759	20240312C56	12/03/2024 14:03	Networking	Link Down	link down at mmg pocket E mayur vihar	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & Ii	Mayur Vihar	Closed By Site Engineer	13/03/2024 15:03	24.45	High
9760	20240312C57	12/03/2024 14:03	Softwares	IBM Lotus Notes	Lotus mail password issue	O&M Office, Karawal Nagar	Karawal Nagar	Closed By Helpdesk	12/03/2024 14:03	0.01	High
9761	20240312C58	12/03/2024 14:03	Hardware	Printer	printer not working	F-15/2, Krishna Nagar, Comml Office	Krishna Nagar	Closed By Site Engineer	13/03/2024 16:03	25.14	High
9762	20240312C59	12/03/2024 14:03	Softwares	Domain Password	Domain password reset	Ppg Indl. Area Grid (Ppg-2)	Laxmi Nagar	Closed By Helpdesk	12/03/2024 14:03	0	High
9763	20240312C60	12/03/2024 15:03	Hardware	Printer	EPSON Printer U220 Faulty . multiple line showing on print out Printer S/N. RHFF298866 . assign this call to arpit Counter No. 614	Complaint Office, Karawal Nagar	Karawal Nagar	Closed By Hardware Team	13/03/2024 10:03	19.43	High
9764	20240312C61	12/03/2024 15:03	Hardware	Printer	EPSON Printer U220 Faulty . multiple line showing on print out Printer S/N. RHFF298866 . assign this call to arpit Counter No. 614	C-7, Commercial Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Hardware Team	13/03/2024 10:03	19.3	High
9765	20240312C62	12/03/2024 15:03	Hardware	Printer	EPSON Printer U220 Faulty . multiple line showing on print out Printer S/N. RHFF298866 . assign this call to arpit Counter No. 614	C-7, Commercial Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Hardware Team	13/03/2024 10:03	19.3	High



S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
9766	20240312C63	12/03/2024 15:03	Softwares	IBM Lotus Notes	travverler mail configure on apple handset	CommI Office Cbd-ii	Karkardooma	Closed By Site Engineer	12/03/2024 18:03	3.11	High
9767	20240312C64	12/03/2024 15:03	Softwares	IBM Lotus Notes	mail issue	Bm (CommI.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	13/03/2024 11:03	20.57	High
9768	20240312C65	12/03/2024 15:03	Softwares	IBM Lotus Notes	issue in mail	Bm (CommI.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	13/03/2024 11:03	20.55	High
9769	20240312C66	12/03/2024 15:03	Hardware	Printer	paper jam	Bm (CommI.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	13/03/2024 11:03	20.55	High
9770	20240312C67	12/03/2024 15:03	Hardware	PC_CPU	In user profile desktop data is not showing(7724)	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	12/03/2024 16:03	0.85	High
9771	20240312C68	12/03/2024 15:03	Softwares	Windows	print screen not working	C-6, O&M Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Site Engineer	13/03/2024 15:03	23.87	High
9772	20240312C69	12/03/2024 15:03	Softwares	Windows	window crashed	C-7, Commercial Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Site Engineer	13/03/2024 15:03	23.8	High
9773	20240312C70	12/03/2024 15:03	Softwares	Windows	windows running very slow	C-7, Commercial Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Site Engineer	13/03/2024 15:03	23.78	High
9774	20240312C71	12/03/2024 15:03	Softwares	OMS	ioms not working	C-6, O&M Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Site Engineer	13/03/2024 15:03	23.7	Medium
9775	20240312C72	12/03/2024 15:03	Softwares	IBM Lotus Notes	mail issue	Commercial Office, Nng	Nand Nagari	Closed By Site Engineer	13/03/2024 13:03	21.32	High
9776	20240312C73	12/03/2024 15:03	Softwares	Domain Rejoin	domain issue	Shahdara Store L-Block, Dilshad Garden	Gt Road	Closed By Site Engineer	13/03/2024 13:03	21.32	Medium
9777	20240312C74	12/03/2024 15:03	Softwares	SAP	sap issue	Shahdara Store L-Block, Dilshad Garden	Gt Road	Closed By Site Engineer	13/03/2024 13:03	21.31	High
9778	20240312C75	12/03/2024 15:03	Hardware	Printer	printer problem	S/Stn No 5 Enf-2 (Ppg)	Laxmi Nagar	Closed By Site Engineer	12/03/2024 17:03	1.42	High
9779	20240312C76	12/03/2024 15:03	Softwares	Adobe Reader	pdf problem eng kapilsharma	S/Stn No 5 Enf-2 (Ppg)	Laxmi Nagar	Closed By Site Engineer	12/03/2024 17:03	1.39	Medium
9780	20240312C77	12/03/2024 15:03	Hardware	PC_CPU	system install	Aram Bagh Bm(CommI), Phg	Pahar Ganj	Closed By Site Engineer	12/03/2024 16:03	0.68	High
9781	20240312C78	12/03/2024 15:03	Hardware	Printer	Printer install	Aram Bagh Bm(CommI), Phg	Pahar Ganj	Closed By Site Engineer	12/03/2024 16:03	0.67	High
9782	20240312C79	12/03/2024 16:03	Softwares	IBM Lotus Notes	SSL VPN REQUEST CREATION	Shakarpur Grid (Lnr)	Laxmi Nagar	Closed By Site Engineer	12/03/2024 17:03	0.94	High
9783	20240312C80	12/03/2024 16:03	Softwares	Domain Password	Password reset	S/Stn No 7, O&M, (Ppg)	Laxmi Nagar	Closed By Helpdesk	12/03/2024 16:03	0.01	High
9784	20240312C81	12/03/2024 16:03	Softwares	IBM Lotus Notes	SSL VPN REQUEST CREATION	Shakarpur Grid (Lnr)	Laxmi Nagar	Closed By Site Engineer	12/03/2024 17:03	0.92	High
9785	20240312C82	12/03/2024 16:03	Softwares	Domain Password	Domain Password issue.	S/Stn No 7, O&M, (Ppg)	Laxmi Nagar	Closed By Site Engineer	15/03/2024 13:03	68.94	High
9786	20240312C83	12/03/2024 16:03	Hardware	Laptop	laptop need to replace with new	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	12/03/2024 17:03	1	High
9787	20240312C84	12/03/2024 16:03	Softwares	OS	window and software need to install in issued laptop	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	12/03/2024 17:03	0.99	Medium
9788	20240312C85	12/03/2024 16:03	Hardware	Printer	recovery printer is not working	F-15/2, Krishna Nagar, CommI Office	Krishna Nagar	Closed By Site Engineer	13/03/2024 16:03	23.62	High
9789	20240312C86	12/03/2024 16:03	Hardware	Printer	recovery printer is not working	F-15/2, Krishna Nagar, CommI Office	Krishna Nagar	Closed By Site Engineer	13/03/2024 16:03	23.61	High
9790	20240312C87	12/03/2024 17:03	Hardware	Mouse	Mouse is not working properly. Unable to drag on excel sheet. Kindly resolve this issue.	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Hardware Team	13/03/2024 15:03	22.27	High
9791	20240312C88	12/03/2024 17:03	Softwares	OMS	OMS not working	C Block Office, Dda Flats, Motta Khan, Dgm (O&M), Phg	Pahar Ganj	Closed By Site Engineer	13/03/2024 09:03	16.2	Medium
9792	20240312C89	12/03/2024 17:03	Softwares	Domain Password	Reset of s7833 .	F-15/2, Krishna Nagar, CommI Office	Krishna Nagar	Closed By Helpdesk	12/03/2024 17:03	0.14	High
9793	20240312C90	12/03/2024 17:03	Softwares	Domain Password	Reset of 40132310 .	33 Kv Grid, G.T.Road CommI Bldg	Gt Road	Closed By Helpdesk	12/03/2024 17:03	0.13	High
9794	20240312C91	12/03/2024 17:03	Softwares	Domain Password	Domain a/c reset.	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Helpdesk	12/03/2024 17:03	0.12	High
9795	20240312C92	12/03/2024 17:03	Networking	IP Conflict	IP confirmation from DC team.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	12/03/2024 17:03	0.1	High
9796	20240312C93	12/03/2024 17:03	Softwares	IBM Lotus Notes	Mail not responding.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	12/03/2024 17:03	0.08	High
9797	20240312C94	12/03/2024 17:03	Softwares	ITSM Request	Hardware request raised.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	12/03/2024 17:03	0.02	High
9798	20240312C95	12/03/2024 17:03	Softwares	Ms-Office	Excel file compatibility issue.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	12/03/2024 17:03	0.02	High
9799	20240312C96	12/03/2024 18:03	Softwares	Antivirus	Antivirus installation	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	13/03/2024 10:03	16.52	Medium
9800	20240312C97	12/03/2024 18:03	Softwares	Antivirus	Antivirus installation	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	13/03/2024 10:03	16.5	Medium
9801	20240312C98	12/03/2024 18:03	Softwares	Antivirus	Antivirus installation	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	13/03/2024 10:03	16.49	Medium
9802	20240312C99	12/03/2024 18:03	Softwares	Antivirus	Antivirus installation	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	13/03/2024 10:03	16.45	Medium
9803	20240312C100	12/03/2024 18:03	Softwares	Antivirus	Antivirus installation	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	13/03/2024 10:03	16.44	Medium
9804	20240312C101	12/03/2024 18:03	Softwares	Antivirus	Antivirus installation on Control room pc	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	13/03/2024 10:03	15.98	Medium
9805	20240312C102	12/03/2024 18:03	Softwares	Antivirus	Antivirus installation on Control room pc1	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	13/03/2024 10:03	15.97	Medium
9806	20240312C103	12/03/2024 18:03	Softwares	Antivirus	Antivirus installation on Control room pc2	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	13/03/2024 10:03	15.97	Medium
9807	20240312C104	12/03/2024 18:03	Softwares	Antivirus	Antivirus installation on Control room pc3	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	13/03/2024 10:03	15.99	Medium
9808	20240312C105	12/03/2024 18:03	Softwares	Antivirus	Antivirus installation	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	13/03/2024 10:03	15.93	Medium
9809	20240312C106	12/03/2024 18:03	Softwares	Antivirus	Antivirus installation	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	13/03/2024 10:03	15.91	Medium
9810	20240313C1	13/03/2024 08:03	Hardware	IP Camera	CC P.D VIHAR CCTV NOT WORKING	P.D.Vihar Zonal Office (Lnr)	Laxmi Nagar	Closed By Lan Support Team	14/03/2024 08:03	24.07	High
9811	20240313C2	13/03/2024 08:03	Hardware	IP Camera	CC P.D VIHAR CCTV NOT WORKING	P.D.Vihar Zonal Office (Lnr)	Laxmi Nagar	Closed By Lan Support Team	14/03/2024 08:03	24.06	High
9812	20240313C3	13/03/2024 09:03	Softwares	IBM Lotus Notes	Lotus mail issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	13/03/2024 09:03	0.05	High
9813	20240313C4	13/03/2024 09:03	Softwares	IBM Lotus Notes	To create archive in Lotus mail	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	13/03/2024 09:03	0.03	High
9814	20240313C5	13/03/2024 09:03	Hardware	PC_CPU	Daye and time issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	13/03/2024 09:03	0.03	High
9815	20240313C6	13/03/2024 09:03	Softwares	IBM Lotus Notes	Lotus mail issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	13/03/2024 09:03	0.01	High
9816	20240313C7	13/03/2024 09:03	Hardware	PC_CPU	Every day Date and time issue (To change CMOS battery)	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	13/03/2024 12:03	2.42	High
9817	20240313C8	13/03/2024 10:03	Softwares	Ms-Office	WPS Reinstallation issue.	Training And Work Shop, (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	13/03/2024 17:03	7.25	High
9818	20240313C9	13/03/2024 10:03	Lan Support	Lan Cable Extension	telephone not working, IT Eng Kapil Sharma	Lig Complaint Centre, East Of Loni Road	Nand Nagari	Closed By Lan Support Team	15/03/2024 09:03	47.46	High
9819	20240313C10	13/03/2024 10:03	Softwares	Domain Password	Domain password reset	33kv Grid, Kamla Market CommI Office	Darya Ganj	Closed By Helpdesk	13/03/2024 10:03	0.01	High
9820	20240313C11	13/03/2024 10:03	Softwares	IBM Lotus Notes	Mail Archive issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	13/03/2024 10:03	0	High
9821	20240313C12	13/03/2024 11:03	Softwares	Internet	TeamBypl site is not opening	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	13/03/2024 11:03	0.01	High
9822	20240313C13	13/03/2024 11:03	Hardware	PC_CPU	PC Replacement	S/Stn No 5 Enf-2 (Ppg)	Laxmi Nagar	Closed By Hardware Team	13/03/2024 14:03	3.12	High
9823	20240313C14	13/03/2024 11:03	Softwares	IBM Lotus Notes	PL CREATE ARCHIVE	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	14/03/2024 13:03	26.41	High
9824	20240313C15	13/03/2024 11:03	Hardware	TFT	TFT Faulty . image optimizing pop up showig on screen TFT S/N.CN-0779TP-FC00-79B-CA9D ASSIGN this call to arpit	C-6, O&M Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Hardware Team	13/03/2024 14:03	3.48	High
9825	20240313C16	13/03/2024 11:03	Softwares	IBM Lotus Notes	mail password expired	Seelam Pur Complaint Centre, Delhi-53	Yamuna Vihar	Closed By Site Engineer	13/03/2024 15:03	4.29	High

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
9826	20240313C17	13/03/2024 11:03	Softwares	OMS	Reports open issue	C Block Office, Dda Flats, Motia Khan, Dgm (O&M), Phg	Pahar Ganj	Closed By Site Engineer	13/03/2024 11:03	0.6	Medium
9827	20240313C18	13/03/2024 11:03	Softwares	Antivirus	Dual Antivirus installed on system so old antivirus remove.	Commf Office Cbd-iii	Karkardooma	Closed By Site Engineer	13/03/2024 17:03	6.36	Medium
9828	20240313C19	13/03/2024 11:03	Softwares	IBM Lotus Notes	lotus mail not working	Commf Office Cbd-iii	Karkardooma	Closed By Site Engineer	13/03/2024 17:03	6.35	High
9829	20240313C20	13/03/2024 11:03	Lan Support	Lan Cable Conduing	2 Lan point not working ( Send to lan team )	18-Block, East Patel Nagar, New Delhi-110 005 Commf Office	Patel Nagar	Closed By Lan Support Team	14/03/2024 08:03	21.25	High
9830	20240313C21	13/03/2024 11:03	Hardware	TFT	tft graphics issue	Bm (Commf.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	14/03/2024 09:03	22.24	High
9831	20240313C22	13/03/2024 11:03	Hardware	TFT	tft graphics issue	Bm (Commf.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	14/03/2024 09:03	22.23	High
9832	20240313C23	13/03/2024 11:03	Hardware	Scanner	scanner not working at chd	Bm (Commf.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	14/03/2024 09:03	22.23	High
9833	20240313C24	13/03/2024 11:03	Softwares	SAP	unable to login sap	Bm (Commf.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	14/03/2024 09:03	22.2	High
9834	20240313C25	13/03/2024 11:03	Softwares	Antivirus	New Anti virus crowd stricke installed	Commf Office Cbd-iii	Karkardooma	Closed By Site Engineer	13/03/2024 17:03	6.05	Medium
9835	20240313C26	13/03/2024 11:03	Softwares	SAP	P92 login issue	Aram Bagh Bm(Commf), Phg	Pahar Ganj	Closed By Site Engineer	13/03/2024 12:03	0.55	High
9836	20240313C27	13/03/2024 11:03	Hardware	Printer	Paper jam	Aram Bagh Bm(Commf), Phg	Pahar Ganj	Closed By Site Engineer	13/03/2024 12:03	0.54	High
9837	20240313C28	13/03/2024 12:03	Lan Support	Lan Cable Conduing	2 LAN point not working as discussed Kirpal ji IO faulty ( Send to LAN team)	18-Block, East Patel Nagar, New Delhi-110 005 Commf Office	Patel Nagar	Closed By Lan Support Team	14/03/2024 08:03	20.79	High
9838	20240313C29	13/03/2024 12:03	Hardware	PC_CPU	desktop data not show	Commf. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & ii	Mayur Vihar	Closed By Site Engineer	13/03/2024 15:03	3.15	High
9839	20240313C30	13/03/2024 12:03	Softwares	Browser	dss not working	Commf. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & ii	Mayur Vihar	Closed By Site Engineer	13/03/2024 15:03	3.11	Medium
9840	20240313C31	13/03/2024 12:03	Softwares	Browser	dss not working	Commf. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & ii	Mayur Vihar	Closed By Site Engineer	13/03/2024 15:03	3.11	Medium
9841	20240313C32	13/03/2024 12:03	Lan Support	Lan Cable Conduing	new lan point for new lan printer	Geeta Colony Complaint Centre, 17 Block	Krishna Nagar	Closed By Lan Support Team	15/03/2024 09:03	45.3	High
9842	20240313C33	13/03/2024 12:03	Hardware	PC_CPU	No .power in cpu	C-12, Complain Centre Ghonda, Yamuna Vihar Delhi-53	Yamuna Vihar	Closed By Site Engineer	13/03/2024 15:03	2.88	High
9843	20240313C34	13/03/2024 12:03	Softwares	Antivirus	Antivirus installation	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	13/03/2024 14:03	1.42	Medium
9844	20240313C35	13/03/2024 12:03	Softwares	Antivirus	Antivirus installation	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	13/03/2024 14:03	1.39	Medium
9845	20240313C36	13/03/2024 12:03	Softwares	Domain Password	Domain password reset	Kanti Nagar Complaint Centre	Krishna Nagar	Closed By Helpdesk	13/03/2024 12:03	0.02	High
9846	20240313C37	13/03/2024 12:03	Softwares	Domain Password	Domain password reset	Kanti Nagar Complaint Centre	Krishna Nagar	Closed By Helpdesk	13/03/2024 12:03	0.01	High
9847	20240313C38	13/03/2024 13:03	Softwares	IBM Lotus Notes	New Joining Mr Shobhit R Sriwastava Lotus installation	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	13/03/2024 17:03	4.53	High
9848	20240313C39	13/03/2024 13:03	Hardware	Keyboard	Keyboard Not working L9AA040.P1 assign to Mr Arpit	Gandhi Market	Darya Ganj	Closed By Hardware Team	29/04/2024 11:04	1126.49	High
9849	20240313C40	13/03/2024 13:03	Softwares	IBM Lotus Notes	hcl verse password reset	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	14/03/2024 09:03	20.7	High
9850	20240313C41	13/03/2024 13:03	Softwares	IBM Lotus Notes	login issue	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	14/03/2024 09:03	20.68	High
9851	20240313C42	13/03/2024 13:03	Softwares	ESS	ess not working	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	14/03/2024 09:03	20.67	Medium
9852	20240313C43	13/03/2024 13:03	Softwares	OMS	oms not working	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	14/03/2024 09:03	20.67	Medium
9853	20240313C44	13/03/2024 13:03	Hardware	PC_CPU	beep sound in cpu	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	14/03/2024 09:03	20.66	High
9854	20240313C45	13/03/2024 13:03	Hardware	Keyboard	keyboard faulty	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	14/03/2024 09:03	20.65	High
9855	20240313C46	13/03/2024 13:03	Softwares	OS	windows update	Bm (Commf.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	14/03/2024 09:03	20.63	Medium
9856	20240313C47	13/03/2024 13:03	Hardware	Printer	printer cartigae issue	Commf. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & ii	Mayur Vihar	Closed By Site Engineer	13/03/2024 17:03	3.18	High
9857	20240313C48	13/03/2024 14:03	Softwares	BYPL Intranet	DTM not working	Aram Bagh Bm(Commf), Phg	Pahar Ganj	Closed By Site Engineer	13/03/2024 16:03	2.49	Medium
9858	20240313C49	13/03/2024 14:03	Hardware	PC_CPU	System slow	Aram Bagh Bm(Commf), Phg	Pahar Ganj	Closed By Site Engineer	13/03/2024 16:03	2.48	High
9859	20240313C50	13/03/2024 14:03	General Calls	Presentation / VC	Meeting at rose.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	15/03/2024 11:03	45.9	High
9860	20240313C51	13/03/2024 14:03	Hardware	Mouse	not working.	Commf. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & ii	Mayur Vihar	Closed By Site Engineer	14/03/2024 10:03	20.28	High
9861	20240313C52	13/03/2024 14:03	Hardware	Keyboard	keyboard not working.	Commf. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & ii	Mayur Vihar	Closed By Site Engineer	14/03/2024 10:03	20.26	High
9862	20240313C53	13/03/2024 14:03	Hardware	PC_CPU	Need to replace pc	S/Stn No 5 Enf-2 (Ppg)	Laxmi Nagar	Closed By Site Engineer	18/03/2024 18:03	123.97	High
9863	20240313C54	13/03/2024 14:03	Softwares	Antivirus	Trend micro remove and installation of Crowd strike antivirus. Call assign to Vikas Negi.	O & M Office Vivek Vihar B-Blk	Karkardooma	Closed By Site Engineer	13/03/2024 16:03	1.96	Medium
9864	20240313C55	13/03/2024 14:03	Softwares	OMS	OMS site not working need to upgrade chrome. Call assign to Vikas Negi.	O & M Office Vivek Vihar B-Blk	Karkardooma	Closed By Site Engineer	13/03/2024 16:03	1.94	Medium
9865	20240313C56	13/03/2024 14:03	Softwares	Domain Rejoin	User racing trust relationship error. need to rejoin again. call assign to vikas negi.	O & M Office Vivek Vihar B-Blk	Karkardooma	Closed By Site Engineer	13/03/2024 16:03	1.93	Medium
9866	20240313C57	13/03/2024 14:03	Softwares	SAP	N/W server not responding need to configure again. Call assign to vikas negi.	O & M Office Vivek Vihar B-Blk	Karkardooma	Closed By Site Engineer	13/03/2024 16:03	1.89	High
9867	20240313C58	13/03/2024 14:03	Softwares	SAP	N/W server not responding need to configure again. Call assign to vikas negi.	Preet Vihar Grid (Civil, Protection & Mmg Office)	Karkardooma	Closed By Site Engineer	13/03/2024 16:03	1.87	High
9868	20240313C59	13/03/2024 14:03	Softwares	Drivers	N/W Printer 3015 driver installation. Call assign to Vikas Negi.	Preet Vihar Grid (Civil, Protection & Mmg Office)	Karkardooma	Closed By Site Engineer	13/03/2024 16:03	1.85	High
9869	20240313C60	13/03/2024 14:03	Softwares	IBM Lotus Notes	Lotus mail not open need to configure ID file. Call assign to Vikas Negi.	Preet Vihar Grid (Civil, Protection & Mmg Office)	Karkardooma	Closed By Site Engineer	13/03/2024 16:03	1.83	High
9870	20240313C61	13/03/2024 14:03	Softwares	Domain Rejoin	User racing trust relationship error. need to rejoin again. call assign to vikas negi.	Preet Vihar Grid (Civil, Protection & Mmg Office)	Karkardooma	Closed By Site Engineer	13/03/2024 16:03	1.81	Medium
9871	20240313C62	13/03/2024 14:03	Softwares	IBM Lotus Notes	Lotus mail not open need to configure ID file. Call assign to Vikas Negi.	Preet Vihar Grid (Civil, Protection & Mmg Office)	Karkardooma	Closed By Site Engineer	13/03/2024 16:03	1.8	High
9872	20240313C63	13/03/2024 14:03	Softwares	IBM Lotus Notes	Cusotmer connect generic mail configure on my system	Commf Office Cbd-iii	Karkardooma	Closed By Site Engineer	13/03/2024 17:03	3.52	High
9873	20240313C64	13/03/2024 14:03	Softwares	SAP	Sap not working	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	14/03/2024 13:03	23.28	High
9874	20240313C65	13/03/2024 14:03	Hardware	Printer	canon printer is not working properly and pages stuck .	S/Stn. No. 13, Ppg (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	15/03/2024 11:03	44.54	High
9875	20240313C66	13/03/2024 14:03	Hardware	PC_CPU	system install	Aram Bagh Bm(Commf), Phg	Pahar Ganj	Closed By Site Engineer	13/03/2024 16:03	1.89	High
9876	20240313C67	13/03/2024 14:03	Hardware	Printer	paper jam	Aram Bagh Bm(Commf), Phg	Pahar Ganj	Closed By Site Engineer	13/03/2024 16:03	1.88	High
9877	20240313C68	13/03/2024 14:03	Lan Support	Lan Cable Replacement	Lan point for Telephone is nor working properly as per network team, assign to LAN Support	S/Stn No 5 Enf-2 (Ppg)	Laxmi Nagar	Closed By Site Engineer	15/03/2024 13:03	46.42	High
9878	20240313C69	13/03/2024 14:03	Hardware	Printer	printer not working ppg enf-II	S/Stn No 5 Enf-2 (Ppg)	Laxmi Nagar	Closed By Site Engineer	15/03/2024 13:03	46.41	High

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
9879	20240313C70	13/03/2024 14:03	Lan Support	Lan Cable Extension	Telephone not working 9533 CHD pls assign to Lan Team	S/Stn No 5 Enf-2 (Ppg)	Laxmi Nagar	Closed By Lan Support Team	15/03/2024 09:03	43.09	High
9880	20240313C71	13/03/2024 14:03	Softwares	IBM Lotus Notes	archive create	Complaint Center Pp Qtr	Pahar Ganj	Closed By Site Engineer	13/03/2024 16:03	1.73	High
9881	20240313C72	13/03/2024 15:03	Hardware	PC_CPU	PC Shutdown Again & Again.	S/Stn. No. 15, Goc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	16/03/2024 15:03	72.19	High
9882	20240313C73	13/03/2024 15:03	Softwares	IBM Lotus Notes	Mail Archive create	Cgrf, Lal Bldg, Kkd (I/C Kkd Grid)	Karkardooma	Closed By Helpdesk	13/03/2024 15:03	0	High
9883	20240313C74	13/03/2024 15:03	Softwares	SAP	Sap not working (Toolbar)	S/Stn No 7, O&M, (Ppg)	Laxmi Nagar	Closed By Site Engineer	15/03/2024 13:03	45.38	High
9884	20240313C75	13/03/2024 16:03	Lan Support	Lan Cable Replacement	LAN CABLE FAULTY IN BREAKDOWN ROOM PLEASE REPLACE ASSIGN LAN TEAM	O&M(D) Office, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Lan Support Team	15/03/2024 09:03	41.75	High
9885	20240313C76	13/03/2024 16:03	Hardware	PC_CPU	PC booting issue (Admin).	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	14/03/2024 17:03	25.13	High
9886	20240313C77	13/03/2024 16:03	Softwares	Internet	Internet site opening issue.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	13/03/2024 16:03	0.02	High
9887	20240313C78	13/03/2024 16:03	Softwares	IBM Lotus Notes	Quota warning issue in Mail.	CommI Office Cbd-ii	Karkardooma	Closed By Site Engineer	13/03/2024 17:03	1.51	High
9888	20240313C79	13/03/2024 16:03	Softwares	OS	Need a IT engineer in a cabin.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	15/03/2024 11:03	43.64	Medium
9889	20240313C80	13/03/2024 16:03	Hardware	Keyboard	SOME KEYS ARE NOT WORKING IN KEYBOARD ( S/N-32LXJ03)	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	13/03/2024 17:03	0.66	High
9890	20240313C81	13/03/2024 16:03	Softwares	Ms-Office	Excel File issue	CommI. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & ii	Mayur Vihar	Closed By Site Engineer	13/03/2024 17:03	0.47	High
9891	20240313C82	13/03/2024 17:03	Softwares	Domain Password	Reset of sushma.	33 Kv Grid, G.T.Road CommI Bldg	Gt Road	Closed By Helpdesk	13/03/2024 17:03	0.06	High
9892	20240313C83	13/03/2024 17:03	Softwares	SAP	SAP install.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	13/03/2024 17:03	0.05	High
9893	20240313C84	13/03/2024 17:03	Softwares	OS	Temp files remove.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	13/03/2024 17:03	0.05	Medium
9894	20240313C85	13/03/2024 17:03	Softwares	OS	Windows updation.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	13/03/2024 17:03	0.04	Medium
9895	20240313C86	13/03/2024 17:03	Softwares	IBM Lotus Notes	Lotus archive creation.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	13/03/2024 17:03	0.04	High
9896	20240313C87	13/03/2024 17:03	Softwares	VPN	Password updation for VPN.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	13/03/2024 17:03	0.03	Medium
9897	20240313C88	13/03/2024 17:03	Softwares	Domain Password	Reset of 41019846 .	33 Kv.Substation (Srd Building), Shankar Road, New Delhi-110 060 CommI Office	Shankar Road	Closed By Helpdesk	13/03/2024 17:03	0.02	High
9898	20240313C89	13/03/2024 17:03	Softwares	Domain Password	Reset of 41011315 .	Saini Enclave Complaint Centre	Karkardooma	Closed By Helpdesk	13/03/2024 17:03	0.02	High
9899	20240313C90	13/03/2024 17:03	Softwares	Domain Password	Domain a/c reset.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	13/03/2024 17:03	0.01	High
9900	20240313C91	13/03/2024 17:03	Softwares	IBM Lotus Notes	Lotus quota exceed.	Cgrf, Lal Bldg, Kkd (I/C Kkd Grid)	Karkardooma	Closed By Helpdesk	13/03/2024 17:03	0.01	High
9901	20240313C92	13/03/2024 17:03	Softwares	Antivirus	new Anti virus crowd strick installed	Kasturba Nagar Complaint Centre	Karkardooma	Closed By Site Engineer	13/03/2024 17:03	0.6	Medium
9902	20240314C1	14/03/2024 09:03	Softwares	IBM Lotus Notes	Lotus mail issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	14/03/2024 09:03	0	High
9903	20240314C2	14/03/2024 09:03	Softwares	IBM Lotus Notes	Password issue in Lotus mail	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	14/03/2024 09:03	0.01	High
9904	20240314C3	14/03/2024 09:03	Hardware	Mouse	mouse not working	CommI. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & ii	Mayur Vihar	Closed By Hardware Team	15/03/2024 12:03	26.45	High
9905	20240314C4	14/03/2024 09:03	Hardware	Printer	epson printer hearer folty	CommI. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & ii	Mayur Vihar	Closed By Hardware Team	15/03/2024 12:03	26.46	High
9906	20240314C5	14/03/2024 09:03	Softwares	IBM Lotus Notes	mail issue	Commercial Office, Nng	Nand Nagari	Closed By Site Engineer	19/03/2024 08:03	118.4	High
9907	20240314C6	14/03/2024 10:03	Hardware	Laptop	Laptop screen is blinking as discussed with manish singh sir (Legal).	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	14/03/2024 17:03	7.24	High
9908	20240314C7	14/03/2024 10:03	Hardware	PC_CPU	cpu slow please check	CommI. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & ii	Mayur Vihar	Closed By Site Engineer	14/03/2024 13:03	3.07	High
9909	20240314C8	14/03/2024 10:03	Hardware	PC_CPU	cpu slow please check	CommI. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & ii	Mayur Vihar	Closed By Site Engineer	14/03/2024 13:03	3.06	High
9910	20240314C9	14/03/2024 10:03	Hardware	Mouse	mouse not working, SELECTION IN EXCEL ISSUE, PC screen is flashing	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	14/03/2024 11:03	0.96	High
9911	20240314C10	14/03/2024 10:03	Hardware	Printer	printer is not working Eng. Sh. Kapil Sharma	S/Stn No 5 Enf-2 (Ppg)	Laxmi Nagar	Closed By Site Engineer	15/03/2024 13:03	26.75	High
9912	20240314C11	14/03/2024 10:03	Hardware	Laptop	Laptop Print Key is not working.	S/Stn. No. 15, Goc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Hardware Team	14/03/2024 11:03	0.54	High
9913	20240314C12	14/03/2024 10:03	Softwares	Domain Password	Domain password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	14/03/2024 10:03	0	High
9914	20240314C13	14/03/2024 10:03	Hardware	Keyboard	Both (alt) keys are not working (L9CT920).	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	21/03/2024 16:03	173.56	High
9915	20240314C14	14/03/2024 10:03	Softwares	Domain Password	Domain password reset of Cherry Singh	S/Stn. No. 02 (Ppg)	Laxmi Nagar	Closed By Helpdesk	14/03/2024 10:03	0.04	High
9916	20240314C15	14/03/2024 10:03	Softwares	Domain Rejoin	Domain Rejoin of Cherry Singh	S/Stn. No. 02 (Ppg)	Laxmi Nagar	Closed By Helpdesk	14/03/2024 10:03	0.02	Medium
9917	20240314C16	14/03/2024 10:03	Softwares	Windows	Update windows 11 in System	S/Stn. No. 02 (Ppg)	Laxmi Nagar	Closed By Helpdesk	14/03/2024 10:03	0.01	High
9918	20240314C17	14/03/2024 11:03	Softwares	Windows	system not working	18-Block, East Patel Nagar, New Delhi-110 005 CommI Office	Patel Nagar	Closed By Site Engineer	14/03/2024 14:03	3.74	High
9919	20240314C18	14/03/2024 11:03	Softwares	OS	pc working slow	Complaint Center Sub-Stn. No. 4, Mig Housing Flat, Mayur Vihar Ph-ii, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	15/03/2024 12:03	24.91	Medium
9920	20240314C19	14/03/2024 11:03	Hardware	Printer	printer attach	Complaint Center Sub-Stn. No. 4, Mig Housing Flat, Mayur Vihar Ph-ii, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	15/03/2024 12:03	24.9	High
9921	20240314C20	14/03/2024 11:03	Hardware	Mouse	Mouse not working	33kv Grid, Kamla Market CommI Office	Darya Ganj	Closed By Hardware Team	29/04/2024 11:04	1104.47	High
9922	20240314C21	14/03/2024 11:03	Hardware	Mouse	MOUSE not working	33kv Grid, Kamla Market CommI Office	Darya Ganj	Closed By Site Engineer	18/03/2024 11:03	95.78	High
9923	20240314C22	14/03/2024 11:03	Hardware	PC_CPU	cpu speed issue	Pkt-C, Mvr Ph-II, Delhi	Mayur Vihar	Closed By Site Engineer	14/03/2024 13:03	1.63	High
9924	20240314C23	14/03/2024 11:03	Hardware	PC_CPU	request for new pc	Pkt-C, Mvr Ph-II, Delhi	Mayur Vihar	Closed By Site Engineer	14/03/2024 13:03	1.62	High
9925	20240314C24	14/03/2024 11:03	Softwares	Domain Password	Password reset	Pkt-C, Mvr Ph-II, Delhi	Mayur Vihar	Closed By Helpdesk	14/03/2024 11:03	0	High
9926	20240314C25	14/03/2024 11:03	Softwares	Windows	System Working Slow	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	14/03/2024 11:03	0.01	High
9927	20240314C26	14/03/2024 11:03	Softwares	Admin Helpdesk	admin helpdesk not working	Mulla Colony Scrap Store, Near Gajipur Police Station	Vasundra Enclave	Closed By Site Engineer	15/03/2024 12:03	24.3	Medium
9928	20240314C27	14/03/2024 11:03	Softwares	SAP	report not open in sap bsp	Mulla Colony Scrap Store, Near Gajipur Police Station	Vasundra Enclave	Closed By Site Engineer	15/03/2024 12:03	24.29	High
9929	20240314C28	14/03/2024 11:03	Networking	IP Conflict	nwtknot not working , 2B	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	15/03/2024 11:03	24.18	High
9930	20240314C29	14/03/2024 11:03	Softwares	Ms-Office	Excel opening issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	14/03/2024 11:03	0.1	High
9931	20240314C30	14/03/2024 11:03	Softwares	Antivirus	new anti virus falcon installed	Krishan Nagar Dispensary	Karkardooma	Closed By Site Engineer	16/03/2024 16:03	52.83	Medium
9932	20240314C31	14/03/2024 11:03	Softwares	Browser	CHROMA UPDATE	Near Radhu Palace, Delhi (Lnr)	Laxmi Nagar	Closed By Site Engineer	14/03/2024 13:03	1.74	Medium
9933	20240314C32	14/03/2024 11:03	Hardware	Printer	PRINTER ATTACHED	Near Radhu Palace, Delhi (Lnr)	Laxmi Nagar	Closed By Site Engineer	14/03/2024 13:03	1.73	High
9934	20240314C33	14/03/2024 11:03	Hardware	Printer	printer not working	Bm (CommI.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	15/03/2024 12:03	24.12	High

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
9935	20240314C34	14/03/2024 11:03	Hardware	All In One Desktop	pine lap not working	Bm (Comml.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	15/03/2024 12:03	24.11	Medium
9936	20240314C35	14/03/2024 12:03	Softwares	Antivirus	New anti virus crowd stick install	Kasturba Nagar Complaint Centre	Karkardooma	Closed By Site Engineer	14/03/2024 14:03	2.58	Medium
9937	20240314C36	14/03/2024 12:03	Hardware	TFT	TFT IS FAULTY., DISPLAY ISSUE. NEED TO BE REPLACE. PC SERIAL NO. - PG00Q44X.	Disid Grid, Jhilmil	Gt Road	Closed By Hardware Team	14/03/2024 14:03	2.21	High
9938	20240314C37	14/03/2024 12:03	Hardware	PC_CPU	Power Supply Problem call assign to Mr Arpit (L97XT67)	Business Office, Karawal Nagar	Karawal Nagar	Closed By Hardware Team	27/03/2024 16:03	316.06	High
9939	20240314C38	14/03/2024 12:03	Hardware	Laptop	Laptop Slow issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	14/03/2024 17:03	4.76	High
9940	20240314C39	14/03/2024 12:03	Hardware	PC_CPU	system install	Aram Bagh Bm(Comml), Phg	Pahar Ganj	Closed By Site Engineer	14/03/2024 14:03	1.86	High
9941	20240314C40	14/03/2024 12:03	Hardware	Printer	Printer install	Aram Bagh Bm(Comml), Phg	Pahar Ganj	Closed By Site Engineer	14/03/2024 14:03	1.85	High
9942	20240314C41	14/03/2024 12:03	Softwares	Ms-Office	ms office not working . please reinstall	Aram Bagh Bm(Comml), Phg	Pahar Ganj	Closed By Site Engineer	14/03/2024 14:03	1.82	High
9943	20240314C42	14/03/2024 12:03	Softwares	Internet	DTM not working	Aram Bagh Bm(Comml), Phg	Pahar Ganj	Closed By Site Engineer	14/03/2024 14:03	1.81	High
9944	20240314C43	14/03/2024 12:03	Hardware	Keyboard	svbg KEY IS NOT WORKING IN KEYBOARD SYSTEM SERIAL NUMBER-PGKE966 PLS ASSIGN TO ARPIT RASTOGI	F-15/2, Krishna Nagar, Comml Office	Krishna Nagar	Closed By Hardware Team	20/03/2024 14:03	146.07	High
9945	20240314C44	14/03/2024 12:03	Softwares	Internet	To fill up requisition form in IT Sampark for SSD	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	14/03/2024 12:03	0.02	High
9946	20240314C45	14/03/2024 12:03	Lan Support	Lan Cable Replacement	One LAN Cable is faulty at GTR Commercial Office. Need LAN team.	Jhilmil Division Gtr	Gt Road	Closed By Lan Support Team	18/03/2024 08:03	92.17	High
9947	20240314C46	14/03/2024 12:03	Hardware	Keyboard	QWMMNB KEY IS NOT WORKING IN KEYBOARD SYSTEM SERIAL NO-B9M3T72 PLS ASSIGN TO ARPIT RASTOGI	18-Block Geeta Colony, Delhi	Krishna Nagar	Closed By Hardware Team	20/03/2024 14:03	145.99	High
9948	20240314C47	14/03/2024 12:03	Lan Support	Lan Cable Replacement	One LAN cable is faulty, Need LAN team at GTR Commercial Office.,	Jhilmil Division Gtr	Gt Road	Assign			High
9949	20240314C48	14/03/2024 12:03	Softwares	Browser	print issue	Pkt-C, Mvr Ph-I, Delhi	Mayur Vihar	Closed By Site Engineer	14/03/2024 14:03	1.64	Medium
9950	20240314C49	14/03/2024 12:03	Hardware	Keyboard	1.0.5. U J KEY ISNOT WORKING IN KEYBOARD SYSTEM SERIAL NUMBER-PG003LES PLS ASSGH TO ARPIT RASTOGI	F-15/2, Krishna Nagar, Comml Office	Krishna Nagar	Closed By Hardware Team	20/03/2024 14:03	145.9	High
9951	20240314C50	14/03/2024 13:03	Hardware	Mouse	RIGHT CLICK NOT WORKING IN MOUSE SYSTEM SERIAL NUMBER-PG00QLSC PLS ASSIGN TO ARPIT RASTOGI	F-15/2, Krishna Nagar, Comml Office	Krishna Nagar	Closed By Hardware Team	20/03/2024 14:03	145.82	High
9952	20240314C51	14/03/2024 13:03	Hardware	Mouse	LEFT CLICK NOT WORKING IN MOUSE SYSTEM SERIAL NUMBER - L936471 PLS ASSGH TO ARPIT RASTOGI	Krishan Nagar Dispensary	Karkardooma	Closed By Hardware Team	20/03/2024 14:03	145.79	High
9953	20240314C52	14/03/2024 13:03	Softwares	Antivirus	Antivirus installation issue.	Ppg Indl. Area Grid (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	14/03/2024 15:03	2.6	Medium
9954	20240314C53	14/03/2024 13:03	Hardware	Mouse	RIGHT CLICK ISSUE IN MOUSE SYSTEM SERIAL NUMBER- BCXH882 PLS ASSIGH TO ARPIT RASTOGI	Gandhi Nagar Complaint Centre, 8a Block Geeta Colony	Krishna Nagar	Closed By Hardware Team	20/03/2024 14:03	145.76	High
9955	20240314C54	14/03/2024 13:03	Hardware	RAM	RAM FAULTY SN-PG00Q44J	33 Kv Sub./Station Lines I.P. Estate New Delhi 110002	Darya Ganj	Closed By Hardware Team	20/03/2024 11:03	141.8	Medium
9956	20240314C55	14/03/2024 13:03	Softwares	Antivirus	Anti virus new crowdstricke installed	Comml Office Cbd-iii	Karkardooma	Closed By Site Engineer	14/03/2024 14:03	0.79	Medium
9957	20240314C56	14/03/2024 13:03	Hardware	Mouse	single click not working left side button of mouse	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Hardware Team	20/03/2024 10:03	140.24	High
9958	20240314C57	14/03/2024 13:03	Hardware	Mouse	right click issue in mouse system serial number- PG004Q85 pls assign to arpit rastogi	F-15/2, Krishna Nagar, Comml Office	Krishna Nagar	Closed By Hardware Team	20/03/2024 14:03	144.86	High
9959	20240314C58	14/03/2024 14:03	Hardware	Printer	Paper stuck in a printer.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	15/03/2024 09:03	19.34	High
9960	20240314C59	14/03/2024 14:03	Softwares	Browser	token machine not working	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	15/03/2024 12:03	21.86	Medium
9961	20240314C60	14/03/2024 14:03	Hardware	PC_CPU	no display	Aram Bagh Bm(Comml), Phg	Pahar Ganj	Closed By Site Engineer	14/03/2024 14:03	0.3	High
9962	20240314C61	14/03/2024 14:03	Hardware	PC_CPU	system slow	Aram Bagh Bm(Comml), Phg	Pahar Ganj	Closed By Site Engineer	14/03/2024 14:03	0.28	High
9963	20240314C62	14/03/2024 14:03	Hardware	Mouse	issue in left click pl assign to arpit. s/n : Dbyg152.	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Hardware Team	14/03/2024 14:03	0.66	High
9964	20240314C63	14/03/2024 14:03	Hardware	PC_CPU	pc not working .domain password reset	F-15/2, Krishna Nagar, Comml Office	Krishna Nagar	Closed By Site Engineer	16/03/2024 16:03	50.08	High
9965	20240314C64	14/03/2024 14:03	Hardware	Mouse	Kindly arrange to repair/replace my mouse as scrolling & right button are not working properly.	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Hardware Team	29/04/2024 11:04	1101.14	High
9966	20240314C65	14/03/2024 14:03	Hardware	Laptop	Battery charging issue / 2D	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	14/03/2024 17:03	2.52	High
9967	20240314C66	14/03/2024 15:03	Hardware	Mouse	left click mouse issue and mouse not working	Bm (Comml.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	21/03/2024 17:03	170.13	High
9968	20240314C67	14/03/2024 15:03	Softwares	Windows	window need to format	Seelam Pur Complaint Centre, Delhi-53	Yamuna Vihar	Closed By Site Engineer	14/03/2024 17:03	1.72	High
9969	20240314C68	14/03/2024 16:03	Hardware	Barcode Reader	Old bar code reader is not working properly.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	28/03/2024 10:03	329.88	Medium
9970	20240314C69	14/03/2024 16:03	Hardware	Printer	Printer installation	Cgrf, Lal Bldg, Kkd (I/C Kkd Grid)	Karkardooma	Closed By Helpdesk	14/03/2024 16:03	0.01	High
9971	20240314C70	14/03/2024 17:03	Softwares	Domain Password	Password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	14/03/2024 17:03	0.01	High
9972	20240314C71	14/03/2024 17:03	Softwares	IBM Lotus Notes	Mail issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	14/03/2024 17:03	0.01	High
9973	20240314C72	14/03/2024 17:03	Softwares	Internet	Google chrome issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	14/03/2024 17:03	0.01	High
9974	20240314C73	14/03/2024 17:03	Softwares	IBM Lotus Notes	Mail issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	14/03/2024 17:03	0	High
9975	20240314C74	14/03/2024 17:03	Softwares	ITSM Request	Guide for NAS requisition.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	14/03/2024 18:03	0.09	High
9976	20240314C75	14/03/2024 17:03	Softwares	OMS	OMS link is not accessible to 41019806 .	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	14/03/2024 18:03	0.08	Medium
9977	20240314C76	14/03/2024 18:03	Softwares	IBM Lotus Notes	Lotus locked.	Comml Office Cbd-iii	Karkardooma	Closed By Helpdesk	14/03/2024 18:03	0.07	High
9978	20240314C77	14/03/2024 18:03	Softwares	Domain Password	Reset of 40131681 .	F-15/2, Krishna Nagar, Comml Office	Krishna Nagar	Closed By Helpdesk	14/03/2024 18:03	0.06	High
9979	20240314C78	14/03/2024 18:03	Softwares	Domain Password	Domain reset.	S/Stn No 7, O&M, (Ppg)	Laxmi Nagar	Closed By Helpdesk	14/03/2024 18:03	0.06	High
9980	20240314C79	14/03/2024 18:03	Softwares	Domain Password	Domain reset.	S/Stn No 7, O&M, (Ppg)	Laxmi Nagar	Closed By Helpdesk	14/03/2024 18:03	0.03	High
9981	20240314C80	14/03/2024 18:03	Softwares	Domain Password	Domain a/c reset.	Comml Office Cbd-iii	Karkardooma	Closed By Helpdesk	14/03/2024 18:03	0.03	High
9982	20240314C81	14/03/2024 18:03	Softwares	OS	Windows activation.	Cbd-ii Grid, Kkd	Karkardooma	Closed By Helpdesk	14/03/2024 18:03	0.02	Medium
9983	20240314C82	14/03/2024 18:03	Softwares	IBM Lotus Notes	One mail not found.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	14/03/2024 18:03	0.02	High
9984	20240314C83	14/03/2024 18:03	Softwares	IBM Lotus Notes	Mail not responding.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	14/03/2024 18:03	0.01	High
9985	20240315C1	15/03/2024 09:03	Hardware	Keyboard	My keyboard space button not working properly.	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	18/03/2024 13:03	75.7	High
9986	20240315C2	15/03/2024 09:03	Network Hardware	Switch	Lan Team requirement for switch installation at Knowledge center PPG	Training And Work Shop, (Ppg-2)	Laxmi Nagar	Closed By Lan Support Team	15/03/2024 11:03	1.37	High
9987	20240315C3	15/03/2024 10:03	Hardware	Keyboard	keyboard not working properly some keys are not working	Bm (Comml.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	20/03/2024 09:03	119.47	High
9988	20240315C4	15/03/2024 10:03	Hardware	Printer	Need cartridge	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Comml Office	Shankar Road	Closed By Site Engineer	15/03/2024 11:03	0.69	High
9989	20240315C5	15/03/2024 10:03	Softwares	SAP	unable to get print from Sap	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Comml Office	Shankar Road	Closed By Site Engineer	15/03/2024 11:03	0.62	High



S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
9990	20240315C6	15/03/2024 10:03	Hardware	Scanner	Scanner is not working	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	15/03/2024 11:03	0.6	High
9991	20240315C7	15/03/2024 10:03	Networking	Network Breaks	network break	Aram Bagh Bm(Comml), Phg	Pahar Ganj	Closed By Site Engineer	15/03/2024 12:03	1.65	High
9992	20240315C8	15/03/2024 10:03	Hardware	PC_CPU	booting issue	R-88 A Double Storey S/Stn. Building, R Block, New Rajinder Ngr, Shankar Rd, Delhi (O & M)	Shankar Road	Closed By Site Engineer	15/03/2024 11:03	0.57	High
9993	20240315C9	15/03/2024 10:03	Softwares	Ms-Office	Excel file not open	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Comml Office	Shankar Road	Closed By Site Engineer	15/03/2024 11:03	0.58	High
9994	20240315C10	15/03/2024 10:03	Softwares	Adobe Reader	pdf file not open	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Comml Office	Shankar Road	Closed By Site Engineer	15/03/2024 11:03	0.52	Medium
9995	20240315C11	15/03/2024 10:03	Telecom	Clip Max	Voice disturbance in extrn: 7113	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	18/03/2024 10:03	71.97	High
9996	20240315C12	15/03/2024 10:03	Softwares	Antivirus	Antivirus installation call	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Comml Office	Shankar Road	Closed By Helpdesk	15/03/2024 11:03	0.64	Medium
9997	20240315C13	15/03/2024 10:03	Lan Support	Lan IO Port	Network issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	15/03/2024 11:03	0.57	High
9998	20240315C14	15/03/2024 10:03	Hardware	PC_CPU	Network issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	15/03/2024 11:03	1.28	High
9999	20240315C15	15/03/2024 10:03	Hardware	PC_CPU	PC NOT WORKING	Ppg Indl. Area Grid (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	15/03/2024 12:03	1.37	High
10000	20240315C16	15/03/2024 10:03	Softwares	Windows	WPS issue , Printing issue PDF issue .	Paiwalan O & M Office	Chandni Chowk	Closed By Site Engineer	18/03/2024 13:03	75.22	High
10001	20240315C17	15/03/2024 10:03	Softwares	NAS	In NAS folder is not opening	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Site Engineer	15/03/2024 10:03	0.01	Medium
10002	20240315C18	15/03/2024 10:03	Lan Support	Lan IO Port	assign to lan team	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	15/03/2024 11:03	0.34	High
10003	20240315C19	15/03/2024 10:03	Softwares	IBM Lotus Notes	Mail issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	15/03/2024 10:03	0	High
10004	20240315C20	15/03/2024 11:03	Hardware	PC_CPU	system install	Aram Bagh Bm(Comml), Phg	Pahar Ganj	Closed By Site Engineer	15/03/2024 12:03	1.09	High
10005	20240315C21	15/03/2024 11:03	Hardware	PC_CPU	system install	Aram Bagh Bm(Comml), Phg	Pahar Ganj	Closed By Site Engineer	15/03/2024 12:03	1.09	High
10006	20240315C22	15/03/2024 11:03	Hardware	Printer	Printer install	Aram Bagh Bm(Comml), Phg	Pahar Ganj	Closed By Site Engineer	15/03/2024 12:03	1.08	High
10007	20240315C23	15/03/2024 11:03	Softwares	Antivirus	check and update antivirus	O&M(D) Office, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Site Engineer	15/03/2024 11:03	0.25	Medium
10008	20240315C24	15/03/2024 11:03	Softwares	IBM Lotus Notes	mail password forget pls reset	Comml Office Cbd-iii	Karkardooma	Closed By Site Engineer	18/03/2024 13:03	74.43	High
10009	20240315C25	15/03/2024 11:03	Hardware	Mouse	mouse faulty please replace	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & ii	Mayur Vihar	Closed By Hardware Team	21/03/2024 16:03	149.3	High
10010	20240315C26	15/03/2024 11:03	Hardware	Mouse	MOUSE FAULTY REPLACEMNT	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & ii	Mayur Vihar	Closed By Hardware Team	21/03/2024 16:03	149.27	High
10011	20240315C27	15/03/2024 11:03	Softwares	Internet	To fill up Internet Requisition form in IT Sampark	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	15/03/2024 11:03	0.01	High
10012	20240315C28	15/03/2024 11:03	Softwares	Browser	FTP APLODOR NOT WORKING	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & ii	Mayur Vihar	Closed By Site Engineer	15/03/2024 11:03	0.19	Medium
10013	20240315C29	15/03/2024 11:03	Hardware	Mouse	mouse faulty assign Nilesh ji	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & ii	Mayur Vihar	Closed By Hardware Team	21/03/2024 16:03	149.2	High
10014	20240315C30	15/03/2024 11:03	Hardware	Printer	printer not working .	C-6, O&M Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Site Engineer	15/03/2024 16:03	5.28	High
10015	20240315C31	15/03/2024 11:03	Softwares	Domain Password	user unable to login domain	C-7, Commercial Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Site Engineer	15/03/2024 16:03	5.26	High
10016	20240315C32	15/03/2024 11:03	Softwares	Windows	win update shows pending	C-7, Commercial Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Site Engineer	15/03/2024 16:03	5.23	High
10017	20240315C33	15/03/2024 11:03	Hardware	PC_CPU	system on problem	O&M(D) Office, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Site Engineer	15/03/2024 14:03	3	High
10018	20240315C34	15/03/2024 11:03	Hardware	Printer	printer not working	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	15/03/2024 16:03	5.03	High
10019	20240315C35	15/03/2024 11:03	Softwares	Domain Password	Domain password reset of Pushpa	Ppg Indl. Area Grid (Ppg-2)	Laxmi Nagar	Closed By Helpdesk	15/03/2024 11:03	0.01	High
10020	20240315C36	15/03/2024 11:03	Hardware	Printer	PRINTER INSTALL	Aram Bagh Bm(Comml), Phg	Pahar Ganj	Closed By Site Engineer	15/03/2024 12:03	0.62	High
10021	20240315C37	15/03/2024 11:03	Softwares	IBM Lotus Notes	Mail size issue	Aram Bagh Bm(Comml), Phg	Pahar Ganj	Closed By Site Engineer	15/03/2024 12:03	0.86	High
10022	20240315C38	15/03/2024 12:03	Hardware	Printer	Printer not working	F-15/2, Krishna Nagar, Comml Office	Krishna Nagar	Closed By Site Engineer	16/03/2024 16:03	28.57	High
10023	20240315C39	15/03/2024 12:03	Softwares	SAP	To create BSP Logging in SAP of Vikas Yadav	Sub-Divn O&M(Ptn), Sarai Rohilla, New Rohtak Road, New Del	Patel Nagar	Closed By Helpdesk	15/03/2024 12:03	0.01	High
10024	20240315C40	15/03/2024 12:03	Softwares	Windows	New Hard disk issue from IT KKD replacement of faulty hard disk so installed window & bses software.	Comml Office Cbd-iii	Karkardooma	Closed By Site Engineer	18/03/2024 13:03	72.96	High
10025	20240315C41	15/03/2024 12:03	Hardware	RAM	last one month ram not working pl. resolve urgent basis due to work hamper.	P.D.Vihar Zonal Office (Lnr)	Laxmi Nagar	Closed By Hardware Team	21/03/2024 16:03	147.61	Medium
10026	20240315C42	15/03/2024 12:03	Hardware	PC_CPU	pc ram faulty 4gb. Pl assign to arpit. s/n: pg003lew	Bm (Comml.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Hardware Team	15/03/2024 17:03	4.62	High
10027	20240315C43	15/03/2024 13:03	Hardware	Keyboard	Keyboard not working	5-Block, Trilok Puri Dispensary, Delhi	Mayur Vihar	Closed By Hardware Team	21/03/2024 16:03	146.62	High
10028	20240315C44	15/03/2024 14:03	Softwares	Internet	sharing not working	Aram Bagh Bm(Comml), Phg	Pahar Ganj	Closed By Site Engineer	15/03/2024 14:03	0.47	High
10029	20240315C45	15/03/2024 14:03	Softwares	IBM Lotus Notes	password issue	13-Block, Trilokpuri,Delhi	Mayur Vihar	Closed By Site Engineer	15/03/2024 14:03	0.26	High
10030	20240315C46	15/03/2024 14:03	Hardware	Printer	please replace cartilage	13-Block, Trilokpuri,Delhi	Mayur Vihar	Closed By Site Engineer	15/03/2024 14:03	0.25	High
10031	20240315C47	15/03/2024 14:03	Softwares	OS	Win restart issue checkdisk error showing	Comml Office Cbd-iii	Karkardooma	Closed By Hardware Team	15/03/2024 15:03	1.67	Medium
10032	20240315C48	15/03/2024 14:03	General Calls	Presentation / VC	Meeting at orchid.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	18/03/2024 12:03	69.92	High
10033	20240315C49	15/03/2024 15:03	Hardware	Printer	printer paper jam please resolve	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	20/03/2024 09:03	114.37	High
10034	20240315C50	15/03/2024 15:03	Lan Support	RJ 45 Connector	connector damage	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	20/03/2024 09:03	114.36	High
10035	20240315C51	15/03/2024 15:03	Softwares	Windows	Display issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	15/03/2024 15:03	0	High
10036	20240315C52	15/03/2024 15:03	Hardware	Pen Drive	SUBMIT PRINTER USAGE PAGE REPORT	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & ii	Mayur Vihar	Closed By Site Engineer	15/03/2024 17:03	1.71	Medium
10037	20240315C53	15/03/2024 15:03	Softwares	Domain Password	Domain password reset	33 Kv Grid, G.T.Road Comml Bldg	Gt Road	Closed By Helpdesk	15/03/2024 15:03	0	High
10038	20240315C54	15/03/2024 15:03	Lan Support	Lan Cable Replacement	This is to inform you that Squirrels are damaging the LAN wire on the Cash counter at Shastri Park Grid. Network is Not Working. Pls Assign This Call To Helpdesk Team	Complaint Center, Shankar Road	Shankar Road	Closed By Lan Support Team	20/03/2024 11:03	115.54	High
10039	20240315C55	15/03/2024 15:03	Hardware	PC_CPU	system slow	Aram Bagh Bm(Comml), Phg	Pahar Ganj	Closed By Site Engineer	15/03/2024 16:03	0.69	High
10040	20240315C56	15/03/2024 16:03	Softwares	IBM Lotus Notes	no new mail come in inbox	C-6, O&M Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Site Engineer	15/03/2024 16:03	0.54	High
10041	20240315C57	15/03/2024 16:03	Softwares	IBM Lotus Notes	Mail not working ...	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	18/03/2024 08:03	64.41	High
10042	20240315C58	15/03/2024 16:03	Softwares	Browser	system login and crm&seva kendra issue	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	18/03/2024 08:03	64.02	Medium
10043	20240315C59	15/03/2024 17:03	Softwares	IBM Lotus Notes	Lotus mail configuration of Akshat Bishet	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	15/03/2024 17:03	0.01	High

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
10044	20240315C60	15/03/2024 17:03	Softwares	MSB	MSB login issue	C Block Office, Dda Flats, Motia Khan, Dgm (O&M), Phg	Pahar Ganj	Closed By Site Engineer	18/03/2024 09:03	64.55	Medium
10045	20240315C61	15/03/2024 17:03	Softwares	IBM Lotus Notes	Mail password issue.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	15/03/2024 17:03	0.15	High
10046	20240315C62	15/03/2024 17:03	Softwares	ESS	ESS interface size issue.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	15/03/2024 17:03	0.13	Medium
10047	20240315C63	15/03/2024 17:03	Softwares	Domain Password	Domain reset of dsys3506 .	Cbd-ii Grid, Kkd	Karkardooma	Closed By Helpdesk	15/03/2024 17:03	0.13	High
10048	20240315C64	15/03/2024 17:03	Softwares	Internet	Registration & form submission in NVSP for dinesh sir.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	15/03/2024 17:03	0.1	High
10049	20240315C65	15/03/2024 17:03	Softwares	VPN	VPN failed to connect.	Commf Office Cbd-ii	Karkardooma	Closed By Helpdesk	15/03/2024 17:03	0.09	Medium
10050	20240315C66	15/03/2024 17:03	Softwares	Domain Password	Reset of 40133155.	C-7, Commercial Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Helpdesk	15/03/2024 17:03	0.09	High
10051	20240315C67	15/03/2024 17:03	Softwares	IBM Lotus Notes	Mail not responding.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	15/03/2024 17:03	0.08	High
10052	20240315C68	15/03/2024 17:03	Softwares	IBM Lotus Notes	Mail exceed.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	15/03/2024 17:03	0.04	High
10053	20240315C69	15/03/2024 17:03	Softwares	IBM Lotus Notes	Lotus patch install in mukesh pal system.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	15/03/2024 17:03	0.01	High
10054	20240317C1	17/03/2024 07:03	Hardware	IP Camera	store mulla colony cctv not working	Mulla Colony Scrap Store, Near Gajipur Police Station	Vasundra Enclave	Closed By Lan Support Team	19/03/2024 10:03	50.53	High
10055	20240317C2	17/03/2024 07:03	Hardware	IP Camera	plz rmu ppg cctv not working	Ppg Indl. Area Grid (Ppg-2)	Laxmi Nagar	Closed By Lan Support Team	19/03/2024 10:03	50.51	High
10056	20240317C3	17/03/2024 07:03	Hardware	IP Camera	cc jyoti nagar cctv not working	Jyoti Colony Complaint Center, East Of Loni Road	Nand Nagari	Closed By Lan Support Team	22/03/2024 12:03	124.07	High
10057	20240317C4	17/03/2024 07:03	Hardware	IP Camera	nng comm gate cctv not working	Commercial Office, Nng	Nand Nagari	Closed By Lan Support Team	22/03/2024 12:03	124.06	High
10058	20240318C1	18/03/2024 09:03	Softwares	Domain Password	Domain password reset	Commf Office Cbd-ii	Karkardooma	Closed By Helpdesk	18/03/2024 09:03	0	High
10059	20240318C2	18/03/2024 10:03	Softwares	IBM Lotus Notes	Lotus mail issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	18/03/2024 10:03	0	High
10060	20240318C3	18/03/2024 10:03	Hardware	PC_CPU	System booting issue / 1A	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	01/04/2024 11:04	337.07	High
10061	20240318C4	18/03/2024 10:03	Hardware	Laptop	Laptop installation	Training And Work Shop, (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	19/03/2024 15:03	29.71	High
10062	20240318C5	18/03/2024 10:03	Telecom	Clip Max	Eno. 9227 is not working properly.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	18/03/2024 11:03	1.31	High
10063	20240318C6	18/03/2024 10:03	Telecom	IP Phone	Network issue in board room	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	18/03/2024 11:03	1.1	High
10064	20240318C7	18/03/2024 10:03	Hardware	PC_CPU	printer install	Aram Bagh Bm(Commf), Phg	Pahar Ganj	Closed By Site Engineer	18/03/2024 11:03	1.09	High
10065	20240318C8	18/03/2024 10:03	Hardware	Printer	Printer install	Aram Bagh Bm(Commf), Phg	Pahar Ganj	Closed By Site Engineer	18/03/2024 11:03	1.08	High
10066	20240318C9	18/03/2024 10:03	Telecom	IP Phone	Eno. 7735 is not working.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	18/03/2024 11:03	1.02	High
10067	20240318C10	18/03/2024 10:03	Hardware	Mouse	Mouse Left Click Not Working Please Replace This Mouse S/No - Pg00x13c Please Assign Arpit Sir	Complaint Center Sub-Stn. No. 4, Mig Housing Flat, Mayur Vihar Ph-iii, Delhi-110 096	Vasundra Enclave	Closed By Hardware Team	21/03/2024 16:03	77.76	High
10068	20240318C11	18/03/2024 10:03	Softwares	Domain Password	Password reset	Paivalan O & M Office	Chandni Chowk	Closed By Helpdesk	18/03/2024 10:03	0	High
10069	20240318C12	18/03/2024 10:03	Softwares	Domain Password	Password reset	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Helpdesk	18/03/2024 10:03	0.01	High
10070	20240318C13	18/03/2024 10:03	Softwares	Internet	In Internet site opening issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	18/03/2024 10:03	0	High
10071	20240318C14	18/03/2024 10:03	Hardware	Hard Disk	IBM-MAIL	Samachar Aptt. Mayur Vihar Ph-I And II, Delhi	Mayur Vihar	Closed By Site Engineer	18/03/2024 12:03	1.9	High
10072	20240318C15	18/03/2024 10:03	Hardware	Printer	Printer not getting print / 2C	Mulla Colony Scrap Store, Near Gajipur Police Station	Vasundra Enclave	Closed By Hardware Team	18/03/2024 11:03	0.7	High
10073	20240318C16	18/03/2024 10:03	Hardware	Mouse	One side click not working properly.	33kv Grid, Kamla Market Commf Office	Darya Ganj	Closed By Hardware Team	29/04/2024 11:04	1008.86	High
10074	20240318C17	18/03/2024 11:03	Softwares	SAP	Request for create P96	Commf. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	18/03/2024 12:03	1.61	High
10075	20240318C18	18/03/2024 11:03	Hardware	Printer	print not coming	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	18/03/2024 14:03	2.9	High
10076	20240318C19	18/03/2024 11:03	Lan Support	Lan Connectivity Provision	LAN Point required for Swetha Choudhary / 2A	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	20/03/2024 11:03	48.19	High
10077	20240318C20	18/03/2024 11:03	Hardware	Laptop	laptop not booting, 3c	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	18/03/2024 13:03	1.82	High
10078	20240318C21	18/03/2024 11:03	Softwares	IBM Lotus Notes	mail not working	Mulla Colony Scrap Store, Near Gajipur Police Station	Vasundra Enclave	Closed By Site Engineer	18/03/2024 12:03	1.27	High
10079	20240318C22	18/03/2024 11:03	Softwares	SAP	slow login in sap	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	18/03/2024 14:03	2.58	High
10080	20240318C23	18/03/2024 11:03	Softwares	IBM Lotus Notes	Mail issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	18/03/2024 11:03	0.01	High
10081	20240318C24	18/03/2024 11:03	Softwares	Domain Password	Password reset	Minto Road	Darya Ganj	Closed By Helpdesk	18/03/2024 11:03	0	High
10082	20240318C25	18/03/2024 11:03	Softwares	IBM Lotus Notes	Mail password reset issue	Minto Road	Darya Ganj	Closed By Helpdesk	18/03/2024 11:03	0	High
10083	20240318C26	18/03/2024 11:03	Softwares	Internet	Team Bypl site is not opening	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	18/03/2024 11:03	0	High
10084	20240318C27	18/03/2024 11:03	Softwares	Domain Password	Domain password reset	S/Stn. No. 13, Ppg (Ppg-2)	Laxmi Nagar	Closed By Helpdesk	18/03/2024 11:03	0	High
10085	20240318C28	18/03/2024 12:03	Hardware	PC_CPU	system booting issue	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	18/03/2024 16:03	4.12	High
10086	20240318C29	18/03/2024 12:03	Softwares	Domain Rejoin	domain login issue	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	18/03/2024 16:03	4.1	Medium
10087	20240318C30	18/03/2024 12:03	Softwares	Admin Helpdesk	Create ID	Aram Bagh Bm(Commf), Phg	Pahar Ganj	Closed By Site Engineer	18/03/2024 15:03	3.05	Medium
10088	20240318C31	18/03/2024 12:03	Softwares	IBM Lotus Notes	Archive issue	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	18/03/2024 16:03	4.08	High
10089	20240318C32	18/03/2024 12:03	Hardware	PC_CPU	pc installation for Abhishek Mishra	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Site Engineer	18/03/2024 16:03	4.03	High
10090	20240318C33	18/03/2024 12:03	Softwares	Antivirus	Need to install antivirus	Paivalan O & M Office	Chandni Chowk	Closed By Site Engineer	18/03/2024 16:03	4.5	Medium
10091	20240318C34	18/03/2024 12:03	Hardware	Laptop	LAPTOP REQUIRE USER NAME - AYUSH TIWARI	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	18/03/2024 16:03	4.33	High
10092	20240318C35	18/03/2024 12:03	Softwares	OS	WINDOW AND SOFTWARE NEED TO INSTALL IN ISSUED LAPTOP USER NAME - AYUSH TIWARI	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	18/03/2024 16:03	4.32	Medium
10093	20240318C36	18/03/2024 12:03	Softwares	IBM Lotus Notes	MAIL NEED TO CONFIGURE USER NAME - AYUSH TIWARI	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	18/03/2024 16:03	4.31	High
10094	20240318C37	18/03/2024 12:03	Hardware	Printer	Printer not working recovery room	F-15/2, Krishna Nagar, Commf Office	Krishna Nagar	Assign			High
10095	20240318C38	18/03/2024 12:03	Hardware	Laptop	LAPTOP REQUIRE	Permanent Lok Adalat, Mata Sundri Road	Darya Ganj	Closed By Hardware Team	18/03/2024 16:03	4.29	High
10096	20240318C39	18/03/2024 12:03	Softwares	OS	WINDOW AND SOFTWARE NEED TO INSTALL IN ISSUED LAPTOP	Permanent Lok Adalat, Mata Sundri Road	Darya Ganj	Closed By Hardware Team	18/03/2024 16:03	4.28	Medium
10097	20240318C40	18/03/2024 12:03	Hardware	Laptop	LAPTOP REQUIRE USER NAME - VIJENDER GOYAL 41019920	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	18/03/2024 16:03	4.12	High
10098	20240318C41	18/03/2024 12:03	Softwares	OS	WINDOW AND SOFTWARE NEED TO INSTALL IN ISSUED LAPTOP USER NAME - VIJENDER GOYAL 41019920	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	18/03/2024 16:03	4.1	Medium

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
10099	20240318C42	18/03/2024 13:03	Softwares	OMS	OMS not working need to update Google chrome browser need to update version installation. Call assign to Vikas Negi.	O & M Office Vivek Vihar B-Blk	Karkardooma	Closed By Site Engineer	18/03/2024 15:03	1.4	Medium
10100	20240318C43	18/03/2024 13:03	Softwares	Domain Rejoin	error facing "trust relationship error" need rejoin again. Call assign to vikas Negi.	O & M Office Vivek Vihar B-Blk	Karkardooma	Closed By Site Engineer	18/03/2024 15:03	1.39	Medium
10101	20240318C44	18/03/2024 13:03	Softwares	Teamviewer	Need to upgrade 15 Team viewer installed. Call assign to Vikas Negi.	O & M Office Vivek Vihar B-Blk	Karkardooma	Closed By Site Engineer	18/03/2024 15:03	1.37	Medium
10102	20240318C45	18/03/2024 13:03	Softwares	IBM Lotus Notes	Lotus mail not open need to configure ID file. Call assign to Vikas Negi.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	18/03/2024 15:03	1.35	High
10103	20240318C46	18/03/2024 13:03	Softwares	Browser	Google chrome browser need to update version installation. Call assign to Vikas Negi.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	18/03/2024 15:03	1.33	Medium
10104	20240318C47	18/03/2024 13:03	Softwares	MSB	MSB application not working. Need to password reset. Call assign to vikas Negi.	Preet Vihar Grid (Civil, Protection & Mng Office)	Karkardooma	Closed By Site Engineer	18/03/2024 15:03	1.3	Medium
10105	20240318C48	18/03/2024 13:03	Softwares	SAP	SAP S/4 server not responding need to configure again. Call assign to vikas Negi.	Preet Vihar Grid (Civil, Protection & Mng Office)	Karkardooma	Closed By Site Engineer	18/03/2024 15:03	1.27	High
10106	20240318C49	18/03/2024 14:03	Softwares	IBM Lotus Notes	Mail not working	Town Hall Business Office	Chandni Chowk	Closed By Site Engineer	18/03/2024 16:03	2.59	High
10107	20240318C50	18/03/2024 14:03	General Calls	Presentation / VC	token screen not working	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	19/03/2024 12:03	22.11	High
10108	20240318C51	18/03/2024 14:03	Hardware	Printer	Cartridge issue	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	18/03/2024 17:03	2.76	High
10109	20240318C52	18/03/2024 14:03	Hardware	Mouse	S/N:- HFZG152-3020 (Mouse clicks not working ) send to arpit	Sub-Divn O&M(Ptn), Kikarwala Chowk, Dev Nagar, New Delhi	Patel Nagar	Closed By Hardware Team	21/03/2024 10:03	67.88	High
10110	20240318C53	18/03/2024 14:03	Softwares	SAP	SAP id locked	Comm. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	18/03/2024 17:03	2.44	High
10111	20240318C54	18/03/2024 14:03	Softwares	VPN	vpn login issue	Comm. Office Cbd-III	Karkardooma	Closed By Site Engineer	18/03/2024 17:03	2.9	Medium
10112	20240318C55	18/03/2024 14:03	Softwares	Domain Password	Password reset	S/Stn. No. 13, Ppg (Ppg-2)	Laxmi Nagar	Closed By Helpdesk	18/03/2024 14:03	0	High
10113	20240318C56	18/03/2024 14:03	Hardware	Keyboard	keyboard Problem SN-PGBH424	Gb Pant	Darya Ganj	Closed By Hardware Team	29/04/2024 11:04	1004.87	High
10114	20240318C57	18/03/2024 15:03	Hardware	Mouse	Mouse Faulty Sn-HXM82S2	Gb Pant	Darya Ganj	Closed By Hardware Team	29/04/2024 11:04	1004.84	High
10115	20240318C58	18/03/2024 15:03	Softwares	Domain Password	Domain password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	18/03/2024 15:03	0	High
10116	20240318C59	18/03/2024 15:03	Hardware	Printer	printer not working	33k Grid, Kamla Market Comm. Office	Darya Ganj	Closed By Site Engineer	19/03/2024 12:03	21.72	High
10117	20240318C60	18/03/2024 15:03	Softwares	Adobe Reader	adobe not working	33k Grid, Kamla Market Comm. Office	Darya Ganj	Closed By Site Engineer	19/03/2024 12:03	21.71	Medium
10118	20240318C61	18/03/2024 15:03	Softwares	IBM Lotus Notes	mail not working	33k Grid, Kamla Market Comm. Office	Darya Ganj	Closed By Site Engineer	19/03/2024 12:03	21.7	High
10119	20240318C62	18/03/2024 15:03	Hardware	PC, CPU	system install	Aram Bagh Bm(Comm), Phg	Pahar Ganj	Closed By Site Engineer	18/03/2024 15:03	0.44	High
10120	20240318C63	18/03/2024 15:03	Networking	Network Breaks	network breaks	Aram Bagh Bm(Comm), Phg	Pahar Ganj	Closed By Site Engineer	18/03/2024 15:03	0.43	High
10121	20240318C64	18/03/2024 15:03	Softwares	Ms-Office	Word file opening issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	18/03/2024 15:03	0	High
10122	20240318C65	18/03/2024 15:03	Hardware	Keyboard	Keyboard few keys 1,4,7 Alt. ctrl button. S/no- L917411, Model no-4089A34 Need to replace.	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Hardware Team	03/04/2024 17:04	385.08	High
10123	20240318C66	18/03/2024 16:03	Softwares	Domain Password	Domain a/c reset.	Comm. Office Cbd-III	Karkardooma	Closed By Helpdesk	18/03/2024 16:03	0.07	High
10124	20240318C67	18/03/2024 16:03	Softwares	IBM Lotus Notes	Lotus mail password ordered from mumbai.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	18/03/2024 16:03	0.06	High
10125	20240318C68	18/03/2024 16:03	Softwares	Domain Password	Domain a/c reset.	Comm. Office Cbd-III	Karkardooma	Closed By Helpdesk	18/03/2024 16:03	0.05	High
10126	20240318C69	18/03/2024 16:03	Softwares	VPN	VPN settings reset.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	18/03/2024 16:03	0.05	Medium
10127	20240318C70	18/03/2024 16:03	Softwares	Domain Password	Domain updation.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	18/03/2024 16:03	0.04	High
10128	20240318C71	18/03/2024 16:03	Softwares	IBM Lotus Notes	Lotus mail password ordered from mumbai.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	18/03/2024 16:03	0.03	High
10129	20240318C72	18/03/2024 16:03	Softwares	OS	Admin rights on user profile.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	18/03/2024 16:03	0.01	Medium
10130	20240318C73	18/03/2024 16:03	Softwares	VPN	VPN connect failed.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	18/03/2024 16:03	0.06	Medium
10131	20240318C74	18/03/2024 16:03	Softwares	Domain Password	Domain a/c reset.	Seelam Pur Complaint Centre, Delhi-53	Yamuna Vihar	Closed By Helpdesk	18/03/2024 16:03	0.05	High
10132	20240318C75	18/03/2024 16:03	Softwares	IBM Lotus Notes	Mail not responding.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	18/03/2024 16:03	0.05	High
10133	20240318C76	18/03/2024 16:03	Softwares	ITSM Request	ITSM hardware request raised.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	18/03/2024 16:03	0.04	High
10134	20240318C77	18/03/2024 16:03	Softwares	OS	Temp files removed.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	18/03/2024 16:03	0.03	Medium
10135	20240318C78	18/03/2024 16:03	Softwares	Ms-Office	Word file compatibility issue.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	18/03/2024 16:03	0.04	High
10136	20240318C79	18/03/2024 16:03	Softwares	OS	Temp files removed.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	18/03/2024 16:03	0.01	Medium
10137	20240318C80	18/03/2024 16:03	Hardware	Keyboard	Keyboard is not working.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	18/03/2024 17:03	0.62	High
10138	20240318C81	18/03/2024 17:03	Hardware	Printer	Printer issue of Raj rathi system	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	18/03/2024 17:03	0.01	High
10139	20240318C82	18/03/2024 17:03	Softwares	Domain Password	Password issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	18/03/2024 17:03	0	High
10140	20240318C83	18/03/2024 17:03	Softwares	SAP	In Sap BSP Logging issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	18/03/2024 17:03	0	High
10141	20240318C84	18/03/2024 17:03	Softwares	Ms-Office	Office 16 installation	S/Stn No 4, Energy Audit Scada (Ppg)	Laxmi Nagar	Closed By Hardware Team	18/03/2024 17:03	0.41	High
10142	20240318C85	18/03/2024 17:03	Hardware	Laptop	Laptop working slow need to install ssd	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	18/03/2024 17:03	0.4	High
10143	20240318C86	18/03/2024 17:03	Softwares	IBM Lotus Notes	software installation, mail configure, data restore & domain join	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	18/03/2024 17:03	0.39	High
10144	20240318C87	18/03/2024 17:03	Hardware	PC, CPU	CPU not working (1962: Not OS found Error issue) so pls check	Comm. Office Cbd-III	Karkardooma	Closed By Hardware Team	21/03/2024 16:03	70.55	High
10145	20240318C88	18/03/2024 17:03	Softwares	IBM Lotus Notes	IBM LOTUS Error issue again & again.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	19/03/2024 12:03	18.47	High
10146	20240319C1	19/03/2024 07:03	Hardware	IP Camera	CC C-2 NAND NAGARI CAMERA NOT WORKING	C-2 Complaint Center	Nand Nagari	Closed By Lan Support Team	20/03/2024 11:03	27.75	High
10147	20240319C2	19/03/2024 07:03	Hardware	IP Camera	CC PD VIHAR CAMERA NOT WORKING	P.D.VIHAR Zonal Office (Lnr)	Laxmi Nagar	Closed By Lan Support Team	20/03/2024 11:03	27.73	High
10148	20240319C3	19/03/2024 07:03	Hardware	IP Camera	CC ST-13 MADHU VIHAR CAMERA NOT WORKING	S/Stn. No. 13, Ppg (Ppg-2)	Laxmi Nagar	Closed By Lan Support Team	20/03/2024 11:03	27.7	High
10149	20240319C4	19/03/2024 08:03	Hardware	Keyboard	keyboard faulty serial no --HP600G3	Commercial Office, Nng	Nand Nagari	Closed By Hardware Team	27/03/2024 17:03	201.23	High
10150	20240319C5	19/03/2024 08:03	Hardware	Keyboard	keyboard issue serial no --PG02DCLE	Commercial Office, Nng	Nand Nagari	Closed By Hardware Team	20/03/2024 10:03	26.48	High
10151	20240319C6	19/03/2024 08:03	Hardware	Mouse	Mouse issue serial no PG02YWX	Mig Office, East Of Loni Road	Nand Nagari	Closed By Hardware Team	20/03/2024 10:03	26.42	High
10152	20240319C7	19/03/2024 08:03	Hardware	Mouse	Mouse issue serial --PG00X13R	Mig Office, East Of Loni Road	Nand Nagari	Closed By Hardware Team	03/04/2024 17:04	368.63	High
10153	20240319C8	19/03/2024 08:03	Hardware	Mouse	mouse issue PG019BSK	Gonda Grid	Yamuna Vihar	Closed By Hardware Team	21/03/2024 09:03	49.5	High
10154	20240319C9	19/03/2024 09:03	Softwares	Domain Password	Domain password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	19/03/2024 09:03	0.02	High
10155	20240319C10	19/03/2024 09:03	Softwares	Windows	windows patches update	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	19/03/2024 09:03	0	High
10156	20240319C11	19/03/2024 09:03	Networking	Link Down	network is not working	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	19/03/2024 11:03	1.33	High
10157	20240319C12	19/03/2024 09:03	Hardware	Printer	Printer issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	19/03/2024 09:03	0	High
10158	20240319C13	19/03/2024 10:03	Softwares	IBM Lotus Notes	Lotus mail opening issue	Cgrf, Lal Bldg, Kkd (I/C Kkd Grid)	Karkardooma	Closed By Helpdesk	19/03/2024 10:03	0.02	High
10159	20240319C14	19/03/2024 10:03	Softwares	Windows	Windows update and remove temp. files	Cgrf, Lal Bldg, Kkd (I/C Kkd Grid)	Karkardooma	Closed By Helpdesk	19/03/2024 10:03	0	High

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
10160	20240319C15	19/03/2024 10:03	Softwares	OMS	OMS not working	Lahori Gate	Chandni Chowk	Closed By Site Engineer	19/03/2024 13:03	3.08	Medium
10161	20240319C16	19/03/2024 10:03	Softwares	Internet	Site working Slow	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	19/03/2024 10:03	0.02	High
10162	20240319C17	19/03/2024 10:03	Hardware	Printer	Paper jam	Aram Bagh Bm(Comm), Phg	Pahar Ganj	Closed By Site Engineer	19/03/2024 11:03	0.89	High
10163	20240319C18	19/03/2024 10:03	Networking	Network Breaks	Network break	Aram Bagh Bm(Comm), Phg	Pahar Ganj	Closed By Site Engineer	19/03/2024 11:03	0.89	High
10164	20240319C19	19/03/2024 10:03	Softwares	SAP	sap uploading issue	Comm. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	19/03/2024 12:03	1.52	High
10165	20240319C20	19/03/2024 10:03	Softwares	Adobe Reader	update adobe reader	Comm. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	19/03/2024 12:03	1.52	Medium
10166	20240319C21	19/03/2024 10:03	Hardware	PC_CPU	MOTHER BOARD FAULTY SYSTEM SERIAL NUMBER-PGEK966 PLS ASSIGH TO ARPIT RASTOGI	F-15/2, Krishna Nagar, Comm. Office	Krishna Nagar	Closed By Hardware Team	21/03/2024 16:03	53.3	High
10167	20240319C22	19/03/2024 10:03	Softwares	VPN	VPN Logging issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	19/03/2024 11:03	0.02	Medium
10168	20240319C23	19/03/2024 11:03	Softwares	SAP	SAP P96 Logging issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	19/03/2024 11:03	0	High
10169	20240319C24	19/03/2024 11:03	Telecom	Clip Max	Telephone is not functioning (7693) call received from 9693.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	20/03/2024 11:03	24.44	High
10170	20240319C25	19/03/2024 11:03	Lan Support	Lan Cable Replacement	Lan Cable Replacement	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	20/03/2024 11:03	24.43	High
10171	20240319C26	19/03/2024 11:03	Softwares	OS	window corrupt	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Hardware Team	21/03/2024 16:03	53.26	Medium
10172	20240319C27	19/03/2024 11:03	Hardware	Printer	Sir, Printer not working...please check	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	19/03/2024 12:03	1.08	High
10173	20240319C28	19/03/2024 11:03	Softwares	IBM Lotus Notes	IBM Lotus Notes Password issue.	Gazipur Store (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	19/03/2024 12:03	0.98	High
10174	20240319C29	19/03/2024 11:03	Softwares	Domain Rejoin	DOMAIN ISSUE	Mulla Colony Scrap Store, Near Gajipur Police Station	Vasundra Enclave	Closed By Site Engineer	19/03/2024 12:03	0.87	Medium
10175	20240319C30	19/03/2024 11:03	Softwares	NAS	Share folder opening issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	19/03/2024 11:03	0.02	Medium
10176	20240319C31	19/03/2024 11:03	Softwares	NAS	Share folder opening issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	19/03/2024 11:03	0.01	Medium
10177	20240319C32	19/03/2024 11:03	Softwares	Domain Rejoin	login issue	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	20/03/2024 09:03	21.87	Medium
10178	20240319C33	19/03/2024 11:03	Softwares	IBM Lotus Notes	mail installation	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	20/03/2024 09:03	21.87	High
10179	20240319C34	19/03/2024 11:03	Softwares	Domain Password	Domain password reset of Md Arif	F-15/2, Krishna Nagar, Comm. Office	Krishna Nagar	Closed By Helpdesk	19/03/2024 11:03	0	High
10180	20240319C35	19/03/2024 12:03	Hardware	PC_CPU	System is very slow	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	19/03/2024 17:03	4.94	High
10181	20240319C36	19/03/2024 12:03	Hardware	Printer	Printer Cable not working	Hauz Quzi, Complaint Center	Darya Ganj	Closed By Site Engineer	19/03/2024 12:03	0.59	High
10182	20240319C37	19/03/2024 12:03	Hardware	Mouse	mouse not proper working	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Hardware Team	20/03/2024 17:03	29.09	High
10183	20240319C38	19/03/2024 12:03	Hardware	TFT	No power in TFT	C Block Office, Dda Flats, Motta Khan, Dgm (O&M), Phg	Pahar Ganj	Closed By Site Engineer	19/03/2024 13:03	0.78	High
10184	20240319C39	19/03/2024 12:03	Networking	Network Breaks	Network Break	C Block Office, Dda Flats, Motta Khan, Dgm (O&M), Phg	Pahar Ganj	Closed By Site Engineer	19/03/2024 13:03	0.78	High
10185	20240319C40	19/03/2024 12:03	Hardware	TFT	power issue in tft	5-Block,Trilok Puri Dispensary, Delhi	Mayur Vihar	Closed By Hardware Team	20/03/2024 11:03	23.32	High
10186	20240319C41	19/03/2024 12:03	Hardware	PC_CPU	cpu power issue	5-Block,Trilok Puri Dispensary, Delhi	Mayur Vihar	Closed By Hardware Team	10/04/2024 10:04	526.23	High
10187	20240319C42	19/03/2024 12:03	Hardware	Printer	printer connect	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	20/03/2024 09:03	21.26	High
10188	20240319C43	19/03/2024 12:03	Hardware	Printer	cartridge change	Bm (Comm.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	20/03/2024 09:03	21.24	High
10189	20240319C44	19/03/2024 12:03	Softwares	IBM Lotus Notes	mail sending issue	Bm (Comm.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	20/03/2024 09:03	21.23	High
10190	20240319C45	19/03/2024 12:03	Softwares	Domain Password	Password reset as per kunal bhutani	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	19/03/2024 12:03	0	High
10191	20240319C46	19/03/2024 12:03	Softwares	Browser	zip file issue in chandan pc	66 Kv, Khicripur Grid, Delhi	Mayur Vihar	Closed By Site Engineer	20/03/2024 10:03	21.89	Medium
10192	20240319C47	19/03/2024 13:03	Telecom	Telephone Cord	Telephone not working	Town Hall Business Office	Chandni Chowk	Closed By Site Engineer	19/03/2024 14:03	1.29	High
10193	20240319C48	19/03/2024 13:03	Hardware	Keyboard	Somekeysnotworking spacebar rightkeysall	S/Stn No 7, O&M, (Ppg)	Laxmi Nagar	Closed By Site Engineer	01/04/2024 16:04	314.62	High
10194	20240319C49	19/03/2024 14:03	Softwares	Domain Password	Password reset	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Helpdesk	19/03/2024 14:03	0	High
10195	20240319C50	19/03/2024 14:03	Softwares	Domain Password	Password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	19/03/2024 14:03	0	High
10196	20240319C51	19/03/2024 14:03	Softwares	MSB	WPS Office reinstalled.	Anand Lok Complaint Centre,	Mayur Vihar	Closed By Helpdesk	19/03/2024 14:03	0.01	Medium
10197	20240319C52	19/03/2024 14:03	Hardware	Printer	Unable to take Print	Aram Bagh Bm(Comm), Phg	Pahar Ganj	Closed By Site Engineer	19/03/2024 16:03	1.97	High
10198	20240319C53	19/03/2024 15:03	Hardware	PC_CPU	cpu power issue	O&M(D) Office, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Site Engineer	20/03/2024 10:03	18.96	High
10199	20240319C54	19/03/2024 15:03	Softwares	Adobe Reader	pdf download issue , Pi check	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	19/03/2024 17:03	1.36	Medium
10200	20240319C55	19/03/2024 15:03	Hardware	Printer	Printer Attached	Bses Urja Vihar Cly (Lnr)	Laxmi Nagar	Closed By Site Engineer	20/03/2024 16:03	24.23	High
10201	20240319C56	19/03/2024 16:03	Softwares	Domain Password	Password reset	P.D.Vihar Zonal Office (Lnr)	Laxmi Nagar	Closed By Helpdesk	19/03/2024 16:03	0	High
10202	20240319C57	19/03/2024 16:03	Telecom	IP Phone	IP phone is not functioning.	Comm. Office Cbd-III	Karkardooma	Closed By Site Engineer	21/03/2024 13:03	44.9	High
10203	20240319C58	19/03/2024 16:03	Hardware	Laptop	LAPTOP REQUIRE	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	19/03/2024 17:03	0.93	High
10204	20240319C59	19/03/2024 16:03	Softwares	OS	WINDOWS AND SOFTWARE NEED TO INSTALL IN ISSUED LAPTOP	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	19/03/2024 17:03	0.93	Medium
10205	20240319C60	19/03/2024 17:03	Hardware	Printer	Print issue.	S/Stn. No. 13, Ppg (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	21/03/2024 17:03	48.33	High
10206	20240319C61	19/03/2024 17:03	Softwares	IBM Lotus Notes	Mail archive issue	Aram Bagh Bm(Comm), Phg	Pahar Ganj	Closed By Site Engineer	20/03/2024 09:03	16.54	High
10207	20240319C62	19/03/2024 17:03	Softwares	ITSM Request	Internet request raised.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	19/03/2024 17:03	0.04	High
10208	20240319C63	19/03/2024 17:03	Softwares	OS	Admin rights on user profile.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	19/03/2024 17:03	0.04	Medium
10209	20240319C64	19/03/2024 17:03	Hardware	Printer	Printing failure.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	19/03/2024 17:03	0.05	High
10210	20240319C65	19/03/2024 17:03	Softwares	Domain Password	Password updation for VPN connectivity.	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Comm. Office	Shankar Road	Closed By Helpdesk	19/03/2024 17:03	0.04	High
10211	20240319C66	19/03/2024 17:03	Softwares	IBM Lotus Notes	Mail quota exceed.	Cgrf, Lal Bldg, Kkd (I/C Kkd Grid)	Karkardooma	Closed By Helpdesk	19/03/2024 17:03	0.03	High
10212	20240319C67	19/03/2024 17:03	Softwares	IBM Lotus Notes	Archive access failure.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	19/03/2024 17:03	0.02	High
10213	20240319C68	19/03/2024 17:03	Softwares	Domain Password	Password updation.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	19/03/2024 17:03	0.02	High
10214	20240319C69	19/03/2024 17:03	Softwares	VPN	VPN settings reset.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	19/03/2024 17:03	0.01	Medium
10215	20240319C70	19/03/2024 17:03	Hardware	Printer	Printing failure.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	19/03/2024 17:03	0.01	High
10216	20240320C1	20/03/2024 06:03	Hardware	IP Camera	JLM O&M GATE CAMERA NOT WORKING	O & M Office Vivek Vihar B-Blk	Karkardooma	Closed By Lan Support Team	22/03/2024 12:03	53.22	High
10217	20240320C2	20/03/2024 09:03	Networking	Link Down	CGRF Lal Bud.1st. floor One switch is down (Information come from N/W Team)9226	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	20/03/2024 11:03	2.21	High



S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
10218	20240320C3	20/03/2024 09:03	Softwares	Internet	PCM login issue	Aram Bagh Bm(Comm), Phg	Pahar Ganj	Closed By Site Engineer	20/03/2024 11:03	1.62	High
10219	20240320C4	20/03/2024 10:03	Softwares	Admin Helpdesk	admin help desk login issue	Aram Bagh Bm(Comm), Phg	Pahar Ganj	Closed By Site Engineer	20/03/2024 11:03	1.45	Medium
10220	20240320C5	20/03/2024 10:03	Lan Support	Lan Cable Replacement	Existing Lan cable are not working. Need to replace . Kindly assign the call to Lan Team.	Kanti Nagar Complaint Centre	Krishna Nagar	Closed By Lan Support Team	20/03/2024 11:03	1.1	High
10221	20240320C6	20/03/2024 10:03	General Calls	Presentation / VC	to check the working of projector in the training halls.	Training And Work Shop, (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	21/03/2024 17:03	31.01	High
10222	20240320C7	20/03/2024 10:03	Softwares	IBM Lotus Notes	lotus account is locked	R-88 A Double Storey S/Stn. Building, R Block, New Rajinder Ngr, Shankar Rd, Delhi (O & M)	Shankar Road	Closed By Site Engineer	20/03/2024 14:03	3.73	High
10223	20240320C8	20/03/2024 10:03	Softwares	Domain Password	Password reset	Paivalan O & M Office	Chandni Chowk	Closed By Helpdesk	20/03/2024 10:03	0.01	High
10224	20240320C9	20/03/2024 10:03	Softwares	Adobe Reader	pdf file is not open	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Comm1 Office	Shankar Road	Closed By Site Engineer	20/03/2024 14:03	3.69	Medium
10225	20240320C10	20/03/2024 10:03	Networking	Link Down	lan cable issue	Comm1. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Site Engineer	20/03/2024 11:03	0.56	High
10226	20240320C11	20/03/2024 10:03	Softwares	IBM Lotus Notes	quota error assign Nilesh	Comm1. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Site Engineer	20/03/2024 11:03	0.38	High
10227	20240320C12	20/03/2024 11:03	Softwares	Domain Password	Password reset as per Sheetal Ved	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	20/03/2024 11:03	0	High
10228	20240320C13	20/03/2024 11:03	General Calls	Presentation / VC	TV connect in 1 A Rose conference room , meeting with head Admin	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	20/03/2024 11:03	0.86	High
10229	20240320C14	20/03/2024 11:03	Softwares	SAP	Document display issue	Aram Bagh Bm(Comm), Phg	Pahar Ganj	Closed By Site Engineer	20/03/2024 14:03	3.07	High
10230	20240320C15	20/03/2024 11:03	Softwares	Ms-Office	Excel not working	Aram Bagh Bm(Comm), Phg	Pahar Ganj	Closed By Site Engineer	20/03/2024 11:03	0.33	High
10231	20240320C16	20/03/2024 11:03	Networking	Link Down	link down at 13 block	Comm1. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Site Engineer	20/03/2024 13:03	2.76	High
10232	20240320C17	20/03/2024 11:03	Hardware	Printer	printer not working	33kv Grid, Kamla Market Comm1 Office	Darya Ganj	Closed By Site Engineer	26/03/2024 15:03	148.1	High
10233	20240320C18	20/03/2024 11:03	Softwares	Browser	not working plz check	13-Block,Trilokpur,Delhi	Mayur Vihar	Closed By Site Engineer	20/03/2024 13:03	2.45	Medium
10234	20240320C19	20/03/2024 11:03	Softwares	IBM Lotus Notes	Mail id not working due to network issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	20/03/2024 12:03	0.61	High
10235	20240320C20	20/03/2024 11:03	Lan Support	RJ 45 Connector	LAN cabel connector faulty so change connector	Comm1 Office Cbd-1ii	Karkardooma	Closed By Site Engineer	21/03/2024 13:03	25.8	High
10236	20240320C21	20/03/2024 11:03	Hardware	Mouse	laptop mouse not working left click issue	Comm1 Office Cbd-1ii	Karkardooma	Closed By Hardware Team	28/03/2024 09:03	189.92	High
10237	20240320C22	20/03/2024 11:03	Networking	Link Down	internet rights issue	Pkt-C, Mvr Ph-I, Delhi	Mayur Vihar	Closed By Site Engineer	20/03/2024 13:03	1.94	High
10238	20240320C23	20/03/2024 12:03	Hardware	Laptop	LAPTOP NEED TO REPLACE	Permanent Lok Adalat, Mata Sundri Road	Darya Ganj	Closed By Hardware Team	20/03/2024 14:03	2.79	High
10239	20240320C24	20/03/2024 12:03	Softwares	OS	WINDOWS AND SOFTWARE NEED TO INSTALL IN ISSUED LAPTOP	Permanent Lok Adalat, Mata Sundri Road	Darya Ganj	Closed By Hardware Team	20/03/2024 14:03	2.78	Medium
10240	20240320C25	20/03/2024 12:03	Hardware	Printer	printer paper not clear print	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Site Engineer	21/03/2024 13:03	25.52	High
10241	20240320C26	20/03/2024 12:03	Softwares	Windows	pc slow working	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Site Engineer	21/03/2024 13:03	25.49	High
10242	20240320C27	20/03/2024 12:03	Softwares	Domain Rejoin	DOMAIN JOIN	Comm1. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Site Engineer	20/03/2024 15:03	2.73	Medium
10243	20240320C28	20/03/2024 12:03	Hardware	Printer	PRINTER SETUP PAGE SIZE	Comm1. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Site Engineer	20/03/2024 13:03	1.64	High
10244	20240320C29	20/03/2024 12:03	Hardware	Laptop Adapter	Laptop adapter faulty PG011PY1 call assign to Mr Arpit	O&M Office, Karawal Nagar	Karawal Nagar	Closed By Hardware Team	20/03/2024 15:03	3.33	High
10245	20240320C30	20/03/2024 12:03	Hardware	Printer	unable to take print	Aram Bagh Bm(Comm), Phg	Pahar Ganj	Closed By Site Engineer	20/03/2024 14:03	1.51	High
10246	20240320C31	20/03/2024 13:03	Lan Support	RJ 45 Connector	connector damage	Complain Center, Sub-Stn. No. 3, Mayur Vihar Ph-1ii, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	20/03/2024 17:03	3.89	High
10247	20240320C32	20/03/2024 13:03	Hardware	All In One Desktop	pine lap not working	Complain Center, Sub-Stn. No. 3, Mayur Vihar Ph-1ii, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	20/03/2024 17:03	3.88	Medium
10248	20240320C33	20/03/2024 13:03	Softwares	Domain Rejoin	trust relationship issue	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	20/03/2024 17:03	3.8	Medium
10249	20240320C34	20/03/2024 13:03	Hardware	Printer	printer faulty	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	20/03/2024 17:03	3.79	High
10250	20240320C35	20/03/2024 13:03	Hardware	Printer	printer not working paper jam	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	20/03/2024 17:03	3.79	High
10251	20240320C36	20/03/2024 13:03	Hardware	PC_CPU	pc is not start( booting problem)	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Comm1 Office	Shankar Road	Closed By Site Engineer	20/03/2024 14:03	0.64	High
10252	20240320C37	20/03/2024 13:03	Hardware	TFT	no power in tft	C-7, Commercial Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Site Engineer	21/03/2024 09:03	19.81	High
10253	20240320C38	20/03/2024 13:03	Hardware	Printer	paper jam in printer	C-7, Commercial Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Site Engineer	21/03/2024 09:03	19.78	High
10254	20240320C39	20/03/2024 13:03	Softwares	Browser	webcam not working	C-7, Commercial Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Site Engineer	21/03/2024 09:03	19.76	Medium
10255	20240320C40	20/03/2024 14:03	Lan Support	RJ 45 Connector	LAN point not working at room no 106. Kindly assign this call to Lan Team	Aram Bagh Bm(Comm), Phg	Pahar Ganj	Closed By Lan Support Team	03/04/2024 09:04	330.61	High
10256	20240320C41	20/03/2024 14:03	Softwares	Domain Rejoin	System login issue	Aram Bagh Bm(Comm), Phg	Pahar Ganj	Closed By Site Engineer	20/03/2024 17:03	2.63	Medium
10257	20240320C42	20/03/2024 14:03	Hardware	PC_CPU	system slow	Aram Bagh Bm(Comm), Phg	Pahar Ganj	Closed By Site Engineer	20/03/2024 17:03	2.63	High
10258	20240320C43	20/03/2024 14:03	Lan Support	Lan Cable Replacement	lan cable replacement require as per pallavi mishra ,3C	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	26/03/2024 11:03	140.56	High
10259	20240320C44	20/03/2024 14:03	Hardware	Printer	Please Printer attached urgently	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	20/03/2024 16:03	1.07	High
10260	20240320C45	20/03/2024 15:03	Softwares	SAP	SAP BSP PASSWORD NOT WORKING, PL RESET	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	21/03/2024 10:03	19.15	High
10261	20240320C46	20/03/2024 15:03	Softwares	SAP	SAP ISU PASSWORD IS NOT WORKING , PI check	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	21/03/2024 14:03	23.02	High
10262	20240320C47	20/03/2024 15:03	Softwares	Internet	During VC sound issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	20/03/2024 15:03	0.01	High
10263	20240320C48	20/03/2024 16:03	Hardware	Printer	New lan Printer not working	Geeta Colony Complaint Centre, 17 Block	Krishna Nagar	Assign			High
10264	20240320C49	20/03/2024 16:03	Hardware	Pen Drive	New pen drive required	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	20/03/2024 18:03	1.52	Medium
10265	20240320C50	20/03/2024 16:03	Hardware	Laptop	Need to replace laptop	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	20/03/2024 18:03	1.51	High
10266	20240320C51	20/03/2024 16:03	Softwares	IBM Lotus Notes	Software installation & need to configure mail id	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	20/03/2024 18:03	1.49	High
10267	20240320C52	20/03/2024 16:03	Softwares	Windows	Need to transfer data from old laptop	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	20/03/2024 18:03	1.49	High
10268	20240320C53	20/03/2024 16:03	Hardware	Laptop	Need to replace laptop	Shahdara Store L-Block, Dilshad Garden	Gt Road	Closed By Hardware Team	20/03/2024 18:03	1.48	High
10269	20240320C54	20/03/2024 16:03	Softwares	IBM Lotus Notes	Software installation & need to configure mail id	Shahdara Store L-Block, Dilshad Garden	Gt Road	Closed By Hardware Team	20/03/2024 18:03	1.47	High
10270	20240320C55	20/03/2024 16:03	Softwares	Windows	Need to transfer data from old laptop	Shahdara Store L-Block, Dilshad Garden	Gt Road	Closed By Hardware Team	20/03/2024 18:03	1.46	High
10271	20240320C56	20/03/2024 16:03	Softwares	IBM Lotus Notes	Lotus not working	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	20/03/2024 18:03	1.43	High
10272	20240320C57	20/03/2024 17:03	Hardware	TFT	sistem not open	Comm1. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Site Engineer	20/03/2024 17:03	0.3	High
10273	20240320C58	20/03/2024 17:03	Softwares	Domain Password	Password reset	R-88 A Double Storey S/Stn. Building, R Block, New Rajinder Ngr, Shankar Rd, Delhi (O & M)	Shankar Road	Closed By Helpdesk	20/03/2024 17:03	0	High

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
10274	20240320C59	20/03/2024 17:03	Softwares	Domain Password	password reset	33 Kv Sub./Station Lines I.P. Estate New Delhi 110002	Darya Ganj	Closed By Helpdesk	20/03/2024 17:03	0.02	High
10275	20240320C60	20/03/2024 17:03	Softwares	Domain Password	Reset of 30155075 .	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Commf Office	Shankar Road	Closed By Helpdesk	20/03/2024 17:03	0.13	High
10276	20240320C61	20/03/2024 17:03	Softwares	ESS	SAP issue in ess.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	20/03/2024 17:03	0.12	Medium
10277	20240320C62	20/03/2024 17:03	Softwares	Domain Password	Domain reset.	Commf. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Helpdesk	20/03/2024 17:03	0.11	High
10278	20240320C63	20/03/2024 17:03	Softwares	Domain Password	Reset of 40134443	Complaint Center (Ram Nagar)	Pahar Ganj	Closed By Helpdesk	20/03/2024 17:03	0.1	High
10279	20240320C64	20/03/2024 17:03	Softwares	Internet	Sound issue in zoom meeting.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	20/03/2024 17:03	0.08	High
10280	20240320C65	20/03/2024 17:03	Softwares	Internet	BSES safety link is not accessible.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	20/03/2024 17:03	0.07	High
10281	20240320C66	20/03/2024 17:03	Softwares	Domain Password	Reset of 12152601 .	S/Stn No 6 Complaint Centre, Ppg, Mandawali (Ppg)	Laxmi Nagar	Closed By Helpdesk	20/03/2024 17:03	0.04	High
10282	20240320C67	20/03/2024 17:03	Hardware	Printer	Printing failure.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	20/03/2024 17:03	0.03	High
10283	20240320C68	20/03/2024 17:03	Softwares	Domain Password	Reset of 41016617	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Commf Office	Shankar Road	Closed By Helpdesk	20/03/2024 17:03	0.02	High
10284	20240320C69	20/03/2024 17:03	Hardware	Scanner	scanner not prperly working	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Hardware Team	21/03/2024 16:03	22.31	High
10285	20240321C1	21/03/2024 09:03	Hardware	TFT	NO DISPLAY ON TFT	C-7, Commercial Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Site Engineer	21/03/2024 13:03	4.37	High
10286	20240321C2	21/03/2024 09:03	Hardware	Printer	Printer installation	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	21/03/2024 09:03	0.01	High
10287	20240321C3	21/03/2024 10:03	Softwares	IBM Lotus Notes	Mail is not working due to server lock	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	21/03/2024 14:03	4.73	High
10288	20240321C4	21/03/2024 10:03	Hardware	PC_CPU	CPU power issue	O&M(D) Office, Near Sadar Appt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Site Engineer	21/03/2024 14:03	3.98	High
10289	20240321C5	21/03/2024 10:03	Hardware	PC_CPU	CPU USB ports are not working by which mouse is not detecting.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	21/03/2024 10:03	0.16	High
10290	20240321C7	21/03/2024 10:03	Hardware	TFT	yga cord issue	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	21/03/2024 17:03	6.63	High
10291	20240321C6	21/03/2024 10:03	Hardware	TFT	yga cord issue	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	21/03/2024 17:03	6.63	High
10292	20240321C8	21/03/2024 11:03	Hardware	TFT	VGA AND POWER CABLE FAULTY S/NO-72LXJ03 ASSIGN ARPIT SIR	Commf. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Hardware Team	16/04/2024 15:04	628.25	High
10293	20240321C9	21/03/2024 11:03	Hardware	TFT	VGA AND POWER CABLE FAULTY ASSIGN ARPIT SIR S/NO - PG00E8KU	Commf. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Hardware Team	16/04/2024 15:04	628.23	High
10294	20240321C10	21/03/2024 11:03	Softwares	IBM Lotus Notes	LOTUS MAIL NOT WORKING	Commf Office Cbd-III	Karkardooma	Closed By Site Engineer	21/03/2024 13:03	2.12	High
10295	20240321C11	21/03/2024 11:03	Softwares	Admin Helpdesk	Resat password of admin help desk(Area Manager)	Commf. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	21/03/2024 14:03	2.67	Medium
10296	20240321C12	21/03/2024 12:03	Lan Support	Lan Cable Replacement	Lan cable is loose (PMG).	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	22/03/2024 12:03	23.83	High
10297	20240321C13	21/03/2024 12:03	Softwares	IBM Lotus Notes	Lotus mail not open need to configure ID file. Call assign to Vikas Negi.	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Site Engineer	21/03/2024 14:03	1.96	High
10298	20240321C14	21/03/2024 12:03	Softwares	Browser	Google chrome browser need to update version installation. Call assign to Vikas Negi.	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Site Engineer	21/03/2024 14:03	1.95	Medium
10299	20240321C15	21/03/2024 12:03	Softwares	GIS	LTM Software not working . Ora error showing . Need to replace host file replace with new one. Call assign to Vikas Negi.	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Site Engineer	21/03/2024 14:03	1.93	Medium
10300	20240321C16	21/03/2024 12:03	Softwares	IBM Lotus Notes	Need to create new Lotus archive. Call assign to Vikas Negi.	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Site Engineer	21/03/2024 14:03	1.9	High
10301	20240321C17	21/03/2024 12:03	Softwares	Teamviewer	Need to upgrade 15 Team viewer installed. Call Assign to Vikas Negi.	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Site Engineer	21/03/2024 14:03	1.88	Medium
10302	20240321C18	21/03/2024 12:03	Softwares	SAP	In SAP Excel file export issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	21/03/2024 12:03	0.02	High
10303	20240321C19	21/03/2024 12:03	Softwares	Windows	Landis gear software not working. Need to installed application again. Call assign to Vikas Negi.	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Site Engineer	21/03/2024 14:03	1.86	High
10304	20240321C20	21/03/2024 12:03	Softwares	Drivers	scanner Fujitsu-6130 driver installation. Call assign to Vikas Negi.	Savita Vihar Meter Testing Lab	Karkardooma	Closed By Site Engineer	21/03/2024 14:03	1.84	High
10305	20240321C21	21/03/2024 12:03	Hardware	Scanner	scanner process time increase please check	Commf. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	21/03/2024 14:03	2.11	High
10306	20240321C22	21/03/2024 12:03	Softwares	IBM Lotus Notes	mail not working due to network ,3B	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	21/03/2024 17:03	5.09	High
10307	20240321C23	21/03/2024 12:03	Softwares	Windows	User facing trust relationship error. Need to Rejoin again. Call assign to Vikas Negi.	Preet Vihar Grid (Civil, Protection & Mng Office)	Karkardooma	Closed By Site Engineer	21/03/2024 14:03	1.77	High
10308	20240321C24	21/03/2024 12:03	Softwares	Domain Password	Password reset	Jhilmil Division Gr	Gt Road	Closed By Helpdesk	21/03/2024 12:03	0	High
10309	20240321C25	21/03/2024 13:03	Lan Support	Lan Cable Replacement	network issue	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Lan Support Team	22/03/2024 12:03	22.52	High
10310	20240321C26	21/03/2024 13:03	Softwares	IBM Lotus Notes	mail archive issue	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	21/03/2024 17:03	3.59	High
10311	20240321C27	21/03/2024 13:03	Softwares	Admin Helpdesk	application not accessing	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	21/03/2024 17:03	3.58	Medium
10312	20240321C28	21/03/2024 13:03	Softwares	Teamviewer	teamviewer update	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	21/03/2024 17:03	3.57	Medium
10313	20240321C29	21/03/2024 13:03	Softwares	Windows	zoom not working	Mulla Colony Scrap Store, Near Gajipur Police Station	Vasundra Enclave	Closed By Site Engineer	21/03/2024 17:03	3.54	High
10314	20240321C30	21/03/2024 13:03	Networking	Network Breaks	network not stable	Mulla Colony Scrap Store, Near Gajipur Police Station	Vasundra Enclave	Closed By Site Engineer	21/03/2024 17:03	3.54	High
10315	20240321C31	21/03/2024 13:03	Hardware	Printer	light printing	Bm (Commf.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	21/03/2024 17:03	3.52	High
10316	20240321C32	21/03/2024 14:03	Softwares	Domain Password	Domain password reset	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Helpdesk	21/03/2024 14:03	0	High
10317	20240321C33	21/03/2024 14:03	Softwares	CAS	M-Cube application secure meter latest ver. not installed error issue	Commf Office Cbd-III	Karkardooma	Closed By Site Engineer	22/03/2024 19:03	29.22	Medium
10318	20240321C34	21/03/2024 14:03	Softwares	Internet	New connection site is not opening in BYPL Logging site	S/Stn No 4, Energy Audit Scada (Ppg)	Laxmi Nagar	Closed By Helpdesk	21/03/2024 14:03	0	High
10319	20240321C35	21/03/2024 15:03	Softwares	IBM Lotus Notes	Lotus ID Configuration issue.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	21/03/2024 17:03	1.8	High
10320	20240321C36	21/03/2024 15:03	Hardware	PC_CPU	PC CPU IP ASSINE issue.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	21/03/2024 17:03	1.78	High
10321	20240321C37	21/03/2024 15:03	Hardware	Printer	cartilage replacement	Commf. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	21/03/2024 16:03	0.7	High
10322	20240321C38	21/03/2024 15:03	Server	User Creation	USER Creation on Domain.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	21/03/2024 17:03	1.77	High
10323	20240321C39	21/03/2024 15:03	Softwares	Antivirus	Antivirus installation issue.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	21/03/2024 17:03	1.75	Medium
10324	20240321C40	21/03/2024 15:03	Softwares	Internet	Internet Rights issue.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	01/04/2024 10:04	259.12	High

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
10325	20240321C41	21/03/2024 15:03	Hardware	Mouse	LEFT CLICK MOUSE NOT WORKING	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Hardware Team	27/03/2024 18:03	146.4	High
10326	20240321C42	21/03/2024 15:03	Hardware	Printer	paper jam	Aram Bagh Bm(Comm), Phg	Pahar Ganj	Closed By Site Engineer	21/03/2024 16:03	0.28	High
10327	20240321C43	21/03/2024 15:03	Softwares	SAP	unable to access P92	Aram Bagh Bm(Comm), Phg	Pahar Ganj	Closed By Site Engineer	21/03/2024 16:03	0.27	High
10328	20240321C44	21/03/2024 15:03	Hardware	TFT	SYSTEM SERIAL NO - H2KMZL2 TFT SERIAL NO --CN-0P6HP5-FCC00-7AM-A4DU TFT NOT WORKING PLS ASSIGN TO ARPIT RASTOGI	18 Block, Geeta Colony O&M Office	Krishna Nagar	Closed By Hardware Team	21/03/2024 16:03	0.11	High
10329	20240321C45	21/03/2024 16:03	Softwares	Internet	To find out current status of Internet requisition form in IT Sampark.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	21/03/2024 16:03	0.04	High
10330	20240321C46	21/03/2024 16:03	Hardware	Laptop	issue gate pass	Comm. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	21/03/2024 17:03	0.83	High
10331	20240321C47	21/03/2024 16:03	Softwares	IBM Lotus Notes	Account is locked out of Lotus mail.	Jhilmil Division Gtr	Gt Road	Closed By Helpdesk	21/03/2024 16:03	0.03	High
10332	20240321C48	21/03/2024 16:03	Hardware	Laptop	ssd req for laptop	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	21/03/2024 18:03	2.02	High
10333	20240321C49	21/03/2024 16:03	Softwares	OS	window and software need to install in laptop	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	21/03/2024 18:03	2.01	Medium
10334	20240321C50	21/03/2024 16:03	Softwares	OS	data require from hdd to ssd	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	21/03/2024 18:03	2.01	Medium
10335	20240321C51	21/03/2024 16:03	Softwares	Adobe Reader	adobe professional require	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	21/03/2024 18:03	1.99	Medium
10336	20240321C52	21/03/2024 16:03	Softwares	IBM Lotus Notes	mail need to configure in issued desktop in data center	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	21/03/2024 18:03	1.97	High
10337	20240321C53	21/03/2024 16:03	Hardware	Mouse	Mouse left and right click is not working , Pl arrange to replace (OLD USER: RAM PRAKASH GANDHI ) itm request no 6830 S/r : L917423	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Hardware Team	05/04/2024 09:04	353.21	High
10338	20240321C54	21/03/2024 16:03	Lan Support	Lan Cable Replacement	lan cabel not working	Kasturba Nagar Complaint Centre	Karkardooma	Closed By Site Engineer	22/03/2024 19:03	26.57	High
10339	20240321C55	21/03/2024 16:03	Hardware	PC CPU	SYSTEM SLOW ISSUE AND WINDOWS UPDATE	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	21/03/2024 16:03	0.01	High
10340	20240321C56	21/03/2024 16:03	Softwares	Domain Password	Password reset	Minto Road	Darya Ganj	Closed By Helpdesk	21/03/2024 16:03	0	High
10341	20240321C57	21/03/2024 17:03	Hardware	Printer	printer not working	Comm Office Cbd-III	Karkardooma	Closed By Site Engineer	21/03/2024 19:03	2.56	High
10342	20240321C58	21/03/2024 17:03	Hardware	PC CPU	Need to replace pc	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	21/03/2024 17:03	0.69	High
10343	20240321C59	21/03/2024 17:03	Softwares	IBM Lotus Notes	Software installation & domain re-joined	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	21/03/2024 17:03	0.68	High
10344	20240321C60	21/03/2024 17:03	Softwares	Windows	Need to transfer data	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	21/03/2024 17:03	0.67	High
10345	20240321C61	21/03/2024 17:03	Hardware	Laptop	laptop need to replace	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Comm Office	Shankar Road	Closed By Hardware Team	21/03/2024 17:03	0.66	High
10346	20240321C62	21/03/2024 17:03	Softwares	IBM Lotus Notes	Software installation & need configure mail id	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Comm Office	Shankar Road	Closed By Hardware Team	21/03/2024 17:03	0.65	High
10347	20240321C63	21/03/2024 17:03	Hardware	Printer	printer not working	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	26/03/2024 10:03	112.68	High
10348	20240321C64	21/03/2024 17:03	Hardware	Laptop Adapter	laptop adapter cable has been faulty laptop Sno LR0B79S0,pls assign to this call Mr Arpit	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Comm Office	Shankar Road	Closed By Hardware Team	27/03/2024 16:03	142.87	High
10349	20240321C65	21/03/2024 17:03	Softwares	Internet	ITSM login failure.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	21/03/2024 17:03	0.09	High
10350	20240321C66	21/03/2024 17:03	Softwares	Domain Password	Domain a/c reset.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Helpdesk	21/03/2024 17:03	0.09	High
10351	20240321C67	21/03/2024 17:03	Hardware	Printer	Unable to take print.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	21/03/2024 17:03	0.08	High
10352	20240321C68	21/03/2024 17:03	Softwares	Domain Password	Domain a/c reset.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	21/03/2024 17:03	0.07	High
10353	20240321C69	21/03/2024 17:03	Softwares	IBM Lotus Notes	Lotus locked.	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Comm Office	Shankar Road	Closed By Helpdesk	21/03/2024 17:03	0.07	High
10354	20240321C70	21/03/2024 17:03	Softwares	IBM Lotus Notes	Lotus mail password issue.	Jhilmil Division Gtr	Gt Road	Closed By Helpdesk	21/03/2024 17:03	0.06	High
10355	20240321C71	21/03/2024 17:03	Softwares	Domain Password	Domain reset.	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Helpdesk	21/03/2024 17:03	0.06	High
10356	20240321C72	21/03/2024 17:03	Softwares	Domain Password	Reset of 40137611 .	C-7, Commercial Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Helpdesk	21/03/2024 17:03	0.05	High
10357	20240321C73	21/03/2024 17:03	Softwares	ITSM Request	IT hardware request raised.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	21/03/2024 17:03	0.04	High
10358	20240321C74	21/03/2024 17:03	Softwares	ITSM Request	IT telephone request raised.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	21/03/2024 17:03	0.04	High
10359	20240321C75	21/03/2024 17:03	Hardware	Printer	Print command need to cancel.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	21/03/2024 17:03	0.03	High
10360	20240321C76	21/03/2024 17:03	Softwares	IBM Lotus Notes	Domain a/c reset.	Jhilmil Division Gtr	Gt Road	Closed By Helpdesk	21/03/2024 17:03	0.03	High
10361	20240321C77	21/03/2024 17:03	Softwares	IBM Lotus Notes	Lotus mail password ordered from mumbai.	Jhilmil Division Gtr	Gt Road	Closed By Helpdesk	21/03/2024 17:03	0.02	High
10362	20240321C78	21/03/2024 17:03	Softwares	Domain Password	Reset of 05152530 .	Saini Enclave Complaint Centre	Karkardooma	Closed By Helpdesk	21/03/2024 17:03	0.01	High
10363	20240321C79	21/03/2024 18:03	Hardware	Printer	Printer installation issue.	Ppg Indl. Area Grid (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	22/03/2024 11:03	16.77	High
10364	20240322C1	22/03/2024 06:03	Hardware	IP Camera	CC B BLK LNR CAMERA NOT WORKING	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Lan Support Team	26/03/2024 11:03	100.47	High
10365	20240322C2	22/03/2024 06:03	Hardware	IP Camera	CC C-2 NNG CAMERA NOT WORKING	C-2 Complaint Center	Nand Nagari	Closed By Lan Support Team	26/03/2024 11:03	100.44	High
10366	20240322C3	22/03/2024 06:03	Hardware	IP Camera	YVR O&M ROOM CAMERA NOT WORKING	C-6, O&M Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Lan Support Team	28/03/2024 11:03	148.49	High
10367	20240322C4	22/03/2024 08:03	Hardware	PC CPU	KEYBOARD FAULTY Serial no ---B9T6T72	Commercial Office, Nng	Nand Nagari	Closed By Hardware Team	03/04/2024 15:04	294.77	High
10368	20240322C5	22/03/2024 08:03	Hardware	PC CPU	KEYBOARD FAULTY SERIAL NO _9N57N62	Commercial Office, Nng	Nand Nagari	Closed By Hardware Team	03/04/2024 15:04	294.65	High
10369	20240322C6	22/03/2024 09:03	Hardware	PC CPU	Motherboard faulty Sn-PG00Q44J	33 Kv Sub./Station Lines I.P. Estate New Delhi 110002	Darya Ganj	Closed By Hardware Team	27/03/2024 15:03	125.99	High
10370	20240322C7	22/03/2024 10:03	Hardware	PC CPU	power issue in CPU	Aram Bagh Bm(Comm), Phg	Pahar Ganj	Closed By Site Engineer	22/03/2024 14:03	4.6	High
10371	20240322C8	22/03/2024 10:03	Telecom	Clip Max	telephone not working	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	22/03/2024 13:03	3.28	High
10372	20240322C9	22/03/2024 10:03	Hardware	Printer	printer not working need to replace	Commercial Office, Nng	Nand Nagari	Closed By Hardware Team	22/03/2024 13:03	3.26	High
10373	20240322C10	22/03/2024 10:03	Hardware	Printer	printer not working need to replace	Commercial Office, Nng	Nand Nagari	Closed By Hardware Team	22/03/2024 13:03	3.26	High
10374	20240322C11	22/03/2024 10:03	Hardware	PC CPU	need to replace pc	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	22/03/2024 13:03	3.25	High
10375	20240322C12	22/03/2024 10:03	Softwares	IBM Lotus Notes	software installation & need to configure mail id and domain re-join	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	22/03/2024 13:03	3.23	High
10376	20240322C13	22/03/2024 10:03	Softwares	Windows	need to transfer data	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	22/03/2024 13:03	3.22	High
10377	20240322C14	22/03/2024 10:03	Lan Support	Lan IO Port	I/O faulty pl assign to lan team for replacement of I/O.	Bm (Comm.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Lan Support Team	27/03/2024 10:03	119.55	High
10378	20240322C15	22/03/2024 10:03	Hardware	Mouse	mouse left click not working. pl assign to arpit. s/n : PG00QLS0	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Hardware Team	15/04/2024 15:04	580.8	High
10379	20240322C16	22/03/2024 10:03	Telecom	Avaya Digital	LAND LINE PHONE NOT WORKING LAND LINE PHONE NO 4124 9294	F-15/2, Krishna Nagar, Comm Office	Krishna Nagar	Closed By Site Engineer	26/03/2024 16:03	101.52	High
10380	20240322C17	22/03/2024 10:03	Hardware	RAM	4 GB DDR4 RAM FAULTY . beep sound coming from cpu PC S/N. PG00QLS5 Please assign this call to arpit	Enfo. Meter Store Shastri Park Grid, Delhi-53	Yamuna Vihar	Closed By Hardware Team	27/03/2024 12:03	121.71	Medium
10381	20240322C18	22/03/2024 10:03	Softwares	IBM Lotus Notes	lotus login issue	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	22/03/2024 12:03	1.92	High
10382	20240322C19	22/03/2024 10:03	Softwares	Browser	pl install chrome	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	22/03/2024 12:03	1.9	Medium

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
10383	20240322C20	22/03/2024 11:03	Hardware	PC_CPU	System power issue / 2C	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	22/03/2024 15:03	3.99	High
10384	20240322C21	22/03/2024 11:03	Softwares	IBM Lotus Notes	Lotus mail issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	22/03/2024 11:03	0.02	High
10385	20240322C22	22/03/2024 11:03	Hardware	Printer	print out issue in PDF File	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	22/03/2024 11:03	0	High
10386	20240322C23	22/03/2024 11:03	Softwares	Domain Password	Domain password reset	Aram Bagh Bm(Comml), Phg	Pahar Ganj	Closed By Helpdesk	22/03/2024 11:03	0.01	High
10387	20240322C24	22/03/2024 11:03	Softwares	CAS	CAS SOFTWARE ISSUE PDS NOT WORKING	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	22/03/2024 12:03	0.67	Medium
10388	20240322C25	22/03/2024 11:03	Hardware	Printer	print out is coming very light (Tonner Change)	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	22/03/2024 15:03	3.35	High
10389	20240322C26	22/03/2024 11:03	Telecom	Clip Max	Voice is not comming , pl replace S/R 091500023543	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Hardware Team	28/03/2024 11:03	143.4	High
10390	20240322C27	22/03/2024 11:03	Softwares	VPN	VPN login issue	Aram Bagh Bm(Comml), Phg	Pahar Ganj	Closed By Site Engineer	22/03/2024 14:03	3.11	Medium
10391	20240322C28	22/03/2024 11:03	Softwares	SAP	P92 login issue via vpn	Aram Bagh Bm(Comml), Phg	Pahar Ganj	Closed By Site Engineer	22/03/2024 14:03	3.09	High
10392	20240322C29	22/03/2024 11:03	Hardware	Printer	printer not working	Mulla Colony Scrap Store, Near Gajipur Police Station	Vasundra Enclave	Closed By Site Engineer	22/03/2024 16:03	4.44	High
10393	20240322C30	22/03/2024 11:03	Softwares	IBM Lotus Notes	mail not working	Mulla Colony Scrap Store, Near Gajipur Police Station	Vasundra Enclave	Closed By Site Engineer	22/03/2024 16:03	4.43	High
10394	20240322C31	22/03/2024 11:03	Softwares	MSB	Password issue.	(P&E), S/Stn. No 16, (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	22/03/2024 16:03	4.83	Medium
10395	20240322C32	22/03/2024 11:03	Hardware	Printer	Print fed issue.	(P&E), S/Stn. No 16, (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	26/03/2024 13:03	97.19	High
10396	20240322C33	22/03/2024 11:03	Hardware	Printer	Printer tonner change	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	22/03/2024 15:03	3.1	High
10397	20240322C34	22/03/2024 11:03	Hardware	Scanner	barcode scanner not working	Aram Bagh Bm(Comml), Phg	Pahar Ganj	Closed By Site Engineer	22/03/2024 14:03	2.89	High
10398	20240322C35	22/03/2024 12:03	Hardware	Printer	Printer installation of Regulatory Dept.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	22/03/2024 12:03	0	High
10399	20240322C36	22/03/2024 12:03	Lan Support	Lan Connectivity Provision	NEW LAN Point require at C-6 Yamuna vihar in room no 103 please assign this call to LAN Team	C-6, O&M Office Yamuna Vihar, Delhi-53	Yamuna Vihar	On Hold By Lan Support Team			High
10400	20240322C37	22/03/2024 12:03	Hardware	PC_CPU	Required desktop for new joinee ( ROHIT KUMAR )	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	22/03/2024 13:03	1.01	High
10401	20240322C38	22/03/2024 12:03	Softwares	IBM Lotus Notes	Software installation on issued pc of ( ROHIT KUMAR)	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	22/03/2024 13:03	1	High
10402	20240322C39	22/03/2024 12:03	Server	User Creation	Domain User creation	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	22/03/2024 13:03	0.99	High
10403	20240322C40	22/03/2024 12:03	Softwares	Nitro PDF	kindly provide editing right in Pdf file.	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	22/03/2024 14:03	1.74	High
10404	20240322C41	22/03/2024 12:03	Softwares	Nitro PDF	kindly provide PDF editing rights	S/Stn. No. 15, Gcc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	01/04/2024 10:04	237.95	High
10405	20240322C42	22/03/2024 12:03	Softwares	Browser	ftp not working	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	22/03/2024 13:03	0.88	Medium
10406	20240322C43	22/03/2024 14:03	Softwares	OS	Profile error while booting (password already reset).	Hauz Quzi, Complaint Center	Darya Ganj	Closed By Site Engineer	26/03/2024 15:03	97.11	Medium
10407	20240322C44	22/03/2024 14:03	Hardware	Scanner	scanner not working	Bm (Comml.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	22/03/2024 16:03	1.81	High
10408	20240322C45	22/03/2024 14:03	Softwares	IBM Lotus Notes	archive issue	Bm (Comml.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	22/03/2024 16:03	1.81	High
10409	20240322C46	22/03/2024 14:03	Hardware	PC_CPU	System connect from one work station to other (Discipline Recell) 7284	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	26/03/2024 14:03	95.48	High
10410	20240322C47	22/03/2024 14:03	Hardware	Printer	Printer cartridge change (HP 3015)	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	22/03/2024 18:03	3.63	High
10411	20240322C48	22/03/2024 15:03	Softwares	IBM Lotus Notes	mail not working	Aram Bagh Bm(Comml), Phg	Pahar Ganj	Closed By Site Engineer	22/03/2024 15:03	0.41	High
10412	20240322C49	22/03/2024 15:03	Softwares	Domain Password	Domain password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	22/03/2024 15:03	0	High
10413	20240322C50	22/03/2024 15:03	Hardware	Mouse	mouse not working at DSK	Aram Bagh Bm(Comml), Phg	Pahar Ganj	Closed By Site Engineer	22/03/2024 15:03	0.2	High
10414	20240322C51	22/03/2024 16:03	Hardware	PC_CPU	New P.C installation of Rohit Kumar	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	22/03/2024 18:03	2.36	High
10415	20240322C52	22/03/2024 16:03	Softwares	Drivers	Epson U220 Printer driver install	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	22/03/2024 16:03	0	High
10416	20240322C53	22/03/2024 16:03	Hardware	PC_CPU	pc stop working sometime	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	26/03/2024 10:03	90.44	High
10417	20240322C54	22/03/2024 16:03	Softwares	Drivers	Printer U220 driver instal in revenue pc	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	22/03/2024 16:03	0	High
10418	20240322C55	22/03/2024 17:03	Lan Support	Lan Cable Extension	Require new LAN for Printer in GB Panth Grid.PI assign to LAN Team	33kv G.B.Pant Grid	Darya Ganj	Closed By Lan Support Team	26/03/2024 11:03	89.9	High
10419	20240322C56	22/03/2024 17:03	Softwares	Internet	Microdof visio install in TVR 11 system of data centre as per ravi.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	22/03/2024 17:03	0.1	High
10420	20240322C57	22/03/2024 17:03	Softwares	Ms-Office	Microdof visio install in TVR 12 system of data centre as per ravi.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	22/03/2024 17:03	0.09	High
10421	20240322C58	22/03/2024 17:03	Softwares	Domain Password	Domain a/c reset.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	22/03/2024 17:03	0.08	High
10422	20240322C59	22/03/2024 17:03	Softwares	OS	UID ordered of amit kumar from cmc hr.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	22/03/2024 17:03	0.06	Medium
10423	20240322C60	22/03/2024 17:03	Softwares	Domain Password	PTN DC password reset.	18-Block, East Patel Nagar, New Delhi-110 005 Comml Office	Patel Nagar	Closed By Helpdesk	22/03/2024 17:03	0.04	High
10424	20240322C61	22/03/2024 17:03	Softwares	Domain Password	Internet issue.	Preet Vihar Grid (Civil, Protection & Mmg Office)	Karkardooma	Closed By Helpdesk	22/03/2024 17:03	0.04	High
10425	20240322C62	22/03/2024 17:03	Softwares	VPN	VPN request raised.	Ppg Indl. Area Grid (Ppg-2)	Laxmi Nagar	Closed By Helpdesk	22/03/2024 17:03	0.03	Medium
10426	20240322C63	22/03/2024 17:03	Softwares	Domain Password	Doamin reset.	Hauz Quzi, Complaint Center	Darya Ganj	Closed By Helpdesk	22/03/2024 17:03	0.02	High
10427	20240322C64	22/03/2024 17:03	Softwares	SAP	Need to login into SAP.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	22/03/2024 17:03	0.01	High
10428	20240322C65	22/03/2024 17:03	Softwares	VPN	VPN settings reset.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	22/03/2024 17:03	0.01	Medium
10429	20240322C66	22/03/2024 17:03	Hardware	Laptop	LAPTOP NEED TO REPLACE	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	22/03/2024 18:03	0.69	High
10430	20240322C67	22/03/2024 17:03	Hardware	Laptop	NVME INSTALLATION REQUIR IN MY LAPTOP	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	22/03/2024 18:03	0.69	High
10431	20240322C68	22/03/2024 17:03	Softwares	OS	WINDOW AND SOFTWARE NEED TO INSTALL IN ISSUED LAPTOP	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	22/03/2024 18:03	0.69	Medium
10432	20240322C69	22/03/2024 17:03	Softwares	OS	DATA REQUIRE FROM OLD LAPTOP TO ISSUED LAPTOP	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	22/03/2024 18:03	0.68	Medium
10433	20240322C70	22/03/2024 17:03	Hardware	Laptop	LAPTOP NEED TO REPLACE	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Hardware Team	22/03/2024 18:03	0.63	High
10434	20240322C71	22/03/2024 17:03	Softwares	OS	WINDOW AND SOFTWARE NEED TO INSTALL IN ISSUED LAPTOP	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Hardware Team	22/03/2024 18:03	0.62	Medium
10435	20240322C72	22/03/2024 17:03	Softwares	OS	DATA REQUIRE FROM OLS LAPTOP TO NEW LAPTOP	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Hardware Team	22/03/2024 18:03	0.61	Medium
10436	20240322C73	22/03/2024 17:03	Hardware	Laptop	Facing some issue with TV user NVME + ADAT COPY (ADMIN USE)	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	22/03/2024 18:03	0.59	High
10437	20240322C74	22/03/2024 18:03	Hardware	Laptop	NVME INSTALLATION REQUIRE IN MY LAPTOP	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	28/03/2024 09:03	135.46	High
10438	20240322C75	22/03/2024 18:03	Hardware	Laptop	WINDOW AND SOFTWARE NEED TO INSTALL	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	28/03/2024 09:03	135.46	High
10439	20240326C1	26/03/2024 06:03	Hardware	IP Camera	pgg trf workshop 1 camera not working.	Training And Work Shop, (Ppg-2)	Laxmi Nagar	Closed By Lan Support Team	27/03/2024 10:03	27.69	High
10440	20240326C2	26/03/2024 06:03	Hardware	IP Camera	CC_ST. 13 CAMERA NOT WORKING.	S/Stn. No. 13, Ppg (Ppg-2)	Laxmi Nagar	Closed By Lan Support Team	27/03/2024 10:03	27.68	High
10441	20240326C3	26/03/2024 06:03	Hardware	IP Camera	CC_C-12 YVR CAMERA NOT WORKING.	C-12, Complain Centre Ghonda, Yamuna Vihar Delhi-53	Yamuna Vihar	Closed By Lan Support Team	02/04/2024 09:04	171.05	High
10442	20240326C4	26/03/2024 06:03	Hardware	IP Camera	LNR O&M CAMERA NOT WORKING.	S/Stn No 7, O&M, (Ppg)	Laxmi Nagar	Closed By Lan Support Team	27/03/2024 10:03	27.64	High
10443	20240326C5	26/03/2024 09:03	Softwares	IBM Lotus Notes	Lotus mail issue	Cgrf, Lal Bldg, Kkd (IC Kkd Grid)	Karkardooma	Closed By Helpdesk	26/03/2024 09:03	0.04	High



S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
10444	20240326C6	26/03/2024 09:03	Softwares	IBM Lotus Notes	Account is locked out of Lotus mail	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	26/03/2024 09:03	0.01	High
10445	20240326C7	26/03/2024 09:03	Networking	Limited connectivity (Affia)	Network is not detecting properly.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	26/03/2024 11:03	1.64	High
10446	20240326C8	26/03/2024 10:03	Hardware	Laptop	PG26600 , I430 not working Eng Kapil Sharma pls assign to Arpit	S/Stn No 7, O&M, (Ppg)	Laxmi Nagar	Closed By Hardware Team	27/03/2024 15:03	29.28	High
10447	20240326C9	26/03/2024 10:03	Softwares	IBM Lotus Notes	Mail password changing issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	26/03/2024 10:03	0.06	High
10448	20240326C10	26/03/2024 10:03	Softwares	Windows	Time mismatch issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	26/03/2024 10:03	0	High
10449	20240326C11	26/03/2024 10:03	Softwares	Ms-Office	Require office For Officially work.	S/Stn. No. 13, Ppg (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	26/03/2024 13:03	2.56	High
10450	20240326C12	26/03/2024 10:03	Hardware	Printer	Cartridge replacement in C&M 2nd printer.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	26/03/2024 11:03	1.25	High
10451	20240326C13	26/03/2024 10:03	Hardware	IP Phone Adapter	ip phone not working	Commf. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Site Engineer	26/03/2024 14:03	3.46	High
10452	20240326C14	26/03/2024 10:03	Lan Support	Lan Cable Replacement	LAN connectivity issue /1A	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	26/03/2024 11:03	0.7	High
10453	20240326C15	26/03/2024 10:03	Hardware	PC_CPU	To connect System from one workstation to other	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	26/03/2024 11:03	1.06	High
10454	20240326C16	26/03/2024 10:03	Softwares	Domain Password	OS login failure - password has already updated to s@123456 but still locked.	Commf Office Cbd-iii	Karkardooma	Closed By Site Engineer	26/03/2024 12:03	1.66	High
10455	20240326C17	26/03/2024 10:03	Hardware	Hard Disk	hdd faulty PG01B13V--pc serial no	Shahdara Store L-Block, Dilshad Garden	Gt Road	Closed By Hardware Team	10/04/2024 10:04	359.61	High
10456	20240326C18	26/03/2024 10:03	Hardware	Mouse	Laptop wireless mouse not connecting or Chaitan (with R Aggarwal) in cage	Cbd-ii Grid, Kkd	Karkardooma	Closed By Hardware Team	26/03/2024 14:03	3.29	High
10457	20240326C19	26/03/2024 10:03	Softwares	Domain Password	Domain password reset of Vijender Goyal	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	26/03/2024 10:03	0	High
10458	20240326C20	26/03/2024 10:03	Lan Support	RJ 45 Connector	Network issue of Vijender Goyal	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	26/03/2024 11:03	0.54	High
10459	20240326C21	26/03/2024 10:03	Hardware	Printer	Printer installation	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	26/03/2024 10:03	0.02	High
10460	20240326C22	26/03/2024 10:03	Hardware	Printer	Cartridge replacement 3015 - Last Cabin.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	26/03/2024 11:03	0.82	High
10461	20240326C23	26/03/2024 10:03	Softwares	Windows	Windows update patches	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	26/03/2024 10:03	0	High
10462	20240326C24	26/03/2024 10:03	Lan Support	Lan Connectivity Provision	LAN cable requirement / 3B	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	26/03/2024 11:03	0.44	High
10463	20240326C25	26/03/2024 11:03	Hardware	Printer	3015 printer not working	F-15/2, Krishna Nagar, Commf Office	Krishna Nagar	Closed By Site Engineer	26/03/2024 16:03	5.18	High
10464	20240326C26	26/03/2024 11:03	Hardware	Printer	Printer not working 3015 printer	F-15/2, Krishna Nagar, Commf Office	Krishna Nagar	Closed By Site Engineer	26/03/2024 16:03	5.17	High
10465	20240326C27	26/03/2024 11:03	Hardware	Printer	Printer not working 3015 printer	F-15/2, Krishna Nagar, Commf Office	Krishna Nagar	Closed By Site Engineer	26/03/2024 16:03	5.15	High
10466	20240326C28	26/03/2024 11:03	Hardware	Keyboard	keyboard not working	F-15/2, Krishna Nagar, Commf Office	Krishna Nagar	Closed By Site Engineer	26/03/2024 16:03	5.14	High
10467	20240326C29	26/03/2024 11:03	Softwares	IBM Lotus Notes	lotus password issue	F-15/2, Krishna Nagar, Commf Office	Krishna Nagar	Closed By Site Engineer	26/03/2024 16:03	5.12	High
10468	20240326C30	26/03/2024 11:03	Softwares	SAP	sap password reset	F-15/2, Krishna Nagar, Commf Office	Krishna Nagar	Closed By Site Engineer	26/03/2024 16:03	5.11	High
10469	20240326C31	26/03/2024 11:03	Softwares	SAP	install all software in using recovery	Commf. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Site Engineer	26/03/2024 14:03	2.92	High
10470	20240326C32	26/03/2024 11:03	Hardware	Printer	install printer	Commf. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Site Engineer	26/03/2024 14:03	2.91	High
10471	20240326C33	26/03/2024 11:03	Softwares	IBM Lotus Notes	setup ibm mail	Commf. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Site Engineer	26/03/2024 14:03	2.91	High
10472	20240326C34	26/03/2024 11:03	Softwares	Domain Rejoin	join domain	Commf. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Site Engineer	26/03/2024 13:03	2.78	Medium
10473	20240326C35	26/03/2024 11:03	Hardware	Printer	sap password reset	F-15/2, Krishna Nagar, Commf Office	Krishna Nagar	Closed By Site Engineer	26/03/2024 16:03	5.03	High
10474	20240326C36	26/03/2024 11:03	Hardware	Printer	chd printer not working . pls resolve	F-15/2, Krishna Nagar, Commf Office	Krishna Nagar	Closed By Site Engineer	26/03/2024 16:03	4.97	High
10475	20240326C37	26/03/2024 11:03	Hardware	Printer	printer not working	F-15/2, Krishna Nagar, Commf Office	Krishna Nagar	Closed By Site Engineer	26/03/2024 16:03	4.94	High
10476	20240326C38	26/03/2024 11:03	Hardware	Printer	chd printer not working	F-15/2, Krishna Nagar, Commf Office	Krishna Nagar	Closed By Site Engineer	26/03/2024 16:03	4.87	High
10477	20240326C39	26/03/2024 11:03	Lan Support	Lan Connectivity Provision	LAN cable required at IP state grid	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Lan Support Team	26/03/2024 11:03	0.08	High
10478	20240326C40	26/03/2024 11:03	Hardware	PC_CPU	System need to be setup - Ground Floor Admin.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	26/03/2024 15:03	3.85	High
10479	20240326C41	26/03/2024 11:03	Softwares	Internet	To fill up IT Requisition form for Internet in IT SAMPARK	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	26/03/2024 11:03	0.06	High
10480	20240326C42	26/03/2024 11:03	Softwares	Internet	To fill up IT Requisition form for Telephone in IT SAMPARK	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	26/03/2024 11:03	0.04	High
10481	20240326C43	26/03/2024 11:03	Softwares	Internet	To fill up IT Requisition form for VPN in IT SAMPARK	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	26/03/2024 11:03	0.02	High
10482	20240326C44	26/03/2024 11:03	Softwares	Domain Password	Domain password reset	18-Block, East Patel Nagar, New Delhi-110 005 Commf Office	Patel Nagar	Closed By Helpdesk	26/03/2024 11:03	0	High
10483	20240326C45	26/03/2024 11:03	Hardware	Printer	printer getting not clear print.	Commf Office Cbd-iii	Karkardooma	Closed By Site Engineer	26/03/2024 14:03	2.8	High
10484	20240326C46	26/03/2024 12:03	Softwares	SAP	SAP install	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Site Engineer	26/03/2024 12:03	0.01	High
10485	20240326C47	26/03/2024 12:03	Hardware	Printer	Printer install	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	26/03/2024 12:03	0	High
10486	20240326C48	26/03/2024 12:03	Softwares	Domain Password	Password reset	Complaint Center Sub-Stn. No. 4, Mig Housing Flat, Mayur Vihar Ph-iii, Delhi-110 096	Vasundra Enclave	Closed By Helpdesk	26/03/2024 12:03	0	High
10487	20240326C49	26/03/2024 12:03	Softwares	Internet	To fill up IT requisition form for VPN	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	26/03/2024 12:03	0.01	High
10488	20240326C50	26/03/2024 12:03	Hardware	Keyboard	Keyboard Key QWERUIOP789 is not working.	Gh-ii Grid (Ppg-2)	Laxmi Nagar	Closed By Hardware Team	03/04/2024 15:04	194.72	High
10489	20240326C51	26/03/2024 12:03	Networking	Link Down	Link Down issue	S/Stn. No. 15, Goc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	26/03/2024 16:03	4.24	High
10490	20240326C52	26/03/2024 12:03	Lan Support	RJ 45 Connector	network connector faulty	Mulla Colony Scrap Store, Near Gajipur Police Station	Vasundra Enclave	Closed By Site Engineer	28/03/2024 17:03	52.33	High
10491	20240326C53	26/03/2024 12:03	Hardware	Mouse	mouse not working	Aram Bagh Bm(Commf), Phg	Pahar Ganj	Closed By Site Engineer	26/03/2024 15:03	2.85	High
10492	20240326C54	26/03/2024 12:03	Hardware	Mouse	Mouse click not working PC S/N. L9B8733 Pls assign this call to arpit	C-7, Commercial Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Hardware Team	08/04/2024 17:04	316.69	High
10493	20240326C55	26/03/2024 12:03	Hardware	Mouse	Mouse click not working PC S/N. L9B8733 Pls assign this call to arpit	C-7, Commercial Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Hardware Team	27/03/2024 17:03	28.21	High
10494	20240326C56	26/03/2024 12:03	Hardware	PC_CPU	New Hard disk issue from IT KKD insted of faulty hard disk so installed window & software old data restore	Commf Office Cbd-iii	Karkardooma	Closed By Site Engineer	26/03/2024 14:03	1.77	High
10495	20240326C57	26/03/2024 13:03	Hardware	Printer	Printer installation	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	26/03/2024 13:03	0.01	High
10496	20240326C58	26/03/2024 13:03	Hardware	Laptop	BOOTING ISSUE.PLS ASSIGN TO MR ARPIT	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Hardware Team	10/04/2024 10:04	357.34	High
10497	20240326C59	26/03/2024 13:03	Lan Support	Lan Cable Replacement	TWO NEW LAN POINT REQUIRED IN CASH COUNTER KAMLA MARKET	33kv Grid, Kamla Market Commf Office	Darya Ganj	Closed By Lan Support Team	03/04/2024 09:04	187.97	High
10498	20240326C60	26/03/2024 13:03	Hardware	PC_CPU	THE POWER CABLE FAULTY PC SNO L960V7N.PLS ASSIGN THIS CALL TO Mr aRPIIT	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Commf Office	Shankar Road	Closed By Hardware Team	03/04/2024 17:04	195.81	High
10499	20240326C61	26/03/2024 13:03	Hardware	Printer	paper jam	Aram Bagh Bm(Commf), Phg	Pahar Ganj	Closed By Site Engineer	26/03/2024 15:03	1.71	High
10500	20240326C62	26/03/2024 13:03	Hardware	PC_CPU	system slow	Aram Bagh Bm(Commf), Phg	Pahar Ganj	Closed By Site Engineer	26/03/2024 15:03	1.71	High
10501	20240326C63	26/03/2024 14:03	Softwares	Browser	chrome not working	Gandhi Market Office	Darya Ganj	Closed By Site Engineer	01/04/2024 12:04	142.03	Medium
10502	20240326C64	26/03/2024 14:03	Softwares	Browser	Chrome is not working	Dvsn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	26/03/2024 16:03	2.2	Medium

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
10503	20240326C65	26/03/2024 14:03	Softwares	SAP	p96 issue	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Site Engineer	26/03/2024 14:03	0.07	High
10504	20240326C66	26/03/2024 14:03	Network Hardware	Rack Server	grid report visit khichripur	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Site Engineer	26/03/2024 17:03	2.71	High
10505	20240326C67	26/03/2024 14:03	Network Hardware	Rack Server	gird report visit noida mor	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Site Engineer	26/03/2024 17:03	2.7	High
10506	20240326C68	26/03/2024 14:03	Network Hardware	Rack Server	gird report visit chilla	Comml. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & li	Mayur Vihar	Closed By Site Engineer	26/03/2024 17:03	2.69	High
10507	20240326C69	26/03/2024 14:03	Hardware	Printer	Paper JAM printer / 3A	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	26/03/2024 16:03	1.87	High
10508	20240326C70	26/03/2024 14:03	Hardware	Printer	Printer issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	27/03/2024 15:03	24.38	High
10509	20240326C71	26/03/2024 15:03	Softwares	IBM Lotus Notes	mail issue	O&M(D) Office, Near Sadar Apptt., Mvr Ph-I, Delhi	Mayur Vihar	Closed By Site Engineer	26/03/2024 17:03	2.46	High
10510	20240326C72	26/03/2024 15:03	Softwares	MSB	Password issue.	S/Stn. No. 02 (Ppg)	Laxmi Nagar	Closed By Site Engineer	28/03/2024 12:03	45.3	Medium
10511	20240326C73	26/03/2024 15:03	Hardware	TFT	TFT faulty Sno CNC71101V6. This call assign to Mr.Arpit	R-88 A Double Storey S/Stn. Building, R Block, New Rajinder Ngr, Shankar Rd, Delhi (O & M)	Shankar Road	Closed By Hardware Team	27/03/2024 15:03	24.03	High
10512	20240326C74	26/03/2024 15:03	Hardware	TFT	Tft Faulty and VGA cable faulty Sno Cnc71101v6. This Call was assigned to Mr.Arpit	R-88 A Double Storey S/Stn. Building, R Block, New Rajinder Ngr, Shankar Rd, Delhi (O & M)	Shankar Road	Closed By Hardware Team	26/03/2024 17:03	2.55	High
10513	20240326C75	26/03/2024 15:03	Lan Support	RJ 45 Connector	printer port change and update	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	27/03/2024 10:03	18.56	High
10514	20240326C76	26/03/2024 15:03	Softwares	IBM Lotus Notes	Account is locked out in Lotus mail	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	26/03/2024 15:03	0.17	High
10515	20240326C77	26/03/2024 15:03	Softwares	Browser	dtm site issue	Pkt-C, Mvr Ph-II, Delhi	Mayur Vihar	Closed By Site Engineer	26/03/2024 17:03	1.85	Medium
10516	20240326C78	26/03/2024 15:03	General Calls	Presentation / VC	Orchid tv not working	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	26/03/2024 16:03	1.01	High
10517	20240326C79	26/03/2024 15:03	Hardware	PC_CPU	System booting issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	28/03/2024 14:03	46.21	High
10518	20240326C80	26/03/2024 16:03	Softwares	IBM Lotus Notes	MAIL NOT COMMING	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	26/03/2024 17:03	1.53	High
10519	20240326C81	26/03/2024 16:03	Softwares	ESS	TOKEN MACHINE ISSUE	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	26/03/2024 17:03	1.52	Medium
10520	20240326C82	26/03/2024 16:03	Lan Support	RJ 45 Connector	pl check	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	26/03/2024 17:03	1.35	High
10521	20240326C83	26/03/2024 16:03	Softwares	IBM Lotus Notes	Mail is not open.	(P&E), S/Stn. No 16, (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	27/03/2024 15:03	23.32	High
10522	20240326C84	26/03/2024 16:03	Hardware	Hard Disk	total storage is 90 GB only 15 GB storage free . C drive almost full system is not work properly .	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	26/03/2024 17:03	0.98	High
10523	20240326C85	26/03/2024 16:03	Softwares	Windows	Hindi Font installation issue.	Training And Work Shop, (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	27/03/2024 15:03	22.75	High
10524	20240326C86	26/03/2024 17:03	Hardware	Mouse	mouse left click not working please assign arpit sir S/no - 77YDV2	13-Block, Trilokpuri,Delhi	Mayur Vihar	Closed By Hardware Team	27/03/2024 15:03	21.77	High
10525	20240327C1	27/03/2024 04:03	Hardware	IP Camera	CC_P.D VIHAR CAMERA NOT WORKING.	P.D Vihar Zonal Office (Lnr)	Laxmi Nagar	Closed By Lan Support Team	28/03/2024 11:03	31.26	High
10526	20240327C2	27/03/2024 04:03	Hardware	IP Camera	CCK COMM CASH,CHD,ENTRY AND GATE CAMERA NOT WORKING.	Town Hall Business Office	Chandni Chowk	Closed By Lan Support Team	28/03/2024 11:03	31.24	High
10527	20240327C3	27/03/2024 09:03	Hardware	PC_CPU	System booting issue / GF	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	01/04/2024 11:04	121.68	High
10528	20240327C4	27/03/2024 09:03	Softwares	Windows	system booting issue	Cbd-li Grid, Kkd	Karkardooma	Closed By Helpdesk	27/03/2024 09:03	0	High
10529	20240327C5	27/03/2024 09:03	Hardware	All In One Desktop	GNIIIT SYSTEM IS NOT WORKING	Complain Center, Sub-Stn. No. 3, Mayur Vihar Ph-III, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	03/04/2024 17:04	175.18	Medium
10530	20240327C6	27/03/2024 10:03	Softwares	Domain Password	Domain password issue.	S/Stn. No. 15, Goc And Kcc Department (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	28/03/2024 12:03	26.2	High
10531	20240327C7	27/03/2024 10:03	Hardware	PC_CPU	No signal displays in pc - GF ADMIN.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	30/03/2024 15:03	76.81	High
10532	20240327C8	27/03/2024 10:03	Hardware	Printer	Printer not working	Aram Bagh Brn(Comml), Phg	Fahar Ganj	Closed By Site Engineer	27/03/2024 11:03	1.05	High
10533	20240327C9	27/03/2024 10:03	Hardware	Printer	Printer is not working (critical situation).	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	27/03/2024 11:03	0.76	High
10534	20240327C10	27/03/2024 10:03	Softwares	SAP	BSP Problem	66 Kv, Bhagiriathi Grid	Karawal Nagar	Closed By Site Engineer	27/03/2024 11:03	0.76	High
10535	20240327C11	27/03/2024 10:03	Hardware	Printer	Printer Problem	66 Kv, Bhagiriathi Grid	Karawal Nagar	Closed By Site Engineer	27/03/2024 11:03	0.76	High
10536	20240327C12	27/03/2024 10:03	Hardware	Printer	Print out problem	O&M Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	27/03/2024 11:03	0.74	High
10537	20240327C13	27/03/2024 10:03	Hardware	PC_CPU	System setup	O&M Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	27/03/2024 11:03	0.74	High
10538	20240327C14	27/03/2024 10:03	Hardware	Laptop	laptop installation call	33 Kv,Substation (Srd Building), Shankar Road, New Delhi-110 060 Comml Office	Shankar Road	Closed By Site Engineer	27/03/2024 11:03	0.99	High
10539	20240327C15	27/03/2024 10:03	Lan Support	RJ 45 Connector	Connector Problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	27/03/2024 11:03	0.72	High
10540	20240327C16	27/03/2024 10:03	Lan Support	Lan Cable Extension	Cable problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	27/03/2024 11:03	0.71	High
10541	20240327C17	27/03/2024 10:03	Softwares	IBM Lotus Notes	mail problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	27/03/2024 11:03	0.71	High
10542	20240327C18	27/03/2024 10:03	Hardware	TFT	Display Problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	27/03/2024 11:03	0.7	High
10543	20240327C19	27/03/2024 10:03	Softwares	IBM Lotus Notes	Archive Problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	27/03/2024 11:03	0.7	High
10544	20240327C20	27/03/2024 10:03	Softwares	Windows	system slow	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	27/03/2024 11:03	0.69	High
10545	20240327C21	27/03/2024 10:03	Hardware	PC_CPU	Display Problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	27/03/2024 11:03	0.69	High
10546	20240327C22	27/03/2024 10:03	Softwares	Domain Rejoin	Domain rejoined	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	27/03/2024 11:03	0.68	Medium
10547	20240327C23	27/03/2024 10:03	Softwares	Adobe Reader	Adobe Problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	27/03/2024 11:03	0.68	Medium
10548	20240327C24	27/03/2024 10:03	Softwares	IBM Lotus Notes	Mail Problem	Complaint Office, Gokul Puri	Karawal Nagar	Closed By Site Engineer	27/03/2024 11:03	0.67	High
10549	20240327C25	27/03/2024 10:03	Softwares	Cute PDF	Write Problem	Complaint Office, Gokul Puri	Karawal Nagar	Closed By Site Engineer	27/03/2024 11:03	0.67	Medium
10550	20240327C26	27/03/2024 10:03	Softwares	SAP	BSP Problem	Complaint Office, Gokul Puri	Karawal Nagar	Closed By Site Engineer	27/03/2024 11:03	0.66	High
10551	20240327C27	27/03/2024 10:03	Softwares	SAP	SAP Problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	27/03/2024 11:03	0.65	High
10552	20240327C28	27/03/2024 10:03	Softwares	Adobe Reader	Adobe Problem	Business Office, Karawal Nagar	Karawal Nagar	Closed By Site Engineer	27/03/2024 11:03	0.65	Medium
10553	20240327C29	27/03/2024 10:03	Hardware	PC_CPU	BOOTING ISSUE	R-88 A Double Storey S/Stn. Building, R Block, New Rajinder Ngr, Shankar Rd, Delhi (O & M)	Shankar Road	Closed By Site Engineer	27/03/2024 11:03	0.89	High
10554	20240327C30	27/03/2024 10:03	Hardware	PC_CPU	WINDOW ISSUE	R-88 A Double Storey S/Stn. Building, R Block, New Rajinder Ngr, Shankar Rd, Delhi (O & M)	Shankar Road	Closed By Site Engineer	27/03/2024 11:03	0.82	High
10555	20240327C31	27/03/2024 11:03	Networking	Network Breaks	Network issue	Preet Vihar Grid (Civil, Protection & Mmg Office)	Karkardooma	Closed By Helpdesk	27/03/2024 11:03	0	High
10556	20240327C32	27/03/2024 11:03	Softwares	Windows	System booting issue	Cbd-li Grid, Kkd	Karkardooma	Closed By Helpdesk	27/03/2024 11:03	0	High
10557	20240327C33	27/03/2024 11:03	Hardware	PC_CPU	cpu not working	Complaint Center Sub-Stn. No. 4, Mig Housing Flat, Mayur Vihar Ph-III, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	02/04/2024 15:04	148.46	High
10558	20240327C34	27/03/2024 11:03	Hardware	Printer	Paper jam in printer	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	27/03/2024 11:03	0.03	High
10559	20240327C35	27/03/2024 11:03	Hardware	Printer	Need to replace cartridge / 2A	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	01/04/2024 11:04	119.83	High
10560	20240327C36	27/03/2024 11:03	Hardware	Mouse	issue gate pass for mouse replacemnet	13-Block, Trilokpuri,Delhi	Mayur Vihar	Closed By Site Engineer	27/03/2024 12:03	0.98	High
10561	20240327C37	27/03/2024 11:03	Telecom	IP Phone	ip phone is not working , pl check	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	28/03/2024 11:03	23.59	High

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
10562	20240327C38	27/03/2024 11:03	Softwares	IBM Lotus Notes	lotus mail is not working , PI check	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	28/03/2024 11:03	23.59	High
10563	20240327C39	27/03/2024 11:03	Hardware	PC_CPU	new hard disk 500 gb issue from IT KKD so install OS , data restore & software install	Comm1 Office Cbd-iii	Karkardooma	Closed By Site Engineer	27/03/2024 18:03	6.92	High
10564	20240327C40	27/03/2024 11:03	Hardware	Printer	printer driver install	Comm1 Office Cbd-iii	Karkardooma	Closed By Site Engineer	27/03/2024 18:03	6.89	High
10565	20240327C41	27/03/2024 12:03	Softwares	IBM Lotus Notes	Mail issue	Comm1 Office Cbd-iii	Karkardooma	Closed By Helpdesk	27/03/2024 12:03	0	High
10566	20240327C42	27/03/2024 12:03	Softwares	OS	Window update	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	28/03/2024 11:03	22.95	Medium
10567	20240327C43	27/03/2024 12:03	Hardware	Printer	Document print is not coming .. pl check	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	28/03/2024 11:03	22.93	High
10568	20240327C44	27/03/2024 12:03	Softwares	IBM Lotus Notes	mail issue	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	28/03/2024 11:03	22.97	High
10569	20240327C45	27/03/2024 12:03	Softwares	Domain Rejoin	LOGIN ISSUE	Dgm (O&M) Office, Sub-Strn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	28/03/2024 17:03	28.59	Medium
10570	20240327C46	27/03/2024 12:03	Hardware	TFT	tft faulty	5-Block,Trilok Puri Dispensary, Delhi	Mayur Vihar	Closed By Site Engineer	27/03/2024 12:03	0.3	High
10571	20240327C47	27/03/2024 12:03	Hardware	Scanner	scanner not working	Comm1 Office Cbd-iii	Karkardooma	Closed By Hardware Team	28/03/2024 11:03	23.22	High
10572	20240327C48	27/03/2024 12:03	Softwares	ITSM Request	ITSM request fill up	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	27/03/2024 12:03	0	High
10573	20240327C49	27/03/2024 12:03	Hardware	Printer	Light printing HP 600 PMG.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	30/03/2024 15:03	74.6	High
10574	20240327C50	27/03/2024 12:03	Softwares	Domain Password	Password reset	Surajmal Vihar C & M Store	Karkardooma	Closed By Helpdesk	27/03/2024 12:03	0	High
10575	20240327C51	27/03/2024 13:03	Softwares	Domain Rejoin	ad issue please rejoin domain	Comm1. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & ii	Mayur Vihar	Closed By Site Engineer	27/03/2024 15:03	1.59	Medium
10576	20240327C52	27/03/2024 13:03	Softwares	Domain Password	password lock	Comm1. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & ii	Mayur Vihar	Closed By Site Engineer	27/03/2024 15:03	1.57	High
10577	20240327C53	27/03/2024 14:03	Softwares	IBM Lotus Notes	Mail login issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	27/03/2024 14:03	0	High
10578	20240327C54	27/03/2024 14:03	Softwares	Ms-Office	ms office install	Comm1. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & ii	Mayur Vihar	Closed By Site Engineer	28/03/2024 12:03	22.1	High
10579	20240327C55	27/03/2024 14:03	Hardware	PC_CPU	cpu speed issue	Comm1. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & ii	Mayur Vihar	Closed By Site Engineer	28/03/2024 12:03	22.11	High
10580	20240327C56	27/03/2024 14:03	Softwares	IBM Lotus Notes	PI configure my mail .. (nitin)	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	28/03/2024 11:03	20.66	High
10581	20240327C57	27/03/2024 14:03	Softwares	Domain Password	Reset of 5087.	C-7, Commercial Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Helpdesk	27/03/2024 14:03	0.15	High
10582	20240327C58	27/03/2024 14:03	Softwares	Domain Password	Reset of 40137180 .	C-7, Commercial Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Helpdesk	27/03/2024 14:03	0.15	High
10583	20240327C59	27/03/2024 14:03	Softwares	IBM Lotus Notes	Mail replication issue.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	27/03/2024 14:03	0.14	High
10584	20240327C60	27/03/2024 14:03	Softwares	Domain Password	Domain reset.	Comm1 Office Cbd-iii	Karkardooma	Closed By Helpdesk	27/03/2024 14:03	0.14	High
10585	20240327C61	27/03/2024 14:03	Softwares	Internet	CMS legatrix is unable to login.	O&M Office, Karawal Nagar	Karawal Nagar	Closed By Helpdesk	27/03/2024 14:03	0.13	High
10586	20240327C62	27/03/2024 14:03	Softwares	Domain Password	Domain reset.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	27/03/2024 14:03	0.12	High
10587	20240327C63	27/03/2024 14:03	Softwares	IBM Lotus Notes	Mail quota issue.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	27/03/2024 14:03	0.11	High
10588	20240327C64	27/03/2024 14:03	Softwares	IBM Lotus Notes	mail is slow	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	28/03/2024 11:03	20.56	High
10589	20240327C65	27/03/2024 14:03	Softwares	Domain Password	Reset of 903010136 .	33kv Grid, Kamla Market Comm1 Office	Darya Ganj	Closed By Helpdesk	27/03/2024 14:03	0.1	High
10590	20240327C66	27/03/2024 14:03	Softwares	SAP	Unable to print sap doc in pdf.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	27/03/2024 14:03	0.09	High
10591	20240327C67	27/03/2024 14:03	Softwares	IBM Lotus Notes	Mail quota issue.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	27/03/2024 14:03	0.08	High
10592	20240327C68	27/03/2024 14:03	Softwares	IBM Lotus Notes	Archive issue later.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	27/03/2024 14:03	0.08	High
10593	20240327C69	27/03/2024 14:03	Softwares	OS	Desktop data are not showing.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	27/03/2024 14:03	0.06	Medium
10594	20240327C70	27/03/2024 14:03	Softwares	Domain Password	Reset as per Nilesh.	Comm1. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & ii	Mayur Vihar	Closed By Helpdesk	27/03/2024 14:03	0.05	High
10595	20240327C71	27/03/2024 14:03	Softwares	IBM Lotus Notes	Mail configure of sandeep solanki.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	27/03/2024 14:03	0.02	High
10596	20240327C72	27/03/2024 14:03	Softwares	Ms-Office	Office Software copied into ankit pc.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	27/03/2024 14:03	0.01	High
10597	20240327C73	27/03/2024 15:03	Hardware	Printer	Cartridge replacement in 1st printer.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	28/03/2024 14:03	23.02	High
10598	20240327C74	27/03/2024 15:03	Softwares	IBM Lotus Notes	Mail issue	18 Block, Geeta Colony O&M Office	Krishna Nagar	Closed By Helpdesk	27/03/2024 15:03	0.01	High
10599	20240327C75	27/03/2024 15:03	Softwares	IBM Lotus Notes	Lotus mail not working	Fountain Grid	Chandni Chowk	Closed By Site Engineer	27/03/2024 16:03	0.98	High
10600	20240327C76	27/03/2024 15:03	Softwares	SAP	Sap Ion working due to user profile lot loded	Fountain Grid	Chandni Chowk	Closed By Site Engineer	27/03/2024 16:03	0.97	High
10601	20240327C77	27/03/2024 15:03	Softwares	Browser	DTM NOT WORKING	Town Hall Business Office	Chandni Chowk	Closed By Site Engineer	27/03/2024 16:03	0.94	Medium
10602	20240327C78	27/03/2024 15:03	Softwares	Domain Rejoin	Domain login issue	Fountain Grid	Chandni Chowk	Closed By Site Engineer	27/03/2024 16:03	0.93	Medium
10603	20240327C79	27/03/2024 15:03	Hardware	Keyboard	Keyboard S.F keys not working. Kindly need to replace on urgent basis.	Preet Vihar Grid (Civil, Protection & Mng Office)	Karkardooma	Closed By Hardware Team	03/04/2024 15:04	167.24	High
10604	20240327C80	27/03/2024 15:03	Hardware	Mouse	Mouse Right Click not working. Need to replace on urgent basis.	Preet Vihar Grd (Civil, Protection & Mng Office)	Karkardooma	Closed By Hardware Team	03/04/2024 15:04	167.22	High
10605	20240327C81	27/03/2024 16:03	Softwares	ITSM Request	IT hardware request raised of amit kumar.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	27/03/2024 16:03	0.01	High
10606	20240327C82	27/03/2024 16:03	Softwares	ITSM Request	Email request raised of amit kumar.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	27/03/2024 16:03	0	High
10607	20240327C83	27/03/2024 16:03	Softwares	Domain Password	Password reset	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	27/03/2024 16:03	0.01	High
10608	20240327C84	27/03/2024 16:03	Softwares	IBM Lotus Notes	Mail issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	27/03/2024 16:03	0.01	High
10609	20240327C85	27/03/2024 16:03	Softwares	Adobe Reader	PDF file issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	27/03/2024 16:03	0.01	Medium
10610	20240327C86	27/03/2024 16:03	Softwares	Windows	chrome issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	27/03/2024 16:03	0	High
10611	20240327C87	27/03/2024 16:03	Softwares	IBM Lotus Notes	mail quota warning issue	Comm1 Office Cbd-iii	Karkardooma	Closed By Site Engineer	27/03/2024 18:03	1.86	High
10612	20240327C88	27/03/2024 17:03	Softwares	Admin Helpdesk	admin helpdesk not working	Aram Bagh Bm(Comm1), Phg	Pahar Ganj	Closed By Site Engineer	27/03/2024 17:03	0.38	Medium
10613	20240327C89	27/03/2024 17:03	Softwares	Internet	User creation in AD.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	27/03/2024 17:03	0.02	High
10614	20240327C90	27/03/2024 17:03	Softwares	VPN	VPN connectivity failed.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	27/03/2024 17:03	0.01	Medium
10615	20240328C1	28/03/2024 10:03	Hardware	Printer	Paper Jam in Regulatory printer	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	28/03/2024 12:03	2.41	High
10616	20240328C2	28/03/2024 10:03	Softwares	Adobe Reader	pdf not working	S/Stn No 7, O&M, (Ppg)	Laxmi Nagar	Closed By Site Engineer	28/03/2024 11:03	1.1	Medium

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
10617	20240328C3	28/03/2024 10:03	Hardware	Printer	printer not working	S/Stn No 7, O&M, (Ppg)	Laxmi Nagar	Closed By Site Engineer	28/03/2024 11:03	1.11	High
10618	20240328C4	28/03/2024 10:03	Softwares	IBM Lotus Notes	mail problem	S/Stn No 7, O&M, (Ppg)	Laxmi Nagar	Closed By Site Engineer	28/03/2024 11:03	1.07	High
10619	20240328C5	28/03/2024 10:03	Lan Support	Lan Cable Replacement	Lan Cable Not Working.	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Lan Support Team	02/04/2024 09:04	119.3	High
10620	20240328C6	28/03/2024 10:03	Hardware	RAM	ram problem	Surajmal Vihar C & M Store	Karkardooma	Closed By Site Engineer	28/03/2024 11:03	0.91	Medium
10621	20240328C7	28/03/2024 10:03	Softwares	Antivirus	antivirus not working IT Eng kapil sharma	Surajmal Vihar C & M Store	Karkardooma	Closed By Site Engineer	28/03/2024 11:03	1.46	Medium
10622	20240328C8	28/03/2024 10:03	Softwares	IBM Lotus Notes	mail not working IT Eng Kapil Sharma	S/Stn No 4, Energy Audit Scada (Ppg)	Laxmi Nagar	Closed By Site Engineer	28/03/2024 11:03	0.86	High
10623	20240328C9	28/03/2024 10:03	Hardware	Printer	CS printer is not working.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	28/03/2024 12:03	1.96	High
10624	20240328C10	28/03/2024 10:03	Softwares	ESS	Ess password change request	Comm. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	28/03/2024 12:03	2.19	Medium
10625	20240328C11	28/03/2024 10:03	Softwares	IBM Lotus Notes	IBM NOT WORKING	Comm. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	28/03/2024 12:03	2.02	High
10626	20240328C12	28/03/2024 10:03	Softwares	OMS	Mobile IOMS Configuration issue.	S/Stn. No. 13, Ppg (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	28/03/2024 12:03	1.77	Medium
10627	20240328C13	28/03/2024 10:03	Softwares	IBM Lotus Notes	mail issue	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	28/03/2024 11:03	0.64	High
10628	20240328C14	28/03/2024 10:03	Hardware	Printer	Printer Cartridge issue	Comm. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	28/03/2024 12:03	1.93	High
10629	20240328C15	28/03/2024 10:03	Softwares	IBM Lotus Notes	Accepting the password but not opening	Kasturba Nagar Complaint Centre	Karkardooma	Closed By Site Engineer	28/03/2024 13:03	2.49	High
10630	20240328C16	28/03/2024 10:03	Softwares	Windows	token machine issue	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	28/03/2024 11:03	0.54	High
10631	20240328C17	28/03/2024 10:03	Softwares	Domain Password	Password reset	S/Stn No 4, Energy Audit Scada (Ppg)	Laxmi Nagar	Closed By Helpdesk	28/03/2024 10:03	0.01	High
10632	20240328C18	28/03/2024 10:03	Softwares	IBM Lotus Notes	Mail configuration of Mr. bijay	S/Stn No 7, O&M, (Ppg)	Laxmi Nagar	Closed By Site Engineer	28/03/2024 11:03	0.93	High
10633	20240328C19	28/03/2024 11:03	Softwares	Browser	\\10.125.76.113 is not accessible.	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Site Engineer	01/04/2024 11:04	96.33	Medium
10634	20240328C20	28/03/2024 11:03	Hardware	Printer	Printer install	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	28/03/2024 11:03	0	High
10635	20240328C21	28/03/2024 12:03	Softwares	IBM Lotus Notes	mail issue	Mig Office, East Of Lori Road	Nand Nagari	Closed By Site Engineer	01/04/2024 09:04	93.47	High
10636	20240328C22	28/03/2024 12:03	Lan Support	Lan Cable Extension	9693 EXTENSION NOT WORKING	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	02/04/2024 09:04	117.43	High
10637	20240328C23	28/03/2024 12:03	Softwares	IBM Lotus Notes	mail issue	Commercial Office, Nng	Nand Nagari	Closed By Site Engineer	01/04/2024 09:04	93.47	High
10638	20240328C24	28/03/2024 12:03	Hardware	Printer	CARD machine login issue	Complaint Center (Ram Nagar)	Pahar Ganj	Closed By Site Engineer	28/03/2024 16:03	4.73	High
10639	20240328C25	28/03/2024 12:03	Softwares	CAS	Pls install Cas	Divn. Office, (Lnr)	Laxmi Nagar	On Hold By Site Engineer			Medium
10640	20240328C26	28/03/2024 12:03	Hardware	Mouse	Mouse not working	Aram Bagh Bm(Comm), Phg	Pahar Ganj	Closed By Site Engineer	28/03/2024 12:03	0.17	High
10641	20240328C27	28/03/2024 12:03	Hardware	PC CPU	system slow	Aram Bagh Bm(Comm), Phg	Pahar Ganj	Closed By Site Engineer	28/03/2024 12:03	0.17	High
10642	20240328C28	28/03/2024 12:03	Networking	Red Cross	Lan Cabel cross	Comm. Office Cbd-III	Karkardooma	Closed By Site Engineer	28/03/2024 15:03	3.04	High
10643	20240328C29	28/03/2024 12:03	Softwares	Domain Password	password issue	Comm. Office, Lsc Mkt.Near Ram Mandir, Mvr Ph-I & II	Mayur Vihar	Closed By Site Engineer	28/03/2024 17:03	4.56	High
10644	20240328C30	28/03/2024 13:03	Softwares	Ms-Office	ms office not working	S/Stn. No. 13, Ppg (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	01/04/2024 11:04	94.58	High
10645	20240328C31	28/03/2024 13:03	Softwares	Drivers	printer drivers	S/Stn. No. 13, Ppg (Ppg-2)	Laxmi Nagar	Closed By Site Engineer	01/04/2024 11:04	94.52	High
10646	20240328C32	28/03/2024 13:03	Hardware	Laptop	Laptop Power button not on so please check	Comm. Office Cbd-III	Karkardooma	Cancel			High
10647	20240328C33	28/03/2024 13:03	Hardware	Laptop	Laptop not start please check	Comm. Office Cbd-III	Karkardooma	Closed By Hardware Team	10/04/2024 10:04	309.38	High
10648	20240328C34	28/03/2024 14:03	Softwares	Adobe Reader	Install Adobe Reader	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	28/03/2024 15:03	0.92	Medium
10649	20240328C35	28/03/2024 14:03	Softwares	Browser	install Google chrome.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	28/03/2024 15:03	0.92	Medium
10650	20240328C36	28/03/2024 14:03	Softwares	ITSM Request	VPN form fillup	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	28/03/2024 14:03	0	High
10651	20240328C37	28/03/2024 14:03	Softwares	IBM Lotus Notes	Install IBM Notes	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	28/03/2024 15:03	0.91	High
10652	20240328C38	28/03/2024 14:03	Softwares	Ms-Office	Install WPS	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	28/03/2024 15:03	0.9	High
10653	20240328C39	28/03/2024 14:03	Softwares	SAP	Install SAP	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	28/03/2024 15:03	0.89	High
10654	20240328C40	28/03/2024 14:03	Softwares	Teamviewer	Install Teamviewer	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	28/03/2024 15:03	0.88	Medium
10655	20240328C41	28/03/2024 14:03	Softwares	Windows	update windows.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	28/03/2024 15:03	0.87	High
10656	20240328C42	28/03/2024 14:03	Hardware	Scanner	SCANNER NOT WORKING	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Hardware Team	05/04/2024 12:04	190.29	High
10657	20240328C43	28/03/2024 15:03	Hardware	PC CPU	System need to be setup, HR.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	28/03/2024 17:03	1.96	High
10658	20240328C44	28/03/2024 15:03	Networking	Link Down	connectivity issue 1A	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	28/03/2024 17:03	2.69	High
10659	20240328C45	28/03/2024 15:03	Softwares	Windows	system is not working properly	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	28/03/2024 17:03	2.67	High
10660	20240328C46	28/03/2024 15:03	Hardware	TFT	tft power issue	Dgm (O&M) Office, Sub-Stn. No. 2, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	28/03/2024 17:03	1.65	High
10661	20240328C47	28/03/2024 15:03	Softwares	SAP	password issue	Bm (Comm.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	28/03/2024 17:03	1.64	High
10662	20240328C48	28/03/2024 15:03	Softwares	IBM Lotus Notes	archive issue	Bm (Comm.) Office, Sub-Stn. No. 7, Vasundra Enclave, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	28/03/2024 17:03	1.63	High
10663	20240328C49	28/03/2024 15:03	Hardware	Printer	printer not working	Complaint Center Sub-Stn. No. 4, Mig Housing Flat, Mayur Vihar Ph-II, Delhi-110 096	Vasundra Enclave	Closed By Site Engineer	28/03/2024 17:03	1.62	High
10664	20240328C50	28/03/2024 15:03	Hardware	Keyboard	Arrow keys are not working (PG02YWHC).	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	28/03/2024 18:03	2.55	High
10665	20240328C51	28/03/2024 15:03	Softwares	Ms-Office	excel not working	C Block Office, Dda Flats, Motia Khan, Dgm (O&M), Phg	Pahar Ganj	Closed By Site Engineer	28/03/2024 16:03	0.95	High
10666	20240328C52	28/03/2024 15:03	Softwares	Internet	temp file showing on desktop	C Block Office, Dda Flats, Motia Khan, Dgm (O&M), Phg	Pahar Ganj	Closed By Site Engineer	28/03/2024 16:03	0.94	High
10667	20240328C53	28/03/2024 15:03	Hardware	PC_CPU	system slow	C Block Office, Dda Flats, Motia Khan, Dgm (O&M), Phg	Pahar Ganj	Closed By Site Engineer	28/03/2024 16:03	0.94	High
10668	20240328C54	28/03/2024 15:03	Networking	Network Breaks	network break	C Block Office, Dda Flats, Motia Khan, Dgm (O&M), Phg	Pahar Ganj	Closed By Site Engineer	28/03/2024 16:03	0.93	High
10669	20240328C55	28/03/2024 15:03	Hardware	Mouse	Mouse is not detecting.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	28/03/2024 17:03	2.08	High
10670	20240328C56	28/03/2024 15:03	Softwares	IBM Lotus Notes	Mail id lock	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	28/03/2024 15:03	0.01	High
10671	20240328C57	28/03/2024 16:03	Softwares	Antivirus	ANTIVIRUS ISSUE	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	28/03/2024 16:03	0.97	Medium
10672	20240328C58	28/03/2024 16:03	Hardware	Printer	PAPER JAM IN PRINTER.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	28/03/2024 17:03	1.08	High
10673	20240328C59	28/03/2024 16:03	Hardware	Printer	PRINTER IS FAULTY.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	28/03/2024 17:03	1.07	High
10674	20240328C60	28/03/2024 16:03	Softwares	Domain Password	DOMAIN PASSWORD ISSUE.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	28/03/2024 17:03	1	High
10675	20240328C61	28/03/2024 16:03	Hardware	Printer	LIGHT PRINT ISSUE.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	28/03/2024 17:03	0.97	High
10676	20240328C62	28/03/2024 16:03	Hardware	Mouse	MOUSE ISSUE.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	28/03/2024 17:03	1.04	High



S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
10677	20240328C63	28/03/2024 16:03	Hardware	Printer	LIGHT PRINT ISSUE.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	28/03/2024 17:03	0.96	High
10678	20240328C64	28/03/2024 16:03	Softwares	Domain Password	DOMAIN PASSWORD ISSUE.	33 Kv Grid, G.T.Road Comm'l Bldg	Gt Road	Closed By Site Engineer	28/03/2024 17:03	0.98	High
10679	20240328C65	28/03/2024 16:03	Hardware	RAM	RAM FAULTY.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	28/03/2024 17:03	1.02	Medium
10680	20240328C66	28/03/2024 16:03	Networking	IP Conflict	PATCH CABLE ISSUE.	O & M Office B-Block, Dilshad Garden, Delhi	Gt Road	Closed By Site Engineer	28/03/2024 17:03	1	High
10681	20240328C67	28/03/2024 16:03	Softwares	IBM Lotus Notes	MAIL ISSUE.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	28/03/2024 16:03	0.88	High
10682	20240328C68	28/03/2024 16:03	Softwares	Antivirus	ANTIVIRUS ISSUE.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	28/03/2024 16:03	0.89	Medium
10683	20240328C69	28/03/2024 16:03	Hardware	Printer	PRINTER IS FAULTY.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	28/03/2024 17:03	0.98	High
10684	20240328C70	28/03/2024 16:03	Softwares	Antivirus	ANTIVIRUS ISSUE.	33 Kv Grid, G.T.Road Comm'l Bldg	Gt Road	Closed By Site Engineer	28/03/2024 16:03	0.86	Medium
10685	20240328C71	28/03/2024 16:03	Softwares	Antivirus	ANTIVIRUS ISSUE.	Dwarka Puri Grid	Gt Road	Closed By Site Engineer	28/03/2024 16:03	0.86	Medium
10686	20240328C72	28/03/2024 16:03	Softwares	Domain Password	DOMAIN PASSWORD ISSUE.	33 Kv Grid, G.T.Road Comm'l Bldg	Gt Road	Closed By Site Engineer	28/03/2024 17:03	0.91	High
10687	20240328C73	28/03/2024 16:03	Softwares	Adobe Reader	ADOBE ISSUE.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	28/03/2024 17:03	0.87	Medium
10688	20240328C74	28/03/2024 16:03	Hardware	Printer	PAPER JAM IN PRINTER.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	28/03/2024 17:03	0.93	High
10689	20240328C75	28/03/2024 16:03	Softwares	Antivirus	ANTIVIRUS ISSUE.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	28/03/2024 16:03	0.82	Medium
10690	20240328C76	28/03/2024 16:03	Softwares	Windows	CPU IS NOT BOOTING.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	28/03/2024 17:03	0.53	High
10691	20240328C77	28/03/2024 16:03	Softwares	Adobe Reader	ADOBE ISSUE.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	28/03/2024 17:03	0.49	Medium
10692	20240328C78	28/03/2024 16:03	Hardware	Printer	PRINTING ISSUE.	33 Kv Grid, G.T.Road Comm'l Bldg	Gt Road	Closed By Site Engineer	28/03/2024 16:03	0.47	High
10693	20240328C79	28/03/2024 16:03	Lan Support	Lan Cable Extension	lan cable require user name - sandhya 2C assign to LAN TEAM	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	02/04/2024 09:04	112.92	High
10694	20240328C80	28/03/2024 16:03	Softwares	IBM Lotus Notes	LOTUS ISSUE.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	28/03/2024 16:03	0.44	High
10695	20240328C81	28/03/2024 16:03	Softwares	IBM Lotus Notes	MAIL ARCHIVE ISSUE.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	28/03/2024 17:03	0.53	High
10696	20240328C82	28/03/2024 16:03	Lan Support	Lan Cable Extension	LAN CABLE FAULTY USER - SAMUDRA GUPTA BASMENT GYM ASSIGN TO LAN TEAM	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Lan Support Team	02/04/2024 09:04	112.91	High
10697	20240328C83	28/03/2024 16:03	Softwares	Windows	PC WINDOWS ISSUE.	O & M Office B-Block, Dilshad Garden, Delhi	Gt Road	Closed By Site Engineer	28/03/2024 17:03	0.5	High
10698	20240328C84	28/03/2024 16:03	Softwares	IBM Lotus Notes	MAIL ARCHIVE ISSUE.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	28/03/2024 17:03	0.51	High
10699	20240328C85	28/03/2024 16:03	Softwares	Windows	CPU IS NOT BOOTING.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	28/03/2024 17:03	0.47	High
10700	20240328C86	28/03/2024 16:03	Hardware	Keyboard	KEYBOARD ISSUE.	33 Kv Grid, G.T.Road Comm'l Bldg	Gt Road	Closed By Site Engineer	28/03/2024 17:03	0.49	High
10701	20240328C87	28/03/2024 16:03	Hardware	Printer	LIGHT PRINT ISSUE.	33 Kv Grid, G.T.Road Comm'l Bldg	Gt Road	Closed By Site Engineer	28/03/2024 17:03	0.44	High
10702	20240328C88	28/03/2024 16:03	Hardware	Printer	PRINTING ISSUE.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	28/03/2024 16:03	0.41	High
10703	20240328C89	28/03/2024 16:03	Softwares	Windows	CPU IS NOT BOOTING.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	28/03/2024 17:03	0.44	High
10704	20240328C90	28/03/2024 16:03	Softwares	Adobe Reader	ADOBE ISSUE.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	28/03/2024 17:03	0.4	Medium
10705	20240328C91	28/03/2024 16:03	Networking	Network on DHCP	IP configuration	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	28/03/2024 16:03	0.01	High
10706	20240328C92	28/03/2024 16:03	Hardware	Printer	Printer install	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	28/03/2024 16:03	0	High
10707	20240328C93	28/03/2024 16:03	Softwares	IBM Lotus Notes	MAIL ISSUE.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	28/03/2024 17:03	0.44	High
10708	20240328C94	28/03/2024 16:03	Hardware	Printer	PRINTING ISSUE.	F-15/2, Krishna Nagar, Comm'l Office	Krishna Nagar	Closed By Site Engineer	28/03/2024 16:03	0.36	High
10709	20240328C95	28/03/2024 16:03	Hardware	Printer	PRINTING ISSUE.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	28/03/2024 16:03	0.35	High
10710	20240328C96	28/03/2024 16:03	Softwares	IBM Lotus Notes	LOTUS ISSUE.	33 Kv Grid, G.T.Road Comm'l Bldg	Gt Road	Closed By Site Engineer	28/03/2024 16:03	0.31	High
10711	20240328C97	28/03/2024 16:03	Softwares	ESS	ESS IS NOT WORKING.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	28/03/2024 17:03	0.37	Medium
10712	20240328C98	28/03/2024 16:03	Softwares	Antivirus	ANTIVIRUS ISSUE.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	28/03/2024 16:03	0.29	Medium
10713	20240328C99	28/03/2024 16:03	Softwares	Antivirus	ANTIVIRUS ISSUE.	E&F Complaint Centre	Gt Road	Closed By Site Engineer	28/03/2024 16:03	0.28	Medium
10714	20240328C100	28/03/2024 16:03	Softwares	IBM Lotus Notes	LOTUS ISSUE.	Jhilmil Division Gtr	Gt Road	Closed By Site Engineer	28/03/2024 16:03	0.26	High
10715	20240328C101	28/03/2024 17:03	Softwares	Internet	Workline HR link is not accessible.	Scada Centre, Shankar Road, New Delhi-110 060	Shankar Road	Closed By Helpdesk	28/03/2024 18:03	0.11	High
10716	20240328C102	28/03/2024 17:03	Hardware	Printer	Printing issue.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	28/03/2024 18:03	0.1	High
10717	20240328C103	28/03/2024 17:03	Softwares	IBM Lotus Notes	Lotus locked.	Preet Vihar Grid (Civil, Protection & Mng Office)	Karkardooma	Closed By Helpdesk	28/03/2024 18:03	0.09	High
10718	20240328C104	28/03/2024 17:03	Hardware	Printer	Printer install.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	28/03/2024 18:03	0.09	High
10719	20240328C105	28/03/2024 17:03	Softwares	Domain Password	Domain a/c reset as per engineer vikas.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	28/03/2024 18:03	0.08	High
10720	20240328C106	28/03/2024 17:03	Softwares	Domain Password	Domain a/c reset as per eng. vikas.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	28/03/2024 18:03	0.07	High
10721	20240328C107	28/03/2024 17:03	Softwares	OS	Folder is unable to find.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	28/03/2024 18:03	0.06	Medium
10722	20240328C108	28/03/2024 17:03	Softwares	VPN	VPN request raised.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	28/03/2024 18:03	0.06	Medium
10723	20240328C109	28/03/2024 18:03	Softwares	Internet	Link send to jai agarwal for request approval of ayush tiwari.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	28/03/2024 18:03	0.04	High
10724	20240328C110	28/03/2024 18:03	Softwares	Domain Rejoin	Domain rejoin.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	28/03/2024 18:03	0.02	Medium
10725	20240328C111	28/03/2024 18:03	Softwares	Domain Password	Domain reset updation.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	28/03/2024 18:03	0.02	High
10726	20240329C1	29/03/2024 00:03	Hardware	IP Camera	GH-2 GRID CAMERA NOT WORKING.	Gh-Ii Grid (Ppg-2)	Laxmi Nagar	Closed By Lan Support Team	02/04/2024 09:04	105.31	High
10727	20240329C2	29/03/2024 00:03	Hardware	IP Camera	PTZ GHAZIPUR BACK CAMERA NOT WORKING.	Mulla Colony Scrap Store, Near Gajipur Police Station	Vasundra Enclave	Closed By Lan Support Team	04/04/2024 10:04	154.13	High
10728	20240329C3	29/03/2024 00:03	Hardware	IP Camera	GTR COMM ENF 2ND FLOOR, MAIN GATE CAMERA NOT WORKING.	33 Kv Grid, G.T.Road Comm'l Bldg	Gt Road	Closed By Lan Support Team	02/04/2024 09:04	105.19	High
10729	20240329C4	29/03/2024 10:03	Hardware	PC CPU	need to System shifting	Town Hall Business Office	Chandni Chowk	Closed By Site Engineer	29/03/2024 15:03	5.28	High
10730	20240329C5	29/03/2024 10:03	Networking	Red Cross	N/W not working at cash counter 103	Town Hall	Chandni Chowk	Closed By Site Engineer	29/03/2024 15:03	5.23	High
10731	20240330C1	30/03/2024 06:03	Hardware	IP Camera	CC ST. 13 MADHU VIHAR CAMERA NOT WORKING.	S/Stn. No. 13, Ppg (Ppg-2)	Laxmi Nagar	Closed By Lan Support Team	02/04/2024 09:04	75.28	High
10732	20240330C2	30/03/2024 06:03	Hardware	IP Camera	YVR COMM CASH CAMERA NOT WORKING.	C-7, Commercial Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Lan Support Team	02/04/2024 09:04	75.26	High
10733	20240330C3	30/03/2024 06:03	Hardware	IP Camera	CCK COMM GATE CAMERA OUT OF LOCATION.	Town Hall Business Office	Chandni Chowk	Closed By Lan Support Team	02/04/2024 09:04	75.03	High
10734	20240330C4	30/03/2024 14:03	General Calls	Presentation / VC	laptop connection with projector	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/03/2024 17:03	2.96	High
10735	20240330C5	30/03/2024 15:03	Softwares	Internet	inetnet not working	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/03/2024 17:03	2.94	High
10736	20240330C6	30/03/2024 15:03	Networking	IP Conflict	ip issue	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	30/03/2024 15:03	0.23	High
10737	20240330C7	30/03/2024 15:03	Hardware	Printer	Printer 2c not working	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Hardware Team	30/03/2024 15:03	0.18	High
10738	20240330C8	30/03/2024 15:03	Softwares	VPN	Unable to login in vpn	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/03/2024 17:03	2.78	Medium
10739	20240330C9	30/03/2024 15:03	Softwares	IBM Lotus Notes	Please arrange to unlock the mail account of Braham Pal/REL/RelianceADA,	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/03/2024 17:03	2.74	High
10740	20240330C10	30/03/2024 15:03	Softwares	IBM Lotus Notes	Dear Aamir Kindly arrange to reset lotus id file with password due to HDD crashed of user Ajit Kundra/Services/REL/RelianceADA,	Town Hall Business Office	Chandni Chowk	Closed By Helpdesk	30/03/2024 17:03	2.73	High

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
10741	20240330C11	30/03/2024 15:03	Softwares	IBM Lotus Notes	kindly reset lotus id password of Tushar Nirwan/REL/RelianceADA,	Business Office, Karawal Nagar	Karawal Nagar	Closed By Helpdesk	30/03/2024 17:03	2.72	High
10742	20240330C12	30/03/2024 15:03	Softwares	IBM Lotus Notes	PI reset the mail password. Budh Nagle/Services/REL/RelianceADA	Mulla Colony Scrap Store, Near Gajipur Police Station	Vasundra Enclave	Closed By Helpdesk	30/03/2024 17:03	2.71	High
10743	20240330C13	30/03/2024 15:03	Softwares	IBM Lotus Notes	Kindly terminate the mail id of user and CDAP Entry has been done.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/03/2024 17:03	2.73	High
10744	20240330C14	30/03/2024 15:03	Softwares	IBM Lotus Notes	lotus traveller request of nishnat grover	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/03/2024 17:03	2.71	High
10745	20240330C15	30/03/2024 15:03	Softwares	IBM Lotus Notes	kindly provide lotus traveller server name of Rahul Bhattacharya/REL/RelianceADA,	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/03/2024 17:03	2.69	High
10746	20240330C16	30/03/2024 15:03	Softwares	ITSM Request	require itsm link for saurabh gandhi	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/03/2024 17:03	2.68	High
10747	20240330C17	30/03/2024 15:03	Softwares	IBM Lotus Notes	mail id creation of shahrukh malik	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/03/2024 17:03	2.67	High
10748	20240330C18	30/03/2024 15:03	Softwares	IBM Lotus Notes	mailid creation of nitin verma	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/03/2024 17:03	2.66	High
10749	20240330C19	30/03/2024 15:03	Softwares	IBM Lotus Notes	gaurav thapan	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/03/2024 17:03	2.65	High
10750	20240330C20	30/03/2024 15:03	Softwares	IBM Lotus Notes	User is getting blank mail in Folder as per trailing mail, So kindly suggest.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/03/2024 17:03	2.59	High
10751	20240330C21	30/03/2024 15:03	Softwares	IBM Lotus Notes	Please unlocked the account Deepti Dhingra/Services/REL/RelianceADA,	Ppg Indl. Area Grid (Ppg-2)	Laxmi Nagar	Closed By Helpdesk	30/03/2024 17:03	2.58	High
10752	20240330C22	30/03/2024 15:03	Softwares	IBM Lotus Notes	Please arrange to unlock the mail account of Karan Singh/REL/RelianceADA,	Enfo. Meter Store Shastri Park Grid, Delhi-53	Yamuna Vihar	Closed By Helpdesk	30/03/2024 17:03	2.57	High
10753	20240330C23	30/03/2024 15:03	Softwares	IBM Lotus Notes	Unlock lotus account of Amita.A.Sharma@relianceada.com	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Helpdesk	30/03/2024 17:03	2.56	High
10754	20240330C24	30/03/2024 15:03	Softwares	IBM Lotus Notes	As discussed,i am out of India.pl reset my phone email password. My lotus email meenu mishra	Divn. Office, (Lnr)	Laxmi Nagar	Closed By Helpdesk	30/03/2024 17:03	2.55	High
10755	20240330C25	30/03/2024 15:03	Softwares	IBM Lotus Notes	Dear Team, Please provide UID of Emp.ID 38362 for Manish Kumar,Deptt. MMG-South-East,Laxmi Nagar.	S/Stn No 5 Enrf-2 (Ppg)	Laxmi Nagar	Closed By Helpdesk	30/03/2024 17:03	2.59	High
10756	20240330C26	30/03/2024 15:03	Softwares	IBM Lotus Notes	kindly unlock lotus account of Yash K Kumar/REL/RelianceADA,	Complaint Office, Karawal Nagar	Karawal Nagar	Closed By Helpdesk	30/03/2024 17:03	2.52	High
10757	20240330C27	30/03/2024 15:03	Softwares	IBM Lotus Notes	Hard disk was crash please provide mail ID file User Email id - Ravi Tyagi/Services/REL/RelianceADA,	66 Kv, Khicripur Grid, Delhi	Mayur Vihar	Closed By Helpdesk	30/03/2024 17:03	2.49	High
10758	20240330C28	30/03/2024 15:03	Softwares	IBM Lotus Notes	Please reset the password for Anand P Kumar/REL/RelianceADA,	Gh-II Grid (Ppg-2)	Laxmi Nagar	Closed By Helpdesk	30/03/2024 17:03	2.48	High
10759	20240330C29	30/03/2024 15:03	Softwares	IBM Lotus Notes	Please reset the password for Veerpal Gousain/REL/RelianceADA,	Gh-II Grid (Ppg-2)	Laxmi Nagar	Closed By Helpdesk	30/03/2024 17:03	2.46	High
10760	20240330C30	30/03/2024 15:03	Softwares	IBM Lotus Notes	Dear Aamir, User HDD crash so required id file of Sanjeev C Kumar/REL/RelianceADA.	33kv G.B.Pant Grid	Darya Ganj	Closed By Helpdesk	30/03/2024 18:03	2.52	High
10761	20240330C31	30/03/2024 15:03	Softwares	IBM Lotus Notes	Kindly terminate the mail id of user and CDAP Entry has been done. aarif khan	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/03/2024 18:03	2.49	High
10762	20240330C32	30/03/2024 15:03	Softwares	IBM Lotus Notes	kindly unlock lotus account of Pawan K Yadav/REL/RelianceADA,	Dispensary, Desu Colony Tripolia, Rana Partap Bagh Delhi	Patel Nagar	Closed By Helpdesk	30/03/2024 17:03	2.4	High
10763	20240330C33	30/03/2024 15:03	Softwares	Domain Password	kindly create domain id creation of natarajan swaminathan on urgent basis. Name: natarajan swaminathan Employee id: 41019916 Dept: Legal Mobile: 9871162969 Location: KKD HO Email id: natarajan.swaminathan@relianceada.com	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/03/2024 18:03	2.6	High
10764	20240330C34	30/03/2024 16:03	Softwares	IBM Lotus Notes	mail id creation of natarajan swaminathan	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/03/2024 18:03	1.88	High
10765	20240330C35	30/03/2024 16:03	Softwares	ITSM Request	Dear Team, User is not able to login in ITSM.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/03/2024 17:03	1.69	High
10766	20240330C36	30/03/2024 16:03	Softwares	IBM Lotus Notes	Engineer trying to configure mail id on different Pcs but trying to failed , So kindly provide lotus id file with password .	Training And Work Shop, (Ppg-2)	Laxmi Nagar	Closed By Helpdesk	30/03/2024 17:03	1.68	High
10767	20240330C37	30/03/2024 16:03	Softwares	IBM Lotus Notes	Users System Crashed Please send new Mail ID file . 1) SunderRAJ :- 40136702 mail id :- Sunder Raj/REL/RelianceADA,	18-Block, East Patel Nagar, New Delhi-110 005 Commf Office	Patel Nagar	Closed By Helpdesk	30/03/2024 17:03	1.67	High
10768	20240330C38	30/03/2024 16:03	Softwares	IBM Lotus Notes	Umesh Kumar :- 401 35242 mail id :- Umesh R Kumar/REL/RelianceADA,	18-Block, East Patel Nagar, New Delhi-110 005 Commf Office	Patel Nagar	Closed By Helpdesk	30/03/2024 18:03	1.84	High
10769	20240330C39	30/03/2024 16:03	Softwares	IBM Lotus Notes	Umesh Kumar :- 401 35242 mail id :- Umesh R Kumar/REL/RelianceADA,	18-Block, East Patel Nagar, New Delhi-110 005 Commf Office	Patel Nagar	Closed By Helpdesk	30/03/2024 18:03	1.84	High
10770	20240330C40	30/03/2024 16:03	Softwares	IBM Lotus Notes	3) Praveen Kumar Jain :- 40133790 mail id :- Praveenkumar Jain/REL/RelianceADA,	18-Block, East Patel Nagar, New Delhi-110 005 Commf Office	Patel Nagar	Closed By Helpdesk	30/03/2024 18:03	1.84	High
10771	20240330C41	30/03/2024 16:03	Softwares	IBM Lotus Notes	kindly reset lotus id password of Mukesh Tyagi/Services/REL/RelianceADA,	Gandhi Market Office	Darya Ganj	Closed By Helpdesk	30/03/2024 17:03	1.65	High
10772	20240330C42	30/03/2024 16:03	Softwares	IBM Lotus Notes	kindly reset lotus id password of Mukesh Tyagi/Services/REL/RelianceADA,	Gandhi Market Office	Darya Ganj	Closed By Helpdesk	30/03/2024 17:03	1.64	High
10773	20240330C43	30/03/2024 16:03	Softwares	IBM Lotus Notes	kindly schedule the bulk mail around 4:00pm today and CDAP entry has been done. by chandra p kamat	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/03/2024 18:03	1.83	High
10774	20240330C44	30/03/2024 16:03	Softwares	IBM Lotus Notes	Please arrange to reset mail password of Reeta Brijlal/REL/RelianceADA,	C-7, Commercial Office Yamuna Vihar, Delhi-53	Yamuna Vihar	Closed By Helpdesk	30/03/2024 18:03	1.73	High
10775	20240330C45	30/03/2024 16:03	Softwares	IBM Lotus Notes	kindly schedule the bulk mail around 6:00pm today and CDAP entry has been done.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/03/2024 18:03	1.81	High
10776	20240330C46	30/03/2024 16:03	Softwares	IBM Lotus Notes	kindly schedule the bulk mail around 8am tomorrow as per discussion and CDAP entry has been done. by chandra p kamat	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/03/2024 18:03	1.8	High
10777	20240330C47	30/03/2024 16:03	Softwares	IBM Lotus Notes	kindly unlock lotus account of Chaman Lal/REL/RelianceADA,	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/03/2024 18:03	1.71	High
10778	20240330C48	30/03/2024 16:03	Softwares	IBM Lotus Notes	Please unlock the mail account of Ajay Ku Kumar/REL/RelianceADA,	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/03/2024 18:03	1.7	High
10779	20240330C49	30/03/2024 16:03	Softwares	Domain Password	request you to kindly create domain ID User name: Ayush Tiwari ECN: 41019921 Reporting to : Shri. Jai Agarwal Location: 2nd Floor, B block, Shakti Kiran Building, KKD Mobile no. 9643564627 Department: Management Review & Support Function Email id: Ayush.Tiwari@relianceada.com	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/03/2024 18:03	1.8	High
10780	20240330C50	30/03/2024 16:03	Softwares	Domain Password	request you to kindly create domain ID User name: Ayush Tiwari ECN: 41019921 Reporting to : Shri. Jai Agarwal Location: 2nd Floor, B block, Shakti Kiran Building, KKD Mobile no. 9643564627 Department: Management Review & Support Function Email id: Ayush.Tiwari@relianceada.com	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/03/2024 18:03	1.8	High
10781	20240330C51	30/03/2024 16:03	Softwares	IBM Lotus Notes	Kindly reset user mail Id:- Akshit Singh/REL/RelianceADA, password on urgent basis.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/03/2024 18:03	1.69	High

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time[Total Hours]	Priority
10782	20240330C52	30/03/2024 16:03	Softwares	IBM Lotus Notes	Kindly reset user mail Id:- Akshit Singh/REL/RelianceADA, password on urgent basis.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/03/2024 18:03	1.68	High
10783	20240330C53	30/03/2024 16:03	Softwares	ITSM Request	User is not able to login in ITSM.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/03/2024 18:03	1.78	High
10784	20240330C54	30/03/2024 16:03	Softwares	IBM Lotus Notes	kindly provide lotus id file of Raju S Singh/REL/RelianceADA because id file deleted bymistakenly by user.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/03/2024 18:03	1.67	High
10785	20240330C55	30/03/2024 16:03	Softwares	IBM Lotus Notes	mail id creation of devender s singh	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/03/2024 18:03	1.73	High
10786	20240330C56	30/03/2024 16:03	Softwares	IBM Lotus Notes	Kindly share mail id file with password as per CDAP entry has been done of Ayush Tiwari.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/03/2024 18:03	1.65	High
10787	20240330C57	30/03/2024 16:03	Softwares	IBM Lotus Notes	Dear Team, Please reset the password for Rakesh Kum Sharma/REL/RelianceADA,	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/03/2024 18:03	1.64	High
10788	20240330C58	30/03/2024 16:03	Softwares	IBM Lotus Notes	Dear Team, Please reset the password for Rakesh Kum Sharma/REL/RelianceADA,	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/03/2024 18:03	1.72	High
10789	20240330C59	30/03/2024 16:03	Softwares	IBM Lotus Notes	Dear Sir, Any kind of request related to Lotus Traveler, Webmail or VPN access kindly follow the steps mentioned in the below attached document. RCS Helpdesk ISO Forms Link: <a href="http://relapprod121.relanceada.com/Projects/SRC/HDS/HDSForms.nsf/frmHomeFrameSet?OpenFrameSet">http://relapprod121.relanceada.com/Projects/SRC/HDS/HDSForms.nsf/frmHomeFrameSet?OpenFrameSet</a>	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/03/2024 18:03	1.64	High
10790	20240330C60	30/03/2024 16:03	Softwares	IBM Lotus Notes	kindly reset lotus id password of Mukesh Tyagi/Services/REL/RelianceADA,	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/03/2024 18:03	1.59	High
10791	20240330C61	30/03/2024 16:03	Softwares	IBM Lotus Notes	Sir, kindly reset lotus id password of Kunal Bhatani/Services/REL/RelianceADA	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/03/2024 18:03	1.55	High
10792	20240330C62	30/03/2024 16:03	Softwares	IBM Lotus Notes	Please provide lotus traveler server name of user Patchiyappan Ramasamy/REL/RelianceADA	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/03/2024 18:03	1.58	High
10793	20240330C63	30/03/2024 16:03	Softwares	IBM Lotus Notes	my change to provide user mail id:- Akshit Singh/REL/RelianceADA and password. User system HDD are getting faulty and data are not available.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/03/2024 18:03	1.54	High
10794	20240330C64	30/03/2024 16:03	Softwares	IBM Lotus Notes	kindly schedule the bulk mail around 6:25pm today and CDAP entry has been done.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/03/2024 18:03	1.59	High
10795	20240330C65	30/03/2024 16:03	Softwares	IBM Lotus Notes	Kindly reset lotus Id password of jyoti yadav	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/03/2024 18:03	1.49	High
10796	20240330C66	30/03/2024 16:03	Softwares	IBM Lotus Notes	Server lock issue (Munna kandrikar)	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/03/2024 17:03	1.33	High
10797	20240330C67	30/03/2024 16:03	Softwares	IBM Lotus Notes	Server lock issue (Munna kandrikar)	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/03/2024 17:03	1.27	High
10798	20240330C68	30/03/2024 16:03	Softwares	IBM Lotus Notes	User Devanshu Sharma/REL/RelianceADA has registered the following device with the Traveler server RADAGTRVLR05/SVR/RelianceADA. The device will be unable to sync data until approved by a Traveler Administrator.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/03/2024 18:03	1.44	High
10799	20240330C69	30/03/2024 16:03	Softwares	IBM Lotus Notes	Response to your Request Number REL11324-252047-(Fw: password not working)	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/03/2024 17:03	1.24	High
10800	20240330C70	30/03/2024 16:03	Softwares	IBM Lotus Notes	Please unlocked the account for Shobhit R Srivastava/REL/RelianceADA,	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/03/2024 17:03	1.24	High
10801	20240330C71	30/03/2024 16:03	Softwares	IBM Lotus Notes	kindly unlock lotus account of Saudan Singh/REL/RelianceADA,	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/03/2024 17:03	1.23	High
10802	20240330C72	30/03/2024 16:03	Softwares	IBM Lotus Notes	User Abbas Abidi/REL/RelianceADA has registered the following device with the Traveler server RADAGTRVLR05/SVR/RelianceADA. The device will be unable to sync data until approved by a Traveler Administrator.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/03/2024 18:03	1.41	High
10803	20240330C73	30/03/2024 16:03	Softwares	IBM Lotus Notes	Please Unlock IBM mail Account Email - Sachin Shandilya/Services/REL/RelianceADA,	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/03/2024 17:03	1.21	High
10804	20240330C74	30/03/2024 16:03	Softwares	IBM Lotus Notes	kindly reset lotus id password of Jai Rawat/REL/RelianceADA,	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/03/2024 17:03	1.21	High
10805	20240330C75	30/03/2024 16:03	Softwares	IBM Lotus Notes	Hr deptt has update L1 and L2 of Natarajan Swaminathan/REL/RelianceADA in SAP HR but still it is showing below error.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/03/2024 18:03	1.39	High
10806	20240330C76	30/03/2024 16:03	Softwares	IBM Lotus Notes	Reset id password UTSAV JOSHI	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/03/2024 17:03	1.17	High
10807	20240330C77	30/03/2024 16:03	Softwares	IBM Lotus Notes	User was trying to configure 2 times but password not accepted,So kindly provide the lotus id file with password.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/03/2024 17:03	1.14	High
10808	20240330C78	30/03/2024 16:03	Softwares	Windows	Dear Madam/Sir kindly verify and provide Unique ID for Contractual Employee mentioned in trailing mail. SR NO NAME E.NO LOCATION 1 Aman Raj Kumar PRPL3202 GTR	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/03/2024 18:03	1.35	High
10809	20240330C79	30/03/2024 16:03	Softwares	IBM Lotus Notes	Kindly create the mail id of user and CDAP Entry has been done. vijay m singh	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/03/2024 18:03	1.34	High
10810	20240330C80	30/03/2024 16:03	Softwares	IBM Lotus Notes	vijsender goyal mail id cration	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/03/2024 18:03	1.33	High
10811	20240330C81	30/03/2024 16:03	Softwares	IBM Lotus Notes	kindly digest lotus id password of Akshit Singh/REL/RelianceADA,	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/03/2024 17:03	1.09	High
10812	20240330C82	30/03/2024 16:03	Softwares	IBM Lotus Notes	Sir, User Hard disk is crashed. So please a give ID file Mohd Adnan/Services/REL/RelianceADA	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/03/2024 18:03	1.33	High
10813	20240330C83	30/03/2024 16:03	Softwares	IBM Lotus Notes	user mail id is Akhlesh Kumar/Services/REL/RelianceADA,	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/03/2024 17:03	1.07	High
10814	20240330C84	30/03/2024 16:03	Softwares	IBM Lotus Notes	Kindly unlock user mail Id:-Neeraj Roy/Services/REL/RelianceADA on urgent basis.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/03/2024 17:03	1.05	High
10815	20240330C85	30/03/2024 16:03	Softwares	IBM Lotus Notes	Kindly reset password of user Gaurav Suyal/Services/REL/RelianceADA	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/03/2024 17:03	1.05	High
10816	20240330C86	30/03/2024 16:03	Softwares	IBM Lotus Notes	Kindly unlock lotus account of Aditya k singh	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/03/2024 17:03	1.04	High
10817	20240330C87	30/03/2024 16:03	Softwares	IBM Lotus Notes	kindly digest password as per trailing mail.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/03/2024 18:03	1.22	High
10818	20240330C88	30/03/2024 16:03	Softwares	IBM Lotus Notes	Reset lotus Id password of BypL.Telecomsupport@relanceada.com	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/03/2024 17:03	0.96	High
10819	20240330C89	30/03/2024 16:03	Softwares	IBM Lotus Notes	indly provide lotus id file of Akshat Bisht/Services/REL/RelianceADA because user hdd has crashed.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/03/2024 17:03	0.94	High
10820	20240330C90	30/03/2024 16:03	Softwares	IBM Lotus Notes	kindly reset lotus id password of Rohit Mehta/REL/RelianceADA,	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/03/2024 18:03	1.09	High
10821	20240330C91	30/03/2024 16:03	Softwares	IBM Lotus Notes	CDAP --- new id for Vijender Goyal/REL/RelianceADA	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/03/2024 18:03	1.15	High

S.No.	Complaint Id	Creation Time	Call Category	Call SubCategory	Call Summary	Location	DIVISION	Status	Closing Date	Resolution Time(Total Hours)	Priority
10822	20240330C92	30/03/2024 16:03	Softwares	IBM Lotus Notes	kindly reset lotus id password of Anjali Mittal/REL/RelianceADA,	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/03/2024 17:03	0.92	High
10823	20240330C93	30/03/2024 16:03	Softwares	IBM Lotus Notes	kindly reset lotus id password of Vinod K Gautam/REL/RelianceADA,	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/03/2024 17:03	0.9	High
10824	20240330C94	30/03/2024 16:03	Softwares	IBM Lotus Notes	Kindly arrange to reset lotus mail password of user Pawan K Verma/REL/RelianceADA,	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/03/2024 17:03	0.89	High
10825	20240330C95	30/03/2024 17:03	Softwares	IBM Lotus Notes	kindly digest lotus id password of Nitin Vasishth/Services/REL/RelianceADA,	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/03/2024 18:03	1.09	High
10826	20240330C96	30/03/2024 17:03	Softwares	IBM Lotus Notes	kindly digest lotus id password of Mohd Adnan/Services/REL/RelianceADA,	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/03/2024 18:03	1.06	High
10827	20240330C97	30/03/2024 17:03	Softwares	IBM Lotus Notes	User inbox some mails are not found in server , local as well as archive database. kindly suggest for getting missing inbox mails.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/03/2024 18:03	1.04	High
10828	20240330C98	30/03/2024 17:03	Softwares	IBM Lotus Notes	kindly provide lotus traveller server name of Bidyut K Dey/REL/RelianceADA,	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/03/2024 18:03	1.02	High
10829	20240330C99	30/03/2024 17:03	Softwares	IBM Lotus Notes	kindly unlock lotus account of Parveen Lalawat/Services/REL/RelianceADA,	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/03/2024 17:03	0.83	High
10830	20240330C100	30/03/2024 17:03	Softwares	IBM Lotus Notes	lease reset the password for Manish Tyagi/Services/REL/RelianceADA,	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/03/2024 17:03	0.83	High
10831	20240330C101	30/03/2024 17:03	Softwares	IBM Lotus Notes	Kindly provide the Lotus Traveler webmail server of user Som Dutt/REL/RelianceADA,	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/03/2024 18:03	1.01	High
10832	20240330C102	30/03/2024 17:03	Softwares	IBM Lotus Notes	User Som Dutt/REL/RelianceADA has registered the following device with the Traveler server RADAGBIS050/SVR/RelianceADA. The device will be unable to sync data until approved by a Traveler Administrator.	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/03/2024 18:03	1	High
10833	20240330C103	30/03/2024 17:03	Softwares	IBM Lotus Notes	User is not getting desire mails in given restore database	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/03/2024 18:03	0.43	High
10834	20240330C104	30/03/2024 17:03	Softwares	IBM Lotus Notes	Dear Sir, Any kind of request related to Lotus traveler, webmail or VPN access kindly follow the steps mentioned in the below attached document. RCS Helpdesk ISO Forms Link: <a href="http://relapprod121.relianceada.com/Projects/SRC/HDS/HDSForms.nsf/frmHomeFrameSet?OpenFrameSet">http://relapprod121.relianceada.com/Projects/SRC/HDS/HDSForms.nsf/frmHomeFrameSet?OpenFrameSet</a> Reset web password if not remember Link 15 min	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/03/2024 18:03	0.43	High
10835	20240330C105	30/03/2024 17:03	Softwares	IBM Lotus Notes	kindly reset lotus id password of Bypl Cybersecurity/REL/RelianceADA,	Shakti Kiran Bldg., Kkd	Karkardooma	Closed By Helpdesk	30/03/2024 17:03	0.24	High